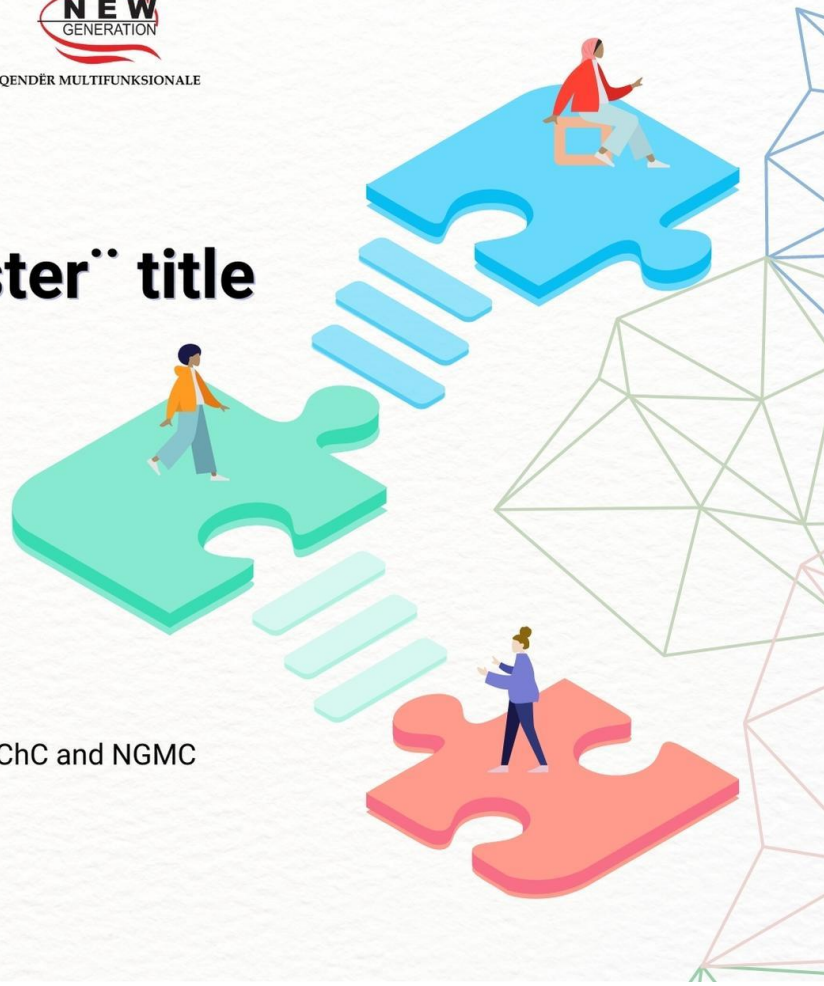




# Guide for receiving “Master” title in HAIRDRESSING

Prepared by BACPA in cooperation with NChC and NGMC





## ASSOCIATION OF CARE AND BODY ART PROFESSIONALS - BACPA - FIELD OF ACTIVITY

- In order to enable the fulfillment of the "BACPA" mission and objectives, in the field of its activity, we summarize:
- Organizes conferences and training workshops with a scientific and applied character;
- Organizes courses/master classes for areas of professional technology, new products and more contemporary methods in aesthetic treatments;
- Promotes the achievements of professionals, artistic activities, etc.; organizes activities and projects involving its members;
- Produces own publications and other professional materials of "BACPA", or even of its members;
- Cooperates with National and Local Institutions, as well as with other professional organizations and networks of professionals;
- Encourages contacts in the Albanian-speaking area, and the international one, etc.



