Level 3 NVQ Diploma in Hairdressing (6008-03)

September 2017 Version 2.1

Qualification Handbook

Qualification at a glance

Subject area	Hairdressing
City & Guilds number	6008
Age group approved	16-19, 19+
Entry requirements	None
Assessment types	Portfolio; Short Answer; Assignment; Multiple Choice
Approvals	Approval application required; Fast Track approval
Support materials	Assessor guide; Question papers and mark schemes; Candidate logbook
Apprenticeship	The qualification is included in: - Advanced Level Apprenticeship in Hairdressing
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
Level 3 NVQ Diploma in Hairdressing	541	680	6008-03	601/5697/1

Version and date	Change detail	Section
1.1 May 2015	Amended wording of evidence requirements for units 302 and 304, and corrected online assessment number for unit 403	Assessment, Units
1.2 July 2015	Unit 214 - added range for "neckline shapes", "factors" and "outline shapes" Unit 304 - range "advice and recommendations" linked to AC2.3 Values and Behaviours amended to match those in logbook	Units, Appendix 1, Appendix 2, Appendix 3

Version and date	Change detail	Section
	Corrected definitions for "3D" and "Disinfection" in Appendix 3	
2.0 May 2016	Unit evidence requirements updated in line with revised habia assessment strategy	Units
2.1 September 2017	Added GLH and TQT details	Qualification at a glance and Introduction

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1 Introduction

Area	Description
Who is the qualification for?	The Level 3 NVQ Diploma in Hairdressing is designed for learners who work in or wish to pursue a career in hairdressing. The Level 3 NVQ Diploma in Hairdressing provides the necessary skills and knowledge that prove occupational competence as a senior stylist.
What does the qualification cover?	This qualification allows candidates to learn, develop and practice the skills required to provide hairdressing services for all hair types. The Level 3 NVQ Diploma in Hairdressing covers a range of skills and knowledge such as creative cutting, styling, performing a range of chemical services, providing specialist hair and scalp treatments as well as consulting with clients
What opportunities for progression are there?	Learners may progress to employment as a senior stylist or barber, or the following City & Guilds qualification: Level 4 Diploma in Management & Advanced Techniques in the Hair & Beauty Industry
Who did we develop the qualification with?	This qualification has been developed with Habia.
Is it part of an apprenticeship framework or initiative?	This qualification can form part of the following apprenticeship: Advanced Level Apprenticeship in Hairdressing

2 Structure

To achieve the **City & Guilds Level 3 NVQ Diploma in Hairdressing**, learners must achieve a minimum of **68** credits overall. **43** credits must be achieved from the mandatory units, and **a minimum of 25 credits** must be achieved from the optional units.

UAN	City & Guilds unit number	Unit title	Credit value	GLH
Mandatory				
K/506/9378	301	Creatively style and dress hair	7	60
H/506/9783	302	Creatively cut hair using a combination of techniques	14	121
K/506/9364	303	Creatively colour and lighten hair	14	121
A/506/9367	304	Provide client consultation services	8	68
Optional				
R/506/9584	213	Fulfil salon reception duties	6	47
J/506/9775	214	Cut men's hair using basic techniques	12	111
Y/506/9361	305	Provide a variety of relaxing services	9	82
M/506/9379	306	Provide creative hair extension services	8	72
T/506/9366	307	Create a variety of permed effects	10	88
H/506/9587	308	Contribute to the financial effectiveness of the business	7	55
M/506/9365	401	Hair colour correction services	15	137
H/506/9380	402	Develop, enhance and evaluate your creative hairdressing skills	9	63
Y/506/9585	403	Provide specialist hair and scalp treatments	12	97

UAN	City & Guilds unit number	Unit title	Credit value	GLH
D/506/9586	404	Contribute to the planning, implementation and evaluation of promotional activities	10	61

Total qualification time (TQT)

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 3 NVQ Diploma in Hairdressing	541	680

3 Centre requirements

Approval

If your Centre is approved to offer the qualification 3008-03/3008-55/3008-84 Level 3 NVQ Diploma in Hairdressing you can apply for the new 6008-03/6008-93 Level 3 Diploma in Hairdressing approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the City & Guilds Centre Manual for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

The assessor must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- have an in-depth technical knowledge of the qualification
- complete a minimum of 30 CPD hours per annum (1 Sep-31 Aug).

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Please refer to the Assessor Guide document for details on the role of the supervisors and managers as witnesses.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

The Level 3 Diploma in Hairdressing is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.

4 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.
- If the candidate understands the people involved in the assessment and how to evidence their performance at work and compile a portfolio of evidence

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for these qualifications:

Description	How to access
Candidate logbook	www.cityandguilds.com
Assessment pack	www.cityandguilds.com
Assessor guide	www.cityandguilds.com

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds premium logbooks can be ordered from the Walled Garden (**www.walledgarden.com**).

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: **www.cityandguilds.com/eportfolios**.

5 Assessment

Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved the externally set tests for the units detailed in the Assessment Strategy (see table below)
- have achieved/completed the essential knowledge and understanding requirements

Assessment types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross-unit knowledge	Online test OR short answer question test	Online test number **790** Short answer papers and marking guides available on City & Guilds website
213	Fulfil salon reception duties	Portfolio and Online test OR short answer question test	Online test number **613** Short answer papers and marking guides available on City & Guilds website
214	Cut men's hair using basic techniques	Portfolio and Online test OR short answer question test	Online test number **614** Short answer papers and marking guides available on City & Guilds website
301	Creatively style and dress hair	Portfolio and Online test OR short answer question test	Online test number **701** Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
302	Creatively cut hair using a combination of techniques	Portfolio and Online test OR short answer question test	Online test number **702** Short answer papers and marking guides available on City & Guilds website
303	Creatively colour and lighten hair	Portfolio and Online test OR short answer question test	Online test number **703** Short answer papers and marking guides available on City & Guilds website
304	Provide client consultation services	Portfolio and Online test OR short answer question test	Online test number **704** Short answer papers and marking guides available on City & Guilds website
305	Provide a variety of relaxing services	Portfolio and Online test OR short answer question test	Online test number **705** Short answer papers and marking guides available on City & Guilds website
306	Provide creative hair extension services	Portfolio and Online test OR short answer question test	Online test number **706** Short answer papers and marking guides available on City & Guilds website
307	Create a variety of permed effects	Portfolio and Online test OR short answer question test	Online test number **707** Short answer papers and marking guides available on City & Guilds website
308	Contribute to the financial effectiveness of the business	Portfolio and Assignment	Assessment Pack available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
401	Hair colour correction services	Portfolio and Online test OR short answer question test	Online test number **801** Short answer papers and marking guides available on City & Guilds website
402	Develop, enhance and evaluate your creative hairdressing skills	Portfolio and Assignment	Assessment Pack available on City & Guilds website
403	Provide specialist hair and scalp treatments	Portfolio and Online test OR short answer question test	Online test number **803** Short answer papers and marking guides available on City & Guilds website
404	Contribute to the planning, implementation and evaluation of promotional activities	Portfolio and Assignment	Assessment Pack available on City & Guilds website

Assessment strategy

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and Habia.

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from the strategy can be found in the Qualification Handbook and the Assessor Guide documents, in addition a full copy of the strategy can be downloaded from the Habia website.

The strategy specifies the evidence requirements for each unit. These are included in the supporting evidence section of each unit in the handbook.

The strategy specifies that candidates **must sit externally set questions** for the following units:

City & Guilds Unit Number	NOS Reference	Level	Unit Title
Level 3 NVQ Diploma in Hairdressing			
790	n/a	3	Cross unit knowledge test
303	CH10	3	Creatively colour and lighten hair

City & Guilds Unit Number	NOS Reference	Level	Unit Title
304	CHB14	3	Provide client consultation services
305	AH7	3	Provide a variety of relaxing services
306	CH12	3	Provide creative hair extension services
307	CH13	3	Create a variety of permed effects
401	CH11	4	Hair colour correction services
403	CHB16	4	Provide specialist hair and scalp treatments

City & Guilds has also produced assessments for all the remaining units.

For more information on how this qualification is assessed, please refer to the Assessor Guide document.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's **previous non-certificated achievements** to demonstrate competence or achievement within a unit or qualification. RPL allows an individual to avoid unnecessary learning, meaning that they can present for summative assessment without repeating learning in areas where they will be able to show that they can meet the learning outcome(s).

It remains the role of assessors and quality assurance staff to ensure that evidence for RPL meets the relevant outcomes of the qualification.

The centre manual contains further information on RPL.

6 Units

Units

The qualifications comprise of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance, and knowledge and understanding) which specify the desired criteria that have to be satisfied before an individual can be said to have performed to the agreed standard. The practical and knowledge requirements from the National Occupational Standards are mapped to each assessment criteria.

Range statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied. There are two types of range: practical and knowledge. Practical range is specific to learning outcome which assess competence/practical skills. Knowledge range is specific to learning outcomes which assess knowledge and understanding. All of the units are underpinned with expected values and behaviours. These are detailed in Appendices 1 and 2.

Unit numbering

Habia unit numbers in the National Occupational Standards begin with either 'CHB' for Combined hair hairdressing and barbering, 'C' for Combined hair, 'CH' for Combined hair hairdressing , 'CB' for Combined hair barbering, 'AH' for African type hair. City & Guilds unit numbers (three digit number placed in front of unit titles in both the handbook and logbooks) are to be used for candidate registration and results entries.

Unit 213 Fulfil salon reception duties (CHB13)

UAN:	R/506/9584
Unit level:	Level 2
Credit value:	6
GLH:	47
Unit aim:	This standard is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this standard.
Relationship to NOS:	SKACHB13
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to carry out salon reception duties

Assessment criteria

The learner can:

1.1 Maintain the reception area
- a ensure the reception area is clean and tidy at all times (P1)
- b maintain the agreed levels of reception stationery (P2)
- c ensure that product displays have the right levels of stock at all times (P3)

1.2 Attend to clients and respond to enquiries
- a Offer clients hospitality to meet your salon's client care policies (P4)
- b Attend to people in a polite manner (P5)
- c Identify the purpose of enquiries (P6)
- d Confirm appointments informing the relevant person (P7)
- e Refer enquiries which cannot be dealt with to the relevant person for action (P8)

f Record messages and pass them on to the relevant person at the right time (P9)

g Provide clear information (P10)

h Give confidential information only to authorised people (P11)

i Balance the need to give attention to individuals whilst ensuring others are not left without attention (P12)

1.3 Carry out the booking of appointments for salon services

a Deal with all requests for appointments (P13)

b Identify client requirements for the service requested (P14)

c Confirm the client has had relevant tests when scheduling appointments (P15)

d Arrange for the client to have relevant tests, when necessary, within the limits of your authority (P16)

e Schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time (P17)

f Confirm the appointment details are acceptable to the client (P18)

g Record appointment details to meet your salon's requirements (P19)

1.4 Manage payments from clients

a Calculate total charges for the client (P20)

b Inform clients of charges (P21)

c Visually inspect purchases for condition and quality as they are processed for payment (P22)

d Establish the client's method of payment and acknowledge receipt of payments (P23)

e Ensure accepted payments are correct (P24)

f Record information about the sale to meet your salon's requirements (P25)

g Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept (P26)

h Inform clients when authorisation cannot be obtained for non-cash payments (P27)

i Identify and resolve, where possible, any discrepancies in payments within the limits of your own authority (P28)

j Refer payment discrepancies which you cannot resolve to the relevant person for action (P29)

k Give the correct change and issue receipts when required by clients (P30)

i Follow cash point security procedures at all times (P31)

j Identify and report low levels of change in time to avoid shortages (P32)

Range

(AC1.2) **People:** who have different needs and expectations
who have a complaint

(AC1.2) **Enquiries:** in person
by telephone
electronically

(AC1.3) **Appointments:** in person
by telephone

(AC1.4) **Method of payment:** cash
non-cash payment

Learning outcome

The learner will:

2 Understand salon and legal requirements for carrying out salon reception duties

Assessment criteria

The learner can:

2.1 Outline salon procedures for reception duties

- a your salon's procedures for:
  (K1.1) maintaining the reception area
  (K1.2) client care at reception
- b what and how much reception stationery should be kept at your reception area (K4)
- c your salon's procedures for:
  (K11.1) maintaining confidentiality
  (K11.2) taking messages
  (K11.3) making and recording appointments
  (K11.4) carrying out tests
  (K11.5) dealing with suspected fraud
  (K11.6) authorising non-cash payments when these are 'over limit'
  (K11.7) personal safety
- d the importance of checking that clients have had tests for specific services (K19)
- e who to refer to with different types of enquiries(K17)

2.2 Explain own responsibilities for reception duties

- a the limits of your authority when maintaining the reception areas (K2)
- b the limits of your authority when:
  (K12.1) attending to people and enquiries
  (K12.2) making appointments
  (K12.3) carrying out tests
  (K12.4) dealing with payments and discrepancies
- c the person in your salon to whom you should refer reception problems (K18)

2.3 Explain the importance of taking messages and the procedures for dealing with them

- a the importance of taking messages and passing them on to the right person at the right time (K16)

2.4 Outline the methods of communication and how to apply them effectively

- a the importance to the salon's business of effective communication (K5)
- b how and when to ask questions (K6)
- c how to speak clearly in a way that suits the situation (K7)
- d how to show you are listening closely to what people are saying to you (K8)
- e how to adapt what you say to suit different situations (K9)
- f how to show positive body language (K10)

2.5 Explain the legal requirements of the Sale of Goods Act and the Data Protection Act

a relevant rights, duties and responsibilities relating to the Sale of Goods Act and the Data Protection Act (K20)

b the consequences of breaking confidentiality (K21)

c the importance of checking and identifying any defects in retail products (K3)

Learning outcome

The learner will:

3 Know the operations of the salon

Assessment criteria

The learner can:

3.1 Explain the salon's procedures for maintaining the reception area and the care of clients

a how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods (K25)

3.2 Identify the products available for sale and the salon's services, their duration and cost

a the services available and their duration and cost (K22)

b the products available for sale and their cost (K23)

3.3 Explain how to book and confirm clients' appointments

a The importance of confirming and making appointments correctly (K13)

b The types of information required to make an appointment (K14)

c The common systems available for making appointments such as manual and electronic (K15)

3.4 Identify current discounts and special offers available

a how to identify any current discounts and special offers such as 2-for-1 offers and vouchers (K24)

3.5 Outline methods of calculating payments

a common methods of calculating payments including point of sale technology and physical calculations (K26)

3.6 Explain how to handle payments securely

a how to keep cash and other payments safe and secure (K27)

b the types of payment that you are authorised to accept (K28)

c how to gain electronic authorisation for payment cards (K29)

3.7 Describe how to resolve any payment discrepancies that may occur

a how to identify and deal with discrepancies:
(K30.1) counterfeit payments
(K30.2) invalid currency
(K30.3) suspected stolen cheques, credit cards and payment cards
(K30.4) invalid card

(K30.5) incorrect completion of cheque
(K30.6) payment disputes

b how to deal with customers offering suspect tender or suspect non-cash payments (K31)

c consequences of failure to handle payments correctly (K32)

Unit 213 Fulfil salon reception duties (CHB13)

Supporting Information

Evidence requirements

1 Simulation is not allowed for any performance evidence within this unit.

2 You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.

3 Your Assessor will observe these aspects of your performance on **at least 1 occasion**.

4 From the range statement, you must show that you have:

- handled **1 of the 2** types of people
- handled **2 of the 3** types of enquiries
- handled **both** types of appointments
- handled **both** the methods of payment

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 214 Cut men's hair using basic techniques (CB2)

