Unit 1 Safe and healthy working practices in hair and beauty
Introduction

Hair and beauty businesses must meet and maintain high standards of health, safety and hygiene so that they present no risk to clients and employees and remain inspiring and successful in a growing industry.

This unit will help you to understand the importance of the Health and Safety at Work Act 1974 and learn about key legal requirements in the hair and beauty sectors. The act is designed to protect employers, clients and employees from accident, illness and injury. Everyone has a legal duty to follow this, and if a business is found to be negligent, it can be prosecuted. It covers the storage and use of equipment, training, adequate facilities and maintaining a working environment that is free from risks to health.

Accidents, both at home and at work, are on the increase, and while it will never be possible to prevent accidents, everyone has a responsibility to try to make the workplace as safe as they can.

It’s important to have the highest standards of health, safety and hygiene at all times. If we didn’t, we would have:
- dirty workplaces
- unprofessional employees
- unsafe equipment
- illness and cross-infection
- accidents and injury
- a poor reputation resulting in loss of business or closure.

<table>
<thead>
<tr>
<th>Learning outcomes (LO)</th>
<th>Covered in section ...</th>
<th>Page number</th>
</tr>
</thead>
<tbody>
<tr>
<td>LO1: Know the main health and safety legislation, policies and procedures</td>
<td>Health and safety legislation Workplace policies and procedures</td>
<td>00–00 00–00</td>
</tr>
<tr>
<td>LO2: Be able to demonstrate safe working practices in a hair and beauty environment</td>
<td>Occupational risks and hazards Carrying out a risk assessment</td>
<td>00–00 00–00</td>
</tr>
<tr>
<td>LO3: Understand the expected standards of personal presentation, hygiene and behaviour</td>
<td>Personal standards, presentation and conduct in the hair and beauty sector Benefits of a healthy lifestyle</td>
<td>00–00 00–00</td>
</tr>
</tbody>
</table>

Links to other units

This unit provides the opportunity to link to other units within the principal learning.

- **Unit 8** Exploring skin care and make-up
- **Unit 9** Exploring hair care and styling
- **Unit 10** Exploring hand care and nail art

When you are safely preparing the work
- When you are safely preparing the work area and client for treatment
- When you are using tools and equipment correctly and following manufacturers’ guidelines
- When you are carrying out treatments and following health and safety requirements and working practices throughout following instructions and directions where necessary
- Presenting and conducting yourself appropriately throughout
- When dealing with any health and safety risks as they happen and reporting them if required
Health and safety legislation

Introduction

The **Health and Safety at Work Act 1974** sets out the guidelines for managing health, safety and the environment in the workplace. Under this act, there are many individual regulations that may need to be followed to maintain safe working environments in the six hair and beauty industries. In this section, you will find out about the workplace regulations that are important for the safety and welfare of customers, employers and employees.

As a hairstylist or beauty therapist, you will be expected to be aware of specific legislation for your own job role. This will vary between local authorities so it is essential that businesses find out about the rules and guidelines that they need to follow in order to ensure a safe and healthy workplace.

Health and safety legislation

Below are some of the more important health and safety laws and regulations that you will need to be aware of:

- **Management of Health and Safety at Work Regulations 1999** – require employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate information and training.
- **Workplace (Health, Safety and Welfare) Regulations 1992** – cover a wide range of basic health, safety and welfare issues such as ventilation, heating, lighting, workstations, seating and welfare facilities.
- **Health and Safety (Display Screen Equipment) Regulations 1992** – set out requirements for work with Visual Display Units (VDUs).
- **Personal Protective Equipment at Work Regulations 1992** – require employers to provide appropriate protective clothing and equipment for their employees.
- **Provision and Use of Work Equipment Regulations 1998** – require that equipment provided for use at work, including machinery, is safe.
- **Manual Handling Operations Regulations 1992** – cover the movement of objects by hand or bodily force.
- **Health and Safety (First Aid) Regulations 1981** – cover requirements for first aid.
- **The Health and Safety Information for Employees Regulations 1989** – require employers to display a poster telling employees what they need to know about health and safety.
- **Employers’ Liability (Compulsory Insurance) Act 1969** – requires employers to take out insurance against accidents and ill health to their employees.
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995** – require employers to notify certain occupational injuries, diseases and dangerous events.
- **Noise at Work Regulations 1989** – require employers to take action to protect employees from hearing damage.
Electricity at Work Regulations 1989 – require people responsible for electrical systems to ensure they are safe to use and maintained in a safe condition.

