

Learner Journal
Level 2 Technical Certificate

Hairdressing



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Level 2 Technical Certificate

Hairdressing

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A few words from Desmond Murray

Award-winning hairdresser and hairdressing photographer

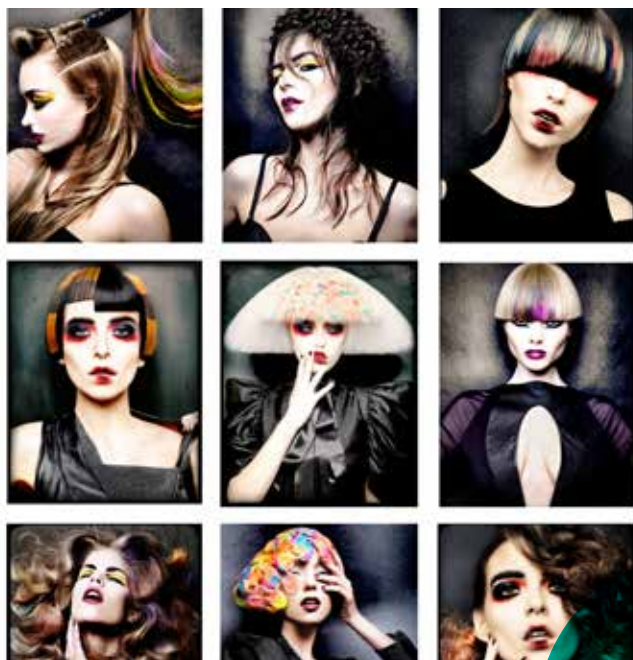
I started my hairdressing career in a salon in Wolverhampton when I was 16. There I met a gentleman called Audley Lougheed who inspired me in those early days – even now his techniques and ideas are still with me.

I then moved to London and worked at Vidal Sassoon for a year. During this time, I learnt the workings of geometric haircutting which, have stayed with me throughout my career.

Soon after, I assisted two fashion photographers – Max Bradley and Paul Panic – for two years, which taught me everything about photography.

Throughout my career I have constantly pushed myself to achieve new heights. This has resulted in me securing a place in the hall of fame and I have gone on to win awards for my hairdressing, as well as my photography.

By learning and developing your craft, with hard work and determination, anything is possible: the sky is the limit.



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Introduction

Welcome to your City & Guilds Learner Journal. It is designed to help you work towards your hairdressing qualification, by:

- showing you what you need to cover
- helping you to record your achievements and evidence.

In this journal, you will find forms that can support you and your tutors in your learner journey. You'll also find helpful pictures, hints, tips and more from leading people in hairdressing – all designed to make the qualification simple to understand and more fun to complete!

We're sure you will have lots of questions about your qualification and this introduction should answer some of them. Of course, your tutor/assessor should also be on hand to explain things and be your guide but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

The City & Guilds Level 2 Technical Certificate in Hairdressing aims to provide you with a range of specialist practical skills and technical knowledge, which will equip you to seek employment or further training within the hairdressing industry.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser. The qualification structure is made up of mandatory units. Mandatory units are units that you must complete.

To achieve the qualification you also need to successfully achieve one externally set, synoptic assignment and one externally set, externally marked test, sat under examination conditions. In addition, you must also achieve the mandatory employer involvement requirement for this qualification.



What will the trade test (synoptic assignment) involve?

Synoptic assignment requires learners to draw together their learning from across the qualification to achieve specific outcomes or solve problems. The focus is on bringing together, selecting and applying learning from across the qualification, rather than demonstrating achievement against units or subsets of the qualification content.

Your skills will be assessed through the synoptic assignment component. In this **externally set, internally marked and externally moderated** assessment you will be given an appropriately levelled, substantial, occupationally relevant outcome to achieve, or problem to solve. You will be marked against assessment objectives (AOs) such as your breadth and accuracy of knowledge, understanding of concepts and the quality of your technical skills, as well as your ability to use what you have learned in an integrated way to achieve a considered and high-quality outcome. These are detailed on page 20.

A typical assignment brief could be to carry out a range of services on a client in a salon environment over a period of 4–6 hours. This will require you to use your skills and knowledge of a range of services from across the qualification. You will be required to draw from your knowledge and understanding across the range of the qualification content to effectively carry out the services, including cutting hair using basic techniques, colouring and lightening hair and styling, setting and dressing hair.

What will the externally marked exam involve?

The external assessment will draw from the critical knowledge from across the mandatory content of the qualification, using a range of short-answer questions to confirm breadth of knowledge and understanding. Extended-response questions are included, giving you the opportunity to demonstrate higher level understanding and integration through discussion, analysis and evaluation and ensuring the assessment can differentiate between 'just able' and 'higher achieving' learners.



Command words

In examinations – certain words, often called command words – are commonly used as prompts to give an indication of the type of response that is expected by the question. These words commonly include 'state', 'describe', 'explain' and 'discuss'.

- The command word 'describe' requires you to give a representation of something in words; a 'picture in words'.
- An 'explain' question requires you to give reasons, or suggest causes.
- A 'discuss' or 'evaluate' question will usually be graded using level of response marking. You will be required to compose a response which considers the topic of the question. You will need to compare and contrast and consider any pros and cons; provide a discussion or argument which is justified and supported.

While these words give an indication of what is expected, it is important to understand that these words do not stand on their own. In preparation for the exam, you should not focus on simply learning the meanings of these words in isolation of the rest of the question but on interpreting the full question or task. The command words give an indication of what is wanted and, in the context of the instruction or question, the full meaning should be clear. For example, the questions below all use the word 'describe' but all require different sorts of answers.

Question

Answer required

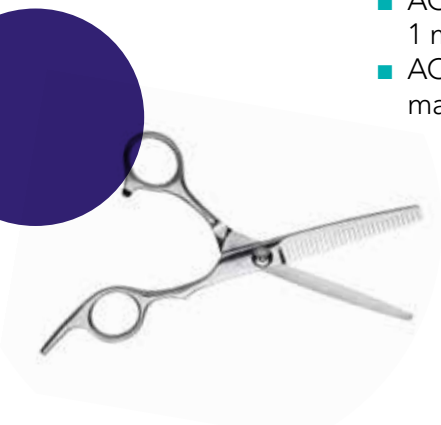
Describe a _____ .
(Describe how they look).

Describe the process for _____ .
(Describe a sequence of events).

Describe the effect of ... on _____ .
(Describe the changes following some sort of impact).

In examinations, the numbers of marks available can also give an indication of the depth of response expected. Half marks are never used:

- AO1 type questions typically require a separate point per mark
- AO2 type questions may require a point or limited explanation for 1 mark, with a further mark available for more depth or explanation
- AO4 questions would expect a higher quality of response for higher marks and these are usually marked using level of response marking.



How will I be graded?

Individual assessments will be graded pass/merit/distinction where relevant.

Once all your assessments are complete, your evidence and the proposed marks from your tutor will be submitted to City & Guilds for moderation. City & Guilds will set the grade boundaries for each assessment and publish the results. Grade boundaries will be set using technical experts.

Grades from the synoptic and external assessment make up the overall qualification grade. The synoptic assignment will contribute 60% to the overall qualification grade. The external exam will contribute 40%. A distinction is available at qualification level for those who have achieved high-end distinction.

Where do I go if I need more information about my assessments and qualification?

The most important sources of information you are likely to need are listed below.

- Your tutor/assessor is the most important source of information about your qualification.
- Your centre's learner handbook or prospectus will provide more details.

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you, if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800).






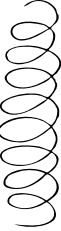



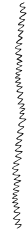
The Habia website (www.habia.org.uk).

Qualification structure

For the **Level 2 Technical Certificate in Hairdressing** the teaching programme must cover the content detailed in the structure below:

Mandatory units

Unit number	Unit title	GLH
201	Principles and practices of hairdressing and barbering services	90
202	Shampoo, condition and treat the hair and scalp	30
203	Cut hair using basic techniques	120
204	Style, set and dress hair	90
205	Colour and lighten hair	120

Straight hair	Wavy hair			Wavy-curly hair		Tight-curly hair	Kinky-curly hair	Kinky hair	Z-pattern hair
	2A	2B	2C	3A	3B	3C	4A	4B	4C
									

Hints and tips

As a guide, hair classifications refer to hair types that are straight, wavy, curly or very curly.

Tracking your progress

You may find it useful to keep track of how you're progressing through the units.

On this page, you can tick when you have covered all the topics and the scope/range for each unit.

Mandatory units

201: Principles and practices of hairdressing and barbering services

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

202: Shampoo, condition and treat the hair and scalp

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

203: Cut hair using basic techniques

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

204: Style, set and dress hair

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

205: Colour and lighten hair

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____



Values and behaviours

Hairdressers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

Values

The following key values underpin the delivery of services in the hairdressing sector.

- 1 A willingness to learn.
- 2 The completion of services and treatments 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 The ability to self-manage.
- 11 Creativity 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.



Behaviours

The following behaviours underpin the delivery of services in the hairdressing sector.

These behaviours ensure that clients receive a positive impression of both the salon and the individual.

- 1 Meeting the salon/spa'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 being helpful 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 treatments or products offered by the salon.
- 15 Recognising information that the client might find complicated and checking whether they fully understand it.
- 16 Explaining clearly to the client any reasons why their needs or expectations cannot be met.