## COLLABORATION OF THE NATIONAL CHAMBER OF CRAFTSMANSHIP (NChC) WITH "BACPA" AND WITH THE "NEW GENERATION" MULTIFUNCTIONAL CENTER (NGMC)

- The cooperation between "BACPA" and NChC has been formalized with the Memorandum of Cooperation approved on July 8, 2020;
- The memorandum expresses the readiness of the parties for a commitment, cooperation and common interest, in increasing the quality of the craft sector and especially the service sector in the field of care and body art.
- This cooperation is seen as natural, to mutually benefit from experience and mutual activities, in:
  - Realization of projects or trainings of interest to both Parties;
  - Publication/distribution of cooperation results, in accordance with the policies of each party;
  - Promoting relations between them with small and medium businesses in the field of care and body art, towards their improvement;
  - In the process of awarding the titles "Master", "Journeyman";



## WHAT IS THE RELATIONSHIP/COOPERATION BETWEEN NChC, BACPA AND NGMC

These three organizations are three very important parts of the process of equipping professionals with **professional titles**:

- **NChC** makes the leading part of the processes;
- **BACPA** does the organizational part and the union of interest groups, around a single organization. It assists in the collection of data/documentation of title candidates.
- **NGMC** is the most active part and main member of BACPA, which is the first school, already accredited by the National Agency of VET and Qualifications (NAVETQ), for all the qualifications it offers. She also organized for the first time the title exams for her students, where 60 graduate students received the title of "Journeyman". It can also offer **TRAINING PACKAGES** for people who need to do the additional theoretical part to enter the title exam. This ensures maximum quality in the preparation of future Masters.



## WHAT WAS THEIR MOST SUCCESSFUL FIRST COLLABORATION?

- Both NChC and BACPA organizations are concerned about the maximum quality of services and crafts in Albania, based on the best European and wider experience; As in any profession, even in the profession of hairdressing and aesthetics there is a career ladder, which aims at the professional progress from the level of the assistant to the highest quality - that of the Master, from elementary services in the salon, to the perfect quality of experienced masters , from services in modest salons - to service in high-class salons or Aesthetic Centers, from a master's assistant - to a salon owner.
- Also, NChC's approach to the professional career through the awarding of professional titles, for BACPA is a process that is not only necessary but also requires a quick solution, due to the history of the professions of hairdressing, aesthetics and body art in Albania. It must be admitted that, for many years, training courses in these professions have been out of quality control.
- This caused, within the framework of the cooperation memorandum, BACPA to create a document, which for that is a "Complete Manual of Procedures". **Its logical basis is the scheme of obtaining PROFESSIONAL titles**

## SCHEME FOR OBTAINING PROFESSIONAL TITLES IN THE FIELD OF HAIRDRESSING, AESTHETICS AND BODY ART IN ALBANIA (1)

- The table (schema) has summarized all the variants of the progress of the employees, in the professions of Care and Body Art.
- It presents the deadlines that must be fulfilled by every professional, who intends to work and make a career in the sector of Hairdressing, Esthetics, Curative Aesthetic Massage, Aesthetic Physiotherapy, Manicure-Pedicure, Make up, Barber, etc.

This scheme also aims to:

- The placement of professionals in equal, transparent conditions, regardless of which way they started their profession;
- The equivalence of knowledge of previous learning;
- Successful career progress;
- Maintaining and increasing the quality of the profession and services offered to clients



## SCHEME FOR OBTAINING PROFESSIONAL TITLES IN THE FIELD OF HAIRDRESSING, AESTHETICS AND BODY ART IN ALBANIA (2)

- The diagram/schema below summarizes all the cases (possibilities) for advancement, on the way to obtaining professional titles, for all persons who may have had different "paths" of training, before continuing the chosen profession.
- This scheme has established as the lowest level the person with 9-year education (compulsory education), and as the highest and the objective of the most complete qualification - the two-year professional diploma (after high school)