Control of Substances Hazardous to Health Regulations (COSHH) 2002 – require employers to assess the risks from hazardous substances and take appropriate precautions.

In addition, specific regulations cover particular areas, for example:

- **Chemicals (Hazard Information and Packaging for Supply) Regulations 2002** – require suppliers to classify, label and package dangerous chemicals and provide safety data sheets for them.
- **Gas Safety (Installation and Use) Regulations 1994** – cover safe installation, maintenance and use of gas systems and appliances in domestic and commercial premises.

### A health and safety poster

<9780435447557_aw_001>

### Did you know?

Up to 70 per cent of hairdressers suffer from skin damage caused by water and chemicals used at work.

### Find out more

The Health & Safety Executive’s job is to protect people against risks to health and safety at work. Check out the HSE’s website for lots of information – www.hse.gov.uk.

### Local council registrations

Businesses offering hair and beauty treatments are required to register with their local council. This will usually mean a visit from the environmental health team to make sure that the premises are safe, clean and suitable for the nature of the services that will be offered. For some treatments, both the premises and the person offering them must be registered under The Local Government Miscellaneous Provisions Act 1982. The services that require this registration are:

- acupuncture
- tattooing
- semi permanent tattooing
- skin piercing
- electrolysis.

### Check it out

1. Why is it important for employers and employees to follow the Health and Safety at Work Act 1974?
2. Which three regulations do you think are the most important to your line of work?
3. Visit the Health and Safety Executive website and download and print off the Health and Safety at Work Poster. Which regulations would protect against skin damage for hairdressers?

### Jargon buster

**Precautions** – Actions taken to protect against harm or trouble

### Over to you

Health and safety at work

How do the regulations listed above relate to your own work experience? Which ones do you think are most relevant to you? Explain why.

English – reading, writing
Workplace policies and procedures (1)

Introduction
As well as following the Health and Safety at Work Act, your workplace will have its own rules and guidelines for keeping employees and the general public safe. These are called workplace policies or codes of practice. In this section, you will learn about how the workplace can be made a safer and healthier place to work in.

Employer and employee responsibilities
Both the employer and employee have a duty and responsibilities to ensure that the workplace is comfortable, warm and clean so that the environment is a satisfying and safe place to visit and work in.

Fire policies

Fire risk assessment
All workplaces must, by law, carry out a fire risk assessment (see page 00) and yearly fire drill. Weekly fire alarm tests are essential to ensure the alarm works, and staff must be trained to evacuate the building safely.

To prevent a fire breaking out, you should:
- Leave all doors unlocked wherever possible.
- Keep flammable products away from heat.
- Report anything that you think may be a fire hazard.
- Don’t block doorways and exits.
- Don’t smoke inside the premises.
- Don’t warm towels on electric or gas heaters.

Evacuation procedure
It is important to know the nearest exit and escape route should you need to evacuate the building. Escape routes should be clearly signposted with large print or illuminated exit signs. Look at the example of an emergency evacuation procedure below.

Building evacuation procedure in the event of fire

On discovering a fire:
- Sound the alarm.
- Dial 999. Ask for the Fire Service.
- Tell the Fire Service Control Operator:
  - What is on fire
  - What is the address
  - What is the nearest main road
  - What town you are in
  - Leave the building from the exit nearest to you.
  - Go to the agreed assembly point.

On hearing the fire alarm:
- Immediately evacuate the building via the nearest exit and go straight to the assembly point. Ensure all doors are closed behind you to slow down the spread of the fire.
- Assist visitors to evacuate the building.
- Ensure you follow instructions from the fire safety wardens or marshals.
- Do not run or panic.
- Do not stop to collect personal belongings.
- Do not open or touch a door beyond which you have reason to believe there is a fire.
- Do not use the lift.
- Do not return to the building until you have been told it is safe to do so.

