



JOINT ACCREDITATION SCHEME

FOR

HAIR & COSMETOLOGY BUSINESSES

INFORMATION & APPLICATION KIT

Table of Contents

- Introduction 3
- CaseTrust Application Stages 4
- CaseTrust Assessment Stages 5
- CaseTrust Criteria for Hair & Cosmetology Businesses 6
 - Policies 6
 - Communication..... 7
 - Practices & Systems 8
 - Personnel 10
- Fee Structure..... 11
 - Other Charges 11
- Important Note 12
- Application Terms and Conditions 13
 - Application 13
 - Accreditation Details..... 14
 - Standards 14
 - Conditions Precedent..... 14
 - Audit/Investigation 15
 - Termination..... 15
- Application Form..... 17

Introduction

The Consumers Association of Singapore (CASE) and the Hair & Cosmetology Association Singapore (HACOS) had jointly developed an accreditation scheme for the Hair & Cosmetology businesses. To be eligible to join the CaseTrust-HACOS Accreditation Scheme, businesses must be members of the HACOS.

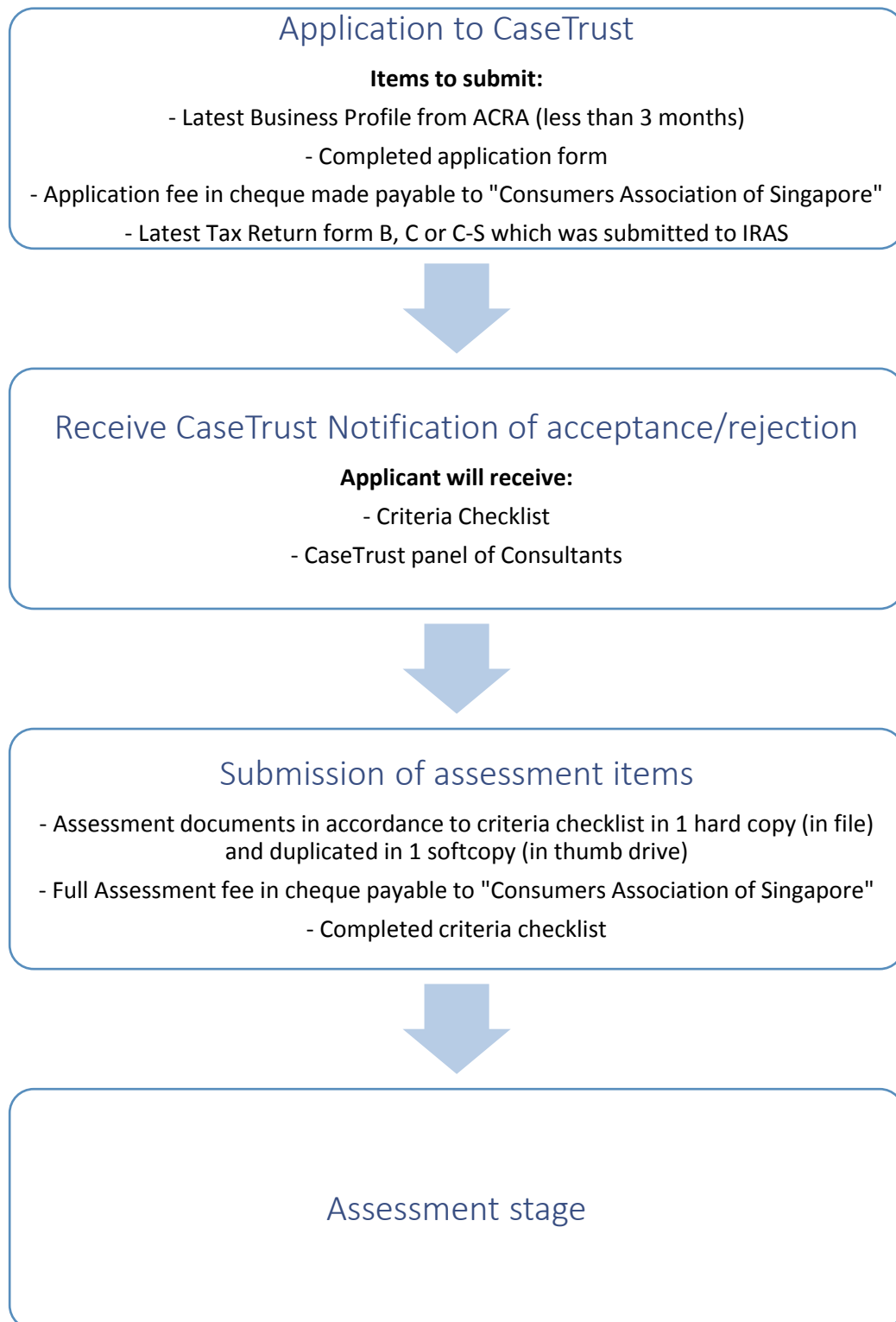
Together with the valuable input from HACOS, CASE is able to identify practices and put criteria in place for consumer-friendly policies and practices that will offer added consumers' protection and enhanced consumer experience through clear and transparent policies. The CaseTrust-HACOS Joint accreditation scheme will bring about improvement in the Hair & Cosmetology industry, which will definitely benefit both consumers and businesses.

