

# **City & Guilds Level 2 NVQ Diploma in Barbering (6008-04)**

**April 2023 Version 3.2**

**Qualification Handbook**

## Qualification at a glance

<b>Subject area</b>	Hairdressing
<b>City &amp; Guilds number</b>	6008
<b>Age group approved</b>	16-19, 19+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Multiple Choice; Portfolio; Short Answer
<b>Approvals</b>	Fast track approval
<b>Support materials</b>	Assessor Guide; Question papers and Mark schemes; Candidate logbook; Qualification textbook
<b>Apprenticeship</b>	The qualification is included in: - Intermediate Level Apprenticeship in Barbering
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
City & Guilds Level 2 NVQ Diploma in Barbering	452	530	6008-04	601/5699/5

Version and date	Change detail	Section
1.1 July 2015	Unit 208 - Corrected statement to read "2 out of the 3 areas listed in the range" rather than "3 out of the 4". Unit 214 - added range for "neckline shapes", "factors" and "outline shapes". Values and Behaviours updated Corrected definitions for "3D" and "Disinfection" in Appendix 3	Units, Appendix 1, 2, 3
1.2 October 2015	Added text to the evidence requirements for unit 209 (CH5)	Units
2.0 November 2015	Clarification made to requirements for staff delivering the qualification.	Centre Requirements
3.0 May 2016	Unit evidence requirements updated in line with revised habia assessment strategy	Units
3.1 September 2017	Added GLH and TQT details	Qualification at a glance and Introduction
3.2 April 2023	Titling updated	Throughout

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# 1 Introduction

Area	Description
Who are the qualifications for?	<p>The Level 2 NVQ Diploma in Barbering is designed for learners who work in or wish to pursue a career in barbering.</p> <p>The Level 2 NVQ Diploma in Barbering provides the necessary skills and knowledge that prove occupational competence as a junior barber.</p>
What do the qualifications cover?	<p>This qualification allows candidates to learn, develop and practice the skills required to provide barbering services for all hair types. The Level 2 NVQ Diploma in Barbering covers shaving, cutting facial hair, creating patterns in hair as well as cutting and styling men's hair and consulting with clients.</p>
What opportunities for progression are there?	<p>Learners may progress to employment and/or to the following City &amp; Guilds qualifications:</p> <ul style="list-style-type: none"><li>Level 3 NVQ Diploma in Barbering</li><li>Level 3 NVQ Diploma in Hairdressing</li></ul>
Who did we develop these qualifications with?	<p>This qualification has been developed with Habia.</p>
Are they part of an apprenticeship framework or initiative?	<p>This qualification can form part of the following apprenticeship:</p> <ul style="list-style-type: none"><li>Intermediate Level Apprenticeship in Barbering</li></ul>

## 2 Structure

To achieve the **City & Guilds Level 2 NVQ Diploma in Barbering**, learners must achieve a minimum of **53** credits overall. **44** credits must be achieved from the mandatory units, and a **minimum of 9 credits** must be achieved from the optional units.

UAN	City & Guilds unit number	Unit title	Credit value	GLH
<b>Mandatory</b>				
F/506/9368	205	Advise and consult with clients	8	63
T/506/9383	206	Shampoo, condition and treat the hair and scalp	5	40
L/506/9499	207	Develop and maintain your effectiveness at work	3	26
J/506/9775	214	Cut men's hair using basic techniques	12	111
L/506/9776	215	Cut facial hair to shape using basic techniques	5	42
R/506/9777	216	Dry and finish men's hair	5	45
Y/506/9778	217	Create basic outlines and detailing in hair	6	48
<b>Optional</b>				
R/506/9360	208	Relax hair	9	82
M/506/9382	209	Perm and neutralise hair	10	93
R/506/9374	210	Plait and twist hair	5	42
M/506/9494	211	Temporarily attach hair to enhance a style	3	30
R/506/9584	213	Fulfil salon reception duties	6	47
L/506/9762	218	Assist with shaving services	5	39
H/506/9363	219	Colour and lighten men's hair	14	122

### Total qualification time (TQT)

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

Title and level	GLH	TQT
Level 2 NVQ Diploma in Barbering	452	530

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## 3 Centre Requirements

### Approval

If your Centre is approved to offer the qualification 3008-03/3008-53/3008-82 Level 2 NVQ Diploma in Barbering you can apply for the new 6008-04/6008-94 Level 2 Diploma in Barbering approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

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

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

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

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

### Resource requirements

#### *Centre staffing*

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

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

The assessor must:

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

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

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

## **Learner entry requirements**

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

### ***Age restrictions***

The Level 2 NVQ Diploma in Barbering is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

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

## 4 Delivering the qualification

### Initial assessment and induction

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

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

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

### Support materials

The following resources are available for these qualifications:

Description	How to access
Question papers and mark scheme	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Qualification textbook	Can be ordered from Walled Garden, via <a href="http://www.cityandguildsbookshop.com">www.cityandguildsbookshop.com</a> or from your Business Manager
Assessor guide	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Candidate logbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

### Recording documents

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

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

## 5 Assessment

### Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved/completed the essential knowledge and understanding requirements

### Assessment types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Online test OR short answer question test	Online test number <b>690</b> Short answer papers and marking guides available on City & Guilds website
205	Advise and consult with clients	Portfolio and Online test OR short answer question test	Online test number <b>605</b> Short answer papers and marking guides available on City & Guilds website
206	Shampoo, condition and treat the hair and scalp	Portfolio and Online test OR short answer question test	Online test number <b>606</b> Short answer papers and marking guides available on City & Guilds website
207	Develop and maintain your effectiveness at work	Portfolio and Online test OR short answer question test	Online test number <b>607</b> Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
208	Relax hair	Portfolio and Online test OR short answer question test	Online test number <b>608</b> Short answer papers and marking guides available on City & Guilds website
209	Perm and neutralise hair	Portfolio and Online test OR short answer question test	Online test number <b>609</b> Short answer papers and marking guides available on City & Guilds website
210	Plait and twist hair	Portfolio and Online test OR short answer question test	Online test number <b>610</b> Short answer papers and marking guides available on City & Guilds website
211	Temporarily attach hair to enhance a style	Portfolio and Online test OR short answer question test	Online test number <b>611</b> Short answer papers and marking guides available on City & Guilds website
213	Fulfil salon reception duties	Portfolio and Online test OR short answer question test	Online test number <b>613</b> Short answer papers and marking guides available on City & Guilds website
214	Cut men's hair using basic techniques	Portfolio and Online test OR short answer question test	Online test number <b>614</b> Short answer papers and marking guides available on City & Guilds website
215	Cut facial hair using basic barbering techniques	Portfolio and	Online test number <b>615</b>

Unit	Title	Assessment method	Where to obtain assessment materials
		Online test OR short answer question test	Short answer papers and marking guides available on City & Guilds website
216	Dry and finish men's hair	Portfolio and Online test OR short answer question test	Online test number <b>616</b> Short answer papers and marking guides available on City & Guilds website
217	Create basic outlines and detailing in hair	Portfolio and Online test OR short answer question test	Online test number <b>617</b> Short answer papers and marking guides available on City & Guilds website
218	Assist with shaving services	Portfolio and Online test OR short answer question test	Online test number <b>618</b> Short answer papers and marking guides available on City & Guilds website
219	Colour and lighten men's hair	Portfolio and Online test OR short answer question test	Online test number <b>619</b> Short answer papers and marking guides available on City & Guilds website

### Assessment strategy

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

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

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

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

City & Guilds Unit Number	NOS Reference	Level	Unit Title
<b>Level 2 NVQ Diploma in Barbering</b>			
690	n/a	2	Cross unit knowledge test
205	CHB9	2	Advise and consult with clients
206	CHB11	2	Shampoo, condition and treat the hair and scalp
209	CH5	2	Perm and neutralise hair
219	CB6	2	Colour and lighten men's hair

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

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

### Recognition of Prior Learning (RPL)

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

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

The centre manual contains further information on RPL.