UAN:	J/506/9775
Unit level:	Level 2
Credit value:	12
GLH:	111
Unit aim:	This standard is about the precision cutting skills involved in barbering to achieve a variety of looks and neckline finishes for men using club cutting, scissor over comb, clipper over comb, thinning and freehand techniques.
Relationship to NOS:	SKACB2
Endorsed by	habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to cut hair using basic barbering techniques

Assessment criteria

The learner can:

1.1 Prepare for cutting services
- a protect your client's clothing throughout the service (P2)
- b prepare your client's hair prior to cutting (P12)

1.2 Apply safe and hygienic methods of working throughout services
- a maintain your responsibilities for health and safety throughout the service (P1)
- b keep your client's skin free of excess hair cuttings throughout the service (P3)
- c position your client to meet the needs of the service without causing them discomfort (P4)
- d ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)

e keep your work area clean and tidy throughout the service (P6)

f use working methods that:
(P7.1) minimise the risk of damage to tools and equipment
(P7.2) ensure the use of gloves when using razors
(P7.3) minimise the risk of cross-infection
(P7.4) make effective use of your working time
(P7.5) ensure the use of clean resources
(P7.6) minimise the risk of harm or injury to yourself and others
(P7.7) promote environmental and sustainable working practices

g ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements (P8)

h follow workplace, suppliers' and or manufacturers' instructions for the safe use of equipment, materials and products (P9)

i dispose of waste materials and sharps (P10)

j change your own position and that of your client to help ensure the accuracy of the cut (P17)

1.3 Consult with clients to confirm the desired look

a confirm with your client the look agreed during consultation prior to commencing the cut (P13)

b consult with your client during the cutting process to confirm the desired look (P22)

1.4 Select suitable products, tools and equipment

1.5 Carry out cutting services

a complete the cutting service within a commercially viable time (P11)

b create and follow the cutting guideline(s) to achieve the required look (P14)

c use cutting techniques that suit your client's hair type and achieve the desired look (P15)

d adapt your cutting techniques to take account of factors likely to influence the service (P16)

e establish accurate distribution of weight balance and shape of the hair (P18)

f create neckline shapes taking account of the natural hairline (P19)

g achieve outlines that are accurate and remove unwanted hair outside the desired outline shape (P20)

h balance and shape sideburns to suit the hair style and to meet your client's requirements (P21)

i make a final visual check to ensure that the finished cut and outlines are accurate (P23)

j leave hair ready for the next part of the service or finish to meet your client's requirements (P24)

k confirm your client's satisfaction with the finished cut (P25)

1.6 Provide clients with advice and recommendations on the service(s) provided

a Give your client advice and recommendations on the service provided (P26)

Range

(AC1.1) **Hair:** wet
dry

(AC1.2) **Tools and equipment:** scissors
clippers
clipper attachments
trimmers
razors

(AC1.3) **Look:** uniform layer
square layer
graduation
flat top
with a fringe
with a parting
around the ear outline
over the ear
with a fade
eyebrow trim

(AC1.5) **Techniques:** club cutting
scissor over comb
clipper over comb
freehand
thinning
fading

(AC1.5) **Factors:** hair characteristics
hair classifications
head and face shape
presence of male pattern baldness
piercings
adverse skin conditions

(AC1.5) **Neckline shapes:** tapered
squared
full neck line

(AC1.5) **Outline shapes:** natural
created
tapered

(AC1.6) **Advice and recommendations:** how to maintain their look
time interval between services
future and present products and services

Learning outcome

The learner will:

2 Know how health and safety policies and procedures affect cutting services

Assessment criteria

The learner can:

2.1 Outline responsibilities for health and safety in own role

a your responsibilities for health and safety as defined by the specific legislation covering your job role (K1)

b the range of protective clothing that should be available for clients (K3)

c the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K17)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K16)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

a your salon's requirements for client preparation (K2)

b why it is important to use gloves when using a razor (K4)

c why it is important to protect clients from hair cuttings (K5)

d how the position of your client and yourself can affect the desired outcome, reduce fatigue and the risk of injury (K6)

e why it is important to position your cutting tools for ease of use (K8)

f the safety considerations which must be taken into account when cutting hair (K9)

g the different types of working methods that promote environmental and sustainable working practices (K10)

h the correct methods of waste disposal (K19)

2.4 Explain the importance of questioning the client prior to and during services

a the importance of confirming with your client the look agreed during consultation prior to commencing the cut (K25)

b the importance of consulting with clients throughout the cutting process (K43)

c the importance of confirming your client's satisfaction with the finished cut (K46)

2.5 State the importance of preventing cross-infection and cross-infestation

a why it is important to avoid cross-infection and cross-infestation (K11)

b why it is important to keep your work area clean and tidy (K13)

c methods of cleaning, disinfecting and sterilisation used in salons (K14)

d methods of working safely and hygienically which minimises the risk of cross-infection and cross-infestation (K15)

Range

(AC2.1) **Health and safety :** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations

- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that influence cutting services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence services

a your salon's expected service times for different cutting looks (K20)

b the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service (K32)

c the factors which should be considered when cutting wet hair and dry hair (K35)

3.2 Describe ways of dealing with any influencing factors

3.3 State the average rate of hair growth

a the average rate of hair growth (K47)

3.4 Explain known causes and typical patterns of male pattern baldness

a the known causes and typical patterns of male pattern baldness (K48)

Range

(AC3.1) **Factors:** The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

- hair classifications
- hair characteristics
- head and face shape
- hair growth patterns

(AC3.1) **Looks:** How to create and follow a guideline for different cutting looks

- uniform layer
- square layer
- graduation
- flat top
- with a fringe
- with a parting
- around the ear outline
- over the ear
- with a fade
- eyebrow trim

Learning outcome

The learner will:

4 Understand the tools, equipment, and products used in basic barbering techniques

Assessment criteria

The learner can:

4.1 Explain why it is important to prepare the hair prior to cutting
- a how to prepare your client's hair prior to cutting (K21)
- b why hair products should be removed from the hair prior to cutting (K22)
- c the importance of correctly combing out the hair prior to cutting (K23)

4.2 Identify the tools, equipment and products available and the effects they achieve
- a the correct use and maintenance of cutting tools (K7)
- b which tools can be used on either wet or dry hair or both (K24)
- c suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K18)
- d the types of clippers, clipper blades and attachments available and the effects that these achieve (K33)

4.3 Explain the importance of applying correct techniques during services
- a the reasons for establishing and following guidelines (K26)
- b how to create and follow guidelines for different cutting looks (K27)
- c how and when to use different cutting techniques and the effects achieved (K28)
- d the importance of considering weight distribution and working with the natural growth patterns of the hair (K29)
- e how different cutting angles will impact on weight distribution, balance and the degree of graduation (K30)
- f the importance of applying the correct degree of tension to the hair when cutting (K31)
- g how to safely carry out an eyebrow trim (K34)
- h the importance of changing your own position and that of your client to help you ensure the accuracy of the cut (K36)
- i the importance of keeping the hair damp when wet cutting (K37)

j the importance of establishing accurate distribution of weight, balance and shape by regularly crosschecking the cut (K38)

k how to create different neckline and outline shapes (K39)

l the importance of cutting to the natural neckline in barbering (K40)

m how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape (K41)

n the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements (K42)

o the visual checks required to ensure the finished cut and outlines are accurate (K44)

p the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements (K45)

4.4 State the importance of using products cost effectively

a the different types of working methods that promote environmental and sustainable working practices (K10)

4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

a the importance of providing advice and recommendations on the products and services provided in the salon (K49)

Range

(AC4.3) **Techniques:** How and when to use different cutting techniques and the effects achieved

- club cutting
- scissor over comb
- clipper over comb
- freehand
- thinning
- fading

(AC4.5) **Advice and recommendations:** additional services
additional products

Unit 214 Cut men's hair using basic techniques (CB2)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting hair using barbering techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**.
4. From the range, you must show that you have:

- used **all** the tools and equipment
- cut **both** wet and dry hair
- taken into account **all** the factors
- cut **6 of the 10** looks
- used **all** the techniques
- create **all** the neckline shapes
- achieved **all** the outline shapes
- given **all** the advice and recommendations.

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 301 Creatively style and dress hair (CH8)

UAN:	K/506/9378
Unit level:	Level 3
Credit value:	7
GLH:	60
Unit aim:	This standard is about using a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and or added hair is required in this standard.
Relationship to NOS:	SKACH8
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to creatively style and dress hair

Assessment criteria

The learner can:

1.1 Prepare for creative styling and dressing services
- a Prepare your client to meet salon's requirements (P2)
- b Prepare your client's hair in a way which is suitable for the look agreed (P13)

1.2 Apply safe and hygienic methods of working throughout services
- a Maintain your responsibilities for health and safety throughout the service (P1)
- b Protect your client's clothing throughout the service (P3)
- c Position your client to meet the needs of the service without causing them discomfort (P4)
- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)

e Keep your work area clean and tidy throughout the service (P6)

f Use working methods that:
- (P7.1) minimise the wastage of products
- (P7.2) minimise the risk of damage to tools and equipment
- (P7.3) minimise the risk of cross-infection
- (P7.4) make effective use of your working time
- (P7.5) ensure the use of clean resources
- (P7.6) minimise the risk of harm or injury to yourself and others
- (P7.7) promote environmental and sustainable working practices

g Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)

h Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)

i Dispose of waste materials (P10)

1.3 Consult with clients to confirm the desired look

a Confirm with your client the look agreed at consultation prior to and during styling and dressing the hair (P12)

b Ensure the finished look meets the intended shape, direction, balance and volume agreed with your client (P22)

c Confirm your client's satisfaction with the finished look (P23)

1.4 Select suitable products, tools and equipment

a Incorporate and secure accessories, when used, to complement and enhance the desired look (P21)

1.5 Carry out creative hair styling and dressing services

a Complete the service within a commercially viable time (P11)

b Incorporate and secure added hair, when used, into the desired look (P14)

c Blend the client's own hair and added hair effectively, when required (P15)

d Ensure the availability of assistance, when required (P16)

e Combine and adapt your creative styling and dressing techniques in an innovative way to achieve the desired look (P17)

f Secure the hair so that any pins, grips or bands are hidden unless part of the style requirements (P18)

g Personalise your creative styling and dressing techniques to take account of the factors which influence the desired look (P19)

h Use creative styling and dressing techniques in a way that avoids damage to the hair, skin and scalp (P20)

1.6 Provide clients with advice and recommendations on the service(s) provided

a Give your client advice and recommendations on the service provided (P24)

Range

(AC1.5) **Creative styling and dressing techniques:** conventional
non conventional

(AC1.5) **Factors:** hair characteristics
hair classifications

desired look
the occasion for which the style is required
hair length

(AC1.6) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services

Learning outcome

The learner will:

2 Understand how health and safety affects creative hair styling and dressing services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role
- a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b The types of protective clothing that should be available for clients (K3)
- c The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K13)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
- a The hazards and risks which exist in your workplace and the safe working practices which you must follow (K11)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- a Your salon's requirements for client preparation (K2)
- b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
- c The different types of working methods that promote environmental and sustainable working practices (K12)
- d The correct methods of waste disposal (K15)

2.4 Describe contact dermatitis and how it can be prevented
- a What contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing services (K5)

2.5 Explain the importance of questioning clients prior to and during services

2.6 Explain the importance of preventing cross-infection and cross-infestation
- a Why it is important to keep your work area clean and tidy (K6)
- b Why it is important to avoid cross-infection and cross-infestation (K8)
- c Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K9)
- d Methods of cleaning, disinfecting and sterilisation used in salons (K10)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Know the factors that influence creative hair styling and dressing services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence services provided

- a Your salon's expected service times for styling and dressing (K16)
- b How different factors affect the styling and dressing process and the finished look (K30)

3.2 Describe ways of dealing with any influencing factors

3.3 Describe the potential consequences of excessive tension on the hair and scalp

- a The potential consequences of excessive tension on the hair and scalp (K22)

Range

(AC3.1) **Factors:** How different factors affect the styling and dressing processes and the finished look

- hair characteristics
- hair classification
- desired look
- the occasion for which the style is required
- head and face shape

Learning outcome

The learner will:

4 Understand the science of styling and dressing hair

Assessment criteria

The learner can:

4.1 Explain the effects of humidity on hair

a The effects of humidity on hair (K17)

4.2 Explain the physical effects of styling and finishing on the hair and how they work to maintain the look

a The physical effects of styling and finishing products on the hair and how they work to maintain the look (K18)

4.3 Explain the effects of backcombing and back brushing on the hair structure

a The effects of backcombing and back brushing on the hair structure (K20)

4.4 Explain the potential effects of using and securing added hair and accessories on the hair structure

a The potential effects on the hair structure of using and securing added hair and accessories (K21)

Learning outcome

The learner will:

5 Understand the tools, equipment, products and techniques used to creatively style and dress hair

Assessment criteria

The learner can:

5.1 Explain the range of tools, products and equipment available and the effects they achieve

a The preparation procedures required for the different styling and dressing techniques (K28)

5.2 Describe the correct use and maintenance of styling and dressing tools and equipment

a The types of products, tools and equipment available for styling and dressing hair and how to use them (K23)

b The suitability of specific products and equipment for use with different hair types and for achieving different effects (K24)

c The types of conventional and non-conventional items that may be used when styling hair and the effects they create (K25)

d The types of non-conventional items that may be used as accessories when dressing hair (K26)

5.3 Describe the correct use and maintenance of styling and dressing tools and equipment

a The correct use and maintenance of tools and equipment (K7)

5.4 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment

a Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K14)

b The manufacturers' instructions on the use of the styling and finishing products in your salon (K27)

5.5 Explain the importance of applying correct technique during styling and dressing services

a How the incorrect application of heat can affect the hair and scalp (K19)

b When, why and how to use the different types of:
(K29.1) securing equipment
(K29.2) accessories
(K29.3) added hair

c Methods of handling, controlling and securing hair during the styling and dressing process (K31)

d The type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved (K32)

e The type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved (K33)

5.6 Outline the importance of using products cost effectively

5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

a the importance of providing advice and recommendations on the products and services provided in the salon (K34)

Range

(AC5.1) **Preparation procedures:** sources of creative information such as magazines, internet and film
how to obtain and interpret inspiration such as historical, cultural and fashion
how to design, plan and achieve a creative look
current fashion hair looks

(AC5.2) **Conventional styling techniques:** setting
pin curling
finger waving
use of heated styling equipment
rolls
plaits
twists
curls
woven

(AC5.2) **Non-conventional styling techniques:** rags
straws
plastic
ribbons
net
paper/tissue
hair grips
chopsticks
rik-raks
wadding
added hair

(AC5.7) **Advice and recommendations:** additional services
additional products

Unit 301 Creatively style and dress hair (CH8)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for styling and dressing hair to achieve a variety of creative looks.
3. Your Assessor will observe your performance on **6 occasions which must be carried out on different clients**.