A Hair & Cosmetology business that attain CaseTrust - HACOS accreditation is certified as a business that possesses the foundation for good business practices and standards, and have the following mechanisms in place:

- 5 days cooling-off period to allow consumers to seek a full refund if they do not wish to proceed with the service.
- Prepayment protection to safeguard monies paid upfront for packages.
 - Approved insurance or prepaid card for protection
- Appropriate Hygiene guidelines for daily operation.
- Skin allergy test is carried out before proceeding with services.
- Trained staff who do not engage in selling activities during service.
- A redress system with proper and clearly defined dispute resolution mechanisms for the business and consumers. This will include mediation through CASE Mediation Centre.

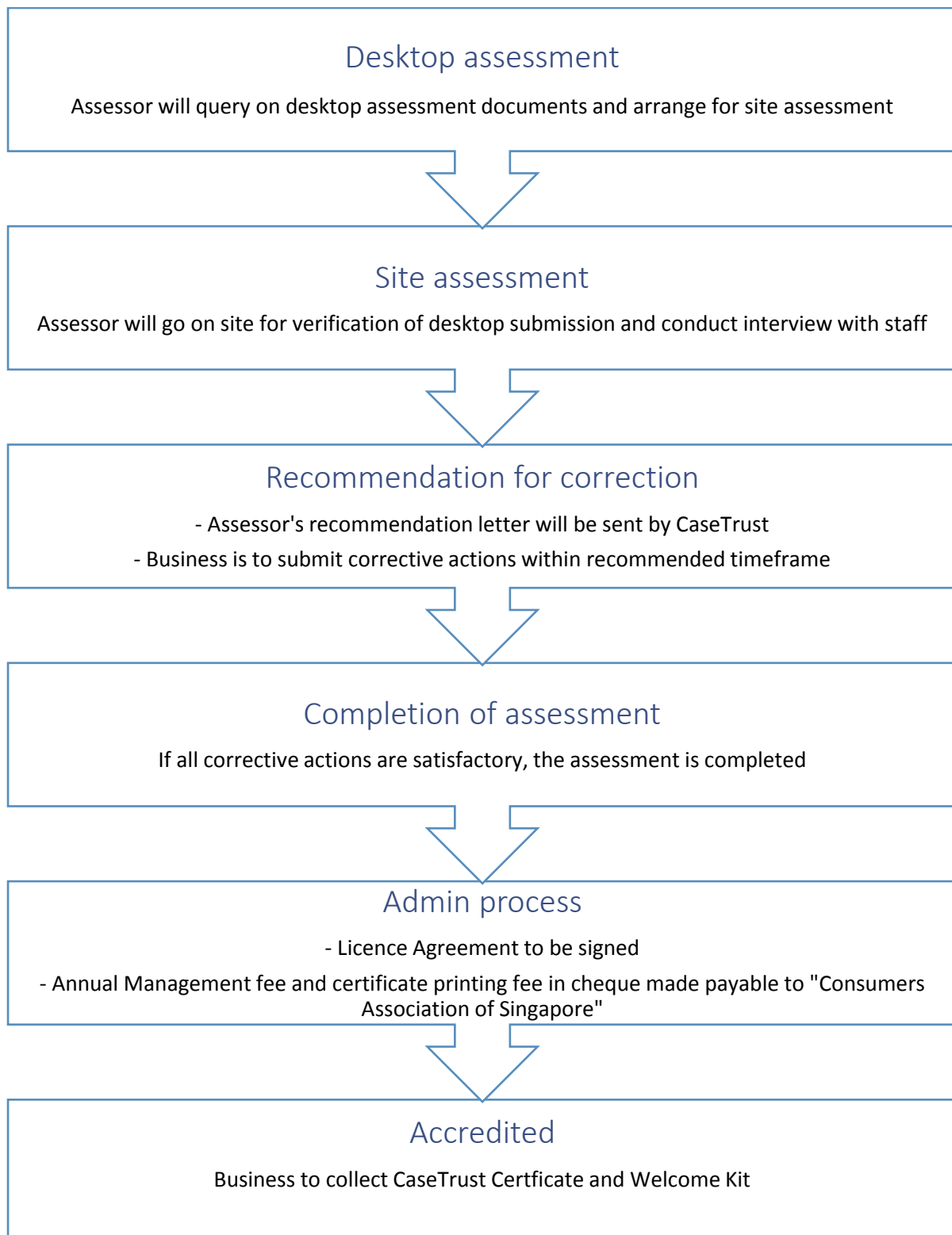
Accredited Hair & Cosmetology businesses will be able to display CaseTrust-HACOS logo, and also be listed in CaseTrust website; which allow consumers to easily identify reliable Hair & Cosmetology businesses.

