



Code of Practice

SELF-ASSESSMENT CHECKLIST
FOR INDEPENDENT CONTRACTORS



Supporting the hair, beauty
and barbering industries

Code of practice

SELF-ASSESSMENT CHECKLIST FOR INDEPENDENT CONTRACTORS

Complete this short self-assessment checklist to see if:

- You can apply to become an IC Code member.
- You are ready to renew your IC Code membership.

The **Trust My Salon Code of Practice** is run by the NHBF. It is independently approved and audited by the Chartered Trading Standards Institute (CTSI).

Accredited independent contractors are called 'IC Code members'.

You can apply to become an IC Code member if you meet the specific standards set out in the NHBF's Code of Practice. You must pass the NHBF's rigorous application and inspection process.

This self-assessment checklist will help you decide if you are ready to apply. When filling it in you will need to look at the [Code of Practice](#).

If you are ready to apply, please complete the **application form**. The salon or barbershop you work in will then be responsible for submitting your application form to the NHBF.

Please note:

- You cannot apply to be an IC Code member unless the salon/barbershop you work in is already a Code member or is applying to become one.
- The salon/barbershop you work in cannot be a Code member unless **all** the independent contractors who work there are IC Code members. Salons/barbershops must declare how many independent contractors they have.

SELF-ASSESSMENT CHECKLIST

Please answer Yes or No to each question. If the question is not applicable, for example, if you do not offer the hair or beauty treatments referred to, answer NA (Not Applicable).

Please note: You must be able to answer either 'Yes' or 'NA' to all the questions before you can apply to become an IC Code member.

Sections I and J can be left blank if they are not relevant.

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Part A - Insurance and licences

Independent contractors/individuals can be included/named on salon/barbershop insurances and licences

1	Do you have public liability insurance?	Yes	No	
2	Do you have professional indemnity insurance covering all the treatments and/or services you provide?	Yes	No	
3	Do you have the required special treatment licences from your local authority? <small>¹Depending on the area you live in and the services/treatments you deliver you may need to have a special treatment licence from your local authority. To apply for a licence, visit the government website and enter your postcode for further details. Licensing for tattooing, piercing and electrolysis in England and Wales. Licensing for tattooing, piercing and electrolysis in Scotland.</small>	Yes	No	NA

Part B - Qualifications and training

4	Do you have relevant qualifications or equivalent industry-recognised training and experience for each service or treatment you provide? NHBF Qualification Requirements and Age Restrictions document	Yes	No
5	Do you complete regular training, industry/manufacturers' updates and other relevant continuing professional development?	Yes	No

Part C - Health and safety

6	Do you have a copy of the NHBF health and safety guidelines?	Yes	No
7	Do you comply with the NHBF health and safety guidelines?	Yes	No
8	Do you wear appropriate personal protective equipment (PPE) for the services or treatments you are providing?	Yes	No

Part D - Age restrictions and vulnerable adults

9	Do you comply with the age restriction requirements set out in section 6 of the Code of Practice ?	Yes	No
10	Are treatments for under-16s only provided with written consent from a parent or legal guardian and in the presence of a responsible adult?	Yes	No
11	Do you take extra care to make sure vulnerable clients understand the products, services or treatments they have asked for and how much they will cost?	Yes	No
12	Do you understand which treatments or services would be inappropriate, unethical or potentially unsafe for under-16s or vulnerable adults and should not be provided?	Yes	No



Part E - Allergy alert testing and skin sensitivity testing

13	Are clients given an allergy alert test at least 48 hours before an appointment for the services and treatments listed in section 8 of the Code of Practice ? Allergy alert testing toolkit (hair) Allergy alert and skin sensitivity testing toolkit (beauty)	Yes	No	
14	Are clients offered a skin sensitivity test when booking for the first time beauty treatments listed in section 8 of the Code of Practice? Allergy alert and skin sensitivity testing toolkit (beauty)	Yes	No	NA
15	Are clients advised when tests are needed, for example, if a test hasn't been done for 12 months or more?	Yes	No	

Part F - Consultation

16	Are thorough consultations carried out with all clients?	Yes	No	
17	Are health questionnaires and/or consultation forms completed for all applicable services or treatments? NHBF healthcare questionnaire and consultation forms	Yes	No	NA
18	Is client consent requested and when applicable recorded?	Yes	No	NA
19	Is a cooling-off period of 14 days provided for clients seeking anti-wrinkle treatments or dermal fillers, or seven days for LIPLLED?	Yes	No	NA
20	Are treatments/services explained to clients, including the benefits and limitations, time needed, the number and frequency of the service or treatment needed (if more than one), total cost, expected results and possible side effects or after-effects?	Yes	No	NA
21	Have you got a referral process in place for when a contra-indication is identified that might limit or prevent the requested service or treatment?	Yes	No	NA
22	Is advice on aftercare and relevant products provided?	Yes	No	