- 3 observations must include hair up techniques
- 1 observation must include the appropriate use of accessory(ies) or added hair

4. From the range, you must show that you have:

- used **both** the creative styling and dressing techniques
- taken account of **all** the factors
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 302 Creatively cut hair using a combination of techniques (CH9)

UAN:	H/506/9783
Unit level:	Level 3
Credit value:	14
GLH:	121
Unit aim:	This standard is about the use of advanced cutting skills to create a personalised and individual restyled look to enhance personal image.
Relationship to NOS:	SKACH9
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to cut hair using a combination of techniques

Assessment criteria

The learner can:

1.1 Prepare for creative hair cutting services
- a Prepare your client to meet salon's requirements (P2)
- b Prepare your client's hair prior to cutting (P16)

1.2 Apply safe and hygienic methods of working throughout services
- a Maintain your responsibilities for health and safety throughout the service (P1)
- b Protect your client's clothing throughout the service (P3)
- c Keep your client's skin free of excess hair cuttings throughout the service (P4)
- d Position your client to meet the needs of the service without causing them discomfort (P5)
- e Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P6)

f Keep your work area clean and tidy throughout the service (P7)

g Use working methods that:
(P8.1) minimise the risk of damage to tools and equipment
(P8.2) minimise the risk of cross-infection
(P8.3) make effective use of your working time
(P8.4) ensure the use of clean resources
(P8.5) minimise the risk of harm or injury to yourself and others
(P8.6) promote environmental and sustainable working practices

h Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)

i Follow workplace and suppliers' or manufacturers' instructions for the safe use of tools and equipment, materials and products (P10)

j Dispose of waste materials (P11)

1.3 Consult with clients to confirm the desired look

a Complete the service within a commercially viable time (P12)

b Explore the variety of looks with your client using relevant visual aids (P13)

c Recommend a look that is suitable for your client (P14)

d Base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look (P15)

1.4 Select suitable products, tools and equipment

1.5 Carry out creative hair cutting services

a Confirm with your client the look agreed at consultation before commencing the cut (P17)

b Create and follow the cutting guideline(s) to achieve the required look (P18)

c Personalise your cutting techniques and effects to take account of factors that will influence the desired look (P19)

d Combine and adapt your cutting techniques and effects to achieve the desired look (P20)

e Change your own position and that of your client to help you ensure the accuracy of the cut (P21)

f Cross check the cut to establish accurate distribution of weight, balance and shape (P22)

g Create outline shapes that are accurate, defined and achieve the look required by your client (P23)

h Remove any unwanted hair outside the desired outline shape (P24)

i Consult with your client during the cutting service to confirm the desired look (P25)

j Take suitable remedial action to resolve any problems arising during the cutting service (P26)

k Make a final visual check to ensure the finished cut is accurate (P27)

l Use creative finishing techniques that complement the cut (P28)

m Ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon (P29)

n Confirm your client's satisfaction with the finished look (P30)

1.6 Provide clients with advice and recommendations on the service(s) provided

a Give your client advice and recommendations on the service provided (P31)

Range

(AC1.2) **Tools and equipment:** scissors
clippers
razors

(AC1.2) **Hair:** wet
dry

(AC1.5) **Cutting techniques and effects:** graduating
layering
tapering
club cutting
scissors over comb
clipper over comb
thinning
freehand
texturising
disconnecting

(AC1.5) **Factors:** hair classifications
hair characteristics
head, face and body shape
hair length
client requirements
client lifestyle

(AC1.5) **Creative finishing techniques:** styling
product application

(AC1.6) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect creative cutting services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)

b The range of protective clothing that should be available for clients (K3)

c The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K13)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

a The hazards and risks which exist in your workplace and the safe working practices which you must follow (K11)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

a Your salon's requirements for client preparation (K2)

b Why it is important to protect clients from hair clippings (K4)

c How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)

d The different types of working methods that promote environmental and sustainable working practices (K12)

e The correct methods of waste disposal (K15)

2.4 Explain the importance of questioning the client prior to and during services

2.5 Explain the importance of preventing cross-infection and cross-infestation

a Why it is important to keep your work area clean and tidy (K6)

b Why it is important to avoid cross-infection and infestation (K8)

c Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K9)

d Methods of cleaning, disinfecting and sterilisation used in salons (K10)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging

- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that may influence creative cutting services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services
- a Your salon's expected service times for different cutting looks (K16)
- b The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service (K17)
- c The factors which should be considered when cutting wet hair and dry hair (K20)

3.2 Describe ways of dealing with any influencing factors

Range

(AC3.1) **Factors:** The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

- hair classifications
- hair characteristics
- head, face and body shape
- hair length
- client requirements
- client lifestyle

Learning outcome

The learner will:

4 Understand the tools, equipment, products and techniques used to creatively cut hair

Assessment criteria

The learner can:

4.1 Explain why it is important to prepare hair prior to cutting
- a Why hair products should be removed from the hair prior to cutting (K22)

4.2 Describe the range of tools, equipment and products available and the creative effects they achieve
- a Which tools can be used on either wet or dry hair or both (K21)
- b The size of clipper blades and attachments available and the effects that these achieve (K31)

c The types of products available for finishing women's hair (K34)

4.3 Describe the correct use and maintenance of cutting tools and equipment

a The correct use and maintenance of cutting tools (K7)

b Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K14)

c How to level and test clippers (K30)

4.4 Explain the importance of applying correct technique during services

a How and why to use different cutting techniques (K23)

b How to create and follow guidelines (K24)

c How to personalise and adapt cutting techniques (K25)

d The effects that can be created by combining and adapting different cutting techniques (K26)

e The effects that can be created by combining and adapting different cutting techniques (K27)

f The importance of applying the correct degree of tension to the hair when cutting (K28)

g The importance of keeping the hair damp throughout the wet cutting process (K29)

h How to cross check and balance the cut (K33)

4.5 Explain the types of problems that may occur during services and ways in which they can be resolved

a The types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible (K32)

4.6 Explain the importance of providing advice and recommendations on the service(s) provided and products available

a Sources of creative information such as magazines, internet and film (K18)

b How to obtain and interpret inspiration such as historical, cultural and fashion (K19)

c The importance of providing advice and recommendations on the products and services provided in the salon (K35)

Range

(AC4.6) **Advice and recommendations:** additional services
additional products

Unit 302 Creatively cut hair using a combination of techniques (CH9)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**. Each observation must be of **a different creative restyle on different clients**.
4. From the range, you must show that you have:

- used **all** tools and equipment
- covered **both** wet and dry hair
- used **8 out of the 10** cutting techniques and effects taking into account **all** the factors
- used **both** creative finishing techniques
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 303 Creatively colour and lighten hair (CH10)

UAN:	K/506/9364
Unit level:	Level 3
Credit value:	14
GLH:	121
Unit aim:	This standard is about combining, adapting and personalising a range of colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also required.
Relationship to NOS:	SKACH10
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to creatively colour and lighten hair

Assessment criteria

The learner can:

1.1 Prepare for creative colouring and lightening services

- a prepare your client to meet salon's requirements (P2)
- b protect your client's clothing throughout the service (P3)
- c ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)
- d prepare your client's hair and protect their skin, where necessary, prior to service. (P22)

1.2 Apply safe and hygienic methods of working throughout services

- a maintain your responsibilities for health and safety throughout the service (P1)

b wear personal protective equipment when using colouring and or lightening chemicals (P4)

c position your client to meet the needs of the service without causing them discomfort (P5)

d ensure your own posture and position whilst working minimise fatigue and the risk of injury (P6)

e keep your work area clean and tidy throughout the service (P7)

f use working methods that:
(P8.1) minimise the wastage of products
(P8.2) minimise the risk of cross-infection
(P8.3) make effective use of your working time
(P8.4) ensure the use of clean resources
(P8.5) minimise the risk of harm or injury to yourself and others
(P8.6) promote environmental and sustainable working practices

g follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P10)

h dispose of waste materials (P11)

i constantly monitor:
(P31.1) colouring and lightener development
(P31.2) condition of the hair
(P31.3) scalp sensitivity
(P31.4) condition of the lightener

1.3 Consult with clients about services and outcomes of tests

a ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services (P13)

b record your client's responses to questions (P14)

c conduct all necessary tests following manufacturers' instructions and recognised industry procedures (P15)

d record the outcomes of tests on the client's record card (P16)

e explore the variety of looks possible with your client using relevant visual aids (P23)

1.4 Confirm with clients the desired effect

1.5 Select suitable products, tools and equipment

a choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service (P19)

b prepare materials to meet the application requirements, when necessary (P20)

c prepare products to meet manufacturers' instructions (P21)

1.6 Assess any colouring problems and implement suitable action

a adapt your techniques taking account of the factors which will influence the achievement of the required effect (P27)

b resolve any problems occurring during the colouring and lightening process using the relevant corrective action (P33)

c use methods to:
(P39.1) assess the condition of the hair
(P39.2) identify the colouring problem

(P39.3) identify suitable colour correction products
(P39.4) identify suitable colour correction techniques

1.7 Carry out colouring and lightening services

a complete the service within a commercially viable time (P12)
b use colouring and lightening effects in an innovative way to achieve the required look (P25)
c use lightening application techniques suitable for achieving the desired look and following manufacturer's instructions (P26)
d combine and place products in a way that complements the hair style (P28)
e use techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas (P29)
f apply lightener (P30)
g take strand and elasticity tests at frequent and regular intervals (P32)
h ensure the application of toners to lightened hair achieves the desired effect, when used (P34)
i achieve the desired colouring or lightening effects which is to the satisfaction of your client (P35)
j remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp (P36)
k ensure the application of toners to lightened hair achieves the desired effect, when required (P37)
l use colour correction techniques effectively to achieve the required colour (P42)

1.8 Provide clients with advice and recommendations on the service(s) provided

a base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required (P17)
b inform your client of the likely cost, duration and expected outcome of the service (P18)
c base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required (P24)
d give your client advice and recommendations on the service provided (P38)
e explain to your client the options available for resolving their colour problem (P40)
f refer your client for specialist colour correction work, if necessary (P41)

Range

(AC1.2) **Products:** permanent
quasi-permanent
lighteners
toners

(AC1.3) **Tests:** skin
incompatibility
porosity
elasticity
colour

(AC1.5) **Factors:** hair classifications
hair characteristics

temperature
existing colour of hair
percentage of white hair
test results
strength of hydrogen peroxide
hair length
skin tone
time interval from last perm or relaxer
recent removal of hair extensions

(AC1.6) **Colour correction products:** semi-permanent colour
quasi permanent colour
permanent colour.

(AC1.6) **Colour correction techniques:** restoring depth and tone
neutralising colour tone
colouring resistant hair

(AC1.7) **Colouring and lightening effects:** slicing
block colour
weaving

(AC1.7) **Lightening application techniques:** full head
regrowth application
block lightening on a partial head

(AC1.8) **Advice and recommendations:** how to maintain their colour
time interval between services
present and future products and services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect colouring and lightening services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b the range of protective clothing and products that should be available to yourself and clients (K3)
- c why it is important to use personal protective equipment (K4)
- d the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K12)
- e which colouring and lightening services should not be carried out on minors under 16 years of age (K17)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

- a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K10)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

a your salon's requirements for client preparation (K2)

b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)

c the different types of working methods that promote environmental and sustainable working practices (K11)

d the correct methods of waste disposal (K15)

e the importance of preparing your client's hair and protect their skin, where necessary, prior to service. (K40)

f the importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas (K51)

2.4 Describe contact dermatitis and how it can be prevented

a what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services (K13)

2.5 Explain the importance of questioning clients prior to and during services

a the legal significance of client questioning and the recording of client's responses to questioning (K18)

2.6 Explain the importance of preventing cross-infection and cross-infestation

a why it is important to keep your work area clean and tidy (K6)

b methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K8)

c the different methods of cleaning, disinfecting and sterilisation used in salons (K9)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)

- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that may influence colouring and lightening services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services

a your salon's expected service times for creative colouring and lightening services (K16)

b how different factors may impact on your colouring and lightening service (K34)

3.2 Describe ways of dealing with any influencing factors

a how and why to adapt the sequence of application to take account of the relevant factors (K47)

Range

(AC3.1) **Factors:** The different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services

- hair classifications
- hair characteristics
- temperature
- existing colour of hair
- percentage of white hair
- test results
- strength of hydrogen peroxide
- hair length
- skin tone
- time interval from last perm or relaxer
- recent removal of hair extensions

Learning outcome

The learner will:

4 Understand the science of colouring and lightening hair

Assessment criteria

The learner can:

4.1 Describe how to recognise contra-indications and how they affect colouring and lightening services

- a the importance of recognising any contra-indications to colouring and lightening services (K19)

4.2 Explain why it is important to test the hair and scalp prior to and during colouring and lightening

- a the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests (K21)
- b the importance of constantly monitoring the development of lightening products (K35)
- c the importance of constantly monitoring colouring and lightening process (K53)

4.3 Describe when and how colouring and lightening tests are carried out

- a the types and purposes of tests (K20)
- b when and how tests should be carried out and the importance of recording test results (K22)

4.4 Explain how test results influence the colouring and lightening services

- a how the results of tests can influence the colouring and lightening services (K23)
- b the courses of action to take in the event of adverse reactions to tests (K24)

4.5 Explain the effects on the hair structure when colouring and lightening hair

- a the effects on the hair of different colouring products and lighteners (K29)
- b what is meant by the term 'oxidation' (K30)
- c how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair (K32)
- d the importance of restoring the hair's pH balance after the colouring or lightening process (K55)

4.6 Explain the effects on the hair structure when pre-softening and pre-pigmenting hair

- a the effects on the hair of different colouring products and lighteners (K29)

4.7 Describe the effects of natural and artificial light on the appearance of hair colour

- a the effects of light and artificial lighting on the appearance of hair colour (K28)

4.8 Explain the principles of colour selection

- a the principles of colour selection, including the International Colour Chart (ICC) (K26)
- b how the natural pigmentation of hair affects the colouring and lightening process (K27)
- c how the type and distribution of melanin creates natural hair colour (K31)

4.9 Explain the effects that temperature has on the colouring and lightening process

- a effects of temperature on the application and development of colouring products and lighteners (K33)

Range

(AC4.1) **Contra-indications (examples only):** The importance of recognising any contra-indications to colouring and lightening services

- history of previous allergic reaction to colouring products
- other known allergies
- skin disorders
- incompatible products
- medical advice or instructions
- evident hair damage
- age restrictions

Learning outcome

The learner will:

5 Understand the tools, equipment, products and techniques used for creative colouring and lightening services

Assessment criteria

The learner can:

5.1 Identify the tools, equipment and products available and the effects they achieve

a the pH values of different colouring products and lighteners (K38)

b the types of colouring, lightening and toning products available, including temporary colours (K39)

5.2 Describe the different methods of applying and removing colouring and lightening products and the effects that can be achieved

a the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques (K43)

b how to use lightening application techniques suitable for achieving the desired look (K44)

c how to place colour in a way to complement a hair style (K45)

d how to carry out a full head and regrowth application using lighteners (K46)

e the importance of sectioning hair accurately when colouring and lightening (K48)

f methods of applying and removing colouring products and lighteners (K49)

g the importance of applying lightener quickly and accurately taking into account relevant factors influencing the service (K52)

h how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage (K54)

i why it is important to avoid disturbing areas still processing when removing products from developed areas (K56)

j why toners are used after lightening products (K57)

5.3 State the importance of following salon and manufacturers' instructions during colouring and lightening services

a suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K14)

b the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests (K21)

c the importance of measuring and mixing colours and lighteners following manufacturers' instructions (K36)

5.4 Explain the types and causes of colouring and lightening problems

a the reasons for pre-lightening (K37)

b the types and causes of colouring and lightening problems and how to rectify them (K61)

c the reasons for pre-softening and pre-pigmenting hair (K62)

5.5 Describe ways of resolving colouring and lightening problems

a how and why to restore depth and tone of colour (K58)

b how and why to neutralise colour tone (K59)

c methods of pre-softening and pre-pigmenting hair (K63)

5.6 Outline the importance of using products cost effectively

a how to minimise the waste of products (K7)

b the importance of using products economically (K50)

5.7 Explain the importance of providing clients with advice and recommendation on the service(s) provided and products available

a the importance of informing your client of the likely cost, duration and expected outcome of the service (K25)

b sources of creative information and inspiration such as historical, cultural and fashion (K41)

c the importance of basing your recommendations on an evaluation of your client's hair (K42)

d the importance of providing advice and recommendations on the products and services provided in the salon (K60)

Range

(AC5.7) **Advice and recommendations:** additional services
additional products

Unit 303 Creatively colour and lighten hair (CH10)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creatively colouring and lightening hair.
3. Your Assessor will observe these aspects of your performance on **at least 6 occasions, each of which must be on different clients**.
3. From the range, you must show that you have:

- used **all** the types of products
- carried out **all** tests
- considered **all** the factors
- used **all** the colouring and lightening effects
- used **2 of the 3** lightener application techniques
- used **2 of the 3** colour correction products
- used **2 of the 3** the colour correction techniques
- given all advice and recommendations.

