



**CIBTAC LEVEL 4 DIPLOMA IN SPA AND
SALON MANAGEMENT**

CBD11

QAN –600/3328/9

Qualification Specification

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1. CIBTAC

The Confederation of International Beauty Therapy and Cosmetology (CIBTAC) was established in 1977 as the education arm of The British Association of Beauty Therapy and Cosmetology (BABTAC). We are a not-for-profit organisation, continually reinvesting our income for the benefit of our accredited Centres and their Learners.

2. Introduction to CIBTAC qualifications

- 2.1. Each of our qualifications are developed through our close relationships with government agencies and employers from around the world, ensuring they are tailored to provide for the requirements of the international industry. Many of our Centres have been with CIBTAC for more than 30 years and their qualifying Graduates are sought after by first-rate employers because they are both educated to a high level and are salon ready.
- 2.2. Our qualifications are challenging, but highly attainable and designed to ensure an exceptional quality of Graduate is entering the sector whilst providing a flexible learning structure that allows each individual to design their portfolio of qualifications depending on their career aspirations. Qualifications are recognised by the England Government Regulated Qualifications Framework (RQF) which is often used to support local governments' qualifications throughout the world to enable international recognition for the Learner. If qualifications sit within a national qualification framework (such as the RQF) this enables greater recognition and comparability not only nationally, but also internationally where national qualification frameworks are referenced to the European Qualifications Framework (EQF).
- 2.3 CIBTAC ensures its qualifications are fit for purpose by mapping them to National Occupational Standards where they exist. Qualifications are supported by professional associations and external end examinations are structured to be similar to an industry trade test and therefore prepare Learners for seeking employment

3. Level of the CIBTAC Level 4 Diploma in Spa and Salon Management

- 3.1. This qualification is listed in the Ofqual register of qualifications. The CIBTAC Level 4 Diploma in Spa and Salon Management provides knowledge and practical competence in spa and salon management.

3.2. A Learner studying a Level 4 programme will be able to demonstrate the following:

Knowledge descriptor (the Learner)	Skills descriptor (Learner can)
<ul style="list-style-type: none"> • has practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that are well-defined and complex and non-routine • can analyse, interpret and evaluate relevant information and ideas • is aware of the nature of approximate scope of the area of study or work • has informed awareness of different perspectives or approaches within the area of study or work 	<ul style="list-style-type: none"> • identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined • review the effectiveness and appropriateness of methods, actions and results

4. Purpose of the CIBTAC Level 4 Diploma in Spa and Salon Management

The CIBTAC Level 4 Diploma in Spa and Salon Management is a knowledge-based qualification. It is aimed at equipping therapists with skills required for work in spas and salons in a management position.

The units have been identified by employers as the most appropriate for working as a spa or salon manager, however, there are many CPD courses that can enhance the skills learnt and provide new techniques to ensure that the qualified therapist remains current and at the forefront of the industry.

5. Aims of the CIBTAC Level 4 Diploma in Spa and Salon Management

5.1. The CIBTAC Level 4 Diploma in Spa and Salon Management provides Learners with the knowledge and skills to carry out spa and salon management activities in today's market.

5.2. The aim of the CIBTAC Level 4 Diploma in Spa and Salon Management is to:

- I. provide Learners with a challenging qualification that will enable them to gain the necessary knowledge and skills for work as a spa or salon manager
- II. encourage wider learning of CPD opportunities available on completion of the course
- III. provide Learners with the opportunity to recognise the changing industry and be able to explore further avenues that will enhance skills in the future
- IV. provide Learners with the tools and terminology required to work within the beauty and spa industry
- V. enable Learners to make informed and confident decisions relating to Clients' needs and requirements

- VI. provide knowledge of the health and safety requirements surrounding the beauty and spa industry
- VII. provide opportunities for Learners to develop the necessary skills and competencies to move on to further study or employment
- VIII. encourage a deeper understanding of ‘effective communication’ with Clients and team members

