

End-point Assessment Review 7002-52 Hair Professional (Hairdressing) & 7002-53 (Barbering).

December 2022

Lead Independent End-point Assessor Report

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1. Introduction

The purpose of this document to provide employers/ providers with feedback on the performance of apprentices for 7002-52 Hair Professional (Hairdressing) & 7002-53 (Barbering).

It is designed to be used as a feedback tool for customers who have apprentices on the above-named standard. It highlights areas of good performance, as well as offering recommendations and advice.

2. Overall Performance

This report covers the period from December 2021 – November 2022

Results – 701-52 – Hair Professional – Hairdressing			
	Grade awarded		
		Pass	Distinction
December 2021 – November 2022		71%	22%

Results – 701-53 – Hair Professional – Barbering			
	Grade awarded		
		Pass	Distinction
December 2021 – November 2022		54%	35%

2.1 Areas of good performance

Practical Observation - 701 – Hair Professional

- Where the apprentices achieved an overall distinction, they have demonstrated consistent levels of skills across all services. Their finished looks were accurate, balanced and showed a good level of finesse and polish.
- The more prepared apprentices demonstrated confidence in most practical skills and showed a consistent approach to the personalisation of each finished look.
- **Ways of Working** - Apprentices who have been fully prepared and organised have achieved better grades.
- **Consultation** - Apprentices who carried out a full consultation, checked their clients' requirements and conducted necessary tests on the day, achieved better grades.
- **Styling** - Apprentices who achieved a Distinction in styling showed precision and attention to detail across **all** styling services.
- **Cutting** – Apprentices who achieved a distinction in cutting have demonstrated excellent cutting skills, they have worked methodically through the hair cut showing precision and attention to detail.

- **Colouring** – Many apprentices have adapted their placement of colour taking into consideration the way the client wears their hair.
- **Colouring** – Many apprentices have used a combination of colouring techniques with a combination of colours in a way that enhanced the result
- **Customer Service** – Many apprentices have shown excellent customer services skills, tailoring their aftercare advice throughout the service recommending products and future services to each client.
- **Understanding** – Many apprentices have demonstrated a good level of knowledge and understanding through the way they communicated with their clients throughout each service

Practical Observation - 702 – Barbering

- **Ways of Working** - Apprentices who have been fully prepared and organised have achieved better grades.
- **Cutting** - Good standard of cutting skills have been observed.
- **Cut Facial Hair** – Apprentices who have achieved a distinction in cutting facial hair, have confidently combined cutting techniques to ensure the finished look was accurate and was personalised to each client.
- **Shaving** - Some excellent shaving skills have been observed, with apprentices showing a combination of forehand and backhand techniques with confidence and precision.
- **Understanding** – Many apprentices have demonstrated a good level of knowledge and understanding through the way they communicated with their clients throughout each service

Oral questions

- Overall apprentices have performed well during the oral questioning section. They have been able confidently talk through their services, products used and techniques.
- Apprentices that achieved a distinction in theme of “Understanding”, were well prepared and were able to give full explanations of their services, products and techniques used as well as being able to link their choices of products back to scientific principles.

2.2 Recommendations for EPA Customers

Practical Observation - 701 – Hair Professional

- In some cases apprentices' clients have cancelled on the day, so alternative clients needed to be found, which put some apprentices at a disadvantage.
- **Ways of Working** - In some cases, appointment schedules have not been completed, the Independent End-point Assessor (IEPA) needs these on the day to be able to check the full requirements of the End-point assessment is being met and to assess "Ways of Working".
- **Ways of Working** - Some apprentices have lacked attention to detail and have not been fully prepared prior to starting their End-point assessment.
- **Ways of Working** – Apprentices must carry out services on a minimum of two models.
- **Consultation** – this must be carried out on the day in full, even if a pre-consultation has been conducted.
- **Consultation** – Independent End-point Assessors must be able to observe the apprentice checking their client requirements and carrying out necessary tests on the day of the End-point assessment.
In some cases, the client consultation has been minimal, and apprentices have rushed to get started.
- **Technical Skills** - The apprentices need to be able to select the correct clients to showcase their skills effectively.
- **Styling** - in some cases, the blow dry did not create volume, movement, and curl.
- **Styling** – In some cases, hair has not been sectioned and secured evenly during the setting process.
- **Styling** - Apprentices must style hair that is above and below the shoulder length.
- **Cutting** - Some apprentices restyle did not change the **shape** of the client's hair.
- **Cutting** – Some apprentices rushed and did not cross checked their cuts and the finished result has been uneven
- **Colouring** – Some apprentices when using colouring products that they do not use in their salon, have been unsure of the manufacturer's instructions.
- **Colouring** - The T section must include the hair from top of the head and the sides and must be woven the roots
- **Customer Service** – Some apprentices because their client was a member of their family, or a friend gave limited aftercare advice.
- **Oral questions** - Some apprentices were unsure about their product Manufacturers Instructions
- **Oral questions** - For the apprentices to meet the distinction grade they need to be able to give full explanations of the service procedures and products and techniques used on their clients and to be able to justify their product choices to the Independent End-point Assessor.