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 304 Provide client consultation services (CHB14)

UAN:	A/506/9367
Unit level:	Level 3
Credit value:	8
GLH:	68
Unit aim:	This standard is about providing a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services ensuring that you fully engage with your client to meet their needs and expectations.
Relationship to NOS:	SKACHB14
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to provide consultation for hair services

Assessment criteria

The learner can:

1.1 Prepare for the consultation services

- a Use visual aids to present clients with suitable ideas to help them reach a decision (P3)
- b Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P6)
- c Identify from your client's previous records, when available, any factors likely to affect future services (P8)

1.2 Carry out consultation services

- a Use consultation techniques in a courteous and supportive manner (P1)
- b Ask relevant questions in a way your client will understand (P2)

c Encourage your client to express their wishes, views and concerns and allow sufficient time for them to do this (P4)

d Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures (P7)

e Identify factors limiting or affecting services and the choice of products (P9)

f Deal with analysis problems (P11)

g Ensure your client records are up-to-date, accurate and complete (P16)

1.3 Analyse hair and scalp

a Base recommendations on the outcomes of your analysis of the client's hair characteristics and hair classifications, skin and scalp condition (P14)

1.4 Provide clients with advice and recommendations

a Explain the implications of agreed hairdressing services in a way your client can understand (P5)

b Recommend suitable courses of action if your client's needs cannot be met (P10)

c Reflect, clarify and review products and service options available to the client (P12)

d Agree services, products and outcomes that are acceptable to your client and meet their needs (P13)

e Base recommendations on the outcomes of your analysis of the client's hair characteristics and hair classifications, skin and scalp condition (P14)

f Make suggestions about alternative services and products if you decide your client's requirements are unrealistic (P15)

g Identify your client's current hair care regime (P17)

h Explain the impact of your client's current hair care regime on future hairdressing services (P18)

i Give your client advice on ways of improving their current hair care regime (P19)

Range

(AC1.2) **Consultation techniques:** Questioning
Observation

(AC1.2) **Client:** New
Regular

(AC1.2) **Factors limiting or affecting services:** adverse hair, skin and scalp conditions
incompatibility of previous services and products used
client's lifestyle
test results

(AC1.4) **Implications:** Cost and frequency of maintenance
Limitations to other services
Changes to their existing hair and scalp care regime

(AC1.4) **Courses of action:** offering information, advice and guidance
referral to sources of support in line with your salons procedure

(AC1.4) **Hair characteristics:** hair density
hair texture
hair elasticity
hair porosity
hair condition
hair growth patterns

(AC1.4) **Hair classification:** Type 1 – straight hair
Type 2 – wavy hair
Type 3 – curly hair
Type 4 – very curly hair

Learning outcome

The learner will:

2 Understand the relevant policies and procedures when carrying out consultation services

Assessment criteria

The learner can:

2.1 Outline responsibilities for health and safety in own role

- a Your responsibilities under current relevant health and safety legislation and any other relevant legislation (K12)
- b Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance (K14)
- c Salon procedures and manufacturers' instructions in relation to conducting tests (K17)

2.2 Explain the importance of following current relevant legislation

- a The importance of not discriminating against clients with illnesses and disbilities and why (K5)
- b Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services (K13)
- c The importance of confirming and recording the course of action that is to be taken for the client (K26)
- d How to complete the client records used in your organisation and the importance and reasons for gaining client consent (K29)
- e The importance of the correct completion, storage and security of client records (K30)
- f The importance of confidentiality and what might happen if this is not maintained (K31)

2.3 Describe how to communicate effectively when carrying out consultation services

- a The importance of creating a setting in which clients feel comfortable (K1)
- b How to explore clients' expectations, concerns and needs and explain any service limitations (K2)
- c The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit (K3)
- d How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender (K4)
- e The importance of engaging in conversation and making openings in conversations to encourage clients to speak (K6)

f The different types of visual aids that can support client consultation (K7)

g The cost and frequency of maintenance for all services (K9)

h The duration, commitment and time required to carry out and maintain services (K10)

i The implications of changes to their existing hair and scalp regime (K11)

j The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist (K22)

k The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client (K25)

l The importance of providing advice and recommendations on the products and services provided in the salon (K32)

m How to maintain their agreed style (K33)

2.4 Explain the roles and responsibilities of specialist service providers

a The types of additional sources of services, treatments and support that may be of interest to clients (K8)

b Your salon's policy for referring clients to other salons, sources and professionals (K23)

c The role of the other professional such as pharmacist, trichologist, general practitioner, and the specialist services they can offer (K24)

Range

(AC2.2) **Health and safety legislation:** Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- Health and Safety at Work Act
- The Reporting of injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act (replaced in June 2014 by Consumer Contracts Regulations)
- Trade Descriptions Act
- Consumer Protection legislation
- Disability Discrimination Act

(AC2.3) **Advice and recommendations:** additional services
additional products

Learning outcome

The learner will:

3 Understand the science of hair, skin and scalp

Assessment criteria

The learner can:

3.1 Describe different hair characteristics and classifications, and how they affect services and the choice of products
- a How different types of hair characteristics impact on products and services (K27)
- b How different types of hair classification impact on prodcuts and services (K28)

3.2 Explain the structure and function of hair and skin
- a The basic structure of hair and skin (K18)

3.3 Describe the growth cycle of hair
- a The growth cycle of hair (K19)

3.4 Explain why it is important to identify factors that may limit or affect services

3.5 Explain how factors may limit or affect services and choice of products
- a How different factors limit or affect the services and products that can be offered to clients (K20)

3.6 Describe when and how tests are carried out
- a The types and purposes of tests (K16)

3.7 Explain how test results influence services
- a The importance of carrying out tests and the potential consequences of failing to do so (K15)

3.8 Describe how to recognise adverse hair, skin and scalp conditions and their possible causes
- a How to visually recognise adverse hair and scalp conditions (K21)

Range

(AC3.5) **Factors limiting or affecting services:** How different factors limit or affect the services and products that can be offered to clients

- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
- client's lifestyle
- test results

(AC3.8) **Adverse hair and scalp conditions:** How to visually recognise adverse hair and scalp conditions and contra-indications:

- ringworm
- impetigo
- scabies
- eczema
- alopecia

- psoriasis
- folliculitis
- dandruff
- keloid scarring
- ingrowing hair
- head lice

Unit 304 Provide client consultation services (CHB14)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 5 occasions. These recorded observations must cover different technical services.**
4. From the range statement, you must show you:

- have consulted with new and regular clients
- have used **all** the means of identifying clients' wishes
- have adapted your advice to take into account the factors limiting or affecting services
- have identified or can describe the problems.
- have taken into account **all** hair characteristics
- used **3 of the 4** classifications
- given **all** the advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 305 Provide a variety of relaxing services (AH7)

UAN:	Y/506/9361
Unit level:	Level 3
Credit value:	9
GLH:	82
Unit aim:	This standard is about providing prescriptive relaxing services. The ability to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action is required, as treatment may need to span a period of time and a number of appointments.
Relationship to NOS:	SKAAH7
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to provide a variety of relaxing services

Assessment criteria

The learner can:

1.1 Prepare for relaxing services

1.2 Apply safe and hygienic methods of working throughout service

- a Maintain your responsibilities for health and safety throughout the service (P1)
- b Prepare your client to meet salon's requirements (P2)
- c Protect your client's clothing throughout the service (P3)
- d Position your client to meet the needs of the service without causing them discomfort (P4)
- e Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
- f Keep your work area clean and tidy throughout the service (P6)

g Use working methods that:
  (P7.1) minimise wastage of products
  (P7.2) minimise the risk of cross-infection
  (P7.3) make effective use of your working time
  (P7.4) ensure the use of clean resources
  (P7.5) minimise the risk of harm or injury to yourself and others
  (P7.6) promote environmental and sustainable working practices

h Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)

i Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)

j Dispose of waste materials (P10)

k Protect the hairline and scalp prior to relaxing (P27)

1.3 Consult with clients about services and outcomes of test

a Use analysis techniques to establish the nature and extent of the relaxing service required by your client (P12)

b Identify from your client's previous records, where available, their hair history and how this may affect the relaxing service (P13)

c Ask your client questions to identify if they have any contra-indications to relaxing services (P14)

d Ask your client questions to gather information on their relaxing issues and the result they would like to see (P15)

e Record your client's responses to questioning (P16)

f Conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures (P17)

1.4 Confirm with clients the desired effect

1.5 Evaluate the suitability of products, tools and equipment for relaxing services

a Take a suitable course of action when contra-indications and or reactions to tests cause doubts to the suitability of the relaxing service for the client (P18)

b Identify available service options and products for resolving your client's relaxing issues based on the results of your analysis (P19)

c Present suitable options for a course of action in a way your client will understand (P20)

d Base your recommendations on the results of your analysis (P21)

e Explain the likelihood of achieving and maintaining the required degree of straightness to your client (P22)

f Explain any restrictions your recommendations may have on further hairdressing services (P23)

g Gain and record your client's agreement to the service, products and anticipated outcome (P24)

h Choose products and tools based on the results of your analysis, tests, consultation with your client and factors influencing the service (P25)

1.6 Carry out a variety of relaxing services

a Complete the service within a commercially viable time (P11)

b Prepare products following manufacturers' instructions (P26)

c Protect the hairline and scalp prior to relaxing (P27)

d Apply a pre-relaxing treatment to even out the hair porosity or protect previously chemically treated hair (P28)

e Prepare your client's hair for the:
(P29.1) products to be used
(P29.2) relaxing service required
(P29.3) method of application
(P29.4) manufacturer's instructions

f Select and use relaxing products from the same product line throughout the service following the manufacturer's instructions (P30)

g Apply the type and quantity of product to meet the requirements of your analysis and the required result (P31)

h Carry out the relaxing service, taking account of influencing factors (P32)

i Use application techniques that minimise the risk of relaxer being spread to the client's skin, clothes and surrounding areas (P33)

j Frequently monitor the development of the product, taking strand tests, as required (P34)

k Modify and adapt your planned course of action to resolve any unforeseen problems (P35)

l Monitor the comfort of your client at regular intervals throughout the relaxing service (P36)

m Achieve a degree of straightness anticipated (P37)

n Remove chemicals in a way that minimises the risk of damage to the hair by following manufacturer's instructions (P38)

o Adapt the water temperature, pressure and direction to protect the hair condition (P39)

p Restore the hair's pH balance using a suitable post relaxing treatment (P40)

1.7 Assess any relaxing problems and implement suitable action

a Modify and adapt your planned course of action to resolve any unforeseen problems (P35)

1.8 Provide clients with advice and recommendations on the service(s) provided

a Explain the likelihood of achieving and maintaining the required degree of straightness to your client (P22)

b Explain any restrictions your recommendations may have on further hairdressing services (P23)

c Give your client advice and recommendations on the service provided (P41)

Range

(AC1.2) **Products:** scalp protectors
sodium relaxer
non-sodium relaxer
pre-relaxing treatments

post-relaxing treatments
normalising shampoo

(AC1.3) **Tests:** elasticity
porosity
strand

(AC1.3) **Relaxing services:** correction of under processing
partial relaxing
relaxing varying texture on the same head
relaxing coloured hair

(AC1.3) **Analysis:** hair characteristics
hair classifications
scalp condition
previous chemical services
degree of relaxation required
target area to be relaxed
varying degree of elasticity
varying degree of porosity

(AC1.5) **Tools:** tail combs
wide tooth combs
hands
tint brushes

(AC1.6) **Factors:** temperature
time
sequence of application
white hair
degree of product build-up

(AC1.8) **Advice and recommendations:** how to maintain their look
time interval between services
additional products
additional services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect relaxing services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

- a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b The range of protective clothing and products that should be available for clients (K3)
- c The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K11)
- d Regulations in relation to the use of relaxing and normalising products (K25)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

a The hazards and risks which exist in your workplace and the safe working practices you must follow (K8)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

a Your salon's requirements for client preparation (K2)

b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)

c The safety considerations which must be taken into account when performing the relaxing service (K6)

d The different types of working methods that promote environmental and sustainable working practices (K9)

e The correct methods of waste disposal (K13)

2.4 Describe contact dermatitis and how it can be prevented

2.5 Explain the importance of questioning clients prior to and during relaxing services

a The legal significance of client questioning and the recording of client's responses (K15)

b The importance of presenting and agreeing a course of action in a way your client will understand (K26)

c The discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing (K56)

2.6 Explain the importance of preventing cross-infection and cross-infestation

a Why it is important to keep your work area clean and tidy (K5)

b Methods of cleaning, disinfection and sterilisation used in salons (K7)

c Methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation (K10)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)

- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that may influence relaxing services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services
- a Your salon's expected service times for relaxing hair (K14)
- b How hair characteristics may impact on relaxing hair (K27)
- c The different hair classifications and how these may impact on relaxing hair (K28)
- d The factors that should be considered when selecting sodium or non-sodium relaxing products (K30)

3.2 Describe ways of dealing with any influencing factors

Learning outcome

The learner will:

4 Understand the science of relaxing hair

Assessment criteria

The learner can:

4.1 Describe how to recognise contra-indications and how they affect relaxing services
- a How and why the contra-indications can affect the delivery of the relaxing service to clients (K16)

4.2 Explain why it is important to test the hair and scalp prior to and during relaxing services
- a Potential consequences of failing to conduct tests (K20)
- b Why it is important to record test results (K21)

4.3 Describe when and how relaxing tests are carried out
- a When and how tests should be carried out and the expected results (K18)
- b The method of checking relaxer development (K45)

c The method of checking development when texturising (K46)

4.4 Explain how test results influence the relaxing services

a How the hair and scalp analysis can affect the choice of products used (K17)

b How the results of tests can influence the relaxing service (K19)

c The courses of action to take in the event of adverse reactions to tests and the contra-indications in the range (K22)

4.5 Explain the effects on the hair structure when providing relaxing services

a The effects of relaxing products on the hair structure (K29)

b How lithium, calcium and guanidine behave to change the hair structure (K40)

c The implications of using a hydroxide based product on ammonium thioglycolate treated hair (K41)

d How to identify the difference between hair porosity and natural keratinisation (K42)

e How to texturise hair (K44)

f How neutralising shampoos work and their affect on the hair structure (K49)

g The importance and effects of restoring the hair's pH balance after the relaxing process (K52)

Learning outcome

The learner will:

5 Understand the tools, equipment, products and techniques used for relaxing services

Assessment criteria

The learner can:

5.1 Identify the tools, equipment and products available and the effects they achieve

a The different types and uses of available pre and post-relaxing treatments (K31)

b Thee different types of applicators used during relaxing treatments (K33)

c Why it is important to use scalp protectors (K34)

d The benefits and effects within pre and post treatments (K35)

e The difference between sodium and non-sodium relaxing products (K38)

5.2 Describe methods of applying relaxing products

a The importance of preparing the client hair prior to the relaxing services (K37)

b The sequence of product application to correct the relaxing services in the range and why this is important (K39)

c The percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product (K43)

5.3 State the importance of following salon and manufacturers' instructions during relaxing services

a Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow (K12)

b The manufacturers' instructions for the types of relaxing products used in your salon (K32)

c The importance of accurate timing (K53)

d Why it is necessary for the thorough rinsing of products (K54)

5.4 Explain the types and causes of relaxing problems

a The causes of mid length, end and root under-processing and how to correct them (K47)

b The consequences of under-processing and over-processing the hair (K48)

c How neutralising shampoos work and their affect on the hair structure (K49)

d The potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them (K51)