CaseTrust Application Stages



Note: The application will be considered Null & Void if complete set of required assessment items are not submitted within 6 months from date of application.

CaseTrust Assessment Stages



Note: From the date applicant enters into assessment stage through submission of all required assessment items, it will take around 3-4 months to complete the assessment in order for business to be accredited.

CaseTrust Criteria for Hair & Cosmetology Businesses

This is a summary of the CaseTrust criteria for Hair & Cosmetology businesses. The full criteria checklist, incorporating assessment elements and document checklists, will be made available to businesses upon submission of the CaseTrust application form and application fee.

Policies	
Goods & Services	
A1	My business offers goods and services of satisfactory quality as defined in the Sales of Goods Act S14 (2), Consumer Protection (Fair Trading) Act, Lemon Law, Cosmetics Products- ASEAN Cosmetic Directive) Regulation 2007 and Health products Regulation 2010.
Terms & Conditions of Sales	
A2	My business clearly states the terms and conditions of any warranties or service guarantees to protect customers against product defects and non-performance. As part of the service guarantees, my business accords a cooling-off period of at least 5 working days (exclusive of Saturdays, Sundays, and Public Holidays) to allow customers to seek full refund of payment made if they do not wish to proceed with the services offered.
A3	My business has an exchange, transfer and refund policy clearly stipulating the time frame and conditions for any exchanges, transfers and refunds.
A4	My business clearly states the terms and conditions for any deposits paid should the transaction be cancelled.
A5	My business clearly states the terms and conditions applicable to the redemption of vouchers.
A6	My business does not engage in selling activities or any form of selling tactics during treatments and in treatment room.
A7	My business is committed to inform and protect customers with approved insurance and/or prepaid card upon the receipt of their pre-payments, including but are not limited to packages, gift vouchers and membership fee to my business.
Pricing & Payment	
A8	My business is committed to display discounted prices clearly.

A9	My business clearly states the payment methods and channels available to customers.
A10	My business is committed to avoid over or under-charging and to ensure correct change is given.
A11	My business clearly states what is included in all prices quoted, including taxes, and any other surcharges (if any).
A12	Transparency of Pricing My business clearly states any additional charges for extra services such as product upgrade request not included in the original package. E.g. Ampoule
A13	<u>Honouring Price Quotes</u> My business honours the prices quoted at the time of booking for services.
Security	
A14	My business is committed to maintain the confidentiality of customer data.

Communication

External Communication

B1	My business provides effective mode(s) of communication for customers.
B2	My business has a system in place to inform CaseTrust in writing of any business change(s) at least 7 days before implementation; including:- <ul style="list-style-type: none"> • ACRA business profile, Ownership, Partners, Directors, Legal entity name • Contact person for CaseTrust, Name, Designation, Contact number, Email • Mailing address • Outlet address • Business contact • Policies • Implement/withdraw collection of pre-payment/no coverage of prepayment for 15 continuous days • Others

Advertising & Promotion

B3	<u>Accuracy of Information</u> My business ensures that all goods and services are accurately described and portrayed in all marketing communications.
B4	<u>Adequacy of Information</u> My business ensures that its marketing communications include sufficient details on prices, quality, availability and terms of sales.
B5	My business clearly indicates the details of the approved insurance and/or prepaid card available to protect the customers who have made pre-payments to my business.
B6	My business sells what is advertised and promoted.
B7	My business maintains a sufficient stocks for all promotional items.
B8	My business clearly states the period for which promotions are valid.
B9	My business clearly spells out details of the mechanism for any lucky draw, free merchandise/service, and/or contest.