## 6 Units

### Units

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

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

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

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

### Unit numbering

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



## Unit 205

## Advise and consult with clients (CHB9)

<b>UAN:</b>	F/506/9368
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	8
<b>GLH:</b>	63
<b>Unit aim:</b>	This standard is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this standard.
<b>Relationship to NOS:</b>	SKACHB9
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 1 Be able to consult with and advise clients

### Assessment criteria

The learner can:

- 1.1 Prepare to consult with and advise clients
  - a Use visual aids to present clients with suitable alternative ideas to help them reach a decision (P4)
  - b Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P7)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P7)
- 1.3 Carry out consultation services
  - a Consult with your client to determine their requirements (P1)

- a Allow your client sufficient time to express their wishes (P2)
  - c Ask relevant questions in a way your client will understand (P3)
  - d Ask relevant questions in a way your client will understand (P5)
  - e Identify from your client's previous records, when available, any factors likely to affect future services (P9)
  - f Promptly identify and report any problems which cannot be dealt with to the relevant person (P10)
  - g Conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy (P15)
- 1.4 Carry out relevant tests
- a Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures (P8)
- 1.5 Provide clients with advice and recommendations
- a Identify and confirm your client's wishes for services and products (P6)
  - b Make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification (P11)
  - c Explain how their hair characteristics may impact on the hairdressing services in a way your client can understand (P12)
  - d Agree services, products and outcomes that are acceptable to your client and meet their needs (P13)
  - e State the likely cost and duration of the agreed products and services to your client (P14)
  - f Give your client advice and recommendations on the service provided (P16)

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## Range

- (AC1.3) **Client:** new  
regular
- (AC1.3) **Factors that limit or affect services:** adverse hair, skin and scalp conditions  
incompatibility of previous services and products used  
client's lifestyle  
test results
- (AC1.3) **Problems:** suspected infections  
suspected infestations
- (AC1.5) **Identify:** question  
observation
- (AC1.5) **Hair characteristics:** hair density  
hair texture  
hair elasticity  
hair porosity  
hair condition  
hair growth patterns
- (AC1.5) **Hair classification:** Type 1 – Straight Hair  
Type 2 – Wavy Hair  
Type 3 – Curly Hair  
Type 4 – Very Curly Hair

- (AC1.5) **Advice and recommendations:** how to maintain their look  
time interval between services  
present and future products and services
- 

## Learning outcome

The learner will:

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

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
- a Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation (K7)
  - b Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance (K9)
  - c Salon procedures and manufacturers' instructions in relation to conducting tests (K10)
- 2.2 Explain the importance of following current relevant legislation
- a Salon rules for maintaining confidentiality and privacy (K5)
  - b The importance of not discriminating against clients with illnesses and disabilities and why (K8)
  - c Your legal responsibilities for describing the features and benefits of products and services (K22)
  - d How to complete the client records used in your organisation and the importance and reasons for gaining client consent (K27)
- 2.3 Describe how to communicate effectively when carrying out consultation services
- a Why effective communication is important for your salon's business (K1)
  - b How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender (K2)
  - c The questioning and listening skills you need in order to find out information (K3)
  - d Why it is important to encourage and allow time for clients to ask questions (K4)
  - e The different types of visual aids that can support client consultation (K6)
  - f Your salon's pricing structure (K23)
  - g How to calculate the likely charge for services (K24)
- 2.4 Explain the importance of providing clients with advice and recommendations
- a The importance of giving the client realistic expectations (K25)
  - b The importance of providing advice and recommendations on the products and services provided in the salon (K26)

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## Range

(AC2.1) **Health and safety:** Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

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

(AC2.4) **Advice and recommendations:** - additional services  
- additional products

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## Learning outcome

The learner will:

3 Understand the science of hair, skin and scalp

## Assessment criteria

The learner can:

- 3.1 Identify the different hair characteristics and classifications
  - a The different types of hair characteristics (K17)
  - b The different hair types of hair classifications (K18)
- 3.2 Describe the basic structure of hair and skin
  - a The basic structure of hair and skin (K19)
- 3.3 Describe the growth cycle of hair
  - a The growth cycle of hair (K20)
- 3.4 Explain why it is important to identify factors that may limit or affect services
  - a Why it is important to identify factors that may limit or affect services and products which can be used (K13)
- 3.5 Explain how factors may limit or affect services and choice of products
  - a How lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients (K14)

- b The services and products available for use in your salon (K21)
  - 3.6 Describe when and how tests are carried out
    - a How and when tests are carried out on hair (K11)
  - 3.7 Explain how test results influence services
    - a The importance of carrying out tests and the potential consequences of failing to do so (K12)
  - 3.8 Describe how to recognise hair, skin and scalp problems and necessary actions to take
    - a How to recognise hair, skin and scalp problems (K15)
    - b How to identify suspected infections and infestations which need reporting which need reporting and who to report them to (K16)
- 

## Range

(AC3.8) **Hair, skin and scalp problems:** How to recognise hair, skin and scalp problems

- ringworm
- impetigo
- scabies
- eczema
- alopecia
- psoriasis
- folliculitis
- dandruff
- keloid scarring
- ingrowing hair
- head lice

## Unit 205

## Advise and consult with clients (CHB9)

### Supporting Information

#### ***Evidence requirements***

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

2 You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.

3 Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 5 occasions**. These recorded observations must cover different technical units.

4 From the range statement, you must show you:

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

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

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 206

## Shampoo, condition and treat the hair and scalp (CHB11)

<b>UAN:</b>	T/506/9383
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	5
<b>GLH:</b>	40
<b>Unit aim:</b>	This standard is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included.
<b>Relationship to NOS:</b>	SKACHB11
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

The learner will:

- 1 Be able to shampoo, condition and treat the hair and scalp

### Assessment criteria

The learner can:

- 1.1 Prepare for shampooing, conditioning and treatment services
  - a Prepare your client to meet salon's requirements (P2)
  - b Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Wear personal protective equipment, if required (P4)
  - c Position your client to meet the needs of the service without causing them discomfort (P5)
  - d Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P6)

- e Keep your work area clean and tidy throughout the service (P7)
  - f Use working methods that minimise the risk of damage to tools (P8.1)
  - g Use working methods that minimise the risk of cross-infection (P8.2)
  - h Use working methods that ensure the use of clean resources (P8.4)
  - i Use working methods that minimise the risk of harm or injury to yourself and others (P8.5)
  - j Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)
  - k Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P10)
  - l Dispose of waste materials (P11)
- 1.3 Consult with clients about services and outcomes of tests
- a Ask your client questions to identify if they have contra-indications to hair and scalp treatment services (P13)
- 1.4 Select suitable products, tools and equipment
- a Use products, tools and equipment suitable for your client's hair condition and scalp condition (P14)
- 1.5 Carry out shampooing, conditioning and treatment services
- a Protect your client's clothing throughout the service (P3)
  - b Use working methods that make effective use of your working time (P8.3)
  - c Use working methods that promote environmental and sustainable working practices (P8.6)
  - d Complete the service within a commercially viable time (P12)
  - e Adapt your shampooing massage techniques to meet the needs of your client's hair length and density and hair condition and scalp condition (P15)
  - f Adapt your shampooing massage techniques to ensure your client's comfort (P16)
  - g Adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort (P17)
  - h Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp (P18)
  - i Apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions (P19)
  - j Adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions (P20)
  - k Monitor and time the development of the conditioning product and apply heat at the correct temperature, if required (P21)
  - l Remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle (P22)
  - m Leave your client's hair and scalp clean and free from conditioning products, if required, and free of excess water (P23)
  - n Comb through your client's hair without causing damage to the hair and scalp (P24)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
- a Give your client advice and recommendations on the service provided (P25)