5.5 Describe ways of dealing with relaxing problems

a Your own limits of authority for resolving relaxing issues (K23)

b The person to whom you should report problems that you cannot resolve (K24)

c When corrective relaxing treatments should not be used (K50)

d How to deal with scalp irritation during and after the relaxing process (K57)

5.6 Outline the importance of using products cost effectively

a The importance of using products economically (K36)

5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

a The importance of having a sufficient time lapse between relaxing and a corrective relaxing service (K55)

b The importance of providing advice and recommendations on the products and services provided in the salon (K58)

Range

(AC5.7) **Advice and recommendations:** additional services
additional products

Unit 305 Provide a variety of relaxing services (AH7)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing a variety of relaxing services.
3. Your Assessor will observe your performance on **at least 4 occasions**.
4. From the range, you must show that you have:

- used **all** types of products listed
- carried out **all** the tests listed
- provided **all** relaxing services listed
- covered **all** the analysis areas listed
- used **2 out of the 4** tools listed
- considered **all** the factors listed
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 306 Provide creative hair extension services (CH12)

UAN:	M/506/9379
Unit level:	Level 3
Credit value:	8
GLH:	72
Unit aim:	This standard is about the skills required to provide a full and partial hair extension service to clients to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and or volume to the client's hair. Cutting the new extensions for creatively styling and finishing is required, as is the maintenance and removal of extensions.
Relationship to NOS:	SKACH12
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to attach hair extensions

Assessment criteria

The learner can:

1.1 Prepare for hair extension services

- a protect your client's clothing throughout the service (P1)
- b prepare the attachment systems and hair extensions to avoid wastage, tangling and to meet the manufacturer's instructions (P17)
- c prepare your client's hair in a way that is suitable for the attachment system to be used (P18)
- d ensure the availability of assistance, where required (P19)

1.2 Apply safe and hygienic methods of working throughout services

a position your client to meet the needs of the service without causing them discomfort (P2)

b ensure your own posture and position whilst working minimises fatigue and the risk of injury (P3)

c keep your work area clean and tidy throughout the service P4

use working methods that:
(P5.1) minimise the risk of damage to cutting tools
(P5.2) minimise the risk of cross-infection
(P5.3) make effective use of your working time
(P5.4) ensure the use of clean resources
(P5.5) minimise the risk of harm or injury to yourself and others
(P5.6) promote environmental and sustainable working practices

d ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P6)

e follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P7)

f dispose of waste materials (P8)

g examine the hair and scalp to identify any factors that may affect the service (P10)

h ask your client appropriate questions to establish any known contra-indications to the hair extension service (P11)

i record your client's responses to questioning (P12)

j conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures (P13)

k take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client (P14)

1.3 Consult with clients to confirm the desired look

a confirm with your client the look agreed at consultation prior to starting the service (P20)

b check the comfort of your client at regular intervals and give suitable reassurance, if necessary (P27)

c confirm that your client is satisfied with the finished look (P38)

1.4 Select suitable products, tools and equipment

a select attachment systems and hair extensions which are of a:
(P15.1) suitable texture
(P15.2) suitable colour
(P15.3) suitable length
(P15.4) suitable width

b confirm service requirements prior to ordering attachment systems and hair extensions (P16)

c use suitable styling and finishing products, when required to achieve the finished look (P37)

1.5 Carry out hair extension services

a complete the service within a commercially viable time (P9)

b part the sections cleanly and evenly to meet the requirements of the attachment systems to be used (P21)

c section the hair in a way that will allow the hair extensions to lie in the direction required (P22)

d secure any hair not being extended to keep each section clearly visible (P23)

e use attachment systems that secure hair extensions into your client's hair to meet style requirements (P24)

f add and attach hair in a way that takes into account the factors influencing the service (P25)

g maintain even tension throughout the attachment process (P26)

h identify and resolve any problems occurring during the service (P28)

i ensure, on completion, that the hair extensions give a balanced and well proportioned finished look (P29)

j establish and follow cutting guidelines suitable to achieve the finished look (P30)

k adapt your cutting techniques to take account of factors which influence working on hair extensions (P31)

l adapt your cross checking methods to suit the fall of the hair extensions (P32)

m adapt your posture and position to ensure the accuracy of the cut (P33

n combine and adapt your cutting techniques to achieve the finished look (P34)

o make final checks to ensure the cut is accurate (P35)

p use creative finishing techniques that complement the finished look (P36)

q maintain and remove hair extensions following manufacturers' instructions (P40)

r use the correct tools to minimise damage to your client's hair (P41)

s use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair (P42)

t leave your client's hair free of residue and product build up (P43)

u leave your client's hair clean and prepared ready for the next service (P44)

1.6 Provide clients with advice and recommendations on the service(s) provided

a give your client advice and recommendations on the service provided (P39)

b give your client advice and recommendations on the service provided (P45)

Range

(AC1.2) **Cutting tools:** scissors
thinning scissors
razors

(AC1.2) **Factors:** hair characteristics
hair classification
test results
attachment method
direction and fall of the added hair
client's own hair length
evident hair damage
quantity of added hair
head and face shape
finished look

(AC1.4) **Attachment systems:** short term
long term

(AC1.4) **Hair extensions:** artificial
human

(AC1.5) **Add and attach:** full head
partial head

(AC1.5) **Cutting techniques:** point cutting
tapering
freehand
razoring
texturising

(AC1.5) **Creative finishing techniques:** drying
product application
setting
use of heated styling equipment

(AC1.6) **Advice and recommendations:** how to maintain the attachment system
time interval between services
present and future products and services

Learning outcome

The learner will:

02 Understand how health and safety polices and procedures affect hair extension services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role
- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b the range of protective clothing that should be available for clients (K3)
- c the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K12)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- a your salon's requirements for client preparation (K2)
- b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)
- c the different types of working methods that promote environmental and sustainable working practices (K6)
- d why it is important to position your tools, products and equipment for ease of use (K8)
- e the correct methods of waste disposal (K14)

2.4 Describe contact dermatitis and how it can be prevented

a what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems (K4)

2.5 Explain the importance of questioning clients prior to and during services

a the importance of questioning clients to establish any contra-indications to hair extension services (K19)

b the legal significance of client questioning and of recording the client's responses (K21)

2.6 Explain the importance of preventing cross-infection and cross-infestation

a why it is important to keep your work area clean and well organised (K7)

b methods of cleaning, disinfecting and sterilisation used in salons (K10)

c methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K11)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that influence hair extension services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services
- a your salon's expected service times for applying hair extension systems (K15)
- b how to conduct an examination of the hair and scalp to recognise factors which will affect the hair attachment system (K16)
- c the factors that must be taken into consideration prior to adding and attaching hair extensions (K17)
- d how contra-indications can affect or restrict the delivery of hair extension services (K20)
- e how to estimate the length of time the hair attachment systems can take (K34)

3.2 Describe ways of dealing with any influencing factors

3.3 Explain the importance of testing the hair and scalp prior to during hair extension services
- a the potential consequences of failing to carry out tests and the importance of recording test results (K25)

3.4 Describe when and how tests are carried out
- a the types and purposes of tests (K23)

3.5 Explain how test results influence hair extensions
- a how the results of tests can influence all aspects of the service (K24)

3.6 Describe the potential consequences of excessive tension on the hair

3.7 Explain the hair growth cycle
- a the hair growth cycle (K18)

Range

(AC3.1) **Factors:** The factors that must be taken into consideration prior to attaching hair extensions

- hair characteristics
- hair classification
- test results
- attachment method
- direction and fall of the added hair
- client's own hair length
- evident hair damage
- the quantity of added hair
- head and face shape
- finished look

Learning outcome

The learner will:

4 Understand the tools, equipment, products and techniques used for hair extension services

Assessment criteria

The learner can:

4.1 Explain why it is important to prepare the hair prior to attaching hair extensions

- a the general differences in preparation requirements between human hair and artificial extensions (K29)
- b how the client's hair should be prepared for each of the hair attachment systems (K30)

4.2 Describe the tools, equipment and products available and their use

- a the correct use and maintenance of tools, products and equipment (K9)
- b the tools and equipment necessary for each attachment method and how these are used (K39)
- c the types of finishing products and techniques suitable for use with hair extensions (K43)
- d the types of products and tools used to remove different hair attachment systems (K51)

4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment

- a suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K13)
- b why it is important to maintain a correct and even tension when adding hair extensions (K38)
- c the hair attachment systems with which you may need assistance (K32)

4.4 Explain the principles of blending added hair

- a the principles for blending added hair (K28)
- b how to mix a number of added hair colours to give block colour and highlighting effects (K31)

4.5 Explain the different types of hair attachment systems

- a the types of hair extension systems available and their advantages and disadvantages (K26)
- b the principles for selecting the correct hair attachment systems (K27)
- c how to estimate the length of time the hair attachment systems can take (K33)
- d methods of applying short term and long term hair attachment systems (K35)
- e how the intended style can affect the choice and placement of different hair attachment systems (K37)

4.6 Describe the different methods of attaching, maintaining and removing hair extensions

- a how to judge the quantity of hair to be added to achieve a balanced and well proportioned finished look (K36)
- b how to maintain and remove the hair attachment system (K48)
- c why it is important to remove hair attachment residue and product build up as part of the extension removal process (K52)

4.7 Describe how and when to adapt cutting techniques to suit the finished look

a how to carry out creative cutting techniques to blend the client's own hair and different hair attachment system to suit the finished look (K44)

b how to adapt cutting techniques to suit different types of hair extensions such as artificial and human (K45)

c the importance of cross checking the cut for accuracy (K46)

4.8 Explain the types and causes of hair extension problems

a the types of problems that can occur when adding hair extensions and how to remedy them (K40)

4.9 Describe ways of dealing with hair extension problems

4.10 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

a your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer (K22)

b the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding (K41)

c how to help relieve client anxieties in a reassuring way (K42)

d the importance of providing advice and recommendations on the products and services proved in the salon (K47)

e the recommended time interval between services (K49)

f how lifestyle will affect the maintenance and longevity of each hair attachment system (K50)

Range

(AC4.10) **Advice and recommendations:** additional services
additional products

Unit 306 Provide creative hair extension services (CH12)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing creative hair extension services.
3. Your Assessor will observe your performance on **3 occasions, each on different clients**.
4. From the range, you must show that you have:

- used **2 out of the 3** cutting tools
- taken account of **all** the factors
- used **both** the attachment systems
- used **both** types of hair extensions
  carried out **both** full head and partial head extensions
-- used **3 out of the 5** cutting techniques
- used **3 out of the 4** creative finishing techniques
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 307 Create a variety of permed effects (CH13)

UAN:	T/506/9366
Unit level:	Level 3
Credit value:	10
GLH:	88
Unit aim:	This standard is about combining, adapting and personalising a range of sectioning and winding techniques to achieve a variety of fashionable permed effects. Permed effects include root lifted, waved, corkscrewed and textured curls. The ability to work with sensitised hair is also required.
Relationship to NOS:	SKACH13
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to creatively perm hair

Assessment criteria

The learner can:

1.1 Prepare for creative perming services

- a prepare your client to meet salon's requirements protect your client's clothing throughout the service (P2)
- b ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
- c protect your client's hair and skin prior to the perming service (P18)

1.2 Apply safe and hygienic methods of working throughout services

- a maintain your responsibilities for health and safety throughout the service (P1)
- b wear personal protective equipment when using perming and neutralising chemicals (P3)

c position your client to meet the needs of the service without causing them discomfort (P4)

d ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)

e keep your work area clean and tidy throughout the service (P6)

f use working methods that:
(P7.1) minimise wastage of products
(P7.2) minimise the risk of cross-infection
(P7.3) make effective use of your working time
(P7.4) ensure the use of clean resources
(P7.5) minimise the risk of harm or injury to yourself and others
(P7.6) promote environmental and sustainable working practices

g follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)

h dispose of waste materials (P10)

1.3 Consult with clients about services and outcomes of tests

a ask your client questions to identify if they have any contra-indications to perming services (P12)

b record your client's responses to questioning (P13)

c conduct following manufacturers' instructions and recognised industry procedures (P14)

d record the outcomes of tests on your client's record card (P15)

e explore the variety of potential looks with your client using the relevant visual aids (P19)

f ensure the finished permed effect complements your client's features and enhances their personal image and that of the salon (P28)

g confirm your client's satisfaction with the finished effect (P29)

1.4 Confirm with clients the desired effect

1.5 Select suitable products, tools and equipment

a use working methods that minimise wastage of products (P7.1)

b choose products, tools and equipment based on the results of tests, consultation with your client and influencing factors (P16)

c prepare products, following manufacturers' instructions (P17)

1.6 Carry out creative perming services

a use working methods that make effective use of your working time (P7.3)

b complete the service within a commercially viable time (P11)

c use products and techniques taking into account influencing factors (P21)

d personalise your sectioning and winding techniques to take account of factors that will influence the desired effect (P22)

e adapt your methods of working and use of products to meet the needs of clients with sensitised hair (P23)

f confirm the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process (P24)

g ensure development is stopped and the hair is effectively neutralised once the desired permed effect has been achieved (P26)

h use creative finishing techniques to achieve the desired permed effect (P27)

1.7 Assess any perming problems and implement suitable action

a take remedial action to resolve issues that occur during the perming service (P25)

1.8 Provide clients with advice and recommendations on the service(s) provided

a base your recommendations on an accurate evaluation for your client's hair and its potential to achieve the effects required (P20)

b give your client advice and recommendations on the service provided (P30)

Range

(AC1.2) **Products:** barrier creams
pre-perm treatment
perm lotions
neutralisers
post-perm treatment

(AC1.3) **Tests:** development
elasticity
porosity
incompatibility

(AC1.5) **Factors:** hair characteristics
hair classification
temperature
direction, degree and extent of movement required
hair condition
hair length
hair growth patterns
haircut
degree of existing curl

(AC1.6) **Sectioning and winding techniques:** piggyback
spiral
weaving
root
hopscotch
double wind

(AC1.6) **Sensitised hair:** permanently coloured hair
lightened hair
previously permed hair

(AC1.6) **Permed effect:** root lifted
waved
corkscrewed
textured curl

(AC1.8) **Advice and recommendations:** how to maintain their perm
time interval between services
present and future products and services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect creative perming and neutralising services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b the range of protective clothing and products that should be available to yourself and clients (K3)
- c why it is important to use personal protective equipment (K4)
- d the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K12)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

- a your salon's requirements for client preparation (K2)
- b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)
- c the safety considerations that must be taken into account when perming and neutralising hair (K7)
- d the different types of working methods that promote environmental and sustainable working practices (K11)
- e the correct methods of waste disposal (K14)
- f why it is important to protect your client's hair and skin before the perming service (K31)

2.4 Describe contact dermatitis and how it can be prevented

- a what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services (K10)

2.5 Explain the importance of questioning clients prior to and during perming services

- a the legal significance of client questioning and the recording of client's responses (K16)

2.6 Explain the importance of preventing cross-infection and cross-infestation

- a why it is important to keep your work area clean and tidy (K6)
- b the different methods for cleaning, disinfecting and sterilising tools (K8)
- c methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K9)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that influence the perming and neutralising service

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services

- a your salon's expected service times for perming and neutralising services (K15)
- b how different factors can affect your choice of perming and neutralising products (K29)
- c how different factors affect sectioning and winding techniques (K37)
- d how and why it is necessary to adapt your working methods and choice of perming products to suit sensitised hair (K39)

3.2 Describe ways of dealing with any influencing factors

Range

(AC3.1) **Factors:** How different factors can affect your choice of perming and neutralising products

- hair characteristics
- hair classification
- temperature
- direction and degree of movement required
- hair length
- length of re-growth
- colour treated hair