5.3 The content of the CIBTAC Level 4 Diploma in Spa and Salon Management is shown below

Knowledge elements for the CIBTAC Level 4 Diploma in Spa and Salon Management will enable Learners to:

- I. understand the requirements for managing health and safety within the salon
- II. understand the requirements for the management of products and services in the Salon
- III. understand the requirements for undertaking salon management duties
- IV. evaluate how to improve the selling skills of employees in the hair and beauty sector
- V. evaluate how to improve sales within businesses in the hair and beauty sector
- VI. understand how to carry out public relations activities in the hair and beauty sector
- VII. understand how to carry out market research in the hair and beauty sector
- VIII. understand how to promote hair and beauty products, services and treatments

6. Progression

CIBTAC’s Level 4 Diploma in Spa and Salon Management is a natural progression from Level 3 beauty therapy qualifications and is required by most spas and salons within the industry.

7. Structure of the CIBTAC Level 4 Diploma in Spa and Salon Management

7.1. The CIBTAC Level 4 Diploma in Spa and Salon Management is made up from 5 mandatory units

7.2. The Core (mandatory) units are as follows

Qualification title	QAN number	Qualification code	Level	Pre-requisites	
CIBTAC Level 4 Diploma in Spa and Salon Management	600/3328/9	CBD11	4	None required	
Mandatory units	UAN number	Unit code	Level	Credit value	GLH
Management of health, safety and security in the salon	T/507/8911	T111	4	8	44
Salon Management	L/507/8915	T114	4	10	50
Sales management in the hair and beauty sector	A/507/8912	T115	4	9	47
Public relations (PR) in the hair and beauty sector	F/507/8913	T116	4	10	42
Marketing in the hair and beauty sector	J/507/8914	T113	3	6	32
				43	215
TQT				430	

Ofqual defines GLH and TQT as:

Guided Learning (GL)

Guided Learning is ‘the activity of a Learner in being taught or instructed by – or otherwise participating in education or training under the immediate guidance or supervision of – a Lecturer, Supervisor, Tutor or other appropriate provider of education or training’. This includes ‘the activity of being assessed if the assessment takes place under the immediate guidance or supervision of a Lecturer, Supervisor, Tutor or other appropriate provider of education or training’

Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of the qualification

8. Strategy for Delivery

- 8.1. The strategy for delivery of the units that make up the CIBTAC Level 4 Diploma in Spa and Salon Management is based upon theory sessions
- 8.2. The delivery of the programme may vary according to the centre and may be delivered in any format that supports the Total Qualification Time (TQT) of 430 hours. This may include training workshops or seminars, e-learning, distance learning or self-study. The CIBTAC Level 4 Diploma in Spa and Salon Management has a total minimum number of 215 guided learning hours (GLH). These hours must take place during simultaneous contact between Tutor and Learner.

9. Assessment Strategy

- 9.1. This qualification will be assessed using a variety of assessment methods. All assessments will be undertaken internally by the Centre appointed assessors and Internal Verifiers. The CIBTAC External Examiner will visit the Centre and will review evidence as well as observing general overall standards of the Centre.

10. Grading Scheme

To gain a qualification all units must be passed or achieved. Portfolio only units will be designated “achieved” or “not achieved”. All units are graded pass or refer. If a Learner is unsuccessful in any area, they will be re-assessed only in the unit where they have not achieved a pass grade. The remainder of the results will stay in the CIBTAC system until all units have been achieved. Grade thresholds may be subject to change.

11. Initial assessment and Induction

Approved Centres will need to undertake an initial assessment of each Learner prior to the start of their programme to make sure that the level and type of qualification is appropriate. The initial assessment should identify any specific needs that the Learner may have and the support and guidance they will require when working towards the achievement of their qualification. CIBTAC recommends that Learners undertake a relevant induction programme to familiarise them with the requirements of the qualification they will be undertaking, their responsibilities as Learners and the responsibilities of the approved Centre. A learning contract or professional development plan may be useful in this respect.

12. Entry Requirements

Learners should either be working in or aspiring to join the Beauty or Spa Industry if possible.