Health and safety working practices

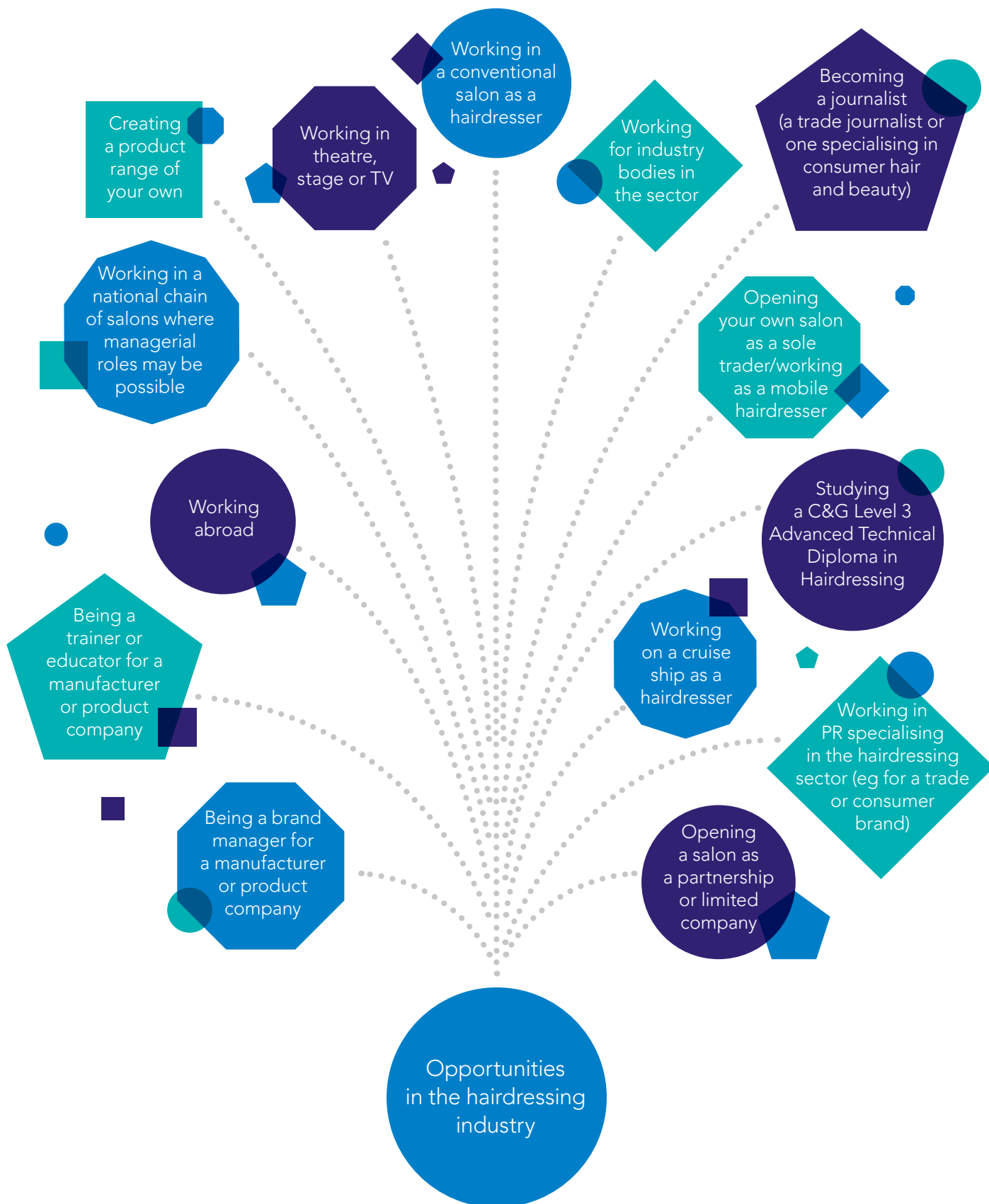
You will need to work with consideration of health and safety working practices throughout each unit by:

- maintaining personal hygiene and safety practices
- preparing and keeping the work area clean and tidy
- minimising the risk of contact dermatitis, cross-infection and cross-infestation
- ensuring own posture and working methods minimise fatigue and risk of injury
- positioning clients to meet the needs of services without causing discomfort
- preparing client hair and protecting clothing
- following manufacturer and workplace instructions for the safe use of tools, equipment and products
- keeping client skin free of excess hair cuttings throughout cutting services
- testing hair and skin prior to, and during, colouring and lightening services
- testing hair prior to smoothing and strengthening services, perming and neutralising services, relaxing services and hair and scalp treatments
- wearing personal protective equipment when using relaxing chemicals.



Hairdresser

Career planner and next steps



Trade testing (synoptic assignment)

Getting ready for your trade test (synoptic assignment)

Towards the end of your qualification you will be assessed on carrying out a variety of hairdressing services on a number of clients within a commercially set time.

This will be assessed to make sure you have the necessary skills, knowledge, values and behaviours to confirm that you are now ready to be employed in the hairdressing industry.

This end 'trade test' will require you to use consultation techniques to identify client requirements and build a professional rapport.

You will draw on the knowledge, understanding and practical skills you have developed during the qualification to deliver a range of personalised hairdressing services, adapting to any factors, as required during the services.

You will be marked on the quality and accuracy of your practical performance and your ability to reflect on the services carried out. It is therefore important that you carry out your work to the highest standard you can.

You should show how well you know and understand the subject and how you are able to use your knowledge and skills together to complete the tasks.

Mock trade test (sample assignment)

You will be provided with the mock trade test/sample assignment by your tutor. The assignment will be in the form of a brief that will detail exactly what you will be expected to do.

The assignment will cover a range of services from across the units in the mandatory content of this qualification.



Marking grid

The assessments for this qualification are set against a series of assessment objectives (AOs). They are designed to allow judgement of the candidate to be made across a number of different categories of performance. Each assessment for the qualification has been allocated a set number of marks against these AOs, based on weightings recommended by stakeholders of the qualification.

Assessment objective	Level 2 Technical Certificate in Hairdressing Examples of types of knowledge expected	Weighting
AO1 Recall of knowledge relating to the qualification Learning Outcomes.	Recollection of relevant influencing factors specific to services, including all relevant tests; recognition of hair classifications and their characteristics; Health and Safety working practices, personal presentation and hygiene legislation; scientific facts; different types of tools and equipment; characteristics of hair products and services; methods and sequencing of techniques (cutting, styling and finishing, shampooing and conditioning); consultation.	20%
AO2 Understanding of concepts, theories and processes relating to the Learning Outcomes.	Interpretation of outcomes of consultation and hair, scalp and skin analysis, including all relevant test results; consideration of influencing factors; selection of tools, equipment and products; techniques across all services; the effects of scientific principles; methods and sequencing of techniques; provision of information to clients including aftercare advice and recommendations.	15%
AO3 Application of practical/technical skills.	Conducting client consultation, skin and hair analysis and relevant tests; application of techniques for services; control and use of tools and products; communication of information to clients; selling and promoting services and products.	25%
AO4 Bringing it all together – coherence of the whole subject.	Creation of finished look; client satisfaction; planning own time; completing services within realistic time scales; sequencing of different services; adapting service for influencing factors; working professionally; promoting products and services.	25%
AO5 Attending to detail/perfecting.	Preparation for services; methodical working; positioning of self and client; checking accuracy/progress of services; weight distribution and balance; refinement of finished look.	15%

Mock assessment feedback form

Task/AO

1

Tutor feedback:

Learner self-reflection/evaluation:

2

Tutor feedback:

Learner self-reflection/evaluation:

3

Tutor feedback:

Learner self-reflection/evaluation:

Task/AO

4 Tutor feedback:

Learner self-reflection/evaluation:

5 Tutor feedback:

Learner self-reflection/evaluation:

Revision tips

These revision tips will help you prepare for your external assessment.

- Regularly check your knowledge and understanding to ensure that you still remember key content covered at the beginning of the qualification.
- Take opportunities to recap, revise and recall, both in the classroom and using blended and online resources and activities. Find out which learning strategies work best for you.
- Use a range of different revision strategies that best meet your learning needs. For example, creating cue or flash cards can help you remember key knowledge content. You could make use of mobile learning apps to prepare your own revision flash cards to help develop a secure understanding of key terminology, concepts and frameworks.
- Familiarise yourself with how to deal with different command verbs, such as the differences between responses which describe, explain, compare or evaluate.
- Ensure you have developed your note-taking skills. This will prepare you to capture and summarise the most important aspects of the content. These notes will be invaluable when you are preparing for your examination and help to identify any gaps in your knowledge and understanding.
- Don't just memorise facts and figures; try to make links and deeper connections. Visualisation and concept mapping can help you to apply your knowledge and understanding in different contexts and situations.
- You will need to manage your time effectively as independent candidates.
- Creating revision timetables or planners is a useful exercise to help you prioritise your learning activities, focusing on areas where there might be gaps in your understanding. There are example revision planners on pages 26 and 27.
- It's important to stay fit and healthy in order to be physically and mentally prepared to demonstrate your knowledge and understanding. Remember to get enough sleep, drink plenty of water, eat well and get enough downtime in the build-up to the exam. Simple relaxation techniques can help if you are feeling stressed.



Revision planner

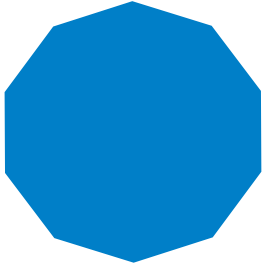
Week commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
2.00 pm							
3.00 pm							
4.00 pm							
5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							

Revision planner

Week commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
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5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							



Unit 201: Principles and practices of hairdressing and barbering services

The purpose of this unit is to provide you with an understanding of the working practices within the hairdressing and barbering industries. You will be able to comply with relevant legislation, work professionally and follow safe working practices. You will develop the skills required to conduct yourself in a professional manner. You will

learn how to communicate with clients and colleagues and will be encouraged to identify the attributes that can be used to make yourself more desirable to future employers. You will understand the importance of the client consultation process and how to ascertain the individual needs of clients and how to recommend services and products.



What is this unit about?

Unit 201: Principles and practices of hairdressing and barbering services

Mandatory

This unit has **four** outcomes.

Outcome 1

Work safely in the salon/barbershop

Outcome 2

Understand hair, skin and scalp analysis

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

Outcome 4

Advise clients and make recommendations throughout the service

Getting started

Introduce yourself to the unit by asking yourself:

- How can I keep myself and others safe whilst at work?
- What can I do to ensure I am displaying a professional attitude at all times?
- What do I have to consider in order to make my client's experience a positive one?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.