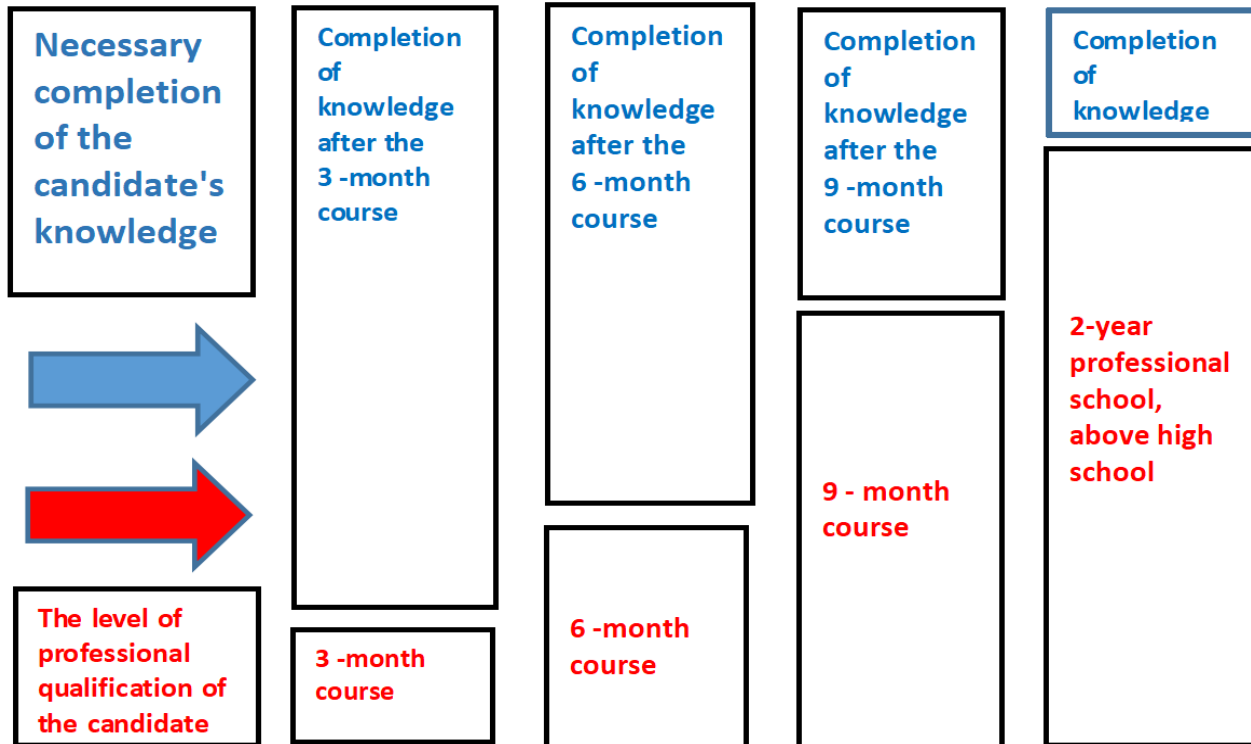
*Note: In the scheme below, the period of time required as professional experience (uninterrupted) to pass a relevant exam is given as the minimum required value. If the person has, for example, more experience than the required 3 years, the criterion is automatically considered fulfilled.*



**Scheme of obtaining titles, in a consecutive manner, based on DCM no. 3, 2020 "For the necessary time that the Assistant needs for the qualification with practical knowledge of a master and with theoretical knowledge in an educational institution"**

Base Education, (before training)			Certificate/Diplomas in profession				Training and work after certificate/diplomas			
All possible cases	High school Secondary elementary school	General High school / Vocational school not in the relevant field	Certificate in professional courses			Diploma Professional 1 degree, 2-year	Time and qualifications required for the "Journeyman"		Work experience as "Journeyman"	Work experience as "Master"
			3-Months	6-Months	9-Months (1 year)		Work experience in the profession *)	Theoretical knowledge (lesson hours) **)		
Case 1	YES	-	-	-	-	-	3 years	2 first years (10 hours x 35 weeks /vit=700 hours)	3 years	10 years
Case 2	YES	-	YES	-	-	-	3 years	700 hours minus theoretical course hours	3 years	10 years
Case 3	YES	-	-	YES	-	-	2,5 years		3 years	10 years
Case 4	YES	-	-	-	YES	-	2 years		3 years	10 years
Case 5	YES	YES	-	-	-	-	2,5 years		3 years	10 years
Case 6	YES	YES	YES	-	-	-	2 years		3 years	10 years
Case 7	YES	YES	-	YES	-	-	1,5 years		3 years	10 years
Case 8	YES	YES	-	-	YES	-	1 year		2 years	10 years
Case 9	YES	YES	-	-	-	YES	6 months -1 year	-	2 years	10 years
*) During this time he must have acquired theoretical knowledge in an educational institution, VET provider, not less than 350 hours per year (10 hours per week / for 35 weeks) in the first two years.  **) Deduction of theoretical hours is made by the educational institution where the theoretical knowledge will be obtained.							Wins the right to enter the exam to receive the title:			
							Journeyman		Master	Experienced Master