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## Range

- (AC1.4) **Hair condition:** damaged  
product build up  
normal  
oily  
dry
- (AC1.4) **Scalp condition:** dandruff affected  
oily  
dry  
product build up  
normal
- (AC1.5) **Shampooing massage techniques:** effleurage  
rotary  
friction
- (AC1.5) **Conditioning products:** surface  
penetrating  
scalp treatment
- (AC1.5) **Conditioning massage techniques:** effleurage  
petrissage
- (AC1.6) **Advice and recommendations:** correct detangling techniques  
suitable shampoos, conditioning products  
time interval between services  
present and future products and services

---

## Learning outcome

The learner will:

- 2 Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

## Assessment criteria

The learner can:

- 2.1 Outline own responsibilities for health and safety
  - a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
  - b The range of protective clothing that should be available to yourself and clients (K3)
  - c The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K12)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - 1 The hazards and risks which exist in your workplace and the safe working practices which you must follow (K10)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a Your salon's requirements for client preparation (K2)

- b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
  - c The different types of working methods that promote environmental and sustainable working practices (K11)
  - d The correct methods of waste disposal (K15)
  - e How to use and handle equipment used during conditioning and treatment processes (K33)
- 2.4 Describe contact dermatitis and how it can be prevented
- a What is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services (K5)
- 2.5 Explain the importance of questioning clients prior to and during services
- a The importance of questioning clients to establish any contra-indications to hair and scalp treatment services (K13)
- 2.6 State the importance of preventing cross-infection and cross-infestation
- a Why it is important to keep your work area clean and tidy (K6)
  - b Why it is important to avoid cross-infection and infestation (K7)
  - c Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K8)
  - d Methods of cleaning, disinfecting and sterilisation used in salons (K9)

## Range

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

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

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

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

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

## Learning outcome

The learner will:

- 3 Understand the science of shampooing, conditioning and scalp treatments

## Assessment criteria

The learner can:

- 3.1 Explain hair and scalp conditions and their causes
    - a How to identify hair and scalp conditions and their causes (K17)
    - b How and why the contra-indications can affect the service (K18)
    - c How and why the contra-indications can affect the service (K19)
  - 3.2 Explain the science which underpins the services provided
    - a How shampoo and water act together to cleanse the hair (K20)
    - b The effects of water temperature on the scalp and structure of the hair (K22)
    - c How the pH value of the products used affects the current state of the hair (K24)
    - d How the 'build up' of products can affect the hair, scalp and the effectiveness of other services (K25)
    - e How heat affects the hair during the conditioning treatment (K36)
- 

## Range

- (AC3.1) **Hair and scalp conditions:** damaged  
product build up  
normal  
oily  
dry  
dandruff affected
- 

## Learning outcome

The learner will:

- 4 Understand the products and techniques used in shampooing, conditioning and scalp treatments

## Assessment criteria

The learner can:

- 4.1 Describe the range of products available
    - a How shampoos and conditioning products affect the hair and scalp (K26)
    - b Types of available shampooing and conditioning products and equipment (K27)
-

- c When and how to use different shampooing, conditioning and treatment products (K28)
  - 4.2 Describe the potential effects of using an incorrect products
    - a What may happen if the incorrect shampooing and conditioning products are used (K30)
  - 4.3 State the importance of following salon and manufacturers' instructions when applying and removing shampooing and conditioning products
    - a Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K14)
    - b The importance of removing conditioning and treatment products, when required (K34)
  - 4.4 Outline the importance of removing excess water from the hair at the end of the service
    - a The importance of removing excess water from the hair at the end of the service (K35)
  - 4.5 Explain the massage techniques used during shampooing and conditioning
    - a When and how massage techniques should be used when conditioning different lengths and densities of hair (K21)
    - b When and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair (K31)
    - c The purpose and benefits of scalp massage (K32)
  - 4.6 Explain the importance of detangling the hair from point to root
    - a The importance of de-tangling the hair from point to root (K23)
  - 4.7 Outline the importance of using products cost effectively
    - a When the shampooing process should be repeated (K29)
  - 4.8 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
    - a Your salon's service times for shampooing, conditioning and treating the hair (K16)
    - b The importance of providing advice and recommendations on the products and services provided in the salon (K37)
- 

## Range

- (AC4.8) **Advice and recommendations:** additional services  
additional products

## Unit 206

## Shampoo, condition and treat the hair and scalp (CHB11)

### Supporting Information

#### *Evidence requirements*

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp.
3. Your Assessor will observe these aspects of your performance on **at least 3 occasions**.
4. From the range, you must show that you have:
  - adapted your shampooing techniques for **3 out of the 5** hair conditions
  - adapted your shampooing techniques for **3 out of the 5** scalp conditions
  - used **2 out of the 3** shampooing massage techniques
  - used **all** the conditioning products
  - used **all** of the conditioning massage techniques
  - given **all** advice and recommendations
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 207

## Develop and maintain your effectiveness at work (CHB12)

<b>UAN:</b>	L/506/9499
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	26
<b>Unit aim:</b>	This standard is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.
<b>Relationship to NOS:</b>	SKACHB12
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 1 Be able to work effectively as part of a team

### Assessment criteria

The learner can:

- 1.1 Work effectively as part of a team to achieve agreed objectives
  - a Agree ways of working together to achieve objectives (P10)
  - b Anticipate the needs of others and offer assistance within your capabilities (P13)
  - c Make effective use of your time throughout your working day (P14)
  - d Report problems likely to affect salon services to the relevant person (P15)
- 1.2 Develop working relationships with colleagues
  - a Ask for help and information from your colleagues, when necessary (P11)
  - b Respond to requests for assistance from colleagues (P12)
  - c Resolve misunderstandings with your colleagues (P16)

---

## Range

(AC1.1) **Assistance:** on a one-to-one basis  
in a group

---

## Learning outcome

The learner will:

2 Be able to improve own performance at work

## Assessment criteria

The learner can:

- 2.1 Identify personal strengths and weaknesses
    - a Identify your own strengths and weaknesses and discuss them with the relevant person (P1)
  - 2.2 Produce a self-development plan with targets
    - a Find out more information from relevant people to perform a task when the instructions you have are unclear (P2)
    - b Seek feedback from relevant people about how you can improve your performance (P3)
    - c Ask your colleagues for help and take opportunities to learn when they are available (P4)
    - d Seek help from relevant people when you are unable to obtain learning opportunities relating to your work (P5)
    - e Regularly review developments in hairdressing and related areas (P6)
    - f Agree realistic work targets with the relevant person (P7)
    - g Regularly review your progress towards achieving your agreed targets (P8)
    - h Use the results of your reviews to develop your future personal development plan (P9)
    - i The commercially viable range of times for the performance of hairdressing services offered (K12)
- 

## Range

(AC2.2) **Opportunities to learn:** from colleagues and other relevant people  
active participation in training and development activities  
active participation in salon activities

(AC2.2) **Targets:** productivity  
personal development

---

## Learning outcome

The learner will:

3 Know how to work effectively as part of a team

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## Assessment criteria

The learner can:

- 3.1 Identify yours and other team members roles and responsibilities
  - a Your job role and responsibilities and how this relates to the role of other team members (K1)
  - b How to get information about your job, your work responsibilities and the standards expected of you (K2)
  - c How to find out relevant information about other people's areas of responsibility (K3)
  - d Why it is important to work within your job responsibilities and what might happen if you do not do so (K4)
  - e The limits of your own authority and that of others in relation to giving assistance (K9)
  - f Your salon's appeals and grievance procedures (K11)
- 3.2 Describe how to improve your own performance at work
  - a How to identify your own strengths and weaknesses (K5)
  - b Who can help you identify and obtain opportunities for your development and training (K8)
  - c The standards of behaviour that are expected of you when working in the salon (K10)
  - d How using the National Occupational Standards can help you identify your development needs (K13)
- 3.3 Describe the importance of effectively working with others
  - a Why harmonious working relationships are important (K16)
  - b How to react positively to reviews and feedback and why this is important (K17)
  - c Support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements (K18)
  - d Who to report to when you have difficulties in working with others (K20)
  - e How to deal with relationship difficulties and conflicts when working with others (K21)
  - f The questioning and listening skills you need in order to find out information (K22)
- 3.4 Describe the importance of target setting and improving own performance
  - a The importance of meeting your personal development and productivity targets and timescales (K6)
  - b The importance of continuous professional development and how it affects your job role (K7)
  - c How to maintain awareness of current and emerging trends and developments within the industry and why this is important (K14)
  - d The importance of continually using and updating your own personal plan (K15)
  - e How to manage your time effectively (K19)



