

Standards at work for you

Beauty & Wellness SLCP 13:2012



This standard, therefore, establishes the minimum requirements for the provision of quality services by beauty and wellness practitioners.

The Certification program is a voluntary program with the aim of setting standards for the operation of beauty and wellness facilities to ensure the protection of the health and safety of consumers and delivery of quality service by professional and knowledgeable operators.

This new national code of practice was developed to provide guidelines as a basis for establishing and operating Beauty and Wellness facilities in Saint Lucia according to best hygienic and safety practices.

Given the increasing importance of the Beauty and Wellness sector to the economy of Saint Lucia, this code of practice was adopted to address the following specific concerns:

- the increase in demand for the provision of safe and hygienic services;
- the need for updated guidelines in keeping with scientific and technological advances within the industry;
- the need to provide quality services consistent with improved customer satisfaction, safety and security; and
- the need to promote sustainable development and care for the environment by proper waste disposal practices.

Legal requirement for all applying establishments is a prerequisite for entry into the certification program. These legal requirements include:

- X License to operate from the Ministry of Health
- X Certificate of registration from Allied Health Council (where applicable)

Key Clients

- X Hair salons
- X Barber shops
- X Spas
- X Cosmetology parlours/salons
- X Gyms
- X Skin piercing facilities (including tattoo parlours)



Certification Levels and their requirements

The certification programme has three tiers/levels, at each level there are set requirements. Application into the program, legal requirements, an assessment by a third party inspector (SLBS), and full score on all critical requirements must be observed at all levels of certification.

In addition the following requirements must be met for the respective levels:

Tier I—Bronze

- 70% compliance with **SLCP 13:2012**

Tier II - Gold

- 70% compliance with **SLCP 13:2012** and
- 75% compliance with the requirements of the specific standard of the operator's area of expertise

Tier III –Platinum

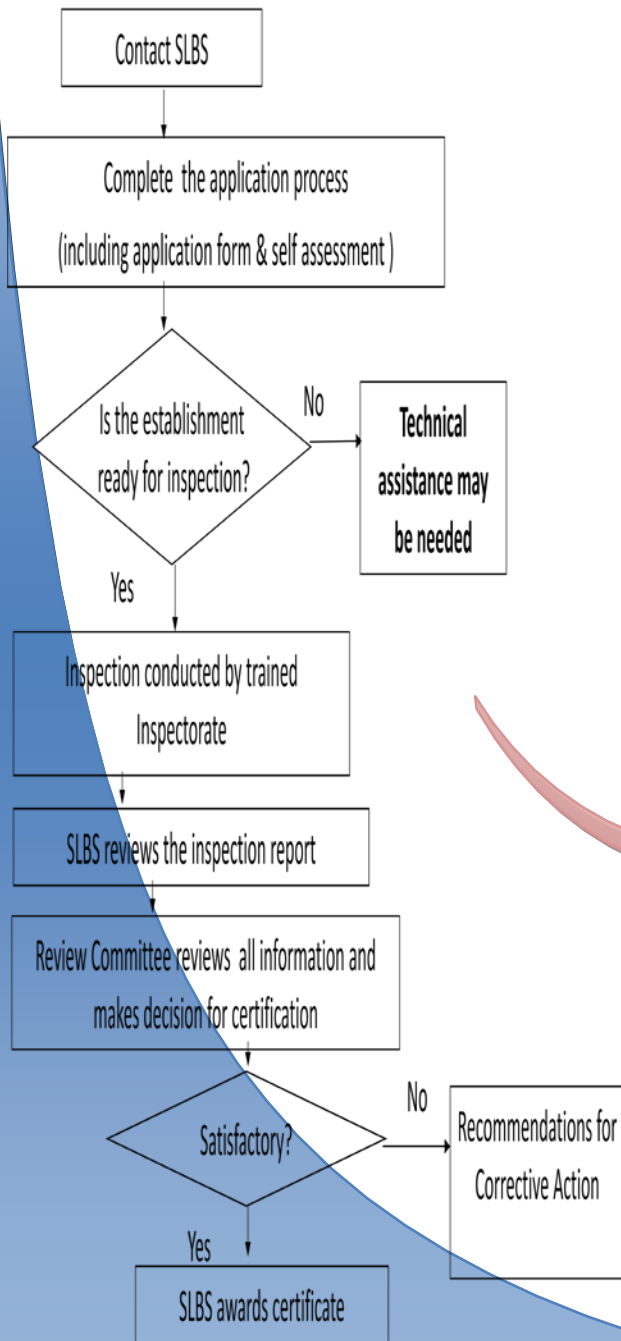
- 70% compliance to **SLCP 13:2012** and
- Score of at least 95% in compliance with the requirements of the specific standard of the operator's area of expertise

SLBS Quality Mark

Establishments meeting the requirements for certification will sign agreements to use the SLBS Quality Logo.



Attaining Certification



Benefits of Certification

- ✘ Public recognition of certified operators-
- ✘ Competitive advantage, product differentiation
- ✘ Transparency
- ✘ Independent/ third-party assessment
- ✘ Repeat business
- ✘ Increased confidence in the service
- ✘ Reduced operating costs -less wastage
- ✘ Increased profitability
- ✘ Improved staff productivity
- ✘ Enhancing customer satisfaction



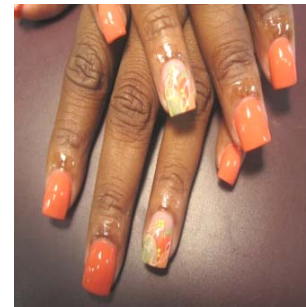
Bisee Industrial Estate
P.O. Box CP5412
Castries
Saint Lucia

Phone: (758) 456-0102 /453-0049/456-0546
Fax: (758)-452-3561/453-7166
E-mail: slbs@candw.lc
Web: www.slbs.org.lc



& Beauty and Wellness

“.....Making Quality and Standards our way of life”



SLBS Code of Practice for Beauty and Wellness

SLBS Beauty and Wellness Certification Programme

Cert

Rev 1