Learning outcome

The learner will:

4 Understand the science of the perming and neutralising service

Assessment criteria

The learner can:

4.1 Describe how to recognise contra-indications and how they affect perming services

a the importance of recognising any contra-indications to perming and neutralising services (K17)

b why and how contrac-indications can affect perming services (K33)

4.2 Explain why it is important to test the hair and scalp prior to and during perming services

a potential consequences of failing to conduct test (K21)

4.3 Describe when and how perming tests are carried out

a the types and purposes of tests used for perming services (K18)

b when and how tests should be carried out and the expected results (K19)

c how to check curl development when using different types of winding tools (K42)

4.4 Explain how test results influence the perming services

a how the results of tests can influence the perming service (K20)

b the courses of action to take in the event of adverse reactions to tests (K22)

4.5 Describe the effects of perming on previously sensitised hair

a how hair sensitised from previous treatments and heat damage reacts to perming products (K30)

b the effects of overlapping products on previously chemically treated hair (K41)

4.6 Explain the chemical composition of a variety of perming and neutralising products

a the chemical composition of perming and neutralising products (K23)

4.7 Explain how perm lotions and neutralisers affect the hair structure

a the effects of perm lotions and neutralisers on the hair structure (K24)

b the importance and effects of restoring the hair's pH balance after the perming and neutralising process (K28)

4.8 Describe the effects of pre- and post-perm treatments on the hair structure

a the effects of pre-perm and post-perm treatments on the hair structure (K25)

4.9 Explain the effects that temperature has on the perming process

a how temperature affects the perming process (K26)

Range

(AC4.1) **Contra-indications (examples only):** How and why the contra-indications can affect the delivery of perming services

- history of previous allergic reaction to perming products
- other known allergies
- skin disorders
- incompatible products
- medical advice or instructions
- previous chemical treatments
- recent removal of hair extensions or plaits

Learning outcome

The learner will:

05 Understand the tools, equipment, products and techniques used for perming and neutralising services

Assessment criteria

The learner can:

5.1 Describe the techniques, tools, equipment and products available and the effects they achieve

a the different types of perming products and how they are used to create curl (K35)

b the sectioning and winding techniques for different types of hair (K36)

c the types of tools that can be used to achieve the perming effects in the range (K38)

d methods of applying perming products when using different winding techniques (K40)

e the types and purpose of equipment used during the perm development process (K43)

f the different types and uses of neutralising agents (K44)

g methods of applying neutraliser to suit the different winding techniques (K45)

5.2 State the importance of following salon and manufacturers' instructions during perming services

a suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow (K13)

b the importance of accurate timing and thorough rinsing of products (K27)

c the manufacturers' instructions for the specific perming and neutralising products (K34)

5.3 Explain the types and causes of perming problems

a types and causes of problems that can occur during the perming process and how to rectify them (K47)

5.4 Describe ways of dealing with perming problems

5.5 Outline the importance of using products cost effectively

5.6 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

a the importance of exploring a variety of looks possible with your client using the relevant visual aids (K32)

b the importance of ensuring the finished perm effect complements your client's features and enhances their personal image and that of the salon (K46)

c the importance of providing advice and recommendations on the products and services provided in the salon (K48)

Range

(AC5.6) **Advice and recommendations:** additional services
additional products

Unit 307 Create a variety of permed effects (CH13)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creating a variety of permed effects.
3. Your Assessor will observe these aspects of your performance on **at least 2 occasions**, which must include:

- 2 different sectioning and winding techniques, 1 of which must be carried out on sensitised hair

4. From the range, you must show that you have:

- used **all** the products
- carried out **all** the tests in the range
- considered **all** the factors
- used **2 out of the 6** sectioning and winding techniques
- permed **1 of the types** of sensitised hair
- achieved **3 out of the 4** permed effects
- given **all** the aftercare advice

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 308 Contribute to the financial effectiveness of the business (CHB18)

UAN:	H/506/9587
Unit level:	Level 3
Credit value:	7
GLH:	55
Unit aim:	This standard is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.
Relationship to NOS:	SKACHB18
Endorsed by	Habia
Assessment type:	Portfolio and assignment

Learning outcome

The learner will:

1 Be able to contribute to the financial effectiveness of the salon business

Assessment criteria

The learner can:

1.1 Implement salon procedures for use and monitoring of resources

- a follow your salon procedures for monitoring the use of resources (P1)
- b ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system (P2)
- c use resources in a way which complies with legal and salon requirements (P3)
- d use working methods that promote environmental and sustainable working practices (P4)
- e check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages (P5)

f identify and resolve any problems with resources within the limits of your authority (P6)

g report any resource problems you cannot resolve to the relevant person (P7)

h make constructive recommendations to improve the use of resources to the relevant person (P8)

i make recommendations which clearly show the benefits of implementing your suggestions (P9)

j ensure records for which you are responsible are accurate, legible and up-to-date (P10)

1.2 Implement agreed productivity and development targets

a set, agree and record your productivity and development targets with the relevant person to meet the needs of the business (P11)

b seek opportunities that will help you to meet your productivity and development targets (P12)

c regularly review and record your progress towards the achievement of your productivity and development targets (P13)

1.3 Analyse achievement of productivity and development targets

a adjust your activities in a way that will help you to meet your productivity and development targets (P14)

b meet your set productivity and development targets consistently and within the agreed timescale (P15)

Range

(AC1.1) **Resources:** human
stock
tools and equipment
time

(AC1.2) **Productivity and development targets:** retail sales
technical services
personal learning

Learning outcome

The learner will:

2 Understand salon procedures and legal requirements for the financial effectiveness of the salon business

Assessment criteria

The learner can:

2.1 Describe the salon procedures and legal requirements for the use and monitoring of resources

a your salon's requirements relating to the use of the resources in the range (K1)

b the critical aspects of current legal requirements relevant to your business relating to the use of resources (K2)

2.2 Describe the salon procedures and legal requirements relating to the sale of retail products

a current legal requirements relating to the sale of retail goods (K3)

2.3 Explain working methods that promote environmental and sustainable practices

a the different types of working methods that promote environmental and sustainable working practices (K4)

2.4 State own limits of authority in relation to use of resources

a your own limits of authority in relation to the use of resources (K5)

2.5 State to whom to report recommendations

a to whom to report recommendations (K6)

2.6 Describe how to present benefits of recommendations in a positive manner

a how to present the benefits of recommendations in a positive manner (K11)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.1) **Your responsibilities for other additional legislation covering your job role:** Data Protection Act
Working Time Directives
Cosmetic Products Regulations
Sale of Goods Act
Distance Selling Act
Trade Descriptions Act
Consumer Protection Legislation

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products

- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand resource use, monitoring and recording used in salon business

Assessment criteria

The learner can:

3.1 Explain how effective use of resources contributes to profitability of salon business
- a how the effective use of resources contributes to the profitability of the business (K7)

3.2 Explain the principles of stock control in relation to salon business
- a how salon ordering systems work and how to interpret them (K8)
- b the importance of keeping accurate records for the use and monitoring of resources (K9)

3.3 Describe common problems associated with salon resources and how to resolve them
- a the common problems associated with salon resources and how to resolve them (K10)

3.4 Explain the general principles of time management for the delivery of salon services
- a general principles of time management applicable to the delivery of salon services (K14)

Learning outcome

The learner will:

4 Understand how effective communication affects the achievement of productivity and development targets

Assessment criteria

The learner can:

4.1 Explain how to negotiate and agree productivity and development targets
- a how to negotiate and agree productivity and development targets (K12)

4.2 Explain the importance of regularly reviewing your targets
- a why you should regularly review your targets (K18)

4.3 Describe the consequences of failing to meet productivity and development targets
- a how to respond positively to negative feedback (K13)
- b why it is important to meet your productivity and development targets (K15)

c the consequences of failure to meet your productivity and development targets (K16)

4.4 Describe opportunities to achieve productivity and development targets

a the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers (K17)

4.5 Explain why gaining regular feedback can contribute to the financial effectiveness of the business

a the importance of gaining feedback of your performance and development needs from others (K19)

Unit 308 Contribute to the financial effectiveness of the business (CHB18)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:

- monitored and effectively used **all** the resources listed
- **set and achieved** your productivity and development targets for technical services and retail sales

Unit 401 Hair colour correction services (CH11)

UAN:	M/506/9365
Unit level:	Level 4
Credit value:	15
GLH:	137
Unit aim:	This standard is about the advanced skills necessary to determine and correct more complex colouring problems. To achieve this standard, you must be able to remove artificial colour, remove bands of colour, recolour lightened hair, recolour hair that has had artificial colour removed and correct highlights and lowlights.
Relationship to NOS:	SKACH11
Endorsed by	Habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to carry out hair colour correction services

Assessment criteria

The learner can:

1.1 Prepare for hair colour correction services
- a protect your client's clothing throughout the service (P2)
- b ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)

1.2 Apply safe and hygienic methods of working throughout services
- a maintain your responsibilities for health and safety throughout the service (P1)
- b wear personal protective equipment when carrying out colour correction services (P3)
- c position your client to meet the needs of the service without causing them discomfort (P4)

d ensure your own posture and position whilst working to minimise fatigue and the risk of injury (P5)

e keep your work area clean and tidy throughout the service (P6)

f remove waste immediately at the end of the service (P7)

g use working methods that:minimise the risk of cross-infection (8.2)

h use working methods that ensure the use of clean resources (8.4)

i minimise the risk of harm or injury to yourself and others (8.5)

j follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P10)

k dispose of waste materials (P11)

1.3 Analyse and evaluate hair colour problems

a use the correct methods to establish:
(P13.1) the nature and extent of the colouring problem
(P13.2) any contraindications to the service
(P13.3) the condition of your client's hair, skin and scalp
(P13.4) the extent of artificial colour and natural colour on the one head
(P13.5) the most suitable colour correction techniques

b conduct a range of tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures (P18)

c take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the service for the client (P19)

1.4 Consult with clients about services and outcomes of tests

a identify from your client's previous records, when available, their hair colouring and/or lightening history and how this may affect the colour correction service (P14)

b ask your client questions to identify if they have any contra-indications to the colour correction service (P15)

c ask your client questions to gather information on their colouring and or lightening problems and the result they would like to see (P16)

d record your client's responses to questioning (P17)

e record the outcomes of tests on the client's record (P20)

1.5 Confirm with clients the desired effect

a identify the available service options and products for resolving your client's colouring and or lightening problem(s) based on the results of your analysis. (P21)

1.6 Evaluate the suitability of products, tools and equipment for hair colour correction services

a prepare your client's hair in a way suitable for the:
(P28.1) products to be used
(P28.2) colour correction service required
(P28.3) method of application

b choose products, tools and equipment based on the results of necessary tests, consultation with your client and the factors likely to influence the service (P29)

c prepare products to meet the manufacturers' instructions (P30)

1.7 Carry out the hair colour correction services

a the most suitable colour correction techniques (P13.5)

b minimise the wastage of products (8.1)

c make effective use of your working time (8.3)

d promote environmental and sustainable working practices (8.6)

e complete the service within a commercially viable time (P12)

f apply the type and quantity of product to meet the requirements of your analysis and the required result (P31)

g section the hair accurately (P32)

h use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas (P33)

i frequently monitor the development of the product, taking strand and elasticity tests as required (P34)

j modify and adapt your planned course of action to resolve any unforeseen problems (P35)

k remove the products at the right time in a way that minimises discomfort to your client, damage to the hair and scalp (P36)

l remove products without disturbing hair which is still developing (P37)

m correct highlight and or lowlight problems whilst retaining highlight and lowlight effects (P39)

n achieve the degree of colour correction anticipated and agreed with your client. (P40)

1.8 Provide clients with advice and recommendations on the service(s) provided

a present suitable options for a course of action in a way your client will understand (P22)

b base your recommendations for a suitable course of action on the results of your analysis (P23)

c explain the likelihood of achieving and maintaining the colour change to your client (P24)

d clearly explain any restrictions your recommendations may place on further hairdressing services (P25)

e inform your client of the likely cost, duration and expected outcome of the colour correction service (P26)

f gain and record your client's agreement to the service, products and anticipated outcome. (P27)

g give your client suitable reassurance, when necessary (P38)

h give your client advice and recommendations on the service provided (P41)

Range

(AC1.2) **Colour correction:** removing artificial colour
removing bands of colour
recolouring hair treated with lightener using pre-pigmentation and colour
recolouring hair that has had artificial colour removed
correcting highlights and lowlights

(AC1.4) **Tests:** skin
colour test

incompatibility
porosity
elasticity

(AC1.6) **Factors:** hair classifications
hair characteristics
temperature
existing colour of hair
test results
strength of hydrogen peroxide
hair length
percentage of white hair
sequence of application
scalp sensitivity

(AC1.7) **Products:** semi-permanent
quasi-permanent
permanent
lighteners
colour removers for artificial colour

(AC1.8) **Advice and recommendations:** how to maintain their colour
time interval between services
present and future products and services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect hair colour correction services

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
- b the range of protective clothing and products that should be available to yourself and clients (K3)
- c why it is important to use personal protective equipment (K4)
- e the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K13)
- f the current legal requirements and guidance relating to age restrictions for colour correction services (K12)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

- a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K9)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

- a your salon's requirements for client preparation (K2)

b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)

c the different types of working methods that promote environmental and sustainable working practices (K10)

d the safety considerations which must be taken into account when colour correcting hair (K11)

e the correct methods of waste disposal (K16)

f The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas (K50)

2.4 Describe contact dermatitis and how it can be prevented

a what is contact dermatitis and how to avoid developing it whilst carrying out colouring services (K14)

2.5 Explain the importance of questioning clients prior to and during services

a the importance of determining the nature and extent of the colouring problem (K18)

b the legal significance of client questioning and the recording of client's responses to questioning (K19)

c the importance of reviewing and updating client's records with their hair colouring and or lightening history and how this may affect the colour correction service (K20)

d the importance of gaining and recording your client's agreement to the service, products and anticipated outcome (K41)

2.6 Explain the importance of preventing cross-infection and cross-infestation

a why it is important to keep your work area clean and tidy (K6)

b why it is important methods of cleaning, disinfecting and or sterilisation are used in salons (K7)

c methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K8)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)

- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that influence hair colour correction services

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the services

a your salon's expected service times for colour correction services (K17)

b how different factors may impact on colour correction services (K32)

3.2 Describe ways of dealing with any influencing factors

Range

(AC3.1) **Factors:** The different factors that must be taken into consideration prior to and during colour correction and how these impact on the service

- hair classifications
- hair characteristics
- temperature
- existing colour of hair
- percentage of white hair
- test results
- strength of hydrogen peroxide
- hair length
- sequence of application
- scalp sensitivity

Learning outcome

The learner will:

4 Understand the science of hair colour correction services

Assessment criteria

The learner can:

4.1 Describe how to recognise contra-indications and how they affect colouring and lightening services

a the importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service (K21)

4.2 Explain why it is important to test the hair and scalp prior to and during colouring and lightening

a the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests (K23)

4.3 Describe when and how colouring and lightening tests are carried out

a the types and purposes of tests (K22)

b when and how tests should be carried out and the importance of recording test results (K24)

4.4 Explain how test results influence the correction service

a how the results of tests can influence the colour correction services (K25)

b the courses of action to take in the event of adverse reactions to tests (K26)

4.5 Explain the principles of colour selection and colour correction

a the principles of colour selection, including the International Colour Chart (ICC) (K34)

b the principles of colour correction (K35)

c how the type and distribution of melanin creates natural hair colour (K36)

4.6 Explain the effects on the hair structure of colour correction products

a the effects on the hair of different colour correction products (K37)

b what is meant by the term 'oxidation' (K38)

c how oxidation agents affect the natural and artificial colour pigments (K39)

d how the different strengths of hydrogen peroxide affect colouring and lightening (K47)

e the importance of restoring the hair's pH balance after the colour correction service (K60)