First aid
First aid is the initial help given to someone who has hurt themselves or become ill. It is the treatment given before emergency medical help arrives. If you’re at the scene of an accident, or during a medical emergency, you should:
- Stay calm.
Look for continuing danger both to the casualty and yourself.
Decide whether to call for emergency help.
Listen to the person and talk quietly to them.
Keep the person warm with a blanket but do not allow them to get too hot.

First aid does not involve:
- giving medicines or tablets
- moving a person who has fallen and who might have broken bones.
The Health and Safety Regulations 1981 state that there should be a member of staff who is trained in first aid. Once trained, the person will be qualified for three years, after which they will need to re-train.

Hot and cold running water
The water supply is used for sanitising hands and tools, cleaning the room and the treatments. There must be a constant supply of hot and cold running water, and each treatment room or area should have its own sink.

Don’t:
- leave taps running
- flush semi-solid materials or liquids down the sink
- tip chemicals, solvents or cleaning agents into the sink.

Do report immediately to your supervisor if you see:
- a blocked sink – to avoid it overflowing
- water that is discoloured as it comes out of a tap
- leaks, loose taps or cracked pipes.

Lighting
Lighting affects the atmosphere and ambience of the business. The wrong lighting can have a disastrous effect on how visitors and employees feel.

Your responsibilities include:
- Make sure the light is bright enough for you to see clearly.
- Make sure the light is not so bright that you become disorientated.
- Report flickering or faulty lights to your supervisor.

Turn this information into a graph or chart that shows at a glance the results of your investigation.

Heat and ventilation
The ideal working temperature is between 16 and 20 degrees Celsius. The level of moisture in the air should be between 30 and 70 per cent. The most efficient heating system for a salon is thermostatically controlled gas central heating.

Ventilation is needed to ensure circulation of fresh air. The diagram below shows what can happen if there is an inadequate supply of fresh air in a workplace. Methods of ventilation include extractor fans, windows and doors, air vents and flues.
Over to you

The perfect lighting

In a small group, find out the typical jobs and treatments that are carried out in the six different hair and beauty industries and the ideal types of lighting and lighting effects required for each.

PLTS Links: IE

Functional Skills Links:
English, Mathematics, ICT

Illnesses spread

The effects of poor ventilation

Inadequate ventilation and fresh air

Smelly and stuffy atmosphere

Build up of treatment fumes

Jargon buster

Extractor fan – A fan used to remove steam, fumes or stale air from a room

Flue – A pipe used to remove smoke, gas or heat from a fire

Check it out

1. What are workplace policies?

2. List three responsibilities that you have to prevent a fire.

3. What could happen if a workplace does not have good ventilation?
Workplace policies and procedures (2)

Cleaning, sterilising and disinfecting tools

Workplace hygiene is essential for a safe environment. Infections can be easily passed from person to person via direct or indirect contact – this is known as cross-infection.

Direct contact occurs when an infection passes from one person to another through:
- touching the skin
- sneezing
- coughing
- breathing.

Indirect contact occurs when infection passes from one person to another through an unclean object, for example a towel or bedding or dirty equipment and tools.

Preventing the spread of bacteria

Sanitisation
Regular cleaning and washing using warm soapy water promotes health by removing dirt and reducing the growth of germs and bacteria. You can wash your hands with soap and water or use an alcohol-based hand sanitiser.

Disinfection
This is a form of cleaning suitable for surfaces such as trolleys and equipment. It reduces the number of germs and bacteria so that they are not harmful to health. Most disinfectant solutions are alcohol or bleach based.

Sterilisation
Sterilisation kills germs and bacteria and is used for tools and equipment as well as surfaces. Methods are dry heat, steam sterilisation or sterilisation fluids.

Safe and hygienic waste disposal

Within hair and beauty, many treatments generate waste that could be contaminated, for example hair removal, piercing, hair cutting and shaving. Although these treatments do not normally cause bleeding, an accidental skin cut with scissors or blood spotting from waxing could occur. For this reason, there should be another method of waste disposal provided. Treatments such as epilation, which involves inserting a probe (needle) into the hair follicle, requires all used probes to be disposed of in a sharps box and then incinerated.
Eating, smoking, alcohol and drugs in the workplace

Smoking, alcohol and drugs
The workplace must be smoke, drug and alcohol free. Alcohol and drugs affect a person’s ability to use equipment and products safely and to judge dangers. They can also affect their personality which may be upsetting for clients and staff. Clients under the influence of alcohol or drugs may have an unfavourable reaction to products or treatments. The smell of cigarettes can cling to clothing, breath and body, which is unpleasant for the client, and non-smoking clients may not re-book. A client who smokes will need to follow the non-smoking guidelines of the salon while they are there.