## Unit 207

## Develop and maintain your effectiveness at work (CHB12)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
- 3 Your Assessor will observe your contributions to effective teamwork on **at least 2 occasions**.
- 4 From the range statement, you must show that you:
  - have participated in **all** the listed opportunities to learn
  - have agreed and reviewed your progress towards both productivity and personal development targets
  - have offered assistance on a one to one basis and in a group

## Unit 208

## Relax hair (AH2)

<b>UAN:</b>	R/506/9360
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	9
<b>GLH:</b>	82
<b>Unit aim:</b>	This standard is about carrying out relaxing services. To achieve this standard, you will need to show you have the ability to examine the hair and scalp, select and use suitable products and choose the correct application techniques.
<b>Relationship to NOS:</b>	SKAAH2
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 1 Be able to relax hair

### Assessment criteria

The learner can:

- 1.1 Prepare for relaxing services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Prepare your client to meet salon's requirements (P2)
  - c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
  - d Choose products and tools based on the factors, results of your tests and a consultation with your client (P18)
  - e Select, prepare and use relaxing products following the manufacturer's instructions (P19)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Prepare your client to meet salon's requirements (P2)

- c Protect your client's clothing throughout the relaxing service (P3)
- d Position your client to meet the needs of the service without causing them discomfort (P4)
- e Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
- f Keep your work area clean and tidy throughout the service (P6)
- g Use working methods that:
  - (P7.1) minimise the wastage of products
  - (P7.2) minimise the risk of cross-infection
  - (P7.3) make effective use of your working time
  - (P7.4) ensure the use of clean resources
  - (P7.5) minimise the risk of harm or injury to yourself and clients
  - (P7.6) promote environmental and sustainable working practices
- h Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
- i Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)
- j Dispose of waste materials (P10)
- k Conduct all necessary tests following manufacturers' instructions and recognised industry procedures (P14)
- l Seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the relaxing service for your client (P16)
- m Protect the hairline and scalp prior to the relaxing service (P20)
- n Accurately time the application and development of the relaxer following manufacturer's instructions (P25)
- o Monitor the comfort of your client at regular intervals throughout the relaxing process (P27)
- p Refer problems you cannot resolve to the relevant person (P33)
- 1.3 Consult with clients about services and outcomes of tests
  - a Complete the relaxing service within a commercially viable time (P11)
  - b Ask your client questions to identify if they have any contra-indications to relaxing services (P12)
  - c Record your client's responses to questioning (P13)
  - d Record the outcomes of tests on the client's record card (P15)
  - e Base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect (P17)
- 1.4 Confirm with clients the desired effect
- 1.5 Select suitable products, tools and equipment
  - a Choose products and tools based on the factors, results of your tests and a consultation with your client (P18)
  - b Select, prepare and use relaxing products following the manufacturer's instructions (P19)
- 1.6 Carry out relaxing services
  - a Protect your client's clothing throughout the relaxing service (P3)

- b Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)
  - c Complete the relaxing service within a commercially viable time (P11)
  - d Protect the hairline and scalp prior to the relaxing service (P20)
  - e Apply a suitable pre-relaxing treatment (P21)
  - f Section the hair, when required, cleanly and evenly to assist with the even application of the relaxer (P22)
  - g Apply products taking into account the factors and results of your tests for the relaxing service (P23)
  - h Use tools to avoid damage to the scalp (P24)
  - i Apply the relaxer in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area (P24)
  - j Accurately time the application and development of the relaxer following manufacturer's instructions (P25)
  - k Confirm the required degree of straightening has been achieved by taking strand tests on different areas of the head at suitable times throughout the relaxing process (P26)
  - l Monitor the comfort of your client at regular intervals throughout the relaxing process (P27)
  - m Remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer's instructions (P28)
  - n Leave the relaxed hair free of all visible traces of relaxing product (P29)
  - o Restore the hair's pH balance using a suitable post relaxing treatment (P30)
  - p Normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils (P31)
  - q Resolve any problems occurring during the relaxing process within the limits of your own authority (P32)
  - r Refer problems you cannot resolve to the relevant person (P33)
  - s Achieve the required degree of straightness that is anticipated (P34)
- 1.7 Provide clients with advice and recommendations on the service(s) provided
- a Record the outcomes of tests on the client's record card (P15)
  - b Give your client advice and recommendations on the service provided (P35)

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## Range

- (AC1.2) **Products:** scalp protectors  
sodium relaxer  
non-sodium relaxer  
pre-relaxing treatments  
post-relaxing treatments  
normalising shampoo
- (AC1.3) **Tests:** elasticity  
porosity  
strand
- (AC1.5) **Tools:** tail combs  
wide tooth combs

- hands
  - tint brushes
  - (AC1.5) **Factors:** hair characteristics
    - hair classifications
    - scalp condition
    - degree of relaxation required
    - previous chemical services
    - length of re-growth
    - temperature
    - time
    - sequence of application
    - white hair
    - degree of product build-up
    - need to cut hair prior to relaxing
  - (AC1.6) **Application:** top and bottom
    - top
    - hand
  - (AC1.6) **Relaxing process:** virgin application
    - re-growth application between 4 to 8 weeks
    - re-growth application up to 12 weeks
  - (AC1.7) **Advice and recommendations:** how to maintain their look
    - time interval between services
    - additional products
    - additional services
- 

## Learning outcome

The learner will:

- 2 Know how health and safety policies and procedures affect relaxing services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role (K1)
    - a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
    - b The range of protective clothing and products that should be available for clients (K3)
    - c Regulations in relation to the use of relaxing and normalising products (K12)
    - d The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K14)
  - 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
    - a The hazards and risks which exist in your workplace and the safe working practices which you must follow (K8)
  - 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
    - a Your salon's requirements for client preparation (K2)
-

- b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
  - c The different types of working methods that promote environmental and sustainable working practices (K9)
  - d The safety considerations which must be taken into account when relaxing hair (K13)
  - e The correct methods of waste disposal (K16)
- 2.4 Describe contact dermatitis and how it may be prevented
- 2.5 Explain the importance of questioning clients prior to and during services
- a The legal significance of client questioning and the recording of clients' responses to questioning (K18)
  - b The potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being (K46)
- 2.6 State the importance of preventing cross-infection and cross-infestation
- a Why it is important to keep your work area clean and tidy (K5)
  - b Methods of cleaning, disinfection and sterilisation used in salons (K6)
  - c Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K7)

## Range

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

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

(AC2.1) **Products:** scalp protectors  
sodium relaxer  
non-sodium relaxer  
pre-relaxing treatments  
post-relaxing treatments  
normalising shampoo

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

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

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

## Learning outcome

The learner will:

- 3 Understand the factors that influence relaxing services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services
    - a The importance of identifying the hair factors through conducting a detailed hair and scalp examination (K19)
    - b The circumstances when hair may need to be cut prior to a service (K28)
    - c How different factors affect your choice of relaxer (K30)
    - d The factors that should be considered when selecting sodium or non-sodium relaxing products (K35)
    - e How the different influencing factors can affect the relaxing process (K49)
  - 3.2 Describe ways of dealing with any influencing factors
- 

## Range

- (AC3.1) **Factors:** hair characteristics  
hair classifications  
scalp condition  
degree of relaxation required  
previous chemical services  
length of re-growth  
temperature  
time  
sequence of application  
white hair  
degree of product build-up  
need to cut hair prior to relaxing
- 

## Learning outcome

The learner will:

- 4 Understand the science of relaxing services

## Assessment criteria

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The learner can:

- 4.1 Describe how to recognise contra-indications and how they affect relaxing services
  - a How the contra-indications can affect the relaxing service (K27)
  - b How to recognise trichorrhexis nodosa and how to deal with this condition (K29)
- 4.2 Explain why it is important to test the hair and scalp prior to and during relaxing services
  - a Potential consequences of failing to conduct tests (K24)
  - b Why it is important to record test results (K25)
- 4.3 Describe when and how relaxing tests are carried out
  - a The types and purposes of tests (K21)
  - b When and how tests should be carried out and the expected results (K22)
  - c The method of checking development when texturising (K43)
  - d The method of checking relaxer development (K44)
- 4.4 Explain how test results influence the relaxing service
  - a How the hair and scalp examination can affect the choice of products (K20)
  - b How the results of tests can influence the relaxing service (K23)
  - c The courses of action to take in the event of adverse reactions to tests (K26)
- 4.5 Explain the effects on the hair structure when relaxing hair
  - a The effects of relaxing products on the hair structure (K31)
  - b The effect of relaxers on white hair (K32)
  - c The effects of relaxer pre- and post-treatments on the hair structure (K41)
  - d How to texturise hair (K42)
  - e How neutralising shampoos work and their effect on the hair structure (K48)
  - f The importance and effects of restoring the hairs pH balance after the relaxing process (K54)
- 4.6 State the active ingredients in relaxing products
  - a The active ingredients in relaxing products (K33)
- 4.7 Explain the effects and possible effects of temperature on relaxing products
  - a How to adapt the water temperature, pressure and direction to protect the hair condition (K47)
  - b the effects and possible effects of temperature on relaxing products (K52)

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## Learning outcome

The learner will:

- 5 Understand the products and techniques used in relaxing services

## Assessment criteria

The learner can:

- 5.1 Describe the range of products, tools and equipment available for the relaxing service



- a Why different tools are used in the relaxing service and their effect on the hair and scalp (K34)
  - b The different types and strengths of available relaxers and when to use them (K36)
  - c The different types and use of pre- and post-relaxing treatments and when to use them (K38)
  - d How to use scalp protectors and why they are important (K40)
- 5.2 Describe methods of applying relaxing products
- a The method and sequence of application of relaxing and normalising products (K45)
- 5.3 State the importance of following salon and manufacturers' instructions during relaxing services
- a Suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow (K15)
  - b The importance of following manufacturers' instructions when using relaxing products (K39)
  - c Why accurate timing and thorough rinsing of products is necessary (K51)
- 5.4 Identify the types of problems and causes that may occur during services
- a The effect of overlapping products on to previously chemically treated hair (K50)
  - b Types and causes of problems that can occur during the relaxing and texturising process (K56)
- 5.5 Describe ways of dealing with relaxing problems
- a Your own limits of authority for resolving relaxing problems (K10)
  - b The person you should report problems to that you cannot resolve (K11)
  - c How to deal with scalp irritation during the relaxing process (K53)
  - d Methods of resolving relaxing problems (K57)
- 5.6 Outline the importance of using products cost effectively
- a The importance of using products cost effectively (K55)
- 5.7 Explain the importance of providing advice and recommendations to clients
- a The potential effects of using relaxing products on chemical services such as hair lightening (K37)
  - b The importance of providing advice and recommendations on the products and services provided in the salon (K58)
- 

## Range

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

## Unit 208

## Relax hair (AH2)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your assessor will observe these aspects of your performance on **at least 2 occasions for relaxing processes**.
4. From the range, you must show that you have:
  - used **all** the products in the range
  - carried out **all** the tests in the range
  - used **3 out of the 4** types of tools listed
  - considered **all** the factors listed in the range
  - used **all** the application techniques
  - carried out relaxing in **2 out of the 3** areas listed in the range
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 209

## Perm and neutralise hair (CH5)

<b>UAN:</b>	M/506/9382
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	10
<b>GLH:</b>	93
<b>Unit aim:</b>	This standard is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.
<b>Relationship to NOS:</b>	SKACH5
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 1 Be able to perm and neutralise hair

### Assessment criteria

The learner can:

- 1.1 Prepare for perming and neutralising services
  - a Prepare your client to meet salon's requirements (P2)
  - b Protect your client's clothing throughout the service (P3)
  - c Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)
  - d Protect your client's hair and skin prior to perming (P20)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Wear personal protective equipment when using perming and neutralising chemicals (P4)
  - c Position your client to meet the needs of the service without causing them discomfort (P5)

- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P6)
  - e Keep your work area clean and tidy throughout the service (P7)
  - f Use working methods that minimise the risk of cross-infection (P8.2)
  - g Use working methods that ensure the use of clean resources (P8.4)
  - h Minimise the risk of harm or injury to yourself or others (P8.5)
  - i Promote environmental and sustainable working practices (P8.6)
  - j Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P10)
  - k Dispose of waste materials (P11)
  - l Follow manufacturers' instructions when applying perming lotion and neutralisers evenly to all wound hair (P28.1)
  - m Follow manufacturers' instructions when monitoring and timing the development of the perming and neutralising processes (P28.2)
  - n Follow manufacturers' instructions when applying suitable conditioners, if necessary (P28.3)
- 1.3 Consult with clients about services and outcomes of tests
- a Ask your client relevant questions to identify if they have any contra- indications to perming services (P13)
  - b Record your client's responses to questioning (P14)
  - c Conduct necessary tests following manufacturers' instructions and recognised industry procedures (P15)
  - d Record the outcomes of tests on the client's record card (P16)
  - e Seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client (P17)
- 1.4 Confirm with clients the desired effect
- 1.5 Select suitable products, tools and equipment
- a Choose products, tools and equipment based on the results of necessary tests, consultation with your client and factors influencing the service (P18)
  - b Prepare products following manufacturers' instructions (P19)
- 1.6 Carry out perming and neutralising services
- a Use working methods that minimise wastage of products (P8.1)
  - b Use working methods that make effective use of your working time (P8.3)
  - c Complete the service within a commercially viable time (P12)
  - d Use the correct sectioning techniques so that the hair is sectioned cleanly and evenly to achieve the desired look (P21)
  - e Use products and techniques taking into account factors influencing the service (P22)
  - f Confirm straightening has been achieved by the rearranging process, if required (P23)
  - g Leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required (P24)
  - h Take meshes of hair which suit the size of the perm rod (P25)
  - i Maintain an even tension throughout the winding process (P26)

- j Ensure all wound perm rods sit on their own base (P27)
  - k Confirm the required degree of curl has been achieved (P29)
  - l Ensure the water temperature and flow suit your client's hair, scalp and comfort needs (P30)
  - m Leave the hair free of perm lotion when the desired degree of curl is achieved (P31)
  - n Remove excess moisture before neutralising without disturbing the wound hair (P32)
  - o Effectively apply the neutraliser to the hair, taking care not to disturb the wound hair (P33)
  - p Remove the perm rods without disturbing the curl formation (P34)
  - q Leave the hair free of neutraliser after the final rinse (P35)
  - r Identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so (P36)
  - s Refer problems you cannot resolve to the relevant person (P37)
  - t Achieve the correct degree of curl necessary for the final, desired look (P38)
- 1.7 Provide clients with advice and recommendations on the service(s) provided
- a Give your client advice and recommendations on the service provided (P39)

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## Range

- (AC1.3) **Tests:** strand  
development  
elasticity  
porosity  
incompatibility
- (AC1.5) **Factors:** hair characteristics  
hair classification  
temperature  
direction and degree of movement required  
hair length  
length of re-growth  
colour treated hair
- (AC1.6) **Products:** barrier cream  
pre-perm treatments  
chemical rearranger  
perm lotions  
neutralisers  
post-perm treatments
- (AC1.6) **Sectioning techniques:** basic  
directional  
brick
- (AC1.7) **Advice and recommendations:** how to maintain their perm  
time interval between services  
additional products  
additional services

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## Learning outcome

The learner will:

- 2 Know how health and safety policies and procedures affecting perming, neutralising and chemical rearranging services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
  - a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
  - b The range of protective clothing and products that should be available to yourself and clients (K3)
  - c Why it is important to use personal protective equipment (K4)
  - d The importance of personal hygiene and presentation in maintaining health and safety in your workplace (K14)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - a The hazards and risks which exist in your workplace and the safe working practices which you must follow (K12)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a Your salon's requirements for client preparation (K2)
  - b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K7)
  - c Why it is important to position your tools and equipment for ease of use (K10)
  - d The different types of working methods that promote environmental and sustainable working practices (K13)
  - e The correct methods of waste disposal (K16)
- 2.4 Describe contact dermatitis and how it can be prevented
  - a What contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services (K5)
- 2.5 Explain the importance of questioning clients prior to and during services
  - a The legal significance of client questioning and the recording of client's responses to questioning (K18)
- 2.6 State the importance of preventing cross-infection and cross-infestation
  - a Why it is important to keep your work area clean and tidy (K8)
  - b Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K9)
  - c The different methods of cleaning, disinfecting and sterilisation used in salons (K11)

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## Range

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

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

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

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

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## Learning outcome

The learner will:

- 3 Understand the factors that influence the perming, neutralising and chemical rearranging services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services
  - a Your salon's expected service times for perming and neutralising work (K17)
  - b How different factors can affect your choice of perming and neutralising products (K32)
  - c The different factors that influence the use of different sized perm rods (K34)
  - d How to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair (K37)
- 3.2 Describe ways of dealing with any influencing factors
- 3.3 Explain why and when chemical re-arranging of the hair is necessary

- a Why and when chemical re-arranging of the hair is necessary (K35)
- 

## Range

(AC3.1) **Factors:** How different factors can affect your choice of perming and neutralising products

- hair characteristics
  - hair classification
  - temperature
  - direction and degree of movement required
  - hair length
  - length of re-growth
  - colour treated hair
- 

## Learning outcome

The learner will:

- 4 Understand the science of the perming, neutralising and chemical rearranging services

## Assessment criteria

The learner can:

- 4.1 Describe how to recognise contra-indications and how they affect perming, neutralising and chemical rearranging services
- a The importance of recognising any contra-indications to perming and neutralising services (K6)
  - b How and why the contra-indications can affect the delivery of perming services (K25)
- 4.2 Explain why it is important to test the hair and scalp prior to and during perming, neutralising and chemical rearranging services
- a Why it is important to record test results (K24)
  - b The importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process (K38)
- 4.3 Describe when and how perming and neutralising tests are carried out
- a The types and purposes of tests (K19)
  - b When and how tests should be carried out and the expected results (K20)
  - c Method of checking curl development by taking development test curls (K43)
  - d Confirm the required degree of curl has been achieved (K48)
- 4.4 Explain how test results influence the perming, neutralising and chemically rearranging service
- a How the results of tests can influence the perming service (K21)
  - b Potential consequences of failing to test (K22)
  - c The courses of action to take in the event of adverse reactions to tests (K23)
- 4.5 Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair
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- a The effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure (K28)
  - b The importance and effects of restoring the hair's pH balance after the perming and neutralising process (K45)
- 4.6 State the active ingredients in perming and neutralising products
- a The active ingredients in perming and neutralising products (K27)
- 4.7 Explain the effects that temperature has on the perming process
- a How temperature affects the perming process (K29)
  - b The importance of considering water temperature during the neutralising process (K44)
- 

## Range

(AC4.1) **Contra-indications (examples only):** How and why the contra-indications can affect the delivery of perming services

- history of previous allergic reaction to perming products
  - other known allergies
  - skin disorders
  - incompatible products
  - medical advice or instructions
  - previous chemical treatments
  - recent removal of hair extensions or plaits
- 

## Learning outcome

The learner will:

- 5 Understand the tools, equipment, products and techniques used for perming, neutralising and chemical rearranging services

## Assessment criteria

The learner can:

- 5.1 Identify the techniques, tools, equipment and products available and the effects they achieve
    - a The types and purposes of equipment used during the perm development process (K30)
    - b The different types and uses of perm lotions, chemical rearrangers and neutralisers (K31)
    - c When to use different types of sectioning techniques and why (K33)
    - d Why different applicators are used when chemically rearranging and their effect on the hair and scalp (K36)
    - e When and why it is important to use pre-perm treatments (K40)
    - f Methods of applying perm lotions and neutralisers (K41)
    - g The types and uses of post-perm conditioners (K46)
  - 5.2 Explain the importance of following salon and manufacturers' instructions during perming, neutralising and chemical rearranging services
    - a Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K15)
-

- b The manufacturers' instructions for the specific perming and neutralising products in your salon (K26)
  - c The importance of accurate timing and thorough rinsing of products (K39)
  - 5.3 Identify the types and causes of problems that may occur during services
    - a The effects of overlapping products on previous chemically treated hair (K42)
    - b Types and causes of problems that can occur during the perming and neutralising processes and how to resolve them (K49)
  - 5.4 Describe ways of dealing with perming, neutralising and chemical rearranging problems
  - 5.5 Outline the importance of using products cost effectively
    - a The importance of using products economically (K47)
  - 5.6 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
    - a The importance of providing advice and recommendations on the products and services provided in the salon (K50)
- 

## Range

- (AC5.6) **Advice and recommendations:** additional services  
additional products

## Unit 209

## Perm and neutralise hair (CH5)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for perming and neutralising hair
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions each on a different client.**
- 4 From the range, you must show that you have:
  - 1 of the observed performances must be carried out on a full head
  - used **3 out of the 6** the products\*
  - carried out **4 out of the 5** tests.
  - taken into account **all** the factors
  - carried out **1 out of the 3** sectioning techniques
  - given **all** the advice and recommendations
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 210

## Plait and twist hair (CH6)

<b>UAN:</b>	R/506/9374
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	5
<b>GLH:</b>	42
<b>Unit aim:</b>	This standard is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.
<b>Relationship to NOS:</b>	SKACH6
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

### Learning outcome

The learner will:

- 1 Be able to plait and twist hair

### Assessment criteria

The learner can:

- 1.1 Prepare for plaiting and twisting services
  - a Prepare your client to meet salon's requirements (P2)
  - b Protect your client's clothing throughout the service (P3)
  - c Position your client to meet the needs of the service without causing them discomfort (P4)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
  - c Keep your work area clean and tidy throughout the service (P6)
  - d Use working methods that:
    - (P7.1) minimise the risk of damage to tools
    - (P7.2) minimise the wastage of products

- (P7.3) minimise the risk of cross-infection
- (P7.4) make effective use of your working time
- (P7.5) ensure the use of clean resources
- (P7.6) minimise the risk of harm or injury to yourself and others
- (P7.7) promote environmental and sustainable working practices
- e Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
- f Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)
- g Dispose of waste materials (P10)
- 1.3 Consult with clients to confirm the desired look
  - a Establish the factors likely to influence the service (P12)
  - b Confirm with your client the look agreed at consultation prior to and during the service (P13)
  - c Consult with your client during the service to ensure the tension is comfortable (P20)
  - d Confirm your client's satisfaction with the finished look (P23)
- 1.4 Select suitable products, tools and equipment
  - a Complete the service within a commercially viable time (P11)
- 1.5 Carry out plaiting and twisting services
  - a Complete the service within a commercially viable time (P11)
  - b Control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look (P14)
  - c Part the sections cleanly and evenly to achieve the direction of the plait(s) and twists (P15)
  - d Secure any hair not being plaited or twisted to keep each section clearly visible (P16)
  - e Maintain a suitable and even tension throughout the service (P17)
  - f Control and secure your client's hair throughout the plaiting and twisting processes (P18)
  - g Apply suitable products, when necessary, to achieve the style requirements (P19)
  - h Consult with your client during the service to ensure the tension is comfortable (P20)
  - i Adjust the tension of plaits and or twists, when necessary, avoiding damage to the hair and minimising discomfort to your client (P21)
  - j Ensure the direction and balance of the finished plait(s) and or twists achieves the desired look (P22)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
  - a Give your client advice and recommendations on the service provided (P24)