## THE SCHEME OF COMPLETION OF KNOWLEDGE (3)



## PROFESSIONAL TITLES OBTAINING EXAMS

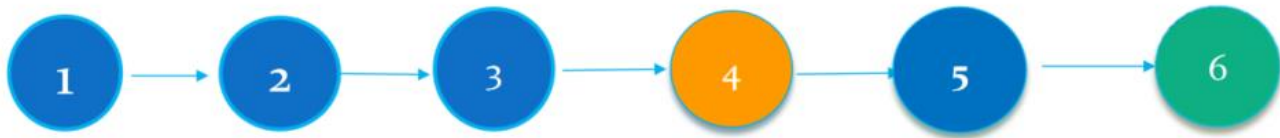
- Exams for obtaining the titles "Experienced Master", "Master" and "Assistant Master" are held in the premises of the National Chamber of Crafts, and in the premises of the VET institution, under the auspices of NChC'.
- The selection of VET institution by NChC is done in cooperation with BACPA. They take care that the VET institution is an institution accredited by NAVETQ, in order to maintain the quality in completing the 'information package' and the title exam.
- This exam affects professional qualifications and Title Certificates to be internationally recognized and reliable;
- The theory exam is a mandatory exam, which proves that the participants possess the most basic professional knowledge to obtain the relevant title.
- The practical exam / presentation of the best experiences is required to prove that the individual has acquired the most basic professional practical skills for obtaining the respective title.
- The examination of theory and professional practice is supervised by the Commission set up by NChC', based on the Regulation "On the conduct of examinations, and the composition of commissions for the titles "Experienced Master", "Master" and "Journeyman" in the National Chamber of Crafts", approved by NChC'.

The commission is independent, it judges and decides on the competences of the persons giving the exam.



## WHAT ARE THE STEPS TO BE FOLLOWED BY EACH PROFESSIONAL TO OBTAIN PROFESSIONAL TITLES?

The examination procedure for the titles "Experienced Master", "Master" and "Journeyman", approved by the National Chamber of Crafts, can be presented in 6 steps as follows:



1

Presentation at the National Chamber of Crafts (NChC'). There the applicant follows these steps:

- a) Complete a form/request (according to Form 1)
- b) Register in the **NChC** register as its member (fulfilling the obligations)
- c) The applicant is informed about the other stages and **NChC** directs him to the **BACPA** offices

## ... sequel

2

- The applicant submits to BACPA the file with documents, which he has created, together with a Declaration for the authenticity of these documents (according to Form 2)
- BACPA collects all the required documentation, based on the criteria of the NChC regulation. BACPA takes care that these documents are photocopied from the original / or the documents are submitted notarized.
- After completing the files for each applicant, **BACPA** sets up the Evaluation Commission with experts in the field.

## ... sequel

3

The working term of the Commission for reviewing the documentation for a file is 1-10 days. After that, the person receives an answer.

This answer explains:

- 1) The file is complete/ or the file is not complete. When the file is not complete, it is returned to the applicant for completion.
- 2) If the Dossier is complete, the Commission discusses the compliance of the documentation with the required title level:
  - a) If the answer is "**Matches**" (that is, the required level of the title matches the submitted file), proceed to the next step (with number 4).
  - b) If the answer is "**does not match**", the applicant will be proposed to change the application form, to apply at a lower level, as appropriate.

...sequel



If the documentation review Commission at **BACPA** responds to the person, as follows:

a) The file is complete and the requested title matches, this case means that the person must develop a "Training Package", which contains:

- additional theoretical knowledge, based on the 4 pillars of knowledge.
- Complementary professional practical hours, especially in new customer service techniques, in line with new technologies or products.