What is this unit about? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Topics

Outcome 1

Work safely in the salon/barbershop

- 1.1 Safe working practices
- 1.2 Legislation relevant to hairdressing and barbering
- 1.3 Environmental and sustainable working practices
- 1.4 Preparation for services

Outcome 2

Understand hair, skin and scalp analysis

- 2.1 Structure and function of the hair and skin
- 2.2 Characteristics and classifications of the hair
- 2.3 Hair, skin and scalp disorders

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

- 3.1 Communication in the salon/barbershop
- 3.2 Behaviours and values expected of a hairdresser/barber

Outcome 4

Advise clients and make recommendations throughout the service

- 4.1 Consult with clients
- 4.2 Agree services and products with clients
- 4.3 Provide aftercare, advice and recommendations
- 4.4 Create and promote retail opportunities

City & Guilds

Education is the backbone of our craft – without it we are jelly. 🍪

Lee Stafford, co-founder of Lee Stafford products and Lee Stafford Education



What do you need to know?

Unit 201: Principles and practices of hairdressing and barbering services

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Safe working practices

understand the importance of following health and safety and working safely to prevent: injuries, accidents, cross-infection

understand: the hazards and risks which exist in the work area, the importance of risk assessments, the procedures for storage and handling of chemical products, the industry hygiene and safety practices (sterilisation, sanitisation, cleaning and disinfection), the maintenance of safe environmental conditions (lighting, ventilation, temperature, positioning of equipment), sustainable working practices (minimising pollution, reducing and managing waste, reducing energy usage), the importance of ensuring equipment is clean and safe to use (PAT testing, trailing wires, secure plugs), the workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products, the importance of correct posture and working techniques to minimise fatigue and risk of injury, the procedures for dealing with spillages (water, chemicals), how to dispose of waste products safely (contaminated and non-contaminated waste), the correct storage and handling of products containing chemicals, the correct use of PPE (goggles, masks, gloves, aprons)

recognise the signs of contact dermatitis

understand the importance of following working practices that minimise the risk of developing contact dermatitis

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page



Hints and tips

Make sure all your tools are kept clean in accordance with salon requirements.

What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Legislation relevant to hairdressing and barbering

understand the impact of legislation on working practices in hairdressing and barbering and the Health and Safety legislation, including: Health and Safety at Work Act (HASAWA), The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), The Personal Protective Equipment Regulations, The Health and Safety (First Aid) Regulations, 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, Workplace Regulations (Health, Safety and Welfare), The Health and Safety (Information for Employees) Regulations, Regulatory Reform (Fire Safety) Order, consumer/employee legislation

understand the impact of legislation on working practices in hairdressing and barbering and the consumer/employee legislation, including:

- The Equality Act
- The Data Protection Act
- Consumer Rights Act
- Working Time Regulations

Environmental and sustainable working practices

understand the methods of working that promote environmental and sustainable practices, including: reducing and managing waste, reducing energy and other resources, recycling and eco-friendly products

Continues on next page

Hints and tips

A method that promotes environmental and sustainable practices is turning off the taps during the shampooing and conditioning service.



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Preparation for services

understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the hairdresser: aprons, masks, goggles, gloves

understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the client: gown, towel, cutting collar, plastic cape

Structure and function of the hair and skin

understand the structure and function of the hair, including: cuticle, cortex, medulla

understand the structure and function of the skin, including: epidermis, dermis, sweat glands, sebaceous glands, blood capillaries, hair bulbs, arrector pili muscles, hair follicles, dermal papilla

Characteristics and classifications of the hair

understand the types of hair characteristics and their impact on services including: density, texture, elasticity, porosity, condition, growth patterns, hair growth cycle, average rate of hair growth

understand the types of classifications and their impact on services, including: type 1 – straight hair (fine/thin, medium and coarse), type 2 – wavy hair (fine/thin, medium and coarse), type 3 – curly hair (loose curls and tight curls), type 4 – very curly hair (soft and wiry)

Hair, skin and scalp disorders

understand the types and characteristics of contra-indications, and the impact of these on services including certain infections and infestations such as: ringworm, impetigo, scabies, folliculitis, pityriasis capitis/dandruff, ingrowing hair, pediculosis capitis/head lice

understand adverse hair, skin and scalp conditions and their impact on services, including: eczema, alopecia, psoriasis, scars/keloid scarring, moles, cysts, fragilitas crinium, skin tags

Continues on next page

What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Communication in the salon/barbershop

○ understand the methods of communicating professionally with clients and colleagues

verbal communication: ○ language used, ○ confident attitude, ○ tone of voice, ○ listening techniques

body language: ○ posture, ○ eye contact, ○ facial expressions, ○ visual aids, ○ images (magazines style books, images online), ○ colour chart

understand the purpose of questioning and listening skills, including:
○ identify client requirements, ○ encourage and allow time for client to ask questions, ○ avoid misunderstandings, ○ build relationships with clients and colleagues, ○ check well-being and comfort

understand the methods of gaining client information, including: ○ open questions (identifying requirements and initiating conversation), ○ closed questions (confirming requirements, recommendations and concluding conversations), ○ discussion (gathering specific information, drawing information out of clients who are not forthcoming)

○ understand the importance of effective communication on salon/ barbershop reputation

Continues on next page



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Behaviours and values expected of a hairdresser/barber

understand the behaviours that ensure that clients receive a positive impression of both the salon/barber shop and the individual, including:

○ professional appearance, ○ personal hygiene, ○ respecting and valuing clients (not discriminating), ○ adapting own behaviour to meet client behaviours and needs

understand the behaviours for working with colleagues and contributing to the effectiveness of the salon/barbershop, including: ○ recognising when to ask for help, ○ willingness to learn and improve own performance, ○ having a positive, supportive and flexible approach to working, ○ reporting and dealing with problems, ○ collaborative working to achieve objectives, ○ responding to feedback, ○ dealing with conflict or differences of opinion, ○ managing own time in line with organisation and industry standards for services

Agree services and products with clients

understand the importance of giving the client realistic expectations in line with legal requirements, including: ○ Cosmetic Products Regulations, ○ Consumer Contracts Regulations, ○ Trade Descriptions Act, ○ Consumer Protection legislation, ○ completing client records and their legal significance, ○ gaining client consent for services, ○ confirming client satisfaction

“My advice is always, “work hard, aim high, be nice and stay humble”. This is the standard behaviour expected from anyone who wishes to achieve greater things in this ever-changing, exciting and developing industry.”

Kevin Vorley, K Barbers Emporium



What do you need to cover?

Unit 201: Principles and practices of hairdressing and barbering services

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Identify your clients' requirements:

use of observation

use of questioning

use of visual aids

Conduct visual checks to meet specified procedures:

identify factors that limit or affect the products and services that can be offered

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

conduct tests as necessary, taking into consideration service requirements

identify and report problems as necessary

Provide advice to clients and agree products and services:

make recommendations

agree services and products

confirm cost and duration

Provide aftercare and recommendations to your client regarding:

how to maintain their look

time interval between services

present and future products and services

Create and promote retail opportunities:

identify product and services to meet the client's needs

describe features and benefits of a range of products

provide demonstration of products where possible

close sales

[Continues on next page](#)

Hints and tips

Consultation skills are very important before any service; listen to your client.

What do you need to cover? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Interpret buying signals
– when the client is not
ready to buy:

avoiding eye contact

quick movements

handling products
with little interest

making excuses
why they don't want
to buy yet

studying lots of
different products

Interpret buying signals
– when the client is
ready to buy:

spending time

focusing on one
product or treatment

asking specific
questions about a
product or treatment

discussing a price

holding money/purse/
wallet

displaying positive
body language

Hints and tips

It is important to be
professional at all times.



Useful words

Unit 201: Principles and practices of hairdressing and barbering services

Some terms that you will come across in this unit are explained below.

Adverse hair, skin and scalp conditions

Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have harsh chemicals used on their hair.



Client's lifestyle

Factors in the client's life that influence the choice of hairstyle, eg a client who works in the fashion industry may wish to match their image with the latest fashions.

Consultation

A discussion between the stylist and a client to determine the services and treatments that reflect the client's requirements.

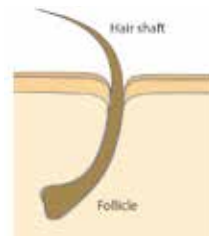


Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment dermatitis can improve.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment, giving the hair its natural colour.



Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again as new hair begins to form.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.



Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.



Scope record

Unit 201: Principles and practices of hairdressing and barbering services

Use this section to track your coverage of the scope of content for this unit.

Tick, date and sign each time you practise the skills listed below.

Client's requirements

Record the consultation services carried out for each client.

Use of observation	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of questioning	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of visual aids	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Conduct visual checks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Visual checks

Record the consultation services carried out for each client.

Identify factors that limit or affect the products and services that can be offered	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Adverse hair, skin and scalp conditions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility of previous services and products used	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Client's lifestyle	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Conduct tests as necessary, taking into consideration service requirements	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Identify and report problems as necessary	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Client advice

Record the consultation services carried out for each client.

Make recommendations	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Agree services and products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Confirm cost and duration	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare and recommendations

Record the aftercare services carried out for each client.

How to maintain their look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Unit 201: Principles and practices of hairdressing and barbering services

Retail opportunities

Record the promotion of products carried out for each client.

Identify products and services to meet the client's needs	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Describe features and benefits of a range of products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Provide demonstration of products where possible	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Close sales	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Interpret buying signals – when the client is not ready to buy

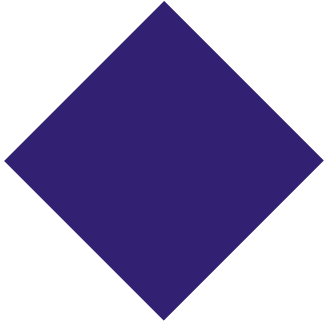
Record the buying signals interpreted for each client.