They should ideally have:

- a good general education, including GCSE Mathematics and English, A* - C. This may also include achievement of Functional Skills or Essential Skills in Mathematics and English

13. Accreditation of Recognised Prior Learning (RPL)

13.1 Approved Centres should provide appropriate advice and guidance to Learners seeking exemptions as a result of prior learning.

13.2 Each Learner is responsible for preparing each case of RPL

13.3 The Head of Training at the Centre is responsible for providing the outcome in writing to each Learner. Each claim should be verified by a CIBTAC Examiner or the CIBTAC Education Development Officer.

14. Qualification time constraints

14.1 CIBTAC offers a lifetime registration fee. Learners are allocated a Unique CIBTAC ID and this will appear on all certificates.

14.2 Learners have 3 years to complete a full qualification, subject to it being offered by an approved Centre; however it is normally anticipated that the CIBTAC Level 4 Diploma in Spa and Salon Management will be completed within one academic year. Learners may complete the qualification more quickly subject to the assessments being made available by the approved Centre.

14.3 Learners are permitted to sit 2 re-sits in unsuccessful units in the 2 years following the initial exam. If they are still unsuccessful after that, the Learner must re-register for these units and complete the course of study again, before sitting the complete examination. This applies to theory aspects. A unit certificate will be provided for all successfully completed units.

15 Centre Requirements

15.1 Only approved Centres may offer CIBTAC qualifications. Centres must apply for approval to become a recognised approved Centre. Full details are available from CIBTAC. The approval process will determine whether the Centre:

- a. meets the approval criteria; and,
- b. has the expertise and resources to offer the levels of qualifications to be delivered

15.2 Approved Centres must meet a set of criteria defined by CIBTAC that meet the appropriate Ofqual General Conditions of Recognition (condition C). These include:

- recognised quality assurance procedures
- appropriately qualified tutors for the particular programmes
- a nominated Centre co-ordinator
- suitable teaching and learning facilities
- secure assessment facilities
- secure information management systems that meet the requirements of the Data Protection Act

16. Certification

A Qualification Certificate and Unit Certificate for the CIBTAC Level 4 Diploma in Spa and Salon Management will be awarded to Learners who have successfully completed the 5 core (mandatory) units from the qualification structure.

17. The CIBTAC Level 4 Diploma in Spa and Salon Management Syllabus

17.1 There are 5 key areas within the programme of learning within which the syllabus is contextualised specifically for the beauty industry, which are

1. management of health and safety
2. salon management
3. sales management
4. public relations
5. marketing

17.2 The full syllabus outlining learning outcomes and the indicative content of each unit can be found in a separate document CIBTAC Level 4 Diploma in Spa and Salon Management

18. Mapping to other Education Frameworks

The CIBTAC Level 4 Diploma in Spa and Salon Management is mapped against the England Government Regulated Qualifications Framework (RQF) and the European Qualifications

Framework (EQF) to assist the Learner with the mobility of their achievements against these frameworks, as set out below.

	RQF	EQF	CQFW	SCQF
	8	8		
	7	7		
	6	6		
CIBTAC Level 4 Diploma in Spa and Salon Management	5/4	5	5/4	8/7
	3	4	3	6
	2	3	2	5
	1	2	1	4
	Entry Level	1		

19. CIBTAC policies

19.1 The following CIBTAC policies are available for approved Centres and Learners to refer to in the administration of the delivery of the CIBTAC Level 4 Diploma in Spa and Salon Management

- I. Malpractice and Maladministration Policy and Procedures
- II. Reasonable Adjustments and Special Considerations Policy
- III. Equality and Diversity Policy
- IV. Conflict of Interest Policy
- V. Appeals Policy
- VI. Complaints Policy
- VII. Whistleblowing policy
- VIII. Certification Policy
- IX. RPL Policy

19.2 The application forms below will need to be completed before CIBTAC is able to service your request in respect of policies identified in 19.1

- i) Application form for Reasonable adjustments
- ii) Application form for Special Considerations