Part G - Professional service standards

23	Do you understand the standard of service and care clients should receive?	Yes	No	
24	Do you treat clients the same regardless of age, race, gender or disability?	Yes	No	
25	Are personal and professional boundaries respected, for example, dress or conversation?	Yes	No	
26	Is there a secure storage facility or area for clothes or personal items if they need to be removed for beauty treatments?	Yes	No	
27	Are clients' privacy and modesty maintained, for example, is there a private area where clients can undress before treatments?	Yes	No	
28	Do you offer the option of rebooking an appointment if you are running late?	Yes	No	
29	Are clients encouraged to provide feedback on the service received?	Yes	No	



Part H - Advertising, promotion and pricing

30	Are your advertising and promotions clear, complete and not misleading on price, value, availability, quality or the benefits of the products, services or treatments being offered?	Yes	No	NA
31	Do you provide a clear description of services, treatments and what's included in the price, including any additional costs associated with the main service, for example, a conditioning treatment?	Yes	No	
32	Are prices for services, treatments, retail products or equipment (eg hairdryers or straighteners) and payment methods clearly displayed?	Yes	No	
33	Is it clear there are no additional charges for paying by credit or debit card or other payment methods such as PayPal? (This is against the law.)	Yes	No	
34	Are payments made via a cash register or electronic point of sale (EPOS) system and is a receipt always available?	Yes	No	
35	Are clients provided with clear information on your <u>cancellation policy</u> ?	Yes	No	
36	Is it easy for clients to tell that your emails are business communications?	Yes	No	NA
37	Are promotional offers, competitions or games and any conditions easily understood?	Yes	No	

Part I - Sale of goods

38	Do you sell goods or equipment such as hairdryers or straighteners in the salon/barbershop where you work or online? If no, go straight to Q43	Yes	No	
39	Do you ensure clients know how to return goods which are faulty, damaged, don't do what they are supposed to do or are not as described within 30 days of buying the product (or receiving it if they bought it from your website) for a full refund?	Yes	No	
40	Do you ensure clients can have goods repaired or replaced after the 30-day period if they are faulty, damaged, don't do what they are supposed to do or are not as described?	Yes	No	
41	Do you clearly state that clients have the legal right to cancel an online order for goods within 14 days of receiving the product?	Yes	No	
42	Do you display clear and accurate information on your website about the goods you are selling, if the price includes VAT and the cost of delivery?	Yes	No	



Part J - Contracts and credit

43	Do you provide credit arrangements or enter into other contracts, for example, any which commit clients to a series of treatments? If no, go straight to Q49	Yes	No
44	Do you provide accurate information in writing before clients enter into a contract, for example, a finance arrangement?	Yes	No
45	Are the contracts provided easily understood by clients, including any contract 'cooling-off periods', the rights and responsibilities for each party, the payment terms, VAT, any additional fees or charges and what these are for, any cancellation or postponement rights or charges, limits of liability and the time limit for making claims?	Yes	No
46	Do you make sure clients, especially vulnerable clients, have fully understood any contract or credit arrangements they are entering into?	Yes	No
47	Do you ensure high-pressure selling techniques are not used?	Yes	No
48	Are adverts offering credit clear and easily understood? Do they include the postal address of your business, a representative sample of the credit being offered, the cash price, interest rate, the number of payments and the full amount to be paid?	Yes	No

Part K - Record keeping

49	Do you maintain accurate and up-to-date records of all clients? GDPR guide	Yes	No
50	Do you obtain consent from clients for their records, including health information, to be kept for up to four years?	Yes	No

Part L - Complaints

51	Do you have a complaints policy available for clients to see?	Yes	No
52	Do you follow the NHBF complaints guidelines ?	Yes	No
53	Do you agree to fully participate in alternative dispute resolution (ADR) if the client wishes to use it, and accept the decisions made by Hair & Beauty Mediation ? This is a condition of Trust My Salon accreditation.	Yes	





**THE NHBF
IS HERE FOR
YOU:**

As a Member you'll always have someone to turn to for help, information and advice. This includes free practical support and guidance for managing people and running your business, crucial 24/7 legal lifeline, free chair/space/room renting agreements, valuable discounts on business essentials including insurance and free 24/7 commercial law support.

Find out more: www.nhbf.co.uk

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