Food and Drink
Food and drink must not be consumed in the workplace, except in a designated area such as a staff room or kitchen. There should be a refrigerator to keep food cool. It is unprofessional for staff to be seen eating and drinking and is also unhygienic as particles of food left on the floor or work surfaces can become a breeding ground for germs and may attract insects which can carry harmful bacteria.

Posture and prevention of musculo-skeletal disorders
The posture of both yourself and the client is important because many treatments require you to stand, bend or use the same muscles for gripping for long periods of time. It is important to make regular checks and corrections to your posture.

Repetitive strain injury (RSI)
This is a common posture or musculoskeletal disorder. It is caused by repeated action of the same joint or muscle, for example through the overuse of scissors or computer. It can affect the muscles, tendons and nerves in the arms, hands and upper back.

Good posture and limiting the time spent doing repetitive work can help prevent or stop the progress of RSI. Stretches, strengthening exercises, ergonomically designed facilities and massages can reduce neck and shoulder muscle tension and can help heal existing disorders.

The following symptoms may indicate the onset of RSI:
- recurring pain or soreness in neck, shoulders, upper back, wrists or hands
- tingling, numbness, coldness or loss of sensation
- loss of strength of grip and fatigue.

Prevention and treatment of RSI
- Check your posture and position when working. The head and back should form a straight line from the ears to the pelvis. The shoulders and head should not be hunched.
- Take regular breaks.
- Keep in good shape, with regular aerobic exercise, adequate sleep, drinking enough water, and not smoking. This will help improve strength and blood flow in the affected muscles.
- Make sure your wrists are in line with your fingers during treatment.
and not at an angle from each other.

**Manufacturers’ instructions**
You must always follow the manufacturer’s instructions on products and equipment. Reputable manufacturers spend thousands of pounds testing their products and equipment under all sorts of conditions because they want you to be satisfied and to ensure you use them safely in the way that they have been designed.

Instructions are usually printed on the side of the product/equipment or in an accompanying leaflet. Failure to follow instructions can result in:
- risks of injury or illness due to misuse
- the product or equipment not working properly.

**Health and safety symbols**
The symbols below show at a glance how a chemical is hazardous and must, by law, appear on products that contain dangerous chemicals.

![Health and safety symbols](image)

Hazardous – Dangerous, unsafe, harmful

**Top Tip**
If you see something that could endanger the health and safety of yourself and others, report it immediately to senior staff.

**Jargon buster**
Hazardous – Dangerous, unsafe, harmful

**Check it out**
What is the correct way to wash your hands?
1. List three ways in which infection or cross-infection can occur.
2. Why shouldn’t you eat in the workplace?
3. What does RSI stand for?
Personal standards, presentation and conduct in the hair and beauty sectors

Introduction
Employees in the hair and beauty sector are expected to follow general standards of presentation and hygiene, but depending on the individual industry, these may become more specific. In addition, different employers may have further rules and guidelines for presentation and hygiene over and above the usual. Employees on work experience or starting new jobs will be expected to comply with individual employers’ dress codes. These guidelines help to set the standard of the workplace as well as maintain its brand and image, plus the type of clients that it wishes to attract. This section covers the requirements in more detail and will introduce you to the importance of maintaining high standards each and every day.

Standards of personal presentation
A good first impression is vital as it will affect the way in which a client views you and the business. A poor image will give people the wrong impression.

Clothing
This must be freshly laundered and clean every day, as smells from food, the environment and smoke can cling to the fibres of the material, which clients may find off-putting. If it is not possible to launder a uniform every day, it should not be worn to and from the workplace but hung up and changed into on arrival at work and then changed out of when it is time to leave.