Avoiding eye contact	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Quick movements	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Handling products with little interest	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Making excuses why they don't want to buy yet	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Studying lots of different products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Interpret buying signals – when the client is ready to buy

Record the buying signals interpreted for each client.

Spending time focusing on one product or treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Asking specific questions about a product or treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Discussing a price	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Holding money/purse/wallet	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Displaying positive body language	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:



Unit 202: Shampoo, condition and treat the hair and scalp

The purpose of this unit is for you to develop the knowledge and skills needed to provide shampooing and conditioning services. In this unit you will work towards the industry standards required in professional hairdressing services.

This unit will introduce you to the role of science in the service, as

well as help you to understand how the different types of products, equipment and techniques can be adapted to the needs of the client.

You will also develop and hone your practical skills in providing shampooing and conditioning services using the appropriate massage techniques.

What is this unit about?

Unit 202: Shampoo, condition and treat the hair and scalp

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to shampoo and condition hair

Outcome 2

Shampoo and condition hair

Getting started

Introduce yourself to the unit by asking yourself:

- What hair and scalp conditions might my client have?
- What are the different products I can use?
- What is the correct method for applying shampoo and conditioning products?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.



What is this unit about? Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Topics

Outcome 1

Prepare to shampoo and condition hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair and scalp
- 1.3 Select products and equipment

Outcome 2

Shampoo and condition hair

- 2.1 Scientific effects
- 2.2 Principles of massage techniques
- 2.3 Shampoo and condition hair
- 2.4 Provide aftercare, advice and recommendations to the client

Hints and tips

If your client's hair has a build-up of styling product, using a clarifying shampoo can help to clear the excess products and oils.



What do you need to know?

Unit 202: Shampoo, condition and treat the hair and scalp

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of: stylist and client positioning during the shampoo service, following correct working practices for the prevention of contact dermatitis

Scientific effects

understand the relationship between science and shampoo and conditioning services, including: how shampoo and water act together to cleanse the hair, how pH values of products affect the hair and scalp

understand the effects of water temperature on: the scalp, the structure of the hair

understand how the build-up of products can affect: the hair and scalp, other services

understand how the application of heat during treatments affects: the scalp, the structure of the hair

Products and equipment

understand the effects on the hair and scalp of: shampooing and conditioning products, incorrect use of shampooing and conditioning products

Principles of massage techniques

understand the purpose and benefits of scalp massage during shampooing, including: rotary, effleurage, friction

understand the purpose and benefits of scalp massage during conditioning, including: effleurage, petrissage

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Heat and hot water open the hair cuticle scales, while cold and cool water close the cuticle scales.



What do you need to cover?

Unit 202: Shampoo, condition and treat the hair and scalp

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- shampoo area

client:

- towel
- gown
- shoulder cape

position of self and client

Consult with client, analyse hair, inspect scalp and make recommendations based on the client's requirements and the condition of their hair and scalp:

presence of contra-indications

hair and scalp conditions:

- damaged
- product build-up
- normal
- oily
- dry
- dandruff affected
- sensitive

Select products and equipment, taking into consideration the hair and scalp analysis and service requirements:

shampoos

conditioning products:

- surface
- penetrating
- scalp treatment

tools and equipment

Adapt the scalp massage technique based on the required purpose and benefit:

shampooing:

- rotary
- effleurage
- friction

conditioning:

- effleurage
- petrissage

Continues on next page



What do you need to cover? Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Adapt the service to meet the needs of the client's hair, scalp and comfort:

water temperature and flow

use of massage techniques

monitoring and timing the development of conditioning products

removal methods for:

- products
- excess water

preparation for next service

Shampoo and condition the client's hair:

detangle the hair from point to root

repeat the shampooing process, if required

remove conditioning and treatment products

adapt methods to remove excess water from the hair

Provide aftercare, advice and any recommendations:

correct detangling techniques

suitable shampoos, conditioning products

time interval between services

present and future products and services



Useful words

Unit 202: Shampoo, condition and treat the hair and scalp

Some terms that you will come across in this unit are explained below.

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Contra-indications

When a client has a medical or hair condition that may react with services or products.



Dandruff

Caused by flakes of dead skin being present in the client's hair, arising from a very dry or irritated scalp.

Effleurage

Effleurage is a gentle, stroking massage movement.

Incompatibility

When a previous service or product will cause a reaction with any chemicals being added to the hair.

Petrissage

Petrissage is a slow, firm, deep, circular kneading massage movement, which stimulates the scalp and the sebaceous glands.

pH value

A number given to a product based on how acidic or alkaline it is.

Referral

When a client is advised to seek further advice from an expert. For example, if a client had visible signs of head lice, you would refer them to a pharmacist.



Trichologist

A specialist in hair and scalp disorders, to whom you might refer a client with signs of thinning and/or weak hair.



Scope record

Unit 202: Shampoo, condition and treat the hair and scalp

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas	Record the preparation procedure carried out for each client.		
Work area: shampoo area	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client area: towel, gown, shoulder cape	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Hair and scalp conditions	Record the consultation service carried out for each client.		
Damaged	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Product build-up	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Normal	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Oily	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Dry	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Dandruff	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Sensitive	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page



Scope record Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Products and equipment	Record the consultation service carried out for each client.		
Shampoos	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Conditioning products: surface, penetrating, scalp treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Tools and equipment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Massage techniques	Record the massage technique carried out for each client.		
Rotary	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Effleurage	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Friction	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Petrissage	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Using and recommending the correct shampoo and conditioner to your client is crucial! It will prolong the life of their colour and keep their hair looking at its best for much longer. Treatments are a great way of improving the quality quickly and effectively. »

Rachel, Salon Director at **Stuart Holmes Salon**



Scope record Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Client considerations

Record the service technique carried out for each client.

Water temperature and flow	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of massage techniques	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Monitoring and timing the development of conditioning products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Removal methods for products and excess water	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Preparation for next service	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Shampoo and condition the client's hair

Record the service technique carried out for each client.

Detangle the hair from point to root	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Repeat the shampooing process if required	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Remove conditioning and treatment products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Adapt methods to remove excess water from the hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Hints and tips

Repeating the shampooing process is recommended for oily or dirty hair.

Scope record Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Aftercare, advice and recommendations

Record the aftercare service provided for each client.

Correct detangling techniques	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Suitable shampoos, conditioning products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Hints and tips

Always protect your hands with hand cream and/or barrier cream to prevent dermatitis.



Supplementary comments

Unit 202: Shampoo, condition and treat the hair and scalp

Use this space to record any workplace, employer or client comments.

Comments	Date
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Has all topic content been covered?

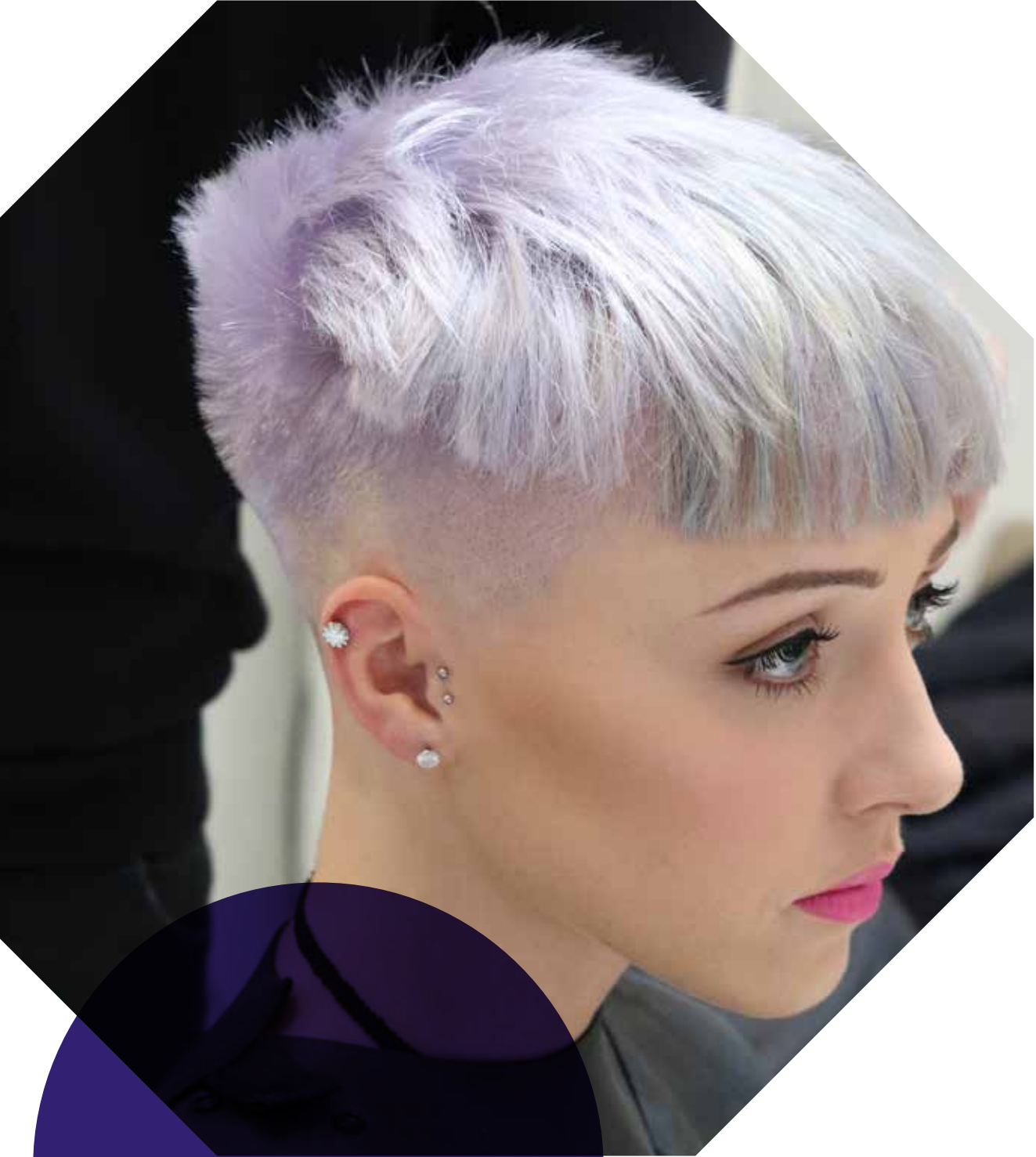
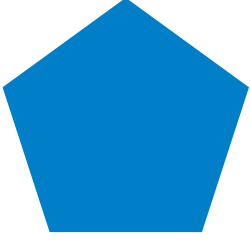
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 50.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

IQA signature (if sampled): _____ Date: _____



Unit 203:

Cut hair using basic techniques

The purpose of this unit is to provide you with the skills and knowledge to cut hair using basic techniques. Hair cutting is one of the most popular services provided by salons and often considered to be the foundation for styling hair and providing other services. In order to cut hair well and to provide shape and structure, the professional hairdresser needs to have a combination of good technique, excellent communication skills and some degree of creativity.

