



Code of Practice

SELF-ASSESSMENT CHECKLIST
FOR SALONS AND BARBERSHOPS



Supporting the hair, beauty
and barbering industries

- ◆ Traditional Hair Cuts
- ◆ Beard & Shave Treatment
- ◆ Mens Grooming

TRUST MY SALON

Code of Practice

CHECKLIST FOR SALONS AND BARBERSHOPS

Complete this short self-assessment checklist to see if:

- You can apply to become a Code member.
- You are ready to renew your 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 'Code members'.

You can apply to become a 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](#).

Please note:

- Your salon/barbershop cannot be a Code member unless **all** the independent contractors who work there are IC Code members. You must declare how many independent contractors you have.
- To become a Code member, you must be an NHBF Member.

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 a Code member.

Sections I and J can be left blank if they are not relevant to your salon/barbershop.

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Part A - Insurance and licences

1	Do you have public and product liability insurance cover?	Yes	No	
2	Do you have insurance for all the treatments or services provided by the business?	Yes	No	
3	If you employ people, do you have employers' liability insurance?	Yes	No	NA
4	Do you have a special treatment licence from your local authority?	Yes	No	NA
5	Do you have other relevant licences? TheMusicLicence (formerly known as PPL and PRS) ² Television ³ Alcohol ⁴ ?	Yes	No	

Part B - Qualifications and training

6	Do all team members have relevant qualifications or equivalent industry-recognised training and experience for each service or treatment they provide? <u>NHBF Qualification Requirements and Age Restrictions document</u>	Yes	No	
7	Have all team members received training on the tools and equipment they use?	Yes	No	
8	If you have apprentices, do they have an apprenticeship contract (or deeds in Scotland or N Ireland)?	Yes	No	NA
9	Are apprentices/trainees always supervised by a qualified and experienced member of staff?	Yes	No	NA
10	Do staff members receive regular training, industry/manufacturers' updates and other relevant continuing professional development?	Yes	No	

¹ Depending 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](#).

² If you play recorded music, music videos or the radio in your salon or barbershop you'll need both a PPL and PRS licence.

³ If your clients or your staff can watch live TV on any device, including phones or tablets, you need a TV licence.

⁴ If you sell or supply alcohol you need two licences from your council - a premises licence and a personal licence. You can't provide 'free' drinks without these licences if you're also offering clients a service or treatment. To apply for the licences, visit the government website and enter your postcode for further details. (Rules vary in Northern Ireland and Scotland.)



Part C - Health and safety

11	Do you have a health and safety policy?	Yes	No
12	Have you completed and updated all the relevant documents in the NHBF toolkits for health and safety, including risk assessments for the treatments and services you provide? Health & safety toolkit (hair) and Health & safety toolkit (beauty)	Yes	No
13	Have all employees and self-employed individuals been given a copy of the NHBF health and safety guidelines?	Yes	No
14	Do all members of staff wear appropriate personal protective equipment (PPE) for the services or treatments they are providing?	Yes	No

Part D - Age restrictions and vulnerable adults

15	Does your salon/barbershop comply with the age restriction requirements set out in section 6 of the Code of Practice ?	Yes	No
16	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
17	Does your team understand the different ways a client may be vulnerable?	Yes	No
18	Do they 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
19	Do they understand that treatments or services which would be inappropriate, unethical or potentially unsafe for under-16s or vulnerable adults should not be provided?	Yes	No

Part E - Allergy alert testing and skin sensitivity testing

20	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	
21	Are clients offered a skin sensitivity test when booking for the first time beauty treatments listed in section 8 of the Code of Practice?	Yes	No	NA
22	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

23	Are thorough consultations carried out with all clients?	Yes	No	
24	Are health questionnaires and/or consultation forms completed for all applicable services or treatments? <u>NHBF healthcare questionnaire and consultation forms</u>	Yes	No	NA
25	Is client consent requested and when applicable recorded?	Yes	No	NA
26	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
27	Are treatments/services explained to clients, including the benefits and limitations, time needed, the number and frequency of the services or treatments needed (if more than one), total cost, expected results and possible side effects or after-effects?	Yes	No	NA
28	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
29	Is advice on aftercare and relevant products provided?	Yes	No	

Part G - Professional salon service standards

30	Does everyone working in the salon/barbershop understand the standard of service and care clients should receive?	Yes	No	
31	Does everyone treat clients the same regardless of age, race, gender or disability?	Yes	No	
32	Are personal and professional boundaries respected, for example, dress or conversation?	Yes	No	
33	Is there a secure storage facility or area for clothes or personal items if they need to be removed for beauty treatments?	Yes	No	NA
34	Are clients' privacy and modesty maintained, for example, is there a private area where clients can undress before treatments?	Yes	No	NA
35	Do you offer the option of rebooking an appointment if the stylist, therapist or barber is running late?	Yes	No	
36	Are clients encouraged to provide feedback on the service received?	Yes	No	

Part H - Advertising, promotion and pricing

37	Are your advertising and promotions clear, complete and not misleading on price, value, availability, quality and the benefits of the products, services or treatments being offered?	Yes	No	
38	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	



Part H - Advertising, promotion and pricing cont.

39	Are prices for services, treatments, retail products or equipment (eg hairdryers or straighteners) and payment methods clearly displayed?	Yes	No
40	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
41	Are payments made via a cash register or electronic point of sale (EPOS) system and is a receipt always available?	Yes	No
42	Are clients provided with clear information on your cancellation policy? NHBF guidance on cancellation policies	Yes	No
43	Do you have a policy on tips and how they are distributed?	Yes	No
44	Do you display the information set out in section 11 of the Code of Practice on your website?	Yes	No NA
45	Do you display the information set out in section 11 of the Code of Practice on other documentation such as order forms, receipts and invoices?	Yes	No
46	Is it easy for clients to tell that your salon/barbershop's emails are business communications?	Yes	No NA
47	Are promotional offers, competitions or games and any conditions easily understood?	Yes	No NA
48	Is it clear to clients that your salon/barbershop is signed up to the Trust My Salon Code of Practice? (Not applicable for new applications.)	Yes	No NA
49	Do you display information about the Code of Practice, the Trust My Salon logo and the Chartered Trading Standards Institute logo on your website, adverts and marketing materials? (Not applicable for new applications.)	Yes	No NA

Part I - Sale of goods

50	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 Q55	Yes	No
51	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
52	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
53	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
54	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

55	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
56	Do you provide accurate information in writing before clients enter into a contract, for example, a finance arrangement?	Yes	No
57	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
58	Do you make sure clients, especially vulnerable clients, have fully understood any contract or credit arrangements they are entering into?	Yes	No
59	Do you ensure high-pressure selling techniques are not used?	Yes	No
60	Are adverts offering credit clear and easily understood? Do they include the salon/barbershop's postal address, 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

61	Do you maintain accurate and up-to-date records of all clients? GDPR guide	Yes	No
62	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

63	Do you have a complaints policy available for clients to see?	Yes	No
64	Do you follow the NHBF complaints guidelines ?	Yes	No
65	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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