

VTCT VR74
Support Employment Standards

Support services and operations

a. Briefly explain why it is important for as business to run smoothly and efficiently and what can be done to ensure that this continues?

It is important for the business to run smoothly and efficiently as this lead to clients satisfaction, cost effectiveness, and secure the employment of employees. To achieve this need to work out the time limit, make sure client is happy and satisfy with the treatment before leaving the salon, treat the client and staff with respect and be professional all the time.

b. Describe your own responsibilities in the work place with regard to quality assurance?

- Follow health and safety procedures
- Act to protect themselves and others
- Use equipment properly
- be professional
- provide complete information to client before treatment
- follow the ethical code of practice

c. What can you do to ensure that clients are return to business?

Good codes of practice always bring the clients back to business. Welcome the client and make them comfortable inform the client if they need to wait, record the arrival time of client after treatment ask the client if happy with the treatment. Arrange the next appointment if necessary and ask the client to purchase any products greet them at the door and keep the client record card up to date.

d. Give details of the policy in your training/work establishment regarding consistent procedure?

In my work usually follow the health and safety policy staff should be trained, equal opportunity policy to treat equally. Should follow the procedure of personal hygiene and presentation and professional code of practice.

e. If you identify a matter that needs improvement what action would you take?

I would discuss it with my supervisor or manager and take immediate action to resolve the problem. Example: a staff not following the rules of hygiene and presentation I am going to talk to the staff ask for following the procedure and they don't follow it than I will talk about the issue to my supervisor. As it will effect the image of business and may put the away.

f. Why is it important to ensure that record cards are complete, accurate, confidential and legible?

Under Data Protection Act the client information stored electronically or manually should be kept secure and should not be given to anyone else and only provide to client upon request. It is personal information which should only be use for the treatment of client. It helps to safe time and therapist know about the type of Treatment that is contra indication and contra action to client.

Promote the image of and support hygiene and work place

a. Explain why is important to maintain standards of hygiene in salon?

It is important to maintain high standard of hygiene at salon to prevent infections and offensive odours and also professional look to client

b. Describe the methods used to avoid cross-infection in the salon?

Always work hygienically and should follow the following procedures to avoid cross infections:

- wash hand before and after every treatment
- always sterilize the tools after every treatment
- wash disposable gloves when handling waste
- dispose material in a sealed bag
- proper uniform and close toe flat shoes
- any cut and abrasions on hands should be covered
- should not wear any jewellery except wedding bands

c. What legislation and regulations cover hygiene in the workplace?

The legislation covered hygiene is health and Safety at work.

d. How do you explain the need for hygiene precautions to client?

Hygiene precautions can be explain to client by signpost the hygiene precautions at reception area, treatment room and also the appointment card; some times can also display the image of hygiene precautions at the area where client can easily see it.

e. Give examples of hygiene procedures you take as part of your work?

- Wear proper uniform and close toe low heel shoes
- Wash hands before treatment and after treatment
- Avoid any jewellery
- Dispose material in the proper way
- Always use clean towels for every client

g. How do you ensure that workplace always appear hygiene?

- Keep the workplace clean
- Uniform should be clean
- No pets should be allowed
- Keep the tools clean and sterilize
- Always provide customer clean towels

h. Explain how treatment waste is disposed of in a hygienic manner?

Waste like cotton wool and tissue should be disposed in sealed bag, needles should be disposed in sharp container; waxing strip should be disposed in clinical waste bag. The sharp box and clinical bag should then be sent to incineration.

Support Professionalism and community involvement

a. Why is it important to treat everyone equally and how can you ensure that this happens?

Under the Discrimination Act it is unlawful to discriminate against anyone also treating everyone equally builds up trust and confidence between you and client and it projects the professional image of your business. This can happen by dealing with everyone in the same posture not giving priority to one over another.

b. What steps would you take to make sure that your services are available to all sectors of the community?

To ensure that services are available to everyone in the community should understand the needs of clients and treatment should be provided according to their needs and provide any assistance if required by any client.

c. List the essential components of a Code of Practice and a code of ethics and relate these to your area of work?

Code of Practice and code of ethics

- Be professional
- Always work within the law
- Show loyalty to other therapists and related business people
- Respect client confidentiality
- Be polite to clients
- Provide extra assistance if needed by client
- Follow health and safety issues
- Deal with everyone equally

In the work area these code of practice and ethics is essential as a therapist I will have to deal with many clients so I shall follow these to which can lead the client to come back for treatment.

d. What can you do to promote good relationships with medical practitioners?

A good relationship is promoted with medical practitioners by having good communication with them. Discussing any general issues about the client that require medical assistance also can often refer the client if any one needs medical advice.

e. How would you communicate with medical personnel and therapists?

Communication should be professional and must respect others professional image. Never talk about your client's personal issues, avoid saying or doing anything unprofessional.

f. What is the purpose of a professional body?

The professional body provides support to business which includes:

- Technical and product updating
- Business advice

- News bulletins
- Special rates for insurance
- Membership badge and display material

Support Protection from Physical and mental abuse

a. Explain why it is important for client to feel at ease and how you might know if they were not?

Client comes in the salon for the treatment and its is important to make the client feel comfortable this can leads to client to come back again for treat and also will introduce to others. If the client left the salon unhappy and complaining about the service also body language and facial expression can also tell that client is not happy.

b. What action can you take to put client at ease and reassure them of your professionalism?

Welcome the client and make them comfortable inform the client if they need to wait, record the arrival time of client after treatment ask the client if happy with the treatment. Arrange the next appointment if necessary and ask the client to purchase any products greet them at the door and keep the client record card up to date.

c. Explain responsibilities you have when working with children?

Treat them with great care and be polite and gentle with them and clearly explain about the treatment before starting.

d. How should you react to a client (whether adult or child) talking about abusive experience and what action should you take?

The best way to deal with such situation is to listen to their story do not personally advice them, but can tell them to contact the relevant organisation or person who can help them.

e. Why is confidentiality important?

It is important according to the Data Protection Act it is unlawful breaching the confidentiality, therefore it is important not to reveals client information to any one and should be the information up to date.

f. How can you protect yourself as a therapist from inapp ropriate behaviour?

- Avoid taking part in abusive conversation
- Be professional and try not to discuss personal life
- Respect other about their say
- Complain to manger if client is misbehaving with you