This unit enables you to develop the cutting skills that will equip you with a sound foundation from which you can create a variety of looks. In this unit you will work towards industry standards to develop the skills and techniques required to deliver a professional service. You will develop and hone your cutting skills by gaining practical experience in using different techniques.

To complete this unit, you will be required to create a variety of haircuts, taking into account factors that may impact the service.



What is this unit about?

Unit 203: Cut hair using basic techniques

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to cut hair

Outcome 2

Cut hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different looks I can create when cutting hair?
- How can I use tools to better my technique?
- How do different types of hair affect the client's hair cut?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.



What is this unit about? Continued

Unit 203: Cut hair using basic techniques

Topics

Outcome 1

Prepare to cut hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Select tools and equipment

Outcome 2

Cut hair to achieve a variety of looks

- 2.1 Cut hair using different techniques
- 2.2 Provide aftercare advice and recommendations to clients

Hints and tips

Small, accurate and methodical sections are key to a beautiful haircut. Always check with the client during stages of the cut to ensure satisfaction.



What do you need to know?

Unit 203: Cut hair using basic techniques

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Tools and equipment

understand the types of tools and equipment there are, their purpose and the effects they achieve, including: scissors, cutting comb, thinning scissors/razors, sectioning clips

understand the methods for maintaining tools and equipment used in salons

understand the importance of the stylist and client's positioning during the cutting service

understand the effects of using: different cutting techniques, different cutting angles

understand the impact of different cutting techniques and angles on: distribution, balance, degree of graduation

Continues on next page

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Scissors are held with your thumb and your ring finger – not your middle finger. Your little finger supports the scissors, often on the finger rest attached to the scissors; your first and middle fingers support the shanks. You move only your thumb when you cut the hair, as this gives you the greatest control when cutting.



What do you need to know? Continued

Unit 203: Cut hair using basic techniques

You need to be able to:

understand the importance of: ○ the control and use of tools and equipment, ○ considering when to cut hair wet or dry, ○ keeping hair damp when cutting wet hair, ○ following guidelines and applying the correct degree of tension, ○ cross-checking the cut, ○ removing unwanted hair outside the desired outline shape

understand methods of working when cutting hair and their importance in achieving the desired look, including: ○ establishing and following guidelines when cutting, ○ maintaining and adapting tension throughout the cut, ○ controlling and using tools, ○ checking weight, balance and shape throughout the cutting service



What do you need to cover?

Unit 203: Cut hair using basic techniques

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- trolley
- work station
- cutting stool

client:

- gown
- towel
- cutting collar

position of self and client

Consult with client, analyse hair and make recommendations based on client requirements and influencing factors:

conduct tests:

- elasticity
- porosity

influencing factors:

- hair classifications
- hair characteristics

client features

head, face and body shape

facial features

hair growth patterns

alopecia

client lifestyle

Select tools and equipment, taking into account the desired look, cutting technique and any influencing factors:

wet hair

dry hair

scissors

cutting comb

thinning scissors/razors

sectioning clips

Continues on next page

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Hints and tips

Hair growth patterns can affect the choice of style and cutting techniques – always check the hair for any growth patterns during the consultation, prior to shampooing and then again when the hair is wet, as growth patterns are not always detected.



What do you need to cover? Continued

Unit 203: Cut hair using basic techniques

Use and adapt different cutting techniques to achieve a variety of looks:

cutting techniques:

- club cutting
- freehand
- scissor over comb
- texturising

different looks:

- one length
- uniform layer
- short graduation
- long graduation
- with fringe

Use the correct methods of working when cutting hair:

establish and follow guidelines when cutting

maintain and adapt tension throughout the cut

control and use of tools

check weight, balance and shape throughout the cutting service

Aftercare advice and recommendations:

how to maintain look

time interval between services

present and future services

retail opportunities

Hints and tips

To check a classic bob, rest a back mirror on the client's nape after blow drying. This will give you the perfect view of the whole haircut from underneath and you can spot anything not sitting perfectly.



Useful words

Unit 203: Cut hair using basic techniques

Some terms that you will come across in this unit are explained below.

wk1003mike/Shutterstock.com



Alopecia

Hair loss, for example, thinning hair, bald patches over the head, or total hair loss over the head and body.

Club cutting

A technique used to add bulk and define a perimeter.

BeautyStockPhoto/Shutterstock.com



Current look

A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

City & Guilds



Diagonal angle

Slanted lines, in between vertical and horizontal.

Kzenon/Shutterstock.com



Freehand

Cutting without holding the hair in place, so there is no tension. An example is when cutting a fringe.

Horizontal angle

Flat across, like the horizon.

Scissor over comb

A technique used to cut the hair very short, following the natural contours of the head.

The hair is lifted and held in the comb by combing the hair in an upward motion. The hair that protrudes through the comb is cut, holding the scissor above the comb.



City & Guilds

Texturising

Removing small or large amounts of hair bulk to add definition, shape and movement to the style. Scissors or a razor can be used for this.

Thinning

Reducing hair bulk without reducing the overall hair length. This can be achieved with scissors or a razor.

Vertical angle

Straight up, at a 90° angle to the horizon.

Hints and tips

Texturising introduces differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift.

Scope record

Unit 203: Cut hair using basic techniques

Use this section to track your coverage of the scope of content for this unit.
Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation procedure carried out for each client.

Work area: trolley, work station, cutting stool	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client area: towel, gown, cutting collar	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Consultation

Record the consultation service carried out for each client.

Conduct tests: elasticity, porosity	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Influencing factors: hair characteristics, hair classifications	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client features	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Head, face and body shape	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Facial features	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair growth patterns	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Alopecia	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client lifestyle	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page



Unit 203: Cut hair using basic techniques

Tools and equipment

Record the tools and equipment used for each client.

Wet hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Dry hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Scissors	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Cutting comb	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Thinning scissors/razors	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sectioning clips	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Cutting techniques

Record the look created for each client.

One length	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Uniform layer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Short graduation	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Long graduation	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
With fringe	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Unit 203: Cut hair using basic techniques

Correct methods of working

Record the method of working used for each client.

Establish and follow guidelines when cutting	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Maintain and adapt tension throughout the cut	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Control and use of tools	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Check weight, balance and shape throughout the cutting service	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare advice and recommendations

Record the aftercare service carried out for each client

How to maintain look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:



Supplementary comments

Unit 203: Cut hair using basic techniques

Use this space to record any workplace, employer or client comments.

Comments	Date
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Has all topic content been covered?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 66.

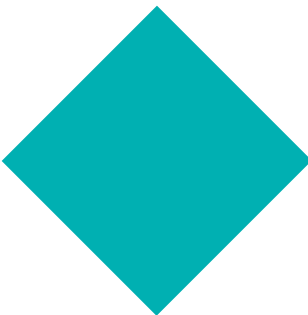
We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

IQA signature (if sampled): _____ Date: _____





Unit 204:

Style, set and dress hair

The purpose of this unit is for you to develop the skills and knowledge needed to style, set and dress hair.

Styling, setting and dressing are essential skills for the professional hairdresser. A good professional should be able to manipulate and shape hair of different lengths and densities, demonstrating a high degree of manual dexterity.

The unit covers the current techniques for blow drying, finger drying, setting, dressing and hair up.

You will be given the opportunity to practise these techniques, gaining practical experience in creating a variety of looks. You will also be introduced to the relevant underpinning knowledge.

What is this unit about?

Unit 204: Style, set and dress hair

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare for styling and finishing hair

Outcome 2

Style, set and dress hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different looks I can create when styling hair?
- What are the different looks I can create when putting up hair?
- What are the different techniques for setting hair?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.

Hints and tips

Testing your equipment before use will ensure that no interruptions occur during your service.



What is this unit about? Continued

Unit 204: Style, set and dress hair

Topics

Outcome 1

Prepare for styling and finishing hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Scientific effects of drying services
- 1.4 Select products, tools and equipment

Outcome 2

Style, set and dress hair to achieve a variety of looks

- 2.1 Dry hair using different techniques
- 2.2 Set hair using different techniques
- 2.3 Dress and put hair up using different techniques
- 2.4 Provide aftercare, advice and recommendations to clients

Hints and tips

Think about versatility when styling hair – show how the hairstyle can be worn in different ways.



What do you need to know?