Practical Observation - 702 - Barbering.

- **Ways of Working** - In some cases, appointment schedules have not been completed, the Independent End-point Assessor need these on the day to be able to check the full requirement of the End-point assessment is being met and to assess ways of working.
- **Ways of Working** - Some apprentices have lacked attention to detail and have not been fully prepared prior to starting their End-point assessment.
- **Ways of Working** – Some apprentices have not been familiar with salon where they were conducting the EPA, so didn't know where to find necessary products, tools, and equipment.
- **Shampooing** – In some cases apprentices have not checked the client hair and scalp prior to shampooing.
- **Cutting** – In some cases apprentices have not used a minimum of nine cutting techniques and covered 2 different neckline shapes.
- **Cutting** – Some apprentices rushed and did not cross checked their cuts and the finished result has been uneven.
- **Style and finish men's hair** - In some cases apprentices have rushed the styling aspect which has prevented them achieving a distinction for this area.
- **Style and finish men's hair** – In some cases apprentices have not used three different styling products.
- **Cut facial hair** - In some cases apprentices have selected clients with very sparse facial hair, so were unable to showcase their skills and cover all cutting techniques required.
- **Shaving services** – in some cases because the apprentice knew their client, they did not question them about any skin sensitivities.
- **Shaving services** – a full shaving service must be completed, which includes the full face and above the lip area.
- **Shaving services** – in some cases there has been facial hair still visible after the full shaving service was completed.
- **Shaving services** – in some cases the apprentice has cut the client during the shaving service but has failed to deal with the cut in the appropriate manner.
- **Oral questions** - For the apprentices to meet the distinction grade they need to be able to give full explanations of the service procedures and products and techniques used on their clients and to be able to justify their product choices to the Independent End-point Assessor.

Advice for EPA customers

- **Choice of models/clients** – this is key for the apprentice to perform well on the day. As the apprentice is allowed to choose their models, the employer/provider needs to make sure that the chosen models are reliable and going to give the apprentice the best opportunity to showcase their skills.
The employer/provider needs to check that the models are suitable to meet the requirement of the End-point assessment, including the full range that is specified in the Assessment brief.
- **Appointment schedules** – must be available for the Independent End-point Assessor on the day of the End-point assessment, these are needed to be able to assess “ways of working” and that the apprentice can manage and run a column within expected service times.
- It is recommended that the Independent End-point Assessor arrives 30 minutes prior to the agreed start time. This gives the Independent End-point Assessor time to introduce themselves to the apprentices to put them at ease and to check each appointment schedule to ensure the full requirements of the End-point assessment is being covered.
- **Customer contact** - On the day of the End-point assessment the customer/employer **must** provide a designated person to be available throughout the whole day to ensure the smooth running of the End-point assessment. This centre contact cannot be the assessor or anyone else that has been involved with the apprentices’ training and/or assessment.
- **Feedback Pass +** - Following customer feedback, City & Guilds are now providing feedback on the grades an apprentice has achieved for each of the themes and technical skills.
- **Frequently asked questions.**
Frequently asked questions have been devised to support with queries regarding the Observation and Questioning for both Hairdressing & Barbering. These can be found on the City & Guilds website:
https://www.cityandguilds.com/-/media/productdocuments/hairdressing/hairdressing/7002/end-point_assessment_epa/faqs_for_customers_hair_professional_epa_febbruary_2022-pdf.ashx

3. Additional Information

<https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service>

For additional EPA support materials, for both providers and apprentices, please login to [EPAPro \(cityandguilds.com\)](https://www.cityandguilds.com) and refer to the specific standard in the EPA Preparation & support section.