


CERTIFICATION LEVEL C

Mod.	Implementation of Level B as prerequisite for Level C	met	partially met	not met
1 EU	Cost calculation and planning			
	A) Basic types of knowledge			
	Applied mathematics			
	Accounting			
	Tax related forms of basic knowledge (VAT/sales tax)			
	B) Hairdressing trade related cost and activity accounting			
	Cost types			
	Expenses for costing purposes			
	Overheads			
	Wage costs			
	Capacity utilisation calculation			
	Service and sales calculation			
	Inter-business comparison as an analytical, planning and controlling tool			
	C) Sales budgeting			
	Ranging from minimum to minute-based turnover			
2 EU	Salon management			
	A) Development of a salon concept			
	Salon philosophy			
	Mission statement			
	Training and advanced training concept			
	Corporate culture			
	Target group orientated product/service programme			
	Demand analysis			
	Location based evaluation			
	Salon equipment and design			
	Interior and exterior appearance			




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	Investment volumes and financing options			
	Determining of capital requirements upon establishment			
	B) Personnel management concept			
	Strategies for the recruitment of personnel			
	Personnel demand planning			
	Personnel recruitment			
	Application documentation and initial interview			
	Job appointment questionnaire			
	Structuring of personnel and compensation			
	Job description			
	Remuneration for hours worked and conditions of employment			
	Models and systems pertaining to working hours during the operation of a salon			
	Reference letters and the formulation of reference letters			
	Management of employees			
	Good working atmosphere			
	Conflict resolution			
	Employer conduct			
	Motivation			
	Verbal and non-verbal communication			
	Details pertaining to the management of employees in the presence of customers			
	Code of conduct			
	C) Information and communication			
	Welcoming of and the rendering of support to customers			
	Welcoming of customers			
	Customer service			
	Customer departure			



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	Consulting and sales conversation			
	Initiating a conversation			
	Conducting a conversation			
	Conflict management			
	Selling of services and products			
	Customer administration			
	Utilisation of EDP/IT			
	Classic card index systems			
	Statistics			
	D) Marketing			
	Analysis of weaknesses			
	Strengths			
	Analysis of weaknesses			
	Opportunities			
	Hairdressing trade related marketing			
	Analysis of the market and competition			
	Customer analysis			
	Marketing tools			
	Setting up of a marketing strategy			
	Quality management			
	Significance of quality			
	Quality management in relation to customers			
	Quality management in relation to business management and employees			
	Strategy to improve quality			
	Integration of quality targets and philosophy of the salon			
	Customer service, complaint management			

 <div>European Hairdressing Certificate</div>		Country		
		met	partially met	not met
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3 EU	Safeguarding of health and safety at work; prevention of accidents			
	Documentation of working materials			
	Statutory requirements and other regulations			
	Problems relating to work involving moist/wet conditions			
	Skin protection measures			
	Operational instruction and occupational medical care			
	Hygiene measures			
	Design of work stations			
	COUNTRY-SPECIFIC PARTICULARS			
4 LS	Instructor suitability testing required in terms of			
	Occupational image			
	Knowledge regarding basic legal conditions			
	Education			
	Apprentice training concept			
5 LS	Guidelines for self-employment required in terms of			
	Types of enterprises			
	Social partnership			
	Official channels			
	Financing			
6 LS	Other			
	Prepare wigs			
	Form masks			
	Decorative cosmetics (makeup, nail design)			
Only to be completed by the certification authority				
Date and place of examination:				
Name and signature of the examiners:				
Examiner 1:				
Examiner 2:				
Examiner 3:				