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## Range

(AC1.2) **Products:** sprays  
serums  
gels

(AC1.3) **Factors:** hair characteristics  
hair classification  
face and head shape  
hair length

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- scalp condition
  - desired look
  - (AC1.5) **Plaits and twists:** multiple cornrows
    - French plait
    - fishtail plait
    - two strand twists
    - flat twists
  - (AC1.6) **Advice and recommendations:** how to maintain their look
    - how to remove plaits and twists
    - present and future products and services
- 

## Learning outcome

The learner will:

- 2 Know how health and safety polices and procedures affect plaiting and twisting services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
    - a Your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
    - b The range of protective clothing that should be available for clients (K3)
    - c The importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K13)
  - 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
    - a The hazards and risks which exist in your workplace and the safe working practices which you must follow (K11)
  - 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
    - a Your salon's requirements for client preparation (K2)
    - b How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
    - c Why it is important to position your equipment and tools for ease of use (K9)
    - d The different types of working methods that promote environmental and sustainable working practices (K12)
    - e Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K14)
    - f The correct methods of waste disposal (K15)
  - 2.4 Describe contact dermatitis and how it can be prevented
  - 2.5 Explain the importance of questioning clients prior to and during services
    - a The importance of checking client comfort during the plaiting and twisting process (K22)
  - 2.6 State the importance of preventing cross-infection and cross-infestation
-

- a Why it is important to keep your work area clean and tidy (K5)
  - b Why it is important to avoid cross-infection and infestation (K7)
  - c Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K8)
  - d Methods of cleaning, disinfecting and/or sterilisation used in salons (K10)
- 

## Range

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

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

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

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

## Learning outcome

The learner will:

- 3 Understand the factors that influence plaiting and twisting services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services provided
    - a Your salon's expected service times for plaiting and twisting hair (K16)
    - b How different factors influence the choice and direction of plaited or twisted style (K17)
-

- 3.2 Describe ways of dealing with any influencing factors
  - 3.3 Explain the effects on the hair structure when plaiting and twisting hair
    - a The physical effects on the hair structure of plaiting and twisting (K29)
  - 3.4 Describe the potential consequences of excessive tension on the hair
    - a The potential consequences of excessive tension on the hair (K28)
- 

## Range

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

- hair characteristics
  - hair classification
  - face and head shape
  - hair length
  - scalp condition
  - desired look
- 

## Learning outcome

The learner will:

- 4 Understand the tools, equipment, products and techniques used to plait and twist hair

## Assessment criteria

The learner can:

- 4.1 Describe the tools, equipment and products available and their use
    - a The correct use and maintenance of equipment and tools (K6)
    - b Methods of securing the completed plaits and twists (K20)
    - c The types of products available for use with plaits and twists (K23)
    - d When and why you would use different types of products (K24)
  - 4.2 Outline the importance of using products cost effectively
    - a The importance of using products economically (K25)
  - 4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment
    - a The manufacturers' instructions relating to the use of the products (K26)
  - 4.4 Explain the different methods of creating and removing plaits and twists and the effects that can be achieved
    - a The importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort (K18)
    - b The importance of sectioning hair accurately when plaiting and twisting (K19)
    - c How to handle the hair when plaiting and twisting to maintain a correct and even tension (K21)
    - d How to create different plaits and twist (K27)
-



- e The removal requirements for plaits and twists (K30)
  - 4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
    - a The importance of providing advice and recommendations on the products and services provided in the salon (K31)
- 

### Range

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

## Unit 210

## Plait and twist hair (CH6)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for using plaiting and twisting techniques.
- 3 Your Assessor will observe your performance on **at least 3 occasions. Each occasion must be of a different look.**
- 4 From the range, you must show that you have:
  - used **2 out of 3** products
  - taken into account **all** the factors
  - created **3 out of the 5** types of plaits and twists
  - given **all** advice and recommendations.
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 211

## Temporarily attach hair to enhance a style (CH7)

<b>UAN:</b>	M/506/9494
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	30
<b>Unit aim:</b>	This standard is about the skills required to attach and remove temporary pieces of hair to an existing style using pre-prepared and pre-packaged pieces of hair, which are designed to last up to 24 hours and from 24 hours to 6 weeks.
<b>Relationship to NOS:</b>	SKACH7
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 1 Be able to attach hair to enhance the style

### Assessment criteria

The learner can:

- 1.1 Prepare for hair attachment services
  - a Maintain your responsibilities for health and safety throughout the service (P1)
  - b Prepare your client to meet salon's requirements (P2)
  - c Protect your client's clothing throughout the service (P3)
  - d Prepare the added hair to meet the manufacturer's instructions, when required (P18)
  - e Prepare your client's hair in a way suitable for the technique to be used (P19)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a Position your client to meet the needs of the service without causing them discomfort (P4)
  - b Ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
  - c Keep your work area clean and tidy throughout the service (P6)

- d Use working methods that:
    - (P7.1) minimise the risk of damage to tools
    - (P7.2) minimise the risk of cross-infection
    - (P7.3) make effective use of your working time
    - (P7.4) ensure the use of clean resources
    - (P7.5) minimise the risk of harm or injury to yourself and others
    - (P7.6) promote environmental and sustainable working practices
  - e Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
  - f Dispose of waste materials (P10)
  - g Ask your client appropriate questions to establish any known contra-indications to the temporary hair attachment service (P12)
  - h Record your client's responses to questioning (P13)
  - i Identify any factors that may affect the service (P14)
  - j Conduct any relevant tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures (P15)
  - k Report problems to the relevant person when contra-indications cause doubts as to the suitability of the service for the client (P16)
- 1.3 Consult with clients to confirm the desired look
- a Confirm with your client the look agreed at consultation prior to starting the service (P20)
  - b Check the comfort of your client at regular intervals throughout the service (P27)
  - c Give reassurance to your client, when necessary (P28)
- 1.4 Select suitable products, tools and equipment
- a Follow workplace and suppliers' or manufacturer's instructions for the safe use of equipment, materials and products (P9)
  - b Select and use added hair which is:
    - P17.1 Of a suitable texture
    - P17.2 Of a suitable colour
    - P17.3 Of a suitable length
    - P17.4 Of a suitable width
  - c pieces of hair (K24)
- 1.5 Carry out hair attachment and removal services
- a Complete the service within a commercially viable time (P11)
  - b Part the sections cleanly and evenly to meet the requirements of the temporary attachment systems to be used (P21)
  - c Section the hair in a way that will allow the added hair to lie in the direction required (P22)
  - d Secure any hair not being extended to keep each section clearly visible (P23)
  - e Ensure added hair is secure and the point of attachment is hidden (P24)
  - f Add hair in a way that takes into account the factors influencing the service and avoiding potential damage to the client's hair (P25)
  - g Maintain a suitable and even tension throughout the process (P26)
  - h Adapt your cutting techniques to take account of factors which influence working on added hair (P29)

- i Identify and report any problems occurring during the service to the relevant person (P30)
  - j Ensure, on completion, that the added hair is blended with the client's own hair in a way to achieve the style enhancement agreed with the client (P31)
  - k Remove pieces of hair following manufacturer's instructions (P32)
  - l Use the correct products to remove pieces of hair avoiding damage to your client's hair (P33)
  - m Use the correct tools, if required, minimising damage to your client's hair (P34)
  - n Leave your client's hair free of residue and product build up (P35)
  - o Leave your client's hair clean and prepared ready for the next service (P36)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
- a Give your client advice and recommendations on the service provided (P37)
- 

## Range

- (AC1.2) **Temporary attachment systems:** those designed to last up to 24 hours  
those designed to last from 24 hours to 6 weeks
- (AC1.2) **Factors:** hair characteristics  
hair classification  
test results  
attachment method  
direction and fall of the added hair  
client's own hair length  
quantity of added hair  
head and face shape  
finished look
- (AC1.6) **Advice and recommendations:** how to maintain the attachment system  
time interval between services  
present and future products and services
- 