Practices & Systems

Retailing

C1	<u>Deposit/Reservations</u> a. My business provides customers with receipts to acknowledge payment of deposits or reservation charges. b. Receipts for deposits and reservations have full detailed information.
C2	<u>Proof of Purchase</u> a. My business issues receipt/ sale slips to customer with details of the purchases of the goods/ services provided. b. The receipt and sales slip reflect relevant detailed information.
C3	<u>Exchange, Transfer and Refund</u> My business honours our exchange, transfer and refund policies promptly within the stipulated time frame and conditions.

C4	<p>Records and Scheduling</p> <p>a. My business maintains accurate records of all applications, bookings and correspondences with the customer.</p> <p>b. My business stipulates expiry dates for any form of prepayment including, but not limited to packages, gift vouchers and membership.</p> <p>c. My business has a system to ensure that appointments are carried out as scheduled and that sufficient personnel are deployed to carry out scheduled appointments.</p>
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Proof of Protection for Pre-payments

C5	<p><u>Proof of Protection</u></p> <p>My business has undertaken approved insurance and/or prepaid card for customers who have made pre-payments to my business.</p>
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Feedback Management

C6	My business has a system to document complaint cases and has a complaints resolution procedure.
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C7	My business informs complainants of the status of the complaint investigation.
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C8	My business resolves complaints within a maximum of 21 days upon receipt of complaint.
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C9	My business informs customers of alternative forms of redress should the business be unable to resolve the complaint within the time frame, E.g. CASE Mediation Centre.
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Security

C10	My business has a system to keep all customers' particulars confidential.
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Goods & Services

C11	My business has a system for ensuring the quality of products and services offered for sale. Goods and services offered are fit for consumption and not past expiry date.
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Facility, Hygiene & Safety

C12	My business maintains standards of customer care, cleanliness, and service appropriate to the type of business.
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C13	My business conduct skin allergy declaration and conduct allergy test with customer before proceeding with services.
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C14	My business provides well-maintained facilities with all décor, furnishing, fittings and equipment in good condition.
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Compliance with Regulatory Requirements

C15	My business complies with regulatory requirements as mandated by the Health Science Authority - Health Products (Cosmetics Products- ASEAN Cosmetics Directive) Regulations 2007 & 2010.
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Personnel

Performance

D1	My business ensures that customer support and service staff do not practice any unethical sales tactics.
D2	My business ensures that privacy of the customer is protected. The customer is assured of uninterrupted services during treatments.

Knowledge

D3	My business ensures staff is able to provide accurate, timely and comprehensive product and service information to customers and to perform service to the expected levels.
D4	My business ensures that staff are trained and meet training standards in accordance with regulatory requirement.

Dressing and Grooming

D5	My business ensures staff is well-groomed and professional in appearance and etiquette.
D6	My business identifies the name and position of their service staff. (e.g. senior stylist, trainee)

Fee Structure

(Fees are inclusive of GST)

	Small Business Sales Turnover < S\$1M	Medium Business Sales Turnover S\$1M – S\$15M	Large Business Sales Turnover > S\$15M
Application	S\$214.00	S\$214.00	S\$214.00
*Full Assessment	S\$898.80	S\$1,819.00	S\$2,675.00
**Interim Assessment	S\$449.40	S\$909.50	S\$1,337.50
Annual Management	S\$695.50	S\$1,284.00	S\$2,140.00

Note: As evidence of sales turnover, latest Tax Return form B, C or C-S which was submitted to IRAS is required.

