

ERR9 LEVEL 3 CONFIRMATION QUESTIONS AND ANSWERS

Section 1 Health and Safety

- 1a What are the 4 main stages of a risk assessment?
- Identify Hazards that could result in significant harm
 - Decide which group of people in your workplace might be harmed
 - Train so the risk adequately controlled
 - Review to see what further action is necessary
- 1b What are the 6 main points of the Workplace (health, safety & welfare) Regulations?
- Ventilation
 - Temperature
 - Lighting
 - Wash facilities
 - Resting and eating
 - Drinking water
- 1c What does COSHH stand for and what are the employers responsibilities under COSHH?
- Control of Substances Hazardous to Health
 - To carry out a risk assessment for all chemicals that are used in the salon, to ensure it is managed effectively and only people who have the necessary training may handle chemicals.
- 1d Name 3 employee's responsibilities regarding health, safety and welfare procedures?
- Advising the employer of any situation considered to be dangerous
 - Using equipment and dangerous substances in accordance with training given
 - Notifying the employer if further training/instruction in health and safety is needed
 - Behaving in a safe manner so not to expose anyone to risk
 - Co-operating with the employer to provide a safe place of work
 - Obeying all safety rules
- 1e Name 3 Health and Safety notices that must be displayed at work?
- Health and Safety law poster
 - Liability insurance
 - Running man fire exit signs
 - No smoking signs

Section 2 Equality & Diversity

2a What is the main aim of the equality legislation?

- Equal pay Act
- Sex Discrimination act
- Race Relations Act
- Disability Discrimination Act
- Employment Equality (Religion or Belief) Regulation
- Employment Equality (Sexual Orientation) Regulation

2b what is direct discrimination?

- Direct discrimination occurs when a person is treated less favourably than other because of a protected characteristic. For example, not considering an employee from an ethnic minority for a promotion because they are from an ethnic minority is unlawful. Employers should ensure that employees are provided with equal opportunities in all aspects of their employment. Usually, no employee should be afforded any less favourable treatment because of any protected characteristic.

2c what is indirect discrimination?

- Indirect discrimination occurs where a workplace requirement is applied which places one or more employees at a 'particular disadvantage'. Indirect discrimination can be defended if it can be shown that the discrimination is a fair means of achieving a legitimate aim. For example, insisting that all employees commence work at 8am may mean that women will be disadvantaged as many more women than men have childcare responsibilities and, therefore, would not be able to report for work at 8am, for example, requiring a receptionist to take calls from 8am, you may be able to show that this was a proportionate means of achieving a legitimate aim.

Section 3 Employment Terms and Conditions

3a Name 10 terms that must be expressed in your contract of employment?

- Name of employee
- Date of commencement
- Title of employee
- Brief description of work involved
- Date of continuous service with employer
- Reference to work place rules
- Any probation period
- Information on pay and frequency of pay
- Information on working hours
- Sick pay arrangements
- Holiday entitlement
- Periods of notice to be given
- Pension arrangements
- Disciplinary and grievance procedure
- Signature of employer and employee

- 3b What are the potential consequences of an employee not meeting workplace codes of practice?
- Could be in breach of their contract of employment and could be subject to disciplinary action. In extreme cases this could lead to dismissal.
- 3c What are the main points and what are your rights as an employee under the Data Protection Act?
- Employees have the right to view any personal data
 - Data only used for specific purposes
 - Must not be disclosed to anyone without consent
 - Personal info shouldn't be kept for any longer than necessary
 - Companies must have adequate security measures in place to protect data
- 3d What procedure would you follow if you were sick and couldn't get to work and why is this important?
- Salons own procedure
- 3e Name 4 items of personal information that must be kept up to date with own employer and why?
- Name changes
 - Phone numbers
 - Address
 - Next of kin
 - In case of emergency numbers
 - So employer can get hold of you and hold of next of kin/ICE in case of an accident

Section 4 Employment Acts and Legislation

- 4a What is the minimum current rate of pay for 18-21 year olds on an apprenticeship or advance apprenticeship?
- Exempt from NMW until 19th birthday but must be paid a minimum of £2.60
- 4b What is the minimum wage for an employee aged 18-21 years old?
- Must be paid a minimum of £4.98 per hour.
- 4c Name 5 items that should be contained on your pay slip?
- Amount of gross pay before tax
 - NI number and other deductions
 - Details and purpose of any deductions from the gross amount
 - Amount of net pay (what employee takes home)
 - Where net pay is split into different part payments, the amount and method of each part payment.
- 4d Why might an employer deduct pay from an employee's salary?
- Where it is required or allowed by law i.e. National Insurance, Income Tax or student loan repayments
 - Employee has agreed in writing to a deduction

- The contract of employment says the employer can
- To recover an earlier overpayment of wages or expenses
- Statutory payment due to a public authority
- It is a result of any statutory disciplinary proceedings
- Result of a court order or employment tribunal decision

Section 5 Sources of information on Employment Rights and Responsibilities

5a Who at Cheynes Training can you contact for information about employment rights and responsibilities?

- RTA
- Well being Advisor
- Programme Director
- Cheynes Training website
- Cheynes Training Facebook page

5b What is the role of the Cheynes Training Wellbeing Advisor and how can you contact them?