Footwear
The style of footwear will depend on the industry. Many industries within the sector expect employees to wear sensible, enclosed, low-heeled shoes as there is a health and safety issue to consider. Dropping sharp tools and implements could result in injury to the foot if open-toed shoes are being worn.

Accessories
The wearing of excess jewellery is not advised as this could scratch clients while carrying out hairdressing or beauty therapy treatments. Small, discreet pieces of jewellery are acceptable.

Hairstyle
Depending on the workplace, these can range from funky and outrageous to perfectly formed buns. On visiting a hair salon, you might expect to see unusual hair styles and colours; however, if you were to visit a spa, the opposite would be true.
**Make-up and nails**

The hair and beauty industries normally expect employees to wear a light day make-up, although some employers may expect more. While the wearing of nail varnish is usually not allowed in the beauty and spa industries, a nail technician would be expected to. The most important thing to remember with make-up and nails is that the application is perfect and remains unsmudged and unchipped throughout the day.

**Standards of personal hygiene**

The hygiene of your hair, skin, nails, teeth and body must be perfect. Working within any of the hair and beauty industries, treatments and services involve close contact with clients. The table below shows what happens if you don’t take care of your personal hygiene.

<table>
<thead>
<tr>
<th>Part of body</th>
<th>Poor hygiene leads to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teeth</td>
<td>Bad breath. Due to:</td>
</tr>
<tr>
<td></td>
<td>● illnes</td>
</tr>
<tr>
<td></td>
<td>● poor dental hygiene</td>
</tr>
<tr>
<td></td>
<td>● eating foods that cause bad breath</td>
</tr>
<tr>
<td>Hair</td>
<td>Smelly or oily hair:</td>
</tr>
<tr>
<td></td>
<td>● Unwashed</td>
</tr>
<tr>
<td></td>
<td>● Picked up odour of smoke or foods</td>
</tr>
<tr>
<td>Nails and hands</td>
<td>Dirty nails and hands</td>
</tr>
<tr>
<td></td>
<td>Chipped polish</td>
</tr>
<tr>
<td></td>
<td>Uneven and split, so could scratch</td>
</tr>
<tr>
<td>Body</td>
<td>Body odour</td>
</tr>
<tr>
<td></td>
<td>General impression of being dirty</td>
</tr>
<tr>
<td>Skin</td>
<td>Not cleansed or exfoliated properly:</td>
</tr>
<tr>
<td></td>
<td>● Make-up applied on top of stale make-up</td>
</tr>
<tr>
<td></td>
<td>● Make-up too thick</td>
</tr>
<tr>
<td></td>
<td>● Blocked pores</td>
</tr>
<tr>
<td></td>
<td>● Spots and oil</td>
</tr>
<tr>
<td></td>
<td>● Dry flaky skin</td>
</tr>
<tr>
<td></td>
<td>● Lacklustre due to lack of sleep</td>
</tr>
<tr>
<td></td>
<td>● Sluggish complexion due to poor diet</td>
</tr>
</tbody>
</table>

**Personal conduct**

The good behaviour and conduct of all employees is essential to the smooth and safe running of a business. The poor conduct of one employee could reflect on each and every member of the business and the visitors to it. The implications of poor conduct could damage the business’ image as well as risking injury to self and others and the spread of infection resulting in illness.
Impact of poor conduct on the business

- Poor impression of the business
- Cross-infection
- Injury to self and others
- Verbal and written warnings from employer leading to dismissal
- A breakdown in team relationships
- Loss of business and reputation
Lifestyle choices

Introduction
In order to benefit from lifestyle choices, they must be healthy ones. Poor choices will reflect on your health, happiness, abilities and mood. It is not always easy to change poor lifestyle choices, but making improvements to them will help you to reap the benefits in your personal and working life. This section will cover the benefits of altering your lifestyle for the better. It looks at the impact of poor diet and lifestyle choices and how they affect your health, well-being and the ability to perform at work effectively and safely.

Benefits of a healthy lifestyle
There are six aspects of your lifestyle that may affect your mental and physical health:
- fitness and exercise
- nutrition and diet
- sleep patterns
- stress and anxiety
- work-life balance
- substance abuse.

Fitness and exercise
Regular exercise boosts metabolism and improves fitness. Exercise also releases endorphins which help us to feel happier and more positive. Just ten minutes of exercise a day will make a vast improvement to the strength and health of your heart and muscles.