4.7 Explain the effects on the hair structure when pre-softening and pre-pigmenting hair

a the reasons for pre-softening and pre-pigmenting hair (K48)

4.8 Describe the effects of natural and artificial light on the appearance of hair colour

a the effects of light and artificial lighting on the appearance of hair colour (K30)

4.9 Explain the effects that temperature has on the colouring and lightening process

a effects of temperature on the application and development of colour correction products (K49)

Range

(AC4.1) **Contra-indications (examples only):** The importance of recognising any contra-indications to colour correction services

- history of previous allergic reaction to colouring products
- other known allergies

- skin disorders
- incompatible products
- medical advice or instructions
- evident hair damage
- age restrictions

Learning outcome

The learner will:

5 Understand the products and techniques used in hair colour correction services

Assessment criteria

The learner can:

5.1 Identify the tools, equipment and products available and the effects they achieve

a the range available, service options and products for resolving client's colouring and or lightening problem(s) (K27)

b the pH values of differing colouring products and lighteners (K40)

c the types of tools, materials and equipment used for colour correction and how and when to use them (K42)

d the different types of colour correction products available and when to use them (K43)

5.2 Explain methods and techniques used for colour correction

a methods of applying and removing colour correction products (K44)

b how and why pre and post treatments should be used when carrying out colour correction services (K46)

c why it is important to avoid disturbing areas still processing when removing products from developed areas (K51)

d the importance of sectioning hair accurately for the colour correction service (K52)

e methods of pre-softening and pre-pigmenting hair (K53)

f how to remove artificial colour (K54)

g how to remove bands of colour (K55)

h how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour (K56)

i how to recolour hair that has had artificial colour removed (K57)

j how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage (K58)

k why it is important to leave the hair and scalp free of colour correction products (K63)

5.3 Explain the importance of following salon and manufacturers' instructions during colour correction services

a suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K15)

b the importance of following manufacturers' instructions when measuring and mixing colour correction products (K45)

5.4 Explain the types and causes of colour correction problems

a the potential problems of using colour correction products on previously chemically treated hair (K31)

b how to remove artificial colour (K54)

c how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour (K56)

d how to recolour hair that has had artificial colour removed (K57)

e the types and causes of colour correction problems that may occur during processing and how to rectify them (K61)

5.5 Describe ways of dealing with colour correction problems

a how to correct highlights and lowlights whilst retaining a highlight and lowlight effect (K62)

5.6 Outline the importance of using products cost effectively

a the importance of using products economically (K59)

5.7 Explain the importance of providing clients with advice and recommendations on products and services provided in the salon

a methods of presenting options for a course of action based on your analysis in a way the client will understand (K28)

b the importance of explaining the likelihood of achieving and maintaining the colour change to the client (K29)

c the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services (K33)

d the importance of providing advice and recommendations on the products and services provided in the salon (K64)

Range

(AC5.7) **Advice and recommendations:** additional services
additional products

Unit 401 Hair colour correction services (CH11)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for hair colour correction services.
3. Your Assessor will observe these aspects of your performance on **at least 4 occasions on different clients**.
4. From the range, you must show that you have:

- carried out **4 out of the 5** the types of colour correction
- used **4 out of the 5** types of products
- carried out **all** tests
- considered **all** the factors
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)

UAN:	H/506/9380
Unit level:	Level 4
Credit value:	9
GLH:	63
Unit aim:	This standard is about developing your creative skills in a way that enhances your own professional profile. The ability to research, plan and create a range of images in conjunction with others is required in this standard. Evaluation of the results and how your design image may be adapted for commercial use also forms an important part of this standard.
Relationship to NOS:	SKACHB15
Endorsed by	Habia
Assessment type:	Portfolio and assignment

Learning outcome

The learner will:

1 Be able to plan and develop a range of creative hair designs

Assessment criteria

The learner can:

1.1 Research themes and designs
- a identify the intended activity for which the images are required (P1)
- b use suitable sources of information to research ideas on themes for design (P2)
- c identify information to create your design plan (P3)

1.2 Create design plans for hair images
- a create a design plan which has clearly defined objectives:
  - (P4.1) suitable for your chosen range of images
  - (P4.2) clearly defines the roles and responsibilities of others involved
  - (P4.3) takes account of budgetary constraints
  - (P4.4) defines all resources required

(P4.5) states how risks to health and safety can be reduced
(P4.6) takes account of foreseeable problems and ways of resolving them
(P4.7) lists any venue requirements, if applicable

b agree your design plan with the relevant person(s) (P5)

1.3 Produce a range of creative hair images

a communicate with others involved throughout the implementation of your design plan (P6)

b adapt your design plan to meet any changed circumstances (P7)

c demonstrate the innovative application of techniques to achieve the design image (P8)

d use additional media to complement the design image, when required (P9)

e follow safe and effective working methods when creating the design image (P10)

f ensure the finished image meets your agreed design plan (P11)

g ensure the finished image and its presentation clearly shows the innovative features of your design and enhances your professional profile (P12)

1.4 Evaluate images against design plans

a seek feedback from relevant person(s) on the impact of your image and its effectiveness in meeting your design plan (P13)

b evaluate your own performance against your objectives to identify how and where it could be improved (P14)

c evaluate how the design image may be adapted for commercial use (P15)

Range

(AC1.1) **Activity:** photographic
shows
competition work

(AC1.1) **Images:** based on a theme
avant-garde

(AC1.2) **Relevant person(s):** photographer
line manager
make-up artists
colleagues
show audience
competition judges

(AC1.3) **Techniques:** cutting
perming
relaxing
colouring
styling and dressing
adding hair
plaiting
twisting
locking
shaving
creating patterns in hair

(AC1.3) **Additional media:** accessories
clothes
make-up

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect the creation of images for promotional activities

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role
- a how and if local bye-laws and legislation may limit your use of tools and equipment (K13)
- b health and safety procedures applicable to any venue you use (K14)

2.2 Describe the potential hazards and possible risks that may occur
- a the potential hazards you must consider when working at any venue (K11)
- b the steps that should be taken to minimise risks when working at any venue (K12)

2.3 Describe the safety considerations that relate to venues
- a any venue requirements likely to affect your plans (K9)

Range

(AC2.1) **Health and safety:** How and if local bye laws and legislation may limit your use of tools and equipment and health and safety procedures applicable to any venue you use:

1.1 Health and Safety at Work Act
1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
1.3 The Health and Safety (First Aid) Regulations
1.4 The Regulatory Reform (Fire Safety) Order
1.5 The Manual Handling Operations Regulations
1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
1.7 The Electricity at Work Regulations
1.8 The Environmental Protection Act
1.9 The Management of Health and Safety at Work Regulations
1.10 The Health and Safety (Information for Employees) Regulations
1.11 Data Protection Act
1.12 Working Time Directives
1.13 Cosmetic Products Regulations
1.14 Sale of Goods Act
1.15 Distance Selling Act (replaced in June 2015 by Consumer Contract Regulations)
1.16 Trade Descriptions Act
1.17 Consumer Protection legislation

Learning outcome

The learner will:

3 Understand the factors that influence the planning and presentation of creative hair designs

Assessment criteria

The learner can:

3.1 Describe the purpose and value of details and accurate planning
- a how to identify and develop a theme as a basis for a hairdressing design image (K2)
- b the importance of detailed and accurate planning (K3)
- c the importance of communicating and agreeing design plans (K4)
- d sources of creative information and inspiration for design ideas and how to access them such as historical, cultural and fashion (K6)
- e the range and availability of resources (K7)
- f where to obtain resources (K8)

3.2 Describe the factors that must be considered when planning promotional activities
- a the importance of setting and working to a budget (K5)

3.3 Describe the common problems associated with promotional activities and how to deal with them
- a the common problems associated with photographic shoots, hair shows and competitions such as staffing, tools and equipment breakdowns and time overruns and how to resolve them (K10)

3.4 Explain the principles of design and presentation
- a basic principles of design, scale and proportion when creating an image (K1)

Learning outcome

The learner will:

4 Understand the tools, equipment, products and techniques used to create hair designs

Assessment criteria

The learner can:

4.1 Describe the range of tools, equipment and additional media available
- a ways in which additional media can be used to complement the overall design image (K19)
- b the types of products, tools and equipment available and the effects they can create (K22)

4.2 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment

a the manufacturers' instructions for the specific products, tools and equipment you intend to use (K24)

4.3 Explain the importance of techniques used when creating hair designs

a the importance of presenting your final results in a professional way (K20)

b current techniques for creatively styling, dressing and finishing hair (K21)

c the types of non-conventional items that may be used when styling hair and the effects they can create (K23)

4.4 Explain the importance of confidential and effective communication

a the importance of effective communication (K15)

b how and when to participate in discussions and move them forward (K16)

c how to make openings in conversations to encourage people to speak (K17)

d ways of visually presenting your design image effectively to others (K18)

4.5 Explain the purpose of evaluating own performance

a the purpose of evaluation activities (K25)

b the areas on which you should collect feedback (K26)

c methods of gaining feedback from others (K27)

d the potential commercial benefits that can arise from creative hair design work (K28)

Unit 402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for developing and enhancing your creative skills.
3. You must produce evidence of creating and evaluating **3 different hair designs**. Your assessor will observe your performance on **at least 1 occasion**.
4. From the range, you must show that you have:

- covered at least **1 of the types of activities**
- covered **both** types of image
- involved at least **2 of the 6** relevant people
  used at least **4 out of the 11** techniques
- used at least **2 of the 3** types of additional media

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 403 Provide specialist hair and scalp treatments (CHB16)

UAN:	Y/506/9585
Unit level:	Level
Credit value:	12
GLH:	97
Unit aim:	This standard is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions.
Relationship to NOS:	SKACHB16
Endorsed by	habia
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1 Be able to provide specialist hair and scalp treatments

Assessment criteria

The learner can:

1.1 Prepare for specialist hair and scalp treatments
- a maintain your responsibilities for health and safety throughout the service (P1)
- b prepare your client to meet salon's requirements (P2)
- c prepare the hair and scalp to meet the needs of the specialised treatment (P18)

1.2 Apply safe and hygienic methods of working throughout treatments
- a protect your client's clothing throughout the service (P3)
- b position your client to meet the needs of the service without causing them discomfort (P4)
- c ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
- d keep your work area clean and tidy throughout the service (P6)

e use working methods that:
(P7.1) minimise the wastage of treatment products
(P7.2) minimise the risk of cross-infection
(P7.3) make effective use of your working time
(P7.4) ensure the use of clean resources
(P7.5) minimise the risk of harm or injury to yourself and others
(P7.6) minimise the risk of damage to tools and equipment
(P7.7) promote environmental and sustainable working practices

f ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)

g follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products (P9)

h dispose of waste materials (P10)

1.3 Consult with clients for specialist hair and scalp treatments

a use methods to establish:
(P12.1) the nature and extent of the hair and scalp condition
(P12.2) the most suitable course of action

b identify from your client's previous consultation records, where available, their hairdressing, medical and family history and how this may affect the treatment plan, or factors limiting or preventing the treatments (P13)

c record your client's responses to questioning (P14)

d explain to your client the sensation that may be experienced by the treatment products, tools and equipment being used (P19)

e explain the specialised treatment procedure to your client in a clear and simple way at each stage of the process (P20)

f ensure empathy and sensitivity towards the nature of your client's condition throughout the treatment (P26)

1.4 Carry out specialist hair and scalp treatment

a complete the service within a commercially viable time (P11)

b conduct the relevant tests on your client's hair following recognised industry procedures and salon policy and record the results (P15)

c take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the specialist treatment for the client (P16)

d select suitable treatment products, tools and equipment to treat the hair and scalp conditions (P17)

e use treatment products, tools and equipment in line with manufacturers' instructions and salon policy (P21)

f adjust the setting and duration of the tools and equipment used to suit your client and their hair and scalp conditions (P22)

g apply and adapt the massage techniques to meet your client's needs and treatment objectives (P23)

h use treatment techniques that minimise discomfort to your client (P24)

i take prompt remedial action if contra-indications or discomfort occur during the course of the specialised treatment (P25)

j ensure the hair and scalp are left clean and free of the treatment products, where required (P27)

k ensure the treatment is to your client's satisfaction and meets the treatment objectives (P28)

1.5 Provide clients with advice and recommendations on the treatment(s) provided

a give your client advice and recommendations on the service provided (P29)

Range

(AC1.2) **Treatment products:** oils
creams
lotions
spirit based products
treatment conditioners
treatment shampoos

(AC1.2) **Tools and equipment:** vibro massage
high frequency
heat accelerators
steamers

(AC1.3) **Factors:** hair characteristics
hair classifications
scalp condition
unusual features on the scalp

(AC1.4) **Hair and scalp conditions:** dry scalp
oily scalp
sensitised scalp
scaling scalp
pityriasis capitis
diffuse hair loss (general thinning)
chemically damaged hair
environmentally damaged hair
physically damaged hair

(AC1.4) **Massage techniques:** effleurage
petrissage
vibration

(AC1.4) **Treatment objectives:** improvement of hair condition
improvement of scalp condition

(AC1.5) **Advice and recommendations:** how to maintain their look
time interval between services
recent and future products and services

Learning outcome

The learner will:

2 Understand how health and safety policies and procedures affect specialist hair and scalp treatments

Assessment criteria

The learner can:

2.1 Explain responsibilities for health and safety in own role

a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)

b the range of protective clothing that should be available for clients (K3)

c the importance of personal hygiene and presentation in maintaining health and safety (K11)

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect treatments

a the hazards and risks which exist in your workplace and the safe working practices you must follow (K9)

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the treatment

a your salon's requirements for client preparation (K2)

b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)

c the safety considerations which must be taken into account when providing hair and scalp treatments (K6)

d the correct use and maintenance of tools and equipment (K7)

e the different types of working methods that promote environmental and sustainable working practices (K10)

f the correct methods of waste disposal (K13)

2.4 Explain the importance of questioning clients prior to and during specialist hair and scalp treatment

2.5 Explain the importance of preventing cross-infection and cross infestation

a why it is important to keep your work area clean and tidy (K5)

b methods of cleaning, disinfecting and sterilising equipment and tools (K8)

Range

(AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(AC2.3) **Environmental and sustainable working practices :** The different types of working methods that promote environmental and sustainable working practices:

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting,

utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Learning outcome

The learner will:

3 Understand the factors that influence hair and scalp treatments

Assessment criteria

The learner can:

3.1 Explain the factors that may influence the service provided
- a your salon's expected service times for hair and scalp treatments (K14)
- b how to recognise erythema and hyperaemia and its causes (K23)
- c how different factors can influence the treatment choice, tools equipment and application selected (K34)

3.2 Describe ways of dealing with any influencing factors

Range

(AC3.1) **Factors:** The different factors that must be taken into consideration prior to and during the provision of specialist hair and scalp treatments and how these may impact on the service
- hair classifications
- hair characteristics
- scalp condition
- unusual features on the scalp

Learning outcome

The learner will:

4 Understand the science of specialist hair and scalp treatments

Assessment criteria

The learner can:

4.1 Describe the structure, function and actions of muscles of the treatment area

a the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (K24)

4.2 Describe the position of the primary bones of the treatment area

a the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (K24)

4.3 Describe the principles of the endocrine system

a the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (K24)

4.4 Describe the structure and function of the circulatory system, the lymphatic system, the nervous system and the skin and hair

a the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (K24)

4.5 Explain the hair growth cycle and the reasons for normal and abnormal hair growth

a the hair growth cycle and how this influences present and future treatments (K25)

b the reasons for normal and abnormal hair growth such as topical, congenital, systemic (K26)