Other Charges

(Fees are inclusive of GST)

	Fee
Certificate printing	S\$12.84
Additional Certificate printing	S\$16.05
Mediation at CASE Mediation Centre	Borne by CaseTrust
CaseTrust decal	S\$2.14

Important Note

1. Fees are inclusive of the prevailing GST rate and are subject to change, depending on economic situation and discretion of the CaseTrust department.
2. *Full-term assessment (Desktop & Site) is conducted every four (4) years.
3. **Interim assessment (Site only) is conducted on the third (3rd) year of every accreditation cycle.
4. Application fee is to be paid together with submission of application form. Full assessment fee is to be paid at the submission of desktop assessment documents.
5. The application will be considered NULL & VOID, with the Applicant considered to have failed the assessment if:
 - a. Documents and fee for assessment are not submitted within 6 months from date of application.
 - b. The Applicant failed to obtain CaseTrust accreditation within the period of 1 year from date of application.
6. The Applicant must go through the full assessment first, and the interim assessment after 2 years.
 - a. CASE reserves the right to perform more than one interim assessment during the 4 years period.
7. If the Applicant does not pass the assessment, a re-assessment fee equivalent to the full assessment fee must be paid.
8. The annual management fee is payable only after the Applicant passes the assessment process.
9. Below are the cancellation fees in the event the Applicant cancels its application under the following circumstances:
 - a. Application fee is strictly non-refundable.
 - b. Assessment fees are refundable if withdrawal request is made within 3 days from the submission of assessment items.
 - c. If withdrawal request is made after 3 days from submission of assessment items, but at least 3 days before commencement of site assessment, 50% of the assessment fees will be refundable.
 - d. Assessment fees are strictly non-refundable if withdrawal request is made within 3 days before site assessment.

Application Terms and Conditions

Application

1. The Applicant is bound by the Terms and Conditions herein and such variations, which may be from time to time, be made by the CaseTrust department, and upon submission of their application to the CaseTrust department.
2. The Applicant must not have five (5) or more complaints lodged against it with breaches of the Consumer Protection Fair Trading Act (CPFTA), and must have a clean track record with CASE and relevant authorities (within a period of 12 months before the date of application) in order to qualify for the accreditation scheme.
3. Businesses with different ACRA numbers are considered separate entities, even if they are under the same holding company. Separate applications will be required.
4. An application for CaseTrust accreditation must be accompanied by:
 - a. Completed application form as prescribed, together with any supporting documents required
 - b. Application fee
5. The application fee herein will not be refunded if the Applicant fails to qualify for assessment for any reason whatsoever.
6. If the Applicant fails the prescribed assessment conducted, the Applicant may be given a further opportunity to apply for re-assessment so long as the Applicant does not exceed 2 further assessments. All assessment fees, if any, must be paid by the Applicant.
7. The Applicant may ask for a review of the assessment with reasons. Upon receipt of the review fee, the Applicant's request will be considered by the CaseTrust department. Such review will be allowed at the discretion of the CaseTrust department and will be final. This review fee will be refunded if the review is found in the Applicant's favour.
8. In the event that there is a need for the Applicant to consult an existing panel of consultancy firms, the Applicant will liaise directly with such consultants, who will be independent of the CaseTrust department, and appropriate fees will be paid to them for the consultancy. The CaseTrust department will under no circumstance be liable for any advice rendered by such consultancy firms.
9. Applicants whose desktop submission is insufficient as determined by the assessor, will have to submit the corrective actions within 2 months from the date of notification. Failing which, the Applicant is deemed to have failed the desktop assessment.
10. Failure of the assessment applies for applicants who pass the desktop assessment but subsequently fail the site assessment.

Accreditation Details

11. Accreditation for the Scheme will be for a period of 4 years, renewable subject to the assessment, investigation results, feedback from the public i.e. complaints if any, and other relevant factors. The CaseTrust department reserves the right to revoke or not renew the accreditation should businesses fail to adhere to the standards set by the CaseTrust department.
12. Businesses who make changes to its ownership/partnership/directorship after obtaining accreditation may be subjected to re-assessment and have to furnish CASE with a deed of assignment. This assessment shall be independent of other assessments that the business is scheduled to undertake.

Standards

13. Businesses are required to maintain the CaseTrust standards as stated, among other things, in the assessment criteria provided. The criteria may be revised from time to time and the businesses must be so bound by such.
14. Upon acceptance of accreditation, store-based retailers are required to display their policies clearly in their stores or such policies must be easily accessible to consumers. Web-based retailers are required to publish their web policies on their web sites.
15. Businesses are required to comply with all government laws, rules, and regulations at all times. Should the accredited businesses be found to be in breach of such laws, rules, and regulations, the accredited business has been made aware of the CaseTrust department's empowerment to suspend, expel, or blacklist, either singly or jointly, depending on the severity of the non-compliance, or by any other appropriate means.
16. Businesses must have a proper criterion to deal with complaints and a dispute resolution programme in place and, which is transparent and known to consumers. If the consumer who has a dispute with a CaseTrust accredited business requests for mediation at CASE Mediation Centre, the CaseTrust accredited business must attend the mediation session arranged by CASE.
17. In order to uphold the standards, which may be updated from time to time, set by CaseTrust, all businesses shall adhere to the Code of Practice and abide by penalties imposed upon breach/infringement of the Code of Practice.