Nutrition and diet
The body requires a certain amount of nutrients and vitamins in order to work effectively. It also requires regular energy from a healthy balanced diet. Too many of the wrong foods will make us feel sluggish and lacking in energy as well as causing us to put on excess weight. Too little healthy food will not provide us with enough energy to get through the day.

Starting Point
What triggers you into choosing unhealthy lifestyle choices?

Jargon buster
Endorphins – Substances released by the brain which are a natural painkiller
Nutrients – Substances that provide nourishment

The food triangle
Picture this

Food for thought
Nicky works on the cosmetic counter at the department store every Saturday. She usually gets up too late to have breakfast, and instead grabs an apple on her way out the door. Today, when she arrived at work she was told that they were one member of staff short so everybody agreed to be flexible with their lunch breaks to help out. Normally, Nicky has the 12 o’clock lunch break slot. However, by the time her supervisor released her for lunch it was 2 o’clock and Nicky felt sick and dizzy. Her friend rushed out to buy her a chocolate bar because she said her blood sugar level was probably low and that was the reason why she felt dizzy. Nicky ate the chocolate bar and immediately felt better, with a renewed boost of energy. She washed it down with a coke, read a magazine and then went back to work. An hour later Nicky felt really tired and sluggish and couldn’t be bothered to unpack all of the new deliveries, which resulted in her manager telling her off.

1. What was the first thing that Nicky should have done before leaving for work?
2. Nicky felt sick and dizzy, then full of energy, then tired. What were the reasons for this?
3. Could Nicky have eaten something better than a chocolate bar to give her energy that would have lasted throughout the rest of the day?
4. Discuss this scenario with your tutor and class group.

Sleep patterns
Good quality, uninterrupted sleep is vital. Our bodies need rest to recharge in preparation for the next day. Sleep should also follow regular patterns so that our bodies don't become confused about what time of day or night it is. Although many people believe that we should have a regular eight hours' sleep per night, this varies between people and ages. The main thing is that you follow the sleep pattern that suits you and enables you to manage a day’s school or work without feeling sleepy or irritable.

Stress and anxiety
People react to stress in different ways. Long-term stress and anxiety can lead to illness, mood swings, loss of temper and the inability to cope. Relaxation and deep breathing techniques can help to relieve stress and anxiety. Changing the things in your day that cause stress may also help, such as:

- ‘eating on the run, or in a disorganised manner’
- smoking, or drinking excessively
- rushing, hurrying, being available to everyone
- doing several jobs at once
- missing breaks, taking work home with you
- having no time for exercise and relaxation’


Find out more
To find out more about stress, visit:
www.hse.gov.uk
www.direct.gov.uk
www.berr.gov.uk

Over to you
Stress test
Answer the following questions to find out if you are stressed:
1. How often do you snap at people because of a bad temper?
2. Do you cry when things become too much?
3. Do you get headaches?
4. Do you forget things easily?
5. Do you have trouble sleeping?
6. Do you find it hard to concentrate?

If you answered yes to more than two of the above questions, then you might need to do some relaxation exercises.

PLTS Links: TBC
Functional Skills Links: TBC

Top Tip
Not achieving a work-life balance can lead to increased stress and anxiety. Think about extra work before accepting it.

Check it out
[Studio: please leave four lines here for text to follow]
Work-life balance
You may have heard the saying ‘All work and no play makes Jack a dull boy’ – in other words, if you spend all of your time working or studying you will become boring. This may not be true for everyone, but too much work will certainly impact on your socialising and enjoyment of life. Many workplaces nowadays promote a work-life balance for their employees, as they recognise that if there is no balance, eventually the work will suffer.

Substance abuse
We looked at the effects of smoking, alcohol and drugs in the workplace on page 00.

Over to you

Lifestyle journal
Choose one area of your life that you would like to make improvements to – it can be any of the six areas.
Identify ways in which you think you could improve. Write a daily journal of your activities.
Discuss your results and successes with your class group and tutor.