- Tricia Thomson at Cheynes Training
- E mail wellbeing@cheynestraining.com
- Phone 0131 478 4619

5c Name one website that gives information about employment rights and responsibilities and what subjects does it cover?

- DirectGov
- Pay
- Contracts of employment
- Working hours
- Sickness
- Time off/hols
- Access to work

5d Give 3 areas where additional learning support maybe appropriate and what learning support may be available?

- Dyslexia
- Medical conditions
- Physical difficulties
- Hearing/visual impairments
- Interrupted education
- Pre entry advice and support
- Great use of preferred learning styles
- Specialized assessment approaches
- Access to special resources and equipment
- Additional one to one support
- Special exam arrangements

Section 6 Disciplinary Procedures

- 6a What does ACAS stand for and what does it do?
- Arbitration and Conciliation Advisory Service
 - Produces publications which covers all aspects of employment law
- 6b What are the stages of the disciplinary procedure?
- If the disciplinary procedure aims to deal with an isolated act of misconduct or initial failure to meet performance standards, poor timekeeping, poor sickness record, displaying a bad attitude, etc it is possible that a Stage 1 Warning will be given. This warning will normally remain in force for a period of three months.
 - A more serious case of misconduct, failure to show and maintain improvement or a repetition of an act of minor misconduct will normally result in a Stage 2 Warning being given. This warning will normally remain in force for a period of six months.
 - Failure to comply with a Stage 2 Warning will normally result in a Stage 3 Warning. This is a final warning and any further requirement to take disciplinary action during the time it remains in force may result in dismissal with the appropriate length of notice. A Stage 3 warning will normally remain in force for a period of 12 months.
- 6c How would an employee appeal against a disciplinary decision and how many days do they have to appeal?
- 5 working days of the decision
 - Salons disciplinary procedure
- 6d Give 3 examples of the consequences that could occur if an employee fails to meet the employer's expectations in the following areas
- ❖ Health and safety
 - ❖ Salon hygiene
 - ❖ Behaviour at work
 - ❖ Services levels
 - ❖ Salon security
- H&S- Result in injury to the employee or others
 - Salon security- Could lead to theft of valuables and subsequent police investigation and possible criminal action being taken
 - Behaviour at work- Misbehaving in the workplace can range from fooling about to deliberately disobeying instructions. This type of behaviour cannot be tolerated.
 - Salon hygiene- Failure to keep basic hygiene rules either in personal or general terms is another serious issue and could potentially tarnish the reputation of the salon
 - Service levels- Failure to keep to company service levels could tarnish the reputation of the salon.
- 6e What are the employees' rights during the disciplinary procedure?
- The employer must tell you in writing what you are alleged to have done and invite you to a meeting to discuss it.
 - When you attend the disciplinary meeting you have the right to take a colleague or trade union representative
 - Employer must inform you of your right to appeal

- If you want to appeal you must tell the employer in writing within 5 working days from the meeting

Section 7 Grievance Procedures

- 7a Who could you approach if you had concerns about work or learning?
- Employer/Manager/Head of Centre/RTA
- 7b How many stages does a grievance procedure have and what are they?
- 4 stages
 - (Salons own grievance procedure)
- 7c What must your employer do if you have given them your grievance in writing?
- Arrange a hearing
- 7d Who could accompany you to a grievance hearing?
- Colleague
 - Trade Union Representative
- 7e What does ACAS code of practice on disciplinary and grievance procedures for?
- To ensure fairness in both disciplinary and grievance procedures

Section 8 Career Structures, Qualifications and Industry Organisations

- 8a Describe the main roles and responsibilities of representative bodies relevant to hairdressing
- Habia
 - City & Guilds
 - 365 hairdressing
 - National hairdressing federation
 - Fellowship of British Hairdressing
 - The Hairdressing Council
 - Institute of Trichology
 - Hair and beauty Industry Authority
 - (Candidate to explain each one)
- 8b What are your next steps in your own career pathway?
- (Candidates own answer)
- 8c What does S/NVQ stand for and what qualification are you taking and how many credits do you need?
- Scottish/National Vocational Qualifications
 - Level 3
- 8d What does PLTS stand for and what are the six areas of the PLTS framework?
- Personal Learning and Thinking Skills
 - Independent enquires
 - Team work
 - Effective participants

- Self-mangers
 - Reflective learners
 - Creative thinkers
- 8e Design an organisational chart for your salon
- (Candidates own answer)
- 8f What is CPD and why is it important?
- Continuing Professional Development
 - To keep our skills up to date

Section 9 Issues of Public Concern

- 9a What is the importance of qualifications?
- It is a way of safe guarding public confidence in the industry. They ensure minimum standards exist in salons.
- 9b How would you deal with a client complaint in the salon?
- (Salons own compliant procedure)
- 9c In accordance with Environmental Health Regulations what must a bin do?
- Be adequate to hold the rubbish
 - Be impervious and rigid
 - Prevent access by flies, pests, vermin or other animals
 - Prevent offensive odours
- 9d How does your salon dispose of the following waste?
- ❖ Chemicals
 - ❖ Sharps
 - ❖ Paper waste (colour boxes/excessive packaging etc.)
 - ❖ Hair
 - ❖ Aerosol cans
 - ❖ Plastics
 - ❖ Drinks cans
- (Salons own answers)
- 9e What things in your salon could be recycled or re used to help the environment?
- (Candidates own answer)