

The Learning Group Diploma in Salon Management

Course:	The Learning Group Diploma in Salon Management
Programme Type:	Provider Programme
Partner Institute:	None
Award Type:	The Learning Group Diploma
Award Issued by:	The Learning Group
Accredited by:	Not accredited
SAQA ID:	Not accredited
NQF Level:	Not accredited
Credits	Not applicable
Course Duration:	24 Months
Entrance Criteria:	<ul style="list-style-type: none">• Grade 10 AND• Learners must be at least 16 years of age AND• The ability to read and write in English

The Learning Group Diploma in Salon Management consists of the following subjects:

1. Introduction to Business English
2. Business and Office Administration
3. Personnel Management
4. Financial Management: Basic
5. Professional Salon Skills
6. Business Ethics
7. Networking for Success
8. Human Resources Management and Labour Relations
9. Managerial Leadership
10. Customer Relationship Management
11. Entrepreneurship
12. Financial Management: Advanced

These subjects cover the following topics:

1. Introduction to Business English
 - Introduction to communication
 - Non-verbal communication
 - Business writing
 - Speaking, listening and reading skills
 - Meetings
 - Presentations

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- Work readiness

2. Business and Office Administration

- Office equipment and ergonomics
- Filing systems and record management
- Reception duties
- Dealing with customer queries
- Travel and events management
- How to manage yourself in the workplace
- Banking, cash control and the business information manual

3. Personnel Management

- Defining Management
- The role of the manager in an organisation
- Management competencies
- Communication
- Motivation
- Performance appraisals, delegation and decision making

4. Financial Management: Basic

- Basics of accounting
- The accounting cycle
- The income statement
- The balance sheet
- Other financial statements
- Budgeting

5. Professional Salon Skills

- Personal presentation
- Effective communication
- Verbal communication
- Non-verbal communication
- Observation skills
- Communicating and working together
- Written communication
- Salon Services
- Dealing with customer complaints
- The receptionist - communicating telephonically
- Assessment techniques and questioning the client
- Questioning techniques
- Contra-indications
- Contra-actions
- Hygiene and avoiding cross-contamination
- Personal hygiene
- Salon hygiene
- Client hygiene

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6. Business Ethics

- Ethical decisions
- Whistle-blowing
- Managerial ethics
- Unethical behaviour
- Organisational ethics

7. Networking for Success

- Understanding successful networking
- Building networking relationships
- Refining your professional presence
- Bell ringing telephone techniques
- Networking via e-mail and the internet
- Networking power of self promotion
- Special networking challenges

8. Human Resource Management and Labour Relations

- An introduction to Human Resources Management
- Strategising, structuring and planning
- Recruiting potential employees
- Selection and appointment of an employee
- Placement and the induction and orientation process
- Managing performance of employees
- Compensation management
- Health and safety in an organisation
- Career management
- Human Resources development
- Organisational behaviour
- Employment relations
- Structures created by the LRA for collective bargaining and dispute resolution

9. Managerial Leadership

- Leading with a vision
- Making a vision a reality
- Defining employee roles and responsibilities
- Employing motivation strategies
- Planning for change
- Motivating employees through change
- Coping through change

10. Customer Relationship Management

- Customer loyalty
- Customer relationship management basics
- Preparation for customer relations management
- Customer relationship management implementation
- E-customer relationship management
- E-customer relationship management customisation and goals

11. Entrepreneurship

- Entrepreneurship and small business management in perspective
- Key success factors of entrepreneurs
- Basic business concepts
- The business environment
- Identification of feasible small business ideas
- The development and evaluation of business ideas
- Determining the feasibility of the business idea
- The viability of a business idea
- Perform a viability study for a proposed business idea
- The business plan
- Setting up a business
- Factors to consider when choosing the location of a business

12. Financial Management: Advanced

- Cash management
- Analysis of financial statements
- Inventory
- Depreciation

How is this course assessed?

In order to complete this course successfully, learners will be expected to complete specific assignments AND/OR a Portfolio of Evidence (PoE). There are no exams for this course.

What is a Provider Programme Course?

A provider programme is a course that is developed, curriculated and assessed by The Learning Group. A provider programme carries **no external accreditation** and it has no link to any academic institute. It is a programme intended to provide a learner with knowledge and skills.

A learner is welcome to make reference to his or her successful completion of the provider programme course on his or her CV. Most employers would be happy to see current or potential employees showing interest in improving their skills and knowledge.

According to the *South African Qualifications Authority (SAQA)*, non credit-bearing programmes (such as The Learning Group's provider programmes) can help learners in the following ways:

- They can provide practical or hands-on learning.
- They can increase employability, self-employment opportunities, and mobility within workplaces and sectors.
- They can provide occupationally-directed learning.

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- They can contribute towards closing the skills gap as identified in the Workplace Skills Plan, the Sector Skills Plan, and the National Skills Plan.

The Learning Group Diploma in Salon Management is a Provider Programme.

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