Unit 204: Style, set and dress hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of stylist and client positioning during the cutting service

Scientific effects of drying services

understand the relationship between science and drying services and the effects of: humidity on the hair, heat on the hair structure, air flow during styling, heat protectors on the hair structure

understand the importance of: adapting equipment temperature to different hair types, allowing hair to cool prior to finishing

Select products, tools and equipment

understand the different types of products, their purpose and the effects they achieve, including: heat protectors, sprays, mousses, creams, gels, serums, wax, setting lotions

understand the different types of tools and equipment, their purpose and the effects they achieve, including: hand dryer, attachments, round brush, flat brush, heated styling equipment, rollers, combs, pin curl clips, brushes, grips and pins

Dry hair using different techniques

understand the effects of using: different products, styling brushes, styling attachments

understand the methods of working when drying hair and their importance in achieving the desired look, including: sectioning of hair, keeping the hair damp throughout the drying process, minimising the risk of damage to hair length and client discomfort

understanding the importance of controlling different hair lengths and maintaining tension, including: above shoulder, below shoulder, one length, layered

understanding the importance of finishing a dried look, including: use of heated styling equipment, backcombing and back brushing techniques, application of finishing products, visual checks

Set hair using different techniques

understand the effects of: curling off base, curling on base, angle of winding, wrap-setting hair

understand the methods of working when setting hair and their importance in achieving the desired look, including: removing setting items

understand the importance of sectioning and winding, including: point to point, root to point, on base, off base, directional, brick

Dress and put hair up using different techniques

understand the methods of working when dressing hair and their importance in achieving the desired look, including: removing section marks, visual checks, minimising the risk of damage to hair, minimise the risk of client discomfort

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.



What do you need to cover?

Unit 204: Style, set and dress hair

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- gown
- towel

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

conduct tests:

- elasticity
- porosity

influencing factors:

- hair characteristics
- hair classifications
- hair cut
- hair growth patterns
- alopecia
- hair extensions
- head and face shape
- the occasion for which the style is required

Select products, tools and equipment, taking into account the desired look and any influencing factors:

products:

- heat protectors
- sprays
- mousses
- creams
- gels
- serums
- wax
- setting lotions

tools and equipment:

- hand dryer
- attachments
- round brush
- flat brush
- heated styling equipment
- rollers
- combs
- pin curl clips
- brushes
- grips and pins

Use and adapt different drying techniques to create a variety of looks:

blow dry finish:

- straightening
- smoothing
- creating volume
- creating movement
- creating curl

finger drying

Continues on next page



Unit 204: Style, set and dress hair

Use different methods of working when drying hair:

sectioning of hair

keeping the hair damp throughout the drying process

control of different hair lengths and maintaining tension:

- above shoulder
- below shoulder
- one length
- layered

finishing dried look:

- use of heated styling equipment
- backcombing and back brushing techniques
- application of finishing products
- visual checks

minimising the risk of damage to hair length and client discomfort

Use and adapt different setting techniques to create a variety of looks:

setting techniques:

- rollering
- spiral curling
- pin curling to give volume or flat movement

Use different methods of working when setting hair:

sectioning and winding:

- point to point
- root to point
- on base
- off base
- directional
- brick

removing setting items

Use and adapt different techniques for dressing a set look:

dressing and hair up techniques:

- curls
- smoothing
- rolls
- backcombing and/or back brushing

methods of working when dressing hair and their importance in achieving the desired look:

- removing section marks
- visual checks
- minimising the risk of damage to hair and client discomfort

Use aftercare advice and recommendations:

how to maintain the look

time interval between services

present and future products and services

retail opportunities



Hints and tips

Don't be afraid to use your creativity when setting hair.

Useful words

Unit 204: Style, set and dress hair

Some terms that you will come across in this unit are explained below.



Backcomb

Technique used to comb the hair in the opposite direction with a brush or comb. The stylist would start from the ends of the strands, towards the scalp, to ultimately achieve a fuller or thicker look to the hair.

Conventional

Techniques and equipment that are generally used when styling and dressing hair, including setting, pin curling, finger waving, rolls, plaits, twists, curls, woven.

Finger drying

Drying or styling the hair by repeatedly running the hairdresser's fingers through it.

Hair density

How many hairs there are on the head: the more hairs on the head, the denser/thicker it is.

Rik-raks

When the hair is wound around an object and straightening irons are used to secure a wave or bend in the hair.

Roll

Also called a vertical or horizontal roll. A fold within the hair that can be dressed on its own in a classical style, or incorporated with other features.

Spiral curling

Curling the hair into a spiral shape, using either thermal styling or rollers.



Straightening

Hair styling technique used to flatten or straighten the hair to give it a smooth and sleek appearance.

Traction alopecia

A condition that results in an area of baldness due to excessive tension applied to the hair.

Hints and tips

Use larger rollers to create looser curls.



Scope record

Unit 204: Style, set and dress hair

Use this section to track your coverage of the scope of content for this unit.

Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation procedure carried out for each client.

Work area: work station, gown	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client: gown, towel	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Consultation

Record the consultation service carried out for each client.

Elasticity	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Porosity	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair characteristics	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair classifications	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair cut	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair growth patterns	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Alopecia	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair extensions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Head and face shape	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
The occasion for which the style is required	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page

Hints and tips

Aim the hairdryer down the hair shaft to smooth the cuticle, create shine and avoid any heat damage to the scalp. Use the cold setting on your hairdryer on each dried section to really 'set' your style. After styling take a step back and view the hair from every angle to check it's balanced.



Unit 204: Style, set and dress hair

Products, tools and equipment

Record the products, tools and equipment used for each client.

Heat protectors	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sprays	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Mousses	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creams	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Gels	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Serums	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Wax	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Setting lotions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hand dryer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Attachments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Round brush	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Flat brush	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Heated styling equipment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Rollers	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Combs	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pin curl clips	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Brushes	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Grips and pins	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Hints and tips

For loose backcombing, use a wide-tooth comb. To achieve a firmer backcombed effect, use a comb with finer teeth.

Unit 204: Style, set and dress hair

Drying techniques	Record the drying technique used for each client.		
Blow dry finish	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Straightening	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Smoothing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating volume	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating movement	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating curl	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Finger drying	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Methods of working when drying hair	Record the method used for each client		
Sectioning of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Keeping the hair damp throughout the drying process	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Control of different hair lengths and maintaining tension: above shoulder, below shoulder, one length, layered	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of heated styling equipment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Backcombing and back brushing techniques	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of finishing products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Visual checks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Minimising the risk of damage to hair length and client discomfort	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Setting techniques	Record the setting technique used for each client.		
Rolling	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Spiral curling	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pin curling to give volume or flat movement	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Unit 204: Style, set and dress hair

Different methods of working when setting hair

Record the method used for each client.

Point to point	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Root to point	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
On base	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Off base	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Directional	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Brick	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Removing setting items	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Dressing a set look

Record the method used for each client.

Curls	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Smoothing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Rolls	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Backcombing and/or back brushing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Dressing hair

Record the method used for each client.

Removing section marks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Visual checks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Minimising the risk of damage to hair and client discomfort	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare advice and recommendations

Record the aftercare service used for each client.

How to maintain the look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Supplementary comments

Unit 204: Style, set and dress hair

Use this space to record any workplace, employer or client comments.

Comments	Date
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Has all topic content been covered?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 82.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____

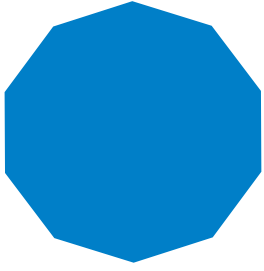
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Assessor signature: _____

Date: _____

IQA signature (if sampled): _____

Date: _____



Unit 205:

Colour and lighten hair

The purpose of this unit is for you to develop the knowledge and skills to provide colour and lightening services. In today's market, colouring is a very popular and diverse area of the hairdressing industry. The hairdressing professional needs to be aware of current trends and practices, as well as have an eye for colour and an aptitude for precision working.

You will gain practical experience in providing services to clients, conducting tests and making recommendations on services. You will be expected to adapt the service in accordance with any contra-indications and influencing factors. In addition to skills development, the unit will cover the role of colour theory, the principles behind colour and product selection, as well as the effects of different products.

What is this unit about?

Unit 205: Colour and lighten hair

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to colour and lighten

Outcome 2

Colour and lighten hair to achieve a variety of looks



Getting started

Introduce yourself to the unit by asking yourself:

- What types of images can I create with colour?
- What are the different types of products that are used?
- What are the different types of tests that are used in colour and lightening services?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.

Colouring hair is so personal and can really have a huge impact on the way that someone looks. Skin tone is an important factor of colouring, as this will determine which colours will suit your client best. Taking the time to deliver an excellent, in-depth consultation is key to getting the best colour results, not only for you but also to suit your client's needs. Keeping in with colour trends also means that you can offer your clients the most up-to-date colours and techniques, keeping them excited about coming to you and will also be making them really loyal to you in the future.

Rachel, Salon Director at **Stuart Holmes Salon**



What is this unit about? Continued

Unit 205: Colour and lighten hair

Topics

Outcome 1

Prepare to colour and lighten

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Scientific effects of colour and lightening
- 1.4 Select colour and products

Outcome 2

Colour and lighten hair to achieve a variety of looks

- 2.1 Colour and lighten hair using different techniques
- 2.2 Remove products and materials
- 2.3 Provide aftercare advice and recommendations



What do you need to know?

Unit 205: Colour and lighten hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of stylist and client positioning during colouring services

Consult with clients and analyse hair

understand the impact of test results on a colouring service, including:

potential consequences of failing to carry out tests, results and how they influence colouring and lightening, courses of action to take in the event of adverse test reactions

Scientific effects of colour and lightening

understand the relationship between science and colouring products, including: how colouring and lightening products change the hair structure, the effects of temperature on the application and development of products, the effects of different strengths of hydrogen peroxide on the levels of lift, how porosity levels can influence the choice and application of products and the final result, how natural pigment impacts on the colour process

Continues on next page

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Any persons under the age of 16 cannot have the following chemicals used or have the product applied on their own hair: quasi-permanent hair colouring, permanent hair colouring, permanent waving, bleach, lighteners, relaxing and chemical straightening products.

Wella



What do you need to know? Continued

Unit 205: Colour and lighten hair

You need to be able to:

Colour and lighten hair using different techniques

understand the methods of working when colouring and lightening hair and their importance in achieving the desired look: ○ sectioning hair, ○ monitoring and development (strand test, timing)

understand the problems that occur when applying colour, ○ their causes, ○ their resolutions, ○ when to report problems, ○ skin staining, ○ uneven coverage, ○ white hair coverage, ○ seepage, ○ under-processing, ○ over-processing, ○ allergy and scalp sensitivity, ○ deterioration of hair condition

Continues on next page



Hints and tips

Always follow manufacturers' instructions when mixing, applying and developing colouring and lightening products. Do not assume that all colouring and lightening products are mixed in the same way – there are many differences in ratio of colouring or lightening products to hydrogen peroxide across different hairdressing manufacturers.