PLTS Links: SM, IE

Functional Skills Links:
Reading, writing
Occupational hazards and risk assessment

Introduction
Working in the hair and beauty industries is a relatively safe career choice when it comes to occupational hazards. However, you still need to be aware of some potential problems. This section will look at the typical hazards that could occur as a result of working in the sector. It will help you to assess the risk that they pose and show you how to deal with them.

Occupational hazards
In the hair and beauty industry, the hazards that you are most likely to come across are shown in the diagram below.

Typical hazards in the hair and beauty industry

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Ways to avoid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skin allergies and skin sensitivity</td>
<td>Avoid use of the product that causes the problem</td>
</tr>
<tr>
<td></td>
<td>Carry out patch tests prior to using something new</td>
</tr>
<tr>
<td>Musculo-skeletal problems from poor posture</td>
<td>Improve posture</td>
</tr>
<tr>
<td></td>
<td>Improve your grip technique when using tools and</td>
</tr>
<tr>
<td></td>
<td>equipment</td>
</tr>
<tr>
<td>Asthmatic symptoms from inhalation of</td>
<td>Put lids back on powders immediately</td>
</tr>
<tr>
<td>fumes and chemicals</td>
<td>Ensure area is well ventilated</td>
</tr>
<tr>
<td></td>
<td>Wear a mask</td>
</tr>
<tr>
<td>Adverse skin conditions</td>
<td>Avoid treatments while these are present</td>
</tr>
<tr>
<td></td>
<td>Check with GP to get diagnosis and treatment</td>
</tr>
</tbody>
</table>

Taking steps to avoid occupational hazards will promote health and safety in the workplace.

Ways to avoid the most common occupational hazards

Starting Point
What is an occupational hazard?

Jargon buster
Hazard – Something that could cause an accident or injury, such as the spillage of a product on the floor
Risk – The likelihood of a hazard causing harm, for example someone slipping on the spillage and twisting their ankle

Jargon buster
Allergies – Sensitivity to something that causes a reaction
Asthmatic – Breathing difficulties
Diagnosis – Identification of a disorder or illness
Prevention – Action taken to stop something happening

Top Tip
Prevention is better than cure.
Always be alert for new allergies and skin conditions. Watch out for pain or differences in the appearance of the skin. Early diagnosis may prevent the condition from worsening and potentially affecting current work and future career plans.

**Carrying out a risk assessment**

In the workplace many things can cause accidents, injury or illness if they are not recognised and made safe. As an employee in any business, you will need to be able to contribute to maintaining a safe environment by spotting and reporting potential accidents (hazards) so that they don’t become a problem to you, the visitors and other staff.

**Hazardous substances**

The hair and beauty industries use a range of chemicals which must be used, stored, handled, maintained and disposed of safely. This is covered by the Control of Substances Hazardous to Health (COSHH) Regulations, which require employers to assess the risks from all harmful products and take appropriate precautions. Employers must have a list of all the products, including cleaning agents, that they have in the workplace. They must do this because the products could be:

- flammable
- poisonous if swallowed
- cause irritation
- give out strong fumes
- be dangerous if inhaled.

An example of a COSHH table

<table>
<thead>
<tr>
<th>Product</th>
<th>Hazard</th>
<th>Correct use</th>
<th>Storage</th>
<th>Disposal</th>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nail varnish remover</td>
<td>Inhalation of fumes, highly flammable</td>
<td>Replace bottle tops immediately, no smoking or naked flames nearby</td>
<td>Store away from direct heat in a cupboard, lids fully on and bottle upright</td>
<td>Do not incinerate</td>
<td>If spilt, clear up immediately as it can dissolve some plastics such as cushion flooring, and mark trolleys and equipment.</td>
</tr>
</tbody>
</table>

**Portable appliance testing (PAT)**

Every piece of portable electrical equipment must be PAT tested annually by a qualified person. If it is safe to use, a green pass sticker, with the date of the test and the date of the next scheduled test written clearly on it, will be placed on the appliance. If the appliance is unsafe, a red sticker will be placed on it indicating that it must not be used.

**Top Tip**

Report problems or health issues to senior staff immediately. This is required by employers for health and safety reasons.