Conditions Precedent

18. Businesses should allow CaseTrust representatives into their premises for auditing and/or investigation purposes, whether notified or not.
19. The business agrees to indemnify and keep CASE, its directors, employees, officers, agents or representatives) fully and effectively indemnified against any and all actions, liabilities, cost,

claims (including third party), losses, damages, proceedings and/or expenses (including all legal costs on an indemnity basis) arising from or in connection with the business's application for CaseTrust accreditation scheme.

Audit/Investigation

20. The business has been made aware of the CaseTrust department's empowerment to deal with breach/infringement of the Code of Practice. Businesses who commit a breach/infringement shall be suspended, expelled or blacklisted, either singly or jointly, depending on the severity of the breach/infringement, or by any other appropriate means.
21. Businesses are required to undergo an interim assessment before being lifted from suspension orders.

Termination

22. Upon termination and expiry of CaseTrust accreditation scheme, all CaseTrust related materials including the CaseTrust decal must be returned to CASE office within 7 days, and such materials and such decals should not be used in any manner whatsoever by the businesses before its return.
23. The CaseTrust department reserves the right to revoke accreditation should businesses fail to adhere to the licence agreement or breach the Terms and Conditions herein, or for whatsoever reasons, as the CaseTrust Department deems fit.

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Application Form

Accreditation scheme for Hair & Cosmetology Businesses



To apply online, please go to <https://app.case.org.sg/casetrust.plx>

Instructions

- **Only open for HACOS members**
- Please type or write clearly using black or blue ink.
- Where not applicable, please fill in the blanks as NA.
- Please note that blank answers may result in processing delay.
- Attach separate sheets if space provided is insufficient.
- ^ Delete where appropriate

Particulars of your business

Name of Business:

Address (mailing):

Tel:

Fax:

Website:

Email:

ACRA Registration no.:

Date of Registration:

Has your business or any of your Directors/Partners/Owners ever been rejected, suspended or removed from any accreditation scheme, including but not limited to this Scheme? **^ YES / NO**
Please provide details (attach additional sheets if necessary):

Has your business or any of your Directors/Partners/Owners ever been convicted of any criminal offence or infringed any regulatory requirements? **^ YES / NO**
Please provide details (attach additional sheets if necessary):

If engaged consultant for CaseTrust assessment

Name of Consultancy Business:

Name of consultant(s):

Tel:

Tel (alternative):

Email:

Fax:

Contact Particulars

Name of Organisation Head: ^Dr/Mr/Mrs/Mdm/Ms

Designation of Organisation Head:

Name of Contact Person for CaseTrust: ^Dr/Mr/Mrs/Mdm/Ms

Designation of Contact Person for CaseTrust:

Tel:

Tel (alternative):

Email:

Fax:

Size of Business

- Small – Sales Turnover less than S\$1M
- Medium – Sales Turnover between S\$1M to S\$15M
- Large – Sales Turnover more than S\$15M

Nature of Business

- Hair
- Make-up
- Nails
- Others
- please specify: _____

If Business is a subsidiary of a Holding Company

Name of Holding Company:

Address:

Tel:

Tel (alternative):

Email:

Fax:

Declaration

I / We declare that:

- All the information given is accurate and truthful.
- I have read and understood the Information & Application Kit and agree to the Terms and **Conditions.**

Authorised Signature:

Business Stamp:

Name:

Designation:

Date:

Please remember to include the following together with your application:

- Application fee of \$214/- in cheque payable to “Consumers Association of Singapore”
- Business profile from ACRA (within 3 months of CaseTrust application)
- Latest Tax Return Form B, C or C-S which was submitted to IRAS

Particulars of the outlets

Total number of outlets:

Outlet Name:

Address:

Tel:

Fax:

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

Fax:

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

Fax:

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

Fax:

Number of staff:

Size of Outlet (sq m):

Outlet Name:

Address:

Tel:

Fax:

Number of staff:

Size of Outlet (sq m):

Please make copies if business have more than 5 outlets.