4.6 Explain how the active ingredients in specialist hair and scalp products work

a the active ingredients in specialist hair and scalp products and how they work (K19)

4.7 Describe different types of hair loss, their causes and how to recognise them

a the different types of hair loss, alopecia, their causes and how to recognise them (K28)

b the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig (K29)

c the effects of chemotherapy and radiotherapy on hair growth (K37)

4.8 Describe the signs, symptoms and causes of treatable adverse hair and scalp conditions

a how to recognise hair and scalp conditions (K15)

b how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action (K16)

c the likely causes of adverse hair and scalp conditions (K17)

4.9 Describe possible contra-indications and contra-actions that may occur during or after treatment and how to manage these

a possible contra-indications that may occur during and post treatment and how to deal with them (K32)

4.10 Explain types of testing, when it should be undertaken and the importance of accurately recording results

a the types and purposes of conducting tests (K30)

b when and how tests should be carried out and the importance of recording results (K31)

Range

(AC4.1) **Anatomy and physiology:**
- the structure, function and action of muscles within the treatment area

- the position of the primary bones within the treatment area
- the basic principles of the endocrine system and how this impacts on the hair and scalp
- the structure and function of the circulatory system and how this impacts on the hair and scalp
- the structure and function of the lymphatic system and how this impacts on the hair and scalp
- the structure and function of the nervous system and how this impacts on the hair and scalp
- the physical and psychological effects of hair and scalp treatments
- the structure and function of the skin and hair

Learning outcome

The learner will:

5 Understand the products, tools, equipment and techniques, for hair and scalp treatments

Assessment criteria

The learner can:

5.1 Explain the use of treatments and products for a range of hair and scalp conditions

a suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow (K12)

b the preparation and application of the hair and scalp treatment products, tools and equipment (K18)

c the different types of hair and scalp treatments and products available for use (K33)

d the importance of ensuring the hair and scalp are left clear of treatment products (K39)

5.2 Describe the effects and benefits of massage techniques, tools and equipment on the hair and scalp

a the effects and benefits of different massage techniques (K21)

b the effects and benefits of different tools and equipment (K22)

c the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs (K35)

5.3 Explain the medical treatments and technological advancements for hair loss and hair and scalp conditions

a the different types of medical treatments for hair loss (K20)

b the different types of technological advancements for the treatment of hair and scalp conditions (K36)

5.4 Explain the importance of providing advice and recommendations to clients

a the general factors that contribute to healthy hair and scalp (K27)

b the advice and support available for clients with hair loss (K38)

c the importance of explaining the potential need for a course of treatment to ensure the best possible results (K40)

d the importance of evaluating the effectiveness of the hair and scalp treatment (K41)

e the importance of providing advice and recommendations on the products and services provided in the salon (K42)

Range

(AC5.4) **Advice and recommendations:** additional services
additional products

Unit 403 Provide specialist hair and scalp treatments (CHB16)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing hair and scalp treatments.
3. Your assessor will observe your performance **on at least 4 occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss**.
4. From the range, you must show that you have:

- used **5 of the 6** treatment products
- used **3 out of 4** types of tools and equipment
- considered **all** the factors
- covered **7 of the 9** hair and scalp conditions
- used **all** the massage techniques
- covered **all** the treatment objectives
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects
Observed work
Witness statements
Audio-visual media
Evidence of prior learning or attainment
Written questions
Oral questions
Assignments
Case studies
Professional discussion

If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

Unit 404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)

UAN:	D/506/9586
Unit level:	Level 4
Credit value:	10
GLH:	61
Unit aim:	This standard is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard.
Relationship to NOS:	SKACHB17
Endorsed by	Habia
Assessment type:	Portfolio and assignment

Learning outcome

The learner will:

1 Be able to plan, implement and evaluate promotional activities

Assessment criteria

The learner can:

1.1 Identify and agree products and/or services for promotional activities

- a Make recommendations to the relevant person for suitable promotional activities and identify the potential benefits for the business (P1)
- b How the nature of the target group can influence the choice of promotional activity (K9)

1.2 Identify resource requirements for promotional activities

- a Agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned (P3)
- b Ensure resources are available to meet the planned timescale (P6)

1.3 Produce SMART business plans to promote activities

a Identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s) (P2)

b Produce an agreed plan showing the:

(P4.1) Type of promotional activity
(P4.2) Objectives of the activity
(P4.3) Roles and responsibilities of others involved
(P4.4) Resource requirements
(P4.5) Preparation and implementation activities
(P4.6) Timescales
(P4.7) Budget
(P4.8) Methods of evaluation (P4)

c Agree a plan that takes into account any legal requirements, when necessary (P5)

d How to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time bound objectives (K13)

e How to match types of promotional activities to objectives (K10)

1.4 Implement promotional activities in line with agreed plans, adapting where necessary

a Implement promotional activities to meet the agreed plan (P7)

b Adapt promotional activities, when necessary, in response to changed circumstances and or problems (P8)

c Use resources effectively throughout the promotional activities (P9)

d Clear away products and equipment at the end of the promotional activities, when necessary, to meet the requirements of the venue (P16)

1.5 Use a variety of communication methods throughout promotional activities

a Communicate the essential features and benefits of products and services to the target group (P10)

b Use methods of communication that are suitable for the type of promotional activity being undertaken (P11)

c Present information in logical steps (P12)

d Encourage the target group to ask questions about the services and products being promoted (P13)

e Respond to questions and queries in a way which promotes goodwill and enhances the salon image (P14)

f Actively encourage the target group to take advantage of the services and products being promoted (P15)

g How to tailor your presentation of the benefits of products and or services to meet individual needs and interests (K23)

h How and when to participate in discussions (K24)

i How to give a short presentation taking into account the timing, pace, use of voice and use of graphics (K25)

j Methods of presenting information such as pictorially, graphically, verbally (K26)

k Methods of creating a visual impact (K27)

l How and when to make openings to encourage others to ask questions (K28)

m How to answer questions and manage queries in a way likely to maintain goodwill (K29)

n How to present a plan for promotional activities (K11)

1.6 Evaluate promotional activities

a Use the methods agreed in your promotional activity plan to gain feedback from the relevant sources (P17)

b Collate and record the information gained from the feedback using a clear format and method of presentation (P18)

c Draw conclusions on the effectiveness of the promotional activity in meeting the agreed objectives (P19)

1.7 Provide recommendations for improvement

a Participate in discussions giving a clear and well structured summary of the results of the evaluation (P20)

b Make recommendations for improvements to any future promotional activities based upon the outcomes of your evaluation (P21)

Range

(AC1.1) **Promotional activities:** demonstrations
displays
advertising campaigns

(AC1.3) **Objectives:** to enhance salon image
to increase salon business

Learning outcome

The learner will:

2 Understand the impact of health and safety on promotional activities

Assessment criteria

The learner can:

2.1 Describe how to carry out a risk assessment for promotional activities

a The practical requirements and restrictions of any venue (K1)

b The contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used (K2)

c The importance of considering health and safety and other legal requirements (K3)

d The health and safety procedures applicable to any venue you use (K4)

e The potential hazards you must consider when working at any venue (K5)

2.2 Explain the results of risk assessments

a The steps that should be taken to minimise risks when working at an external venue (K6)

Range

(AC2.1) **Health and safety:** the importance of considering health and safety and other legal requirements

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act (replaced in June 2015 by Consumer Contract Regulations)
- Trade Descriptions Act
- Consumer Protection Legislation

Learning outcome

The learner will:

3 Understand how to plan for and run a promotional activity

Assessment criteria

The learner can:

3.1 Describe the purpose and value of detailed and accurate planning

a The purpose and value of detailed and accurate planning (K7)

3.2 Describe the importance of confirming resource during the planning stage of a promotional activity

a The type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue (K8)

b The importance of working to a budget (K14)

c Where and how to obtain resources (K15)

d The importance of clearly defining the roles and responsibilities of those involved in promotional activities (K16)

e The importance of allocating roles and responsibilities to match an individual's competence levels (K17)

f The importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity (K18)

3.3 Explain the features and benefits of the products/services central to the promotional activity

a The features and benefits of the products and or services being promoted (K20)
b The difference between the features of a product or service and the benefits of a product or service (K22)

3.4 Describe how to recognise buying signals and to close sales
a How to recognise buying signals and to close sales (K21)

3.5 Explain the types of problems that may occur during the activity and solutions
a The types of foreseeable problems that occur and ways of resolving them (K19)

Learning outcome

The learner will:

4 Understand the importance of evaluating promotional activities

Assessment criteria

The learner can:

4.1 Explain the importance of considering evaluation methods during the planning stage
a Why it is important to consider methods of evaluation at the planning stage (K12)
b The most suitable methods of gaining feedback for the promotional activities in the range (K32)

4.2 Explain the importance of evaluating a promotional activity
a The purpose of evaluation activities (K30)
b The areas of the promotional activity which should be evaluated (K31)

4.3 Describe how to report on evaluation findings
a How to collate, analyse and summarise evaluation feedback in a clear and concise way (K33)
b Suitable ways of formatting and producing an evaluation report (K34)

Unit 404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:

- undertaken **all** the types of promotional activities
- developed **both** types of objectives

Appendix 1 Values

The following Key Values underpin the delivery of services in the hair and barbering sector:

1 a willingness to learn
2 the completion of services in a commercially viable time
3 meeting both organisational and industry standards of appearance
4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
5 a flexible working attitude
6 a team worker
7 maintaining customer care
8 a positive attitude
9 personal and professional ethics
10 good verbal and non-verbal communication skills
11 skills
12 excellent verbal and non-verbal communication skills
13 the maintenance of effective, hygienic and safe working methods
14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

Appendix 2 Behaviours

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:

1 meeting the salon's standards of behaviour
2 greeting the client respectfully and in a friendly manner
3 communicating with the client in a way that makes them feel valued and respected
4 identifying and confirming the client's expectations
5 treating the client courteously and helpfully at all times
6 keeping the client informed and reassured
7 adapting behaviour to respond effectively to different client behaviour
8 responding promptly to a client seeking assistance
9 selecting the most appropriate way of communicating with the client
10 checking with the client that you have fully understood their expectations
11 responding promptly and positively to the client's questions and comments
12 allowing the client time to consider the response and give further explanation when appropriate
13 quickly locating information that will help the client
14 giving the client the information they need about the services or products offered by the salon
15 recognising information that the client might find complicated and checking whether they fully understand
16 explaining clearly to the client any reasons why their needs or expectations cannot be met

Appendix 3 Glossary

This glossary provides definitions and explanations of terms used across all of the 6008 units.

2D

A two tone flat design, not necessary to have depth

3D

Use of graduation and perception of near and far

Adverse hair, skin and scalp conditions

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- psoriasis
- alopecia
- cysts
- impetigo
- scars
- moles

Basic sectioning technique

Includes 6 section and 9 section perm

Chemical rearranger

Ammonium-thioglycollate based product used to pre-soften tight/curly hair prior to winding a perm

Conditioning products (examples)

These can include

- surface conditioners, including leave-in
- penetrating conditioners, including leave-in
- scalp treatments, including leave-in

Confidential information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

Contra-indications

Conditions that indicate a service should not be carried out.

Cornrow

A three strand plait which sits on top of its base. This is also known as a canerow.

Cutting terminology

Long graduation cut
A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape

One length cut
A one length cut is when the hair is cut the same outside length

Short graduation cut
A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape

Uniform layer cut
The uniform layer cut is when all sections of the hair are the same length

Disinfection

Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

Effleurage

A gentle stroking movement.

Facial hair shapes (examples only)

Anchor
A beard shaped like an anchor from the centre of the bottom lip and around and up the chin.

Pharaoh
A beard starting from the base of the chin. It can be of any length.

Stubble
A neatened, several day, full beard growth.

Goatee
A narrow beard which circles the mouth and chin.

Curtain rail
A narrow beard following the mandible.

Lip line moustache
A horizontal moustache about the width of a pencil.

Mexican moustache
A moustache following the natural line of the upper lip and extends down towards the chin.

Pencil moustache
A narrow moustache following the natural line of the upper lip.

Rooftop moustache
A moustache that extends from under the nose to form a straight 'chevron' shape.

Factors influencing services

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.

Fishtail plait

A four strand plait achieved by crossing four pieces of hair over each other to create a herringbone look

Flat top

The haircut is usually done with clippers using the clipper over comb technique, though it can also be cut scissor over comb or freehand with a clipper. The hair at the crown is cut from about one quarter to one half inch whilst the barber stands behind the client. He then positions himself in front and cuts the top hair to about two inches in length and then to the desired height across the top from side to side whilst progressing back to the shorter hair at the crown. The exact lengths are dependent on skull shape and the style of flat top. Intricate cutting of the top and upper sides follow to achieve a specific inclination and squarish effect. There are many adaptations of this haircut such as the DA, horseshoe or high top fade.

Flat twist

Where the hair is rolled and twisted by the hand to lay flat on the scalp.

Freehand

The cutting of hair without holding it in place.

French plait

This is known as a Congo plait or Guinea plait. It is a single, inverted plait.

Friction

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.

Full neck line

Collar length hair

Hair characteristics

Includes the following:

- Hair density
- Hair texture
- Hair elasticity
- Hair porosity
- Hair condition
- Hair growth patterns

Hair classification (this is a guideline only)

Type 1 – Straight hair

- Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- Medium – hair has lots of volume and body.
- Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- Fine/Thin – hair has a definite "S" pattern. Normally can accomplish various styles
- Medium – hair tends to be frizzy and a little resistant to styling
- Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves

Type 3 – Curly hair

- Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite "S" pattern. It also tends to be frizzy.
- Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a "Z" pattern shape.

Heated equipment

eg Heated rollers, tongs, straighteners

Lightening products

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Linear outline

Patterns created from either straight or curved lines or a combination of straight and curved lines.

Long term hair extensions

Hair extensions which last six weeks or longer

- hot bonded or fusion
- micro ring or loop
- corn row based wefts
- corn row plaits

Manufacturers' instructions

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

Partial beard

Any facial hair that is neither a full beard nor a moustache

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Personal Protective Equipment (PPE)

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities.

Petrissage

Slow, firm, kneading movement.

Pre-perm treatment

A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

Pulled through highlights and/or lowlights

Techniques could include:

- combs
- spatula
- cap
- foil or film pull-through strips
- cones

Quasi-permanent colour

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Resources

Anything used to aid the delivery and completion of the service such as towels, gowns, equipment, consumable items.

Rotary

A firm circular movement using the pads of the fingers over the surface of the scalp

Salon requirements

Any hairdressing procedures or work rules issued by salon management

Semi-permanent colour

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair.

Sensitised hair

Hair which has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors.

Special advice prior to visit

eg Special clothing requirements, tests required, treatments and services to avoid

Square neck line

Known as a Boston.

Sterilisation

The total destruction of microorganisms.

Straight razor

An old fashioned razor with a blade that can fold up into its handle. They are also called open razors and cut-throat razors.

Strand test

This test is used in the rearranging process to establish the effect of the product on the hair and its condition, such as, the degree of straightness has been achieved before winding.

Tapering

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

Temporary hair attachments

Hair attachment systems which last anything between 24 hours and six weeks

- sewn
- plaited

- rings
- tapes
- clip in hairpieces and additions
- taped weft
- cold bonding (latex)
- wefted hair - tracks/rows
- plaited corn rows

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

Texturising (by cutting)

Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift.

Texturising (using chemicals)

A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable. This process is carried out on hair up to 5 cms (2 inches) in length.

Traction alopecia

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting.

Trimmers

Small clippers with smaller blades to create a closer, finer cut with more definition and detail

Vibration

A fine, gentle trembling movement of the tissues which is performed by your hand or fingers.

Wrap setting

When hair is wound clockwise or anti clockwise so that the contours of the head form the finished shape of the hair.

Appendix 4 Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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