**Jargon buster**

- Irritation – Soreness or itchiness
- Inhalation – The process of breathing in
- Fumes – Gas which smells strongly and can be dangerous if inhaled
- Appliance – Electrical piece of equipment

**Check it out**

[Studio: please leave four lines here for text to follow]
Assessing risks

All businesses must carry out regular risk assessments to ensure that the working environment remains safe. A risk assessment is a careful examination of the workplace and work carried out that could cause harm to people. A judgement of how significant each of the risks is is made, along with appropriate recommendations to reduce those risks.

A sample risk assessment form

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Who and how might be harmed</th>
<th>Control measures (what needs to be done to avoid harm)</th>
<th>Further instruction</th>
<th>Risk level 1-5 (5 being highest)</th>
<th>Recommendations and action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliveries in reception</td>
<td>Visitors, clients, staff tripping over</td>
<td>Delivery parcels to be placed immediately in the store cupboard</td>
<td>Contact suppliers with instructions for deliveries</td>
<td>3</td>
<td>Inform all employees</td>
</tr>
<tr>
<td>Loose wires on steamer</td>
<td>Clients and staff getting an electric shock</td>
<td>Contact electrician immediately</td>
<td>Remove from use and put in locked cupboard</td>
<td>5</td>
<td>Inform all employees</td>
</tr>
</tbody>
</table>
In this unit you covered a range of information about basic hand and nail care. In the table below tick the box that you think applies to your learning.

- Red for stop and recap
- Amber for getting ready to move on
- Green for moving on

<table>
<thead>
<tr>
<th>What you covered</th>
<th>Don’t feel confident in my knowledge of the subject at all and would like to stop and cover it again</th>
<th>Feel fairly confident in my knowledge of the subject but wouldn’t mind some more help</th>
<th>Confident in my knowledge of the subject now and want to move on</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and safety legislation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workplace policies and procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal standards, presentation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefits of a healthy lifestyle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational risks and hazards</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carrying out a risk assessment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health and safety related terminology</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
It is important that you speak to your tutor or teacher if you ticked any red or amber boxes in column 2 or 3 so that they can help you by:

- Directing you to some more resources such as books, websites, other specialists
- Giving you one to one support and tutorial time to discuss your knowledge and progress
- Covering the lesson again on this particular subject – remember if you ticked it maybe others did too

It will also help you to identify extra revision and study that you may need to carry out before your assessment.

**Plan Do Review learning cycle**

This process will form the *Review* part of the learning cycle.

Review learning and progress involves all of the following:

- Invite feedback on the effectiveness of your hand and nail services
- Deal positively with the feedback received
- Assess your hand and nail services in light of the feedback received and based on your own appraisal
- Identify your strengths and areas for improvement
- Set goals, with success criteria, for further development in hand and nail services
- Support your conclusions with well-reasoned arguments

Remember you may not be confident in a skill that you have learnt or section of knowledge that you have covered.

So that you are clear about exactly what you need further help with, you need to reflect on your learning so that you can identify whether you are ready to move onto the next subject. This will also provide evidence for Personal Learning and Thinking Skills.

**Reflect on your learning**

**Step 1 – Review your learning**

What didn’t I understand or found difficult to do?

**Step 2 – Take action**

I need to set extra time aside to go over my work again

I will ask my tutor or teacher for help

**Step 3 – Review again**

Have my knowledge and skills improved since Step 1?

Am I more confident with the unit?

Am I ready to move on?

**Self assessment questions**

Under each of the following headings try to ask yourself three or more questions. The questions must be your choice, not your tutor’s/teacher’s or your friend’s otherwise you will not be reviewing your own learning and experiences. The questions could be based on a practical or theory part of the unit for example:

1. Did I manage to master the practical skills to carry out a nail care treatment?
2. What could I improve on?
3. Where shall I look for help?

To each of the questions, you should also provide an answer otherwise you will not be able to move on. If you can’t answer them straightaway you will need to find out, then act on the answers and review again.

**Unit 5 questions**

**Health and safety legislation**

1. 
2. 
3. 

**Workplace policies and procedures**

1. 
2. 
3. 

**Personal standards, presentation and conduct**

1. 
2. 
3. 

**Benefits of a healthy lifestyle**

1. 
2. 
3. 

**Occupational risks and hazards**

1. 
2. 
3. 

**Carrying out a risk assessment**

1. 
2. 
3.