Wella

Unit 205: Colour and lighten hair

You need to be able to:

Remove products and materials

understand the importance of: ○ emulsifying colour prior to removal, ○ restoring the hair's pH balance after the service, ○ not disturbing areas still processing when removing product

understand the problems that occur when removing colour including: ○ their causes, ○ their resolutions, ○ when to report problems, ○ colour bleed, ○ disturbance of areas still in development, ○ over-processing

Hints and tips

An antioxidant conditioner, when applied to the hair, will prevent any further 'creeping oxidant'. The antioxidant conditioner will close the cuticle and rebalance the natural pH of the hair (4.5–5.5).

Bayanova Svetlana/Shutterstock.com



What do you need to cover?

Unit 205: Colour and lighten hair

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- towel
- gown
- plastic/disposable caps

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

contra-indications:

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

influencing 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 chemical service
- recent addition or removal of hair extensions

conduct tests:

- skin
- incompatibility
- porosity
- elasticity
- test cutting

recording of tests and their importance

Continues on next page



Unit 205: Colour and lighten hair

Select and prepare products, tools and equipment, taking into account the desired look and any influencing factors:

materials, tools and equipment required

products:

- semi-permanent
- quasi-permanent
- permanent
- lighteners
- toners

considerations which can affect preparation and colour selection

types of products, their characteristics and effects achieved

methods of using different types of lighteners and toners

requirement for pre-lightening

following manufacturers' instructions when measuring and mixing products

potential risks of using lightening products on previously chemically treated hair

current legal requirements and guidance relating to age restrictions for colouring and lightening services

using powder and other lighteners (on and off scalp application)

international colour chart (ICC):

- tone
- depth

Use and adapt different colouring and lightening techniques to achieve a variety of looks:

colour and lightening techniques:

- full head application of quasi-permanent
- regrowth application of permanent colour
- regrowth using a refreshing technique for mid-lengths and ends
- full head application of permanent colour
- woven highlights and/or lowlights
- pulled through highlights and/or lowlights

Use different methods of working when colouring and lightening hair:

sectioning hair

monitoring and development:

- strand test
- timing

Remove products and materials to finish the service:

removal of:

- products
- materials

Aftercare, advice and recommendations:

how to maintain the colour

time interval between services

present and future products and services

retail opportunities



Useful words

Unit 205: Colour and lighten hair

Some terms that you will come across in this unit are explained below.

Colour depth

Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart system.

Elasticity test

A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

Highlights

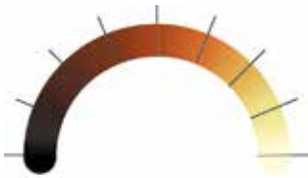
Hair highlighting is targeting specific strands of hair on the client's head with a different colour than their natural colour or dyed colour. The technique adds depth and texture to the hairstyle.

Hydrogen peroxide

A colourless, thick liquid used in bleaches with strong properties, which lighten the colour of the hair. Bleaching penetrates the hair shaft and removes the natural pigment of the hair.

Incompatibility test

A test to see if the hair will react to any of the chemical products that are about to be used on it.



Lightening

This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also

removes eumelanin and pheomelanin and they do not deposit tone.

Melanin

The natural pigment that gives colour to the skin and hair. Different types give different colours; for example, eumelanin is responsible for black and brown tones.



Skin test/patch test

A test carried out prior to colouring services, following a manufacturer's instructions, to ascertain whether the client's skin may react with the chemicals in the colouring product.

Strand test

A test carried out during colour development to check the progress of the colour and identify when it should be removed.



Toners

Typically used to alter the brassy tones in hair after the application of a bleach. The toner neutralises the shades of orange and yellow into a more subtle shade of blonde or silver.



Scope record

Unit 205: Colour and lighten hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation procedure carried out for each client.

Work area: work station, trolley	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client: towel, gown, plastic/disposable caps	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Consultation

Record the consultation service carried out for each client.

History of previous allergic reaction to colouring products	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Other known allergies	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Skin disorders	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Incompatible products	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Medical advice or instructions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Evident hair damage	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Age restrictions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page

Hints and tips

Natural light when choosing or applying a colour service is key.



Scope record Continued

Unit 205: Colour and lighten hair

Influencing factors

Record the factors considered for each client.

Hair classifications	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair characteristics	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Temperature	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Existing colour of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Percentage of white hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Test results	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Strength of hydrogen peroxide	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair length	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Skin tone	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval from last chemical service	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recent addition or removal of hair extensions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Conduct tests

Record the tests that were conducted for each client.

Conduct tests	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Skin	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Porosity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Elasticity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Test cutting	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recording of tests and their importance	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Unit 205: Colour and lighten hair

Products, tools and equipment

Record the products, tools and equipment used for each client.

Materials, tools and equipment required	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Semi-permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Quasi-permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Lighteners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Toners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Considerations affecting preparation and colour selection

Record the considerations taken into account for each client.

Products, their characteristics and effects	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pre-lightening	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Lighteners and toners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Following manufacturers' instructions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Previously chemically-treated hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Age restrictions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
On and off scalp application	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
International colour chart (ICC)	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Unit 205: Colour and lighten hair

Colour and lightening techniques

Record the colouring and lightening technique used for each client.

Full head quasi-permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Regrowth application of permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Refreshing technique for mid-lengths and ends	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Full head permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Woven highlights and/or lowlights	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pulled-through highlights and/or lowlights	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Methods of working

Record the methods of working used for each client.

Sectioning hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Monitoring and developing a strand test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Monitoring and developing timing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Remove products and materials

Record the removal technique used for each client.

Removal of products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Removal of materials	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare, advice and recommendations

Record the aftercare service used for each client.

Maintaining the colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Supplementary comments

Unit 205: Colour and lighten hair

Use this space to record any workplace, employer or client comments.

Comments	Date
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Has all topic content been covered?

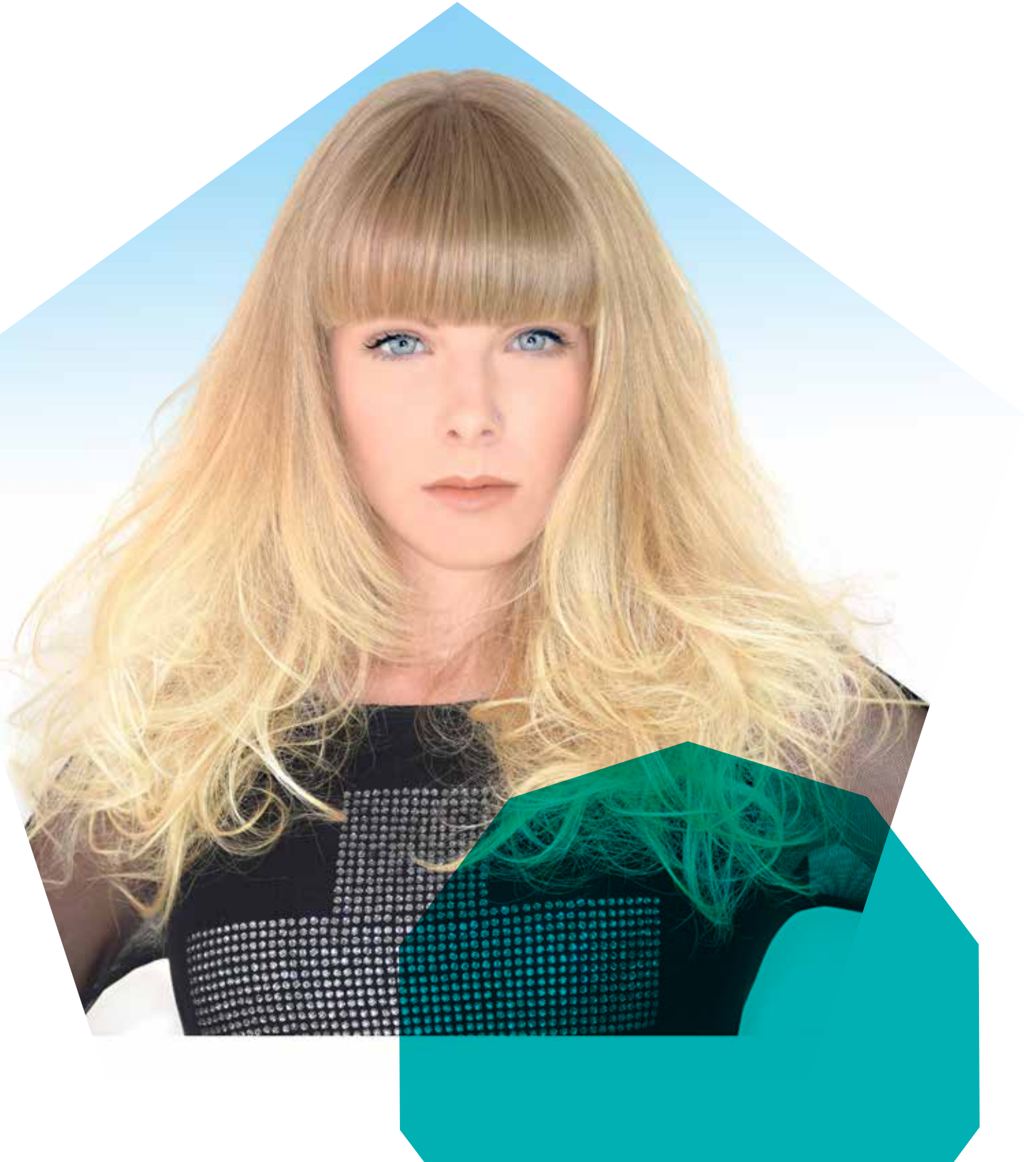
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 98.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

IQA signature (if sampled): _____ Date: _____



More information



Health and safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principal items of legislation which apply to general hairdressing salons and, therefore, to employers and employees/trainees alike:

- 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 (COSHH) Regulations.
- 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 Regulations (note: replaced June 2014 by Consumer Contracts Regulations).
- Trade Descriptions Act.
- Consumer Protection legislation.
- Disability Discrimination Act.