## Learning outcome

The learner will:

- 2 Know how health and safety polices and procedures affect hair attachment services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
    - a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
    - b the range of protective clothing that should be available for clients (K3)
    - c how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
    - d the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K15)
-

- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
- a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K13)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- a your salon's requirements for client preparation (K2)
  - b the safety considerations which must be taken into account when using temporary attachment systems (K8)
  - c why it is important to position your tools, products and equipment for ease of use (K11)
  - d the different types of working methods that promote environmental and sustainable working practices (K14)
  - e the correct methods of waste disposal (K17)
- 2.4 Describe contact dermatitis and how it can be prevented
- a what contact dermatitis is, and how to avoid developing it whilst carrying out temporary attachment systems (K5)
- 2.5 Explain the importance of questioning clients prior to and during services
- a the importance of questioning clients to establish any contra-indications to services (K23)
- 2.6 State the importance of preventing cross-infection and cross-infestation
- a why it is important to avoid cross-infection and infestation (K9)
  - b why it is important to keep your work area clean and well organised (K6)
  - c methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K10)
  - d methods of cleaning, disinfecting and sterilisation used in salons (K12)
- 

## Range

- (AC2.1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- Health and Safety at Work Act
  - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
  - The Health and Safety (First Aid) Regulations
  - The Regulatory Reform (Fire Safety) Order
  - The Manual Handling Operations Regulations
  - The Control of Substances Hazardous to Health Regulations (COSHH)
  - The Electricity at Work Regulations
  - The Environmental Protection Act
  - The Management of Health and Safety at Work Regulations
  - The Health and Safety (Information for Employees) Regulations
- (AC2.3) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
- reducing waste and managing waste (recycle, reuse, safe disposal)
  - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
  - reducing water usage and other resources
-

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

## Learning outcome

The learner will:

- 3 Understand the factors that influence hair attachment services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services provided
- a your salon's expected service times for applying temporary attachment systems (K18)
  - b the factors that must be taken into consideration prior to attaching (K22)
  - c how contra-indications can affect or restrict the provision of the temporary attachment service (K25)
  - d the hair growth cycle and how this can impact on temporary attachment services (K28)
- 3.2 Explain the importance of testing hair and scalp prior to attaching hair
- a why it is important to record test results (K21)
- 3.3 Describe when and how tests are carried out
- a the types and purposes of tests (K19)
  - b the methods of and reasons for conducting pull tests (K26)
- 3.4 Explain how test results influence hair attachment services
- a the courses of action to take in the event of adverse reactions to tests and when to encourage the client to seek medical advice (K27)
- 3.5 Describe the potential consequences of excessive tension on the hair
- a the potential consequences of excessive tension on the hair (K29)
- 

## Range

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

- hair characteristics
  - hair classification
  - test results
  - attachment method
  - direction and fall of the added hair
  - client's own hair length
  - the quantity of added hair
-

- head and face shape
  - finished look
- 

## Learning outcome

The learner will:

- 4 Understand the tools, equipment, products and techniques used to attach and remove added hair

## Assessment criteria

The learner can:

- 4.1 Explain why it is important to prepare the hair prior to attaching hair
  - a how and why the client's hair should be prepared for the temporary attachment systems (K31)
  - b the importance of preparing and applying temporary hair attachment systems in accordance with manufacturers' instructions (K32)
- 4.2 Describe the tools, equipment and products available and their use
  - a The correct use and maintenance of tools, products and equipment (K7)
  - b The types of products and tools used to apply and remove temporary hair attachment systems (K41)
- 4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment
  - a suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K16)
  - b the importance of following manufacturers' instructions when carrying out tests (K20)
- 4.4 Describe the different methods of attaching, maintaining and removing hair attachments
  - a methods of applying temporary hair attachment systems (K33)
  - b how the intended style can affect the choice and placement of temporary hair attachment systems (K34)
  - c the advantages and disadvantages of temporary hair attachment systems (K35)
  - d why it is important to maintain a correct and even tension when attaching hair (K37)
  - e how and when to remove temporary hair attachment systems in accordance with manufacturers' instructions (K40)
  - f how to maintain and remove the hair attachment system (K44)
- 4.5 Describe how and when to adapt cutting techniques to suit the finished look
  - a how to carry out cutting techniques to blend the client's own hair and temporary hair attachment system to suit the finished look (K38)
  - b how to adapt cutting techniques to suit different types of temporary hair attachments such as artificial and human (K39)
- 4.6 Explain the importance of providing advice and recommendations to the client on the service(s) provided and products available



- a your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer (K30)
  - b how to estimate the length of time the temporary hair attachment systems can take (K42)
  - c how to give effective advice and recommendations (K43)
  - d the importance of providing advice and recommendations on the products and services provided in the salon (K45)
  - e the types of anxieties commonly experienced by clients undergoing the application of temporary hair attachment systems (K36)
- 

### Range

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

## Unit 211

## Temporarily attach hair to enhance a style (CH7)

### Supporting Information

#### *Evidence requirements*

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for attaching hair to enhance a style.
- 3 Your Assessor will observe your performance on **at least 2 occasions, which must include a removal of attached hair.**
- 4 From the range, you must show that you have:
  - used **both** types of attachment systems
  - taken account of **all** the factors
  - given **all** advice and recommendations
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 213

## Fulfil salon reception duties (CHB13)

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

### Learning outcome

The learner will:

- 1 Be able to carry out salon reception duties

### Assessment criteria

The learner can:

- 1.1 Maintain the reception area
  - a ensure the reception area is clean and tidy at all times (P1)
  - b maintain the agreed levels of reception stationery (P2)
  - c ensure that product displays have the right levels of stock at all times (P3)
- 1.2 Attend to clients and respond to enquiries
  - a Offer clients hospitality to meet your salon's client care policies (P4)
  - b Attend to people in a polite manner (P5)
  - c Identify the purpose of enquiries (P6)
  - d Confirm appointments informing the relevant person (P7)

- e Refer enquiries which cannot be dealt with to the relevant person for action (P8)
  - f Record messages and pass them on to the relevant person at the right time (P9)
  - g Provide clear information (P10)
  - h Give confidential information only to authorised people (P11)
  - i Balance the need to give attention to individuals whilst ensuring others are not left without attention (P12)
- 1.3 Carry out the booking of appointments for salon services
- a Deal with all requests for appointments (P13)
  - b Identify client requirements for the service requested (P14)
  - c Confirm the client has had relevant tests when scheduling appointments (P15)
  - d Arrange for the client to have relevant tests, when necessary, within the limits of your authority (P16)
  - e Schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time (P17)
  - f Confirm the appointment details are acceptable to the client (P18)
  - g Record appointment details to meet your salon's requirements (P19)
- 1.4 Manage payments from clients
- a Calculate total charges for the client (P20)
  - b Inform clients of charges (P21)
  - c Visually inspect purchases for condition and quality as they are processed for payment (P22)
  - d Establish the client's method of payment and acknowledge receipt of payments (P23)
  - e Ensure accepted payments are correct (P24)
  - f Record information about the sale to meet your salon's requirements (P25)
  - g Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept (P26)
  - h Inform clients when authorisation cannot be obtained for non-cash payments (P27)
  - i Identify and resolve, where possible, any discrepancies in payments within the limits of your own authority (P28)
  - j Refer payment discrepancies which you cannot resolve to the relevant person for action (P29)
  - k Give the correct change and issue receipts when required by clients (P30)
  - i Follow cash point security procedures at all times (P31)
  - j Identify and report low levels of change in time to avoid shortages (P32)

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## Range

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

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

- (AC1.3) **Appointments:** in person  
by telephone
- (AC1.4) **Method of payment:** cash  
non-cash payment
- 

## Learning outcome

The learner will:

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

## Assessment criteria

The learner can:

- 2.1 Outline salon procedures for reception duties
- a your salon's procedures for:
    