**The 4 PILLARS defined by NCHC on which the supplementary training for the title "Master" is based are:**

- 1st PILLAR**      Supplementing knowledge with new knowledge, not verified by the documentation submitted by the applicant, in previous qualifications
- 2nd PILLAR**      Refreshing knowledge with new technologies of the profession
- 3rd PILLAR**      Knowledge of Pedagogy in the workplace
- 4th PILLAR**      Knowledge of Legislation in opening and managing a salon/SPA and other state regulations. Knowledge of taxation/taxes and retail sales of products to customers



## ... sequel

*This training package, according to the agreement signed with NChC, is carried out at NGMC, as the VET provider, which ensures very high quality of training. It has passed the quality accreditation process from NAVETQ, in all the qualifications it offers.*



Once the applicant's training is completed, according to Step 4, the applicant moves to Step 5, which are: Theoretical Exam and Practical Exam, for obtaining the title. Exams take place where NChC decides, in one/two days. The dates of the exam are notified to the applicant by NChC.

The exam takes place under the auspices of a Commission set up by NChC, and contains:

- ✓ Theoretical test (2 hours). The committee makes sure that the exam questions include all 4 pillars. The applicant is given a knowledge bank in advance, by **BACPA**.
- ✓ Practical Test (2-9 hours), which takes place in VET and contains concrete professional work on the techniques of the relevant profession. Here too, the commission takes care to include 1<sup>st</sup> and 2<sup>nd</sup> pillars.

*NGMC has signed a cooperation agreement with NChC, and based on it, it organizes the practical test/exam.*



## ... sequel



If the theoretical exam and the practical one (both separately) are successfully passed, the applicant is provided with the relevant Title Certificate, which is registered in the relevant NChC register. The certificate is also accompanied by its supplement (in two languages). If the applicant fails one of the exams, he does not earn the title, until he retakes that exam and passes it successfully. The period that the applicant can retake the exam is not less than 1 month.

**Note:** Points 1, 5 (partially) and 6 are implemented by NChC  
Points 2, 3, 4, 5 (partially) are implemented by BACPA/ NGMC



## CERTIFICATE OF TITLE AND SUPPLEMENT IN TWO LANGUAGES

- The certificate of title is a document issued by NChC
- BACPA has made the main contribution, proposing another document "Supplement to the certificate of title", which provides a lot of information, in two languages.

The certificate accompanying the supplement helps in:

- recognition of the Title in Europe,
- validation of the title (equivalence),
- recognition of professional qualifications for qualified personnel in emigration

## EXPLANATION FOR THE CASE OF STUDENTS WHO HAVE A TWO-YEAR DIPLOMA IN A PROFESSION SUCH AS HAIRDRESSING (Case 9)

### 1. MANDATORY CRITERIA

- To be a member of the National Chamber of Crafts and a member of BACPA
- Identification number;
- Vocational high school diploma / or general /
- Non-university diploma (Level 5 NQF) 2 years in Hairdressing;
- To have completed the time specified, according to the contract, for the professional qualification between the assistant and the craft subject (at least 6 months-1 year) registered in the register of the National Chamber of Crafts
- The medico-legal report, which proves that he is capable of working in his profession
- To acquire the theoretical information, based on the knowledge bank, announced on the official website of the National Chamber of Crafts and the official website of BACPA.
- Successfully pass the theoretical and practical exam;

### 2. OTHER COMPLEMENTARY CRITERIA

- To possess the theoretical and practical knowledge necessary for non-independent exercise in the relevant profession
- To have at least 1 national/international certificate



## SUMMARY:

- NChC in cooperation with BACPA, we think that it is completely helpful for Professionals in the field of Care and Body Art, to walk the path of obtaining titles.
- The title acquisition scheme must be accompanied by the theoretical knowledge and professional practice completion packages for each variant, i.e., the acquisition of several Modules based on the 4 pillars (see above).
- BACPA has engaged and will always engage the best professionals and experts in the commissions created by it, or requested by NChC, for:
  - The design of package programs and their content;
  - First were implementation in a pilot group of candidates for obtaining titles;
  - Bringing our legal acts and qualification standards closer to the best European experience, so that every qualification/title obtained in Albania is internationally recognized and reliable.