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MilamMarkovic78/Shutterstock.com

Environmental and sustainable working practices

You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

- 1 Reducing waste and managing waste (recycle, reuse, safe disposal).
- 2 Reducing energy usage (energy efficient appliances, low-energy lighting, utilising solar panels).
- 3 Reducing water usage and other resources.
- 4 Preventing pollution.
- 5 Using disposable items.
- 6 Using recycled, eco-friendly furniture.
- 7 Using low-chemical paint.
- 8 Using organic and allergy-free nail products.
- 9 Using environmentally friendly product packaging.
- 10 Choosing responsible domestic products (Fairtrade tea and coffee).
- 11 Encouraging carbon-reducing journeys to work.



Glossary of terms

Adverse hair, skin and scalp conditions

Factors of the hair, skin or scalp may limit what services clients can have for example, if a client has psoriasis, then it may not be advisable to have harsh chemicals used on their hair.

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Alopecia

Hair loss, for example, thinning hair, bald patches over the head, or total hair loss over the head and body.

Backcomb

Technique used to comb the hair in the opposite direction with a brush or comb. The stylist would start from the ends of the strands, towards the scalp, to ultimately achieve a fuller or thicker look to the hair.

Client's lifestyle

Factors in the client's life that influence the choice of hairstyle; eg a client who works in the fashion industry may wish to match their image with the latest fashions.

Club cutting

A technique used to add bulk and define a perimeter.

Colour depth

Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart system.

Consultation

A discussion between the stylist and client to determine the services and treatments that reflect the client's requirements.

Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment dermatitis can improve.

Contra-indications

When a client has a medical or hair condition that may react with services or products.

Conventional

Techniques and equipment that are generally used when styling and dressing hair, including setting, pin curling, finger waving, rolls, plaits, twists, curls, woven.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment, giving the hair its natural colour.

Current look

A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

Dandruff

Caused by flakes of dead skin being present in the client's hair, arising from a very dry or irritated scalp.

Diagonal angle

Slanted lines, in between vertical and horizontal.

Effleurage

Effleurage is a gentle, stroking massage movement.

Elasticity

The hair's ability to stretch and then return to its original length when tested. If the hair does not spring back, it may mean the hair is weak and too damaged to withstand some treatments.

Elasticity test

A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

Finger drying

Drying or styling the hair by repeatedly running the hairdresser's fingers through it.

Freehand

Cutting without holding the hair in place so there is no tension. An example is when cutting a fringe.

Hair density

How many hairs there are on the head: the more hairs on the head, the denser/thicker it is.

Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again as new hair begins to form.

Highlights

Hair highlighting is targeting specific strands of hair on the client's head with a different colour than their natural colour or dyed colour. The technique adds depth and texture to the hairstyle.

Horizontal angle

Flat across, like the horizon.

Hydrogen peroxide

A colourless, thick liquid used in bleaches with strong properties, which lighten the colour of the hair. Bleaching penetrates the hair shaft and removes the natural pigment of the hair.

Incompatibility

When a previous service or product will cause a reaction with any chemicals being added to the hair.

Incompatibility test

A test to see if the hair will react to any of the chemical products that are about to be used on it.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.

Lightening

This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also removes eumelanin and pheomelanin and they do not deposit tone.

Melanin

The natural pigment that gives colour to the skin and hair. Different types give different colours; for example, eumelanin is responsible for black and brown tones.

Petrissage

Petrissage is a slow, firm, deep, circular kneading massage movement, which stimulates the scalp and the sebaceous glands.

pH value

A number given to a product based on how acidic or alkaline it is.

Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.

Referral

When a client is advised to seek further advice from an expert. For example, if a client had visible signs of head lice, you would refer them to a pharmacist.

Rik-raks

When the hair is wound around an object and straightening irons are used to secure a wave or bend in the hair.

Roll

Also called a vertical or horizontal roll. A fold within the hair that can be dressed on its own in a classical style, or incorporated with other features.

Scissor over comb

A technique used to cut the hair very short, following the natural contours of the head. The hair is lifted and held in the comb by combing the hair in an upward motion. The hair that protrudes through the comb is cut, holding the scissor above the comb.

Skin test/patch test

A test carried out prior to colouring services, following a manufacturer's instructions, to ascertain whether the client's skin may react with the chemicals in the colouring product.

Spiral curling

Curling the hair into a spiral shape, using either thermal styling or rollers.

Straightening

Hair styling technique used to flatten or straighten the hair to give it a smooth and sleek appearance.

Strand test

A test carried out during colour development to check the progress of the colour and identify when it should be removed.

Texturising

Removing small or large amounts of hair bulk to add definition, shape and movement to the style. Scissors or a razor can be used for this.

Thinning

Reducing hair bulk without reducing the overall hair length. This can be achieved with scissors or a razor.

Toners

Typically used to alter the brassy tones in hair after the application of a bleach. The toner neutralises the shades of orange and yellow into a more subtle shade of blonde or silver.

Traction alopecia

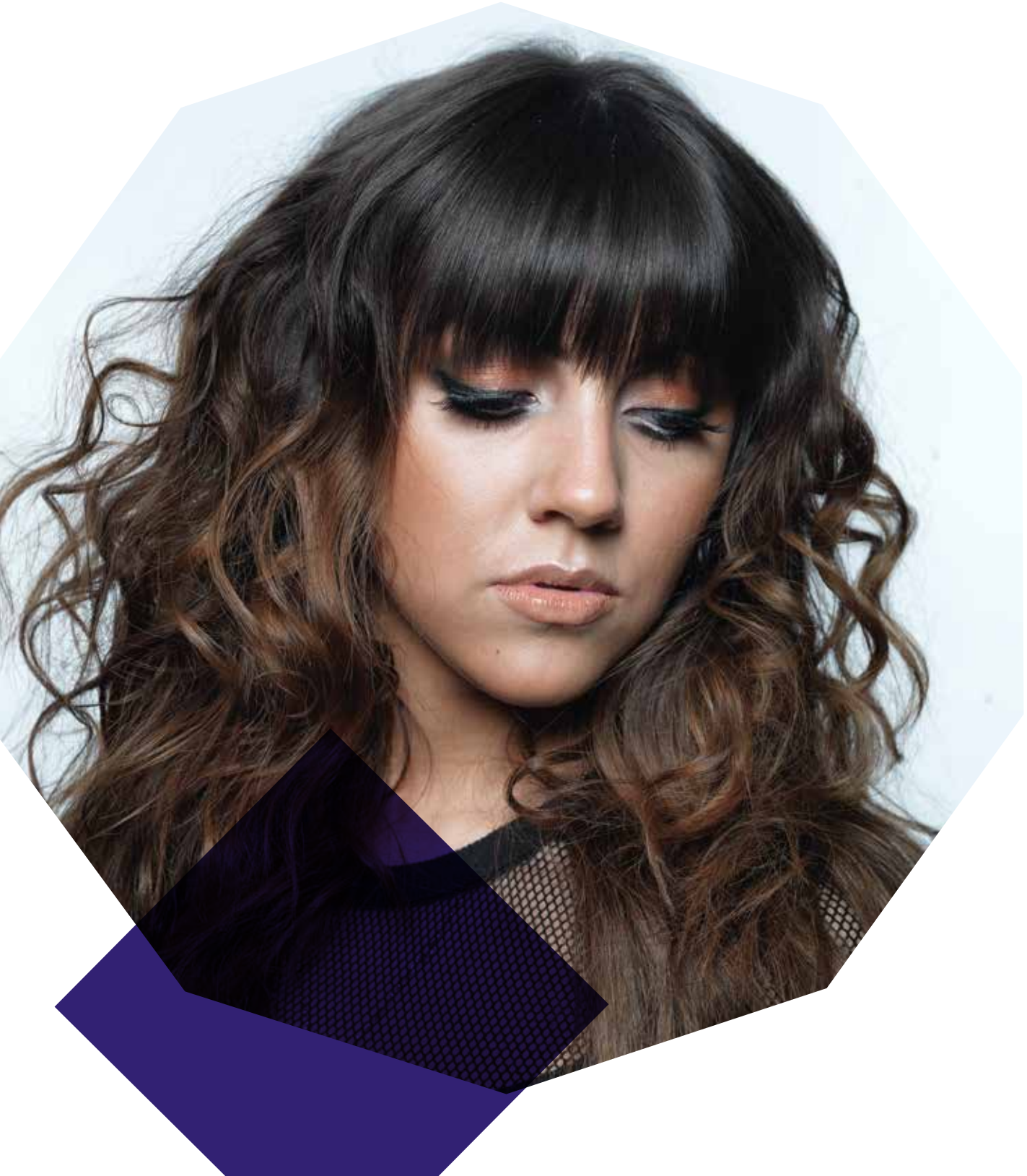
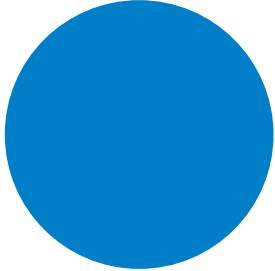
A condition that results in an area of baldness due to excessive tension applied to the hair.

Trichologist

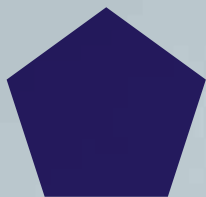
A specialist in hair and scalp disorders, to whom you might refer a client with signs of thinning and/or weak hair.

Vertical angle

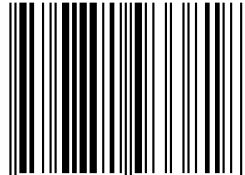
Straight up, at a 90° angle to the horizon.



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