## WHY IS IT IMPORTANT THAT THE FILTERING OF THE APPLICANT'S DOCUMENTATION (STEP 2) IS CARRIED OUT BY BACPA

- Maintains equality, according to the principle: similar documents, same solution!
- **BACPA** undertakes verification of documentation (which may be irregular/fake)
- **BACPA** has the option to define the “complementary package of knowledge
- **BACPA** will track progress and lifelong learning for its members, and this helps with the procedure for moving from one title to another.



**THE KNOWLEDGE BANK  
THAT A MASTER MUST HAVE,  
BEFORE THE THEORETICAL EXAMINATION OF THE **HAIRDRESSING**  
PROFESSION  
IN THE 4 PILLARS DEFINED BY NCHC**

- 1st PILLAR** Supplementing knowledge with new knowledge, not verified by the documentation submitted by the applicant, in previous qualifications
- 2nd PILLAR** Refreshing knowledge with new technologies of the profession
- 3rd PILLAR** Knowledge of Pedagogy in the workplace
- 4th PILLAR** Knowledge of Legislation in opening and managing a salon/SPA and other state regulations. Knowledge of taxation/taxes and retail sales of products to customers;

# The 1<sup>st</sup> & 2<sup>nd</sup> PILLAR

- **Supplementing knowledge with new knowledge, not verified by the documentation submitted by the applicant, in previous qualifications done by KNOWLEDGE BANK**
- **Refreshing knowledge with new technologies of the profession done by KNOWLEDGE BANK**

## 1. General knowledge of the profession

### A) Knowledge about professional ethics

- Knowledge of communication and its elements
- Knowledge of customer typologies
- Knowledge of customer relations (in communication, treatment, economic relations, etc.)
- Knowledge of maintaining customer privacy
- Knowledge of customer card elements
- Examples of good ethics/Examples of poor ethics



## **B) Chemical knowledge on products**

- Active principles of products
- Knowledge of reagents that act on the skin, chemical reactions in aesthetics
- Knowledge of allergic reactions from cosmetic and aesthetic products, on the skin of the face and body.
- Knowledge of skin cleansing emulsions

## **2. Professional knowledge in Hairdressing**

### **a) Knowledge of hairdressing techniques/treatments**

- Knowledge of hairdressing techniques
- Knowledge of permanent techniques
- Knowledge of cutting techniques
- Knowledge of types of haircuts, according to grades
- Knowledge of dyeing techniques
- Knowledge about hair bleaching
- Knowledge of the types of techniques used for bleaching
- Knowledge of treatment/coverage of gray hair
- Knowledge of bridal hairstyles



- Knowledge of children's hair treatment and hairstyles;

**b) Knowledge about Make-up**

- Knowledge on the products needed to create a make-up
- Knowledge on contouring techniques, correction of facial features
- Knowledge on face shapes and the importance of knowing them for make-up treatment
- Knowledge on types of foundations in different consistencies and functions
- Knowledge on color correctors and their functions
- Make-up knowledge for ordinary days
- Knowledge on evening make-up
- Knowledge on make-up for parties/weddings etc.
- Knowledge on make-up in cases of damaged face
- Knowledge on make-up of characters in shows (theatre, TV), such as make-up of an elderly person, imitation of wounds, transformation of characters, etc.

**c) Knowledge about manicure - pedicure**

- Knowledge of nail diseases
- Knowledge about onychomycosis (onychomycosis)
- Knowledge of leukonychia
- Knowledge about pterygium
- Knowledge of tinea pedis
- Knowledge of the products used to apply a manicure and their functions
- Knowledge of the sequence of work in the process of applying simple nail polish
- Knowledge of the work sequence in the process of applying gel nail polish
- Knowledge of the work sequence in the process of placing gel with tips/nail form;
- Knowledge of the work sequence in the acrylic placement process with tips/nail form;

**d) Knowledge of Hygiene and first aid**

- Knowledge of how microorganisms are transmitted (e.g., from client to professional and vice versa)
- Knowledge of how microorganisms are transmitted from tools

- Knowledge of sterilization of work tools;
- Knowledge of types of immunities
- Knowledge of CPR first aid
- Maintenance of premises and compliance with health and safety regulations in all premises
- Knowledge of medical facilities/resources that the salon must have:
- First aid kit.
- Access to emergency services.
- Knowledge of the technical director of the salon for the implementation according to the law, with the trainees of exercises related to the behavior to be followed in emergency situations (e.g., evacuation training exercises).
- Knowledge of the technical director of the salon about the hygiene standards in force, of the toilets.

### **3. Knowledge about Dermatology**

- Knowledge about the layers of the skin (and layers of the epidermis)
- Knowledge about skin disorders (pigmentation, vitiligo, albinism, melasma, warts, etc.)
- Knowledge about the main skin types according to the Baumann classification



- Knowledge about the Fitzpatrick scale, classification and distinguishing features of each of the 6 scales
- Knowledge about fungal skin infections (causes, classifications, signs and symptoms, diagnosis, treatment)
- Knowledge about Alopecia (what it is, its types, treatment methods)
- Knowledge about skin diseases, types

## The 3<sup>rd</sup> PILLAR

### Knowledge of Pedagogy in the workplace (for the titles Master, and Master with experience)

#### a) Pedagogical skills

- 4 levels of learning
- 3-step teaching development methods.
- Teaching development methods with 4 steps.
- The teaching and learning process is focused on learning outcomes in terms of competences (knowledge, skills and attitudes) and covers all professional

competences defined in professional standards and qualification standards.

- Soft Skills in the profession
- Learning and behavior change.
- Concentration in learning of the trainee/assistant teacher;
- Knowledge of curriculum design, learning activities defined for the entire course.
- Knowledge of the assistant teacher's daily training plan, briefly describe the "best practice" you have used to improve teaching and learning processes and outcomes. Learning objectives are SMART;
- The importance of keeping individual monitoring and evaluation evidence for the participation of trainees in learning, as well as for their learning results and progress.
- Knowledge of ways to control knowledge acquisition. Knowledge of ways to evaluate a trainee; The importance of being able to evaluate each other's work by the trainees themselves;
- Knowledge of the ways of imparting new knowledge (with digital methods, with written materials, etc.)
- Knowledge of the importance of demonstration, concrete explanations, etc.
- Knowledge of the literature used in short-term training courses



- Knowledge of the planning of practical training in the amount (ratio) determined by the professional standards / qualification standards, as well as by the framework curricula and instructions of the AKAFPK, for each study program and qualification.
- The importance of participating in activities for the exchange of best practices with other VET providers, with associations, companies or with other Albanian or foreign institutions, for their professional development;
- The importance of consultation with interest groups and their involvement in management and decision-making.
- The importance of using textbooks/equipment and other teaching aids.
- The importance of cooperation between trainees such as work in pairs/small groups, learning through interaction, learning through projects;
- The importance of using 'Student Satisfaction Surveys' to improve curriculum implementation.
- Knowledge of the planning, organization and implementation of the final exam/s.

# The 4<sup>th</sup> PILLAR

**Knowledge of Legislation in opening and managing a salon/SPA and other state regulations. Knowledge of tax/taxes and retail sales of products to customers.**

- Knowledge of legislation and legal acts for opening a salon;
- Knowledge of the Legislation, for the opening of short-term training courses
- Knowledge of creating a Business Plan with all the necessary elements
- Knowledge of the VET provider Curricula for all qualifications, which are based on professional standards and qualification standards in force, drawn up by AKAFPK, according to NQF.
- Knowledge of all public health authorizations issued by competent authorities, which are required by law, for all salon business premises.
- Knowledge of business taxes
- Knowledge of all safety authorizations (e.g., fire safety certificates issued by competent authorities) required by law for all business premises.
- Knowledge of all financial, accounting, supervisory and auditing activities, carried out within the institution or contracted, according to the law.



- Knowledge of SWOT Analysis and its importance in assessing the quality of service in a salon; annual self-assessment reports; Improvement plan based on self-assessment results;
- Knowledge of increasing service prices (Mark-up)
- Knowledge of the services provided by a bank
- Knowledge of retailing products to customers
- Knowledge of the legislation in force for the completion, use and administration of course documents, as well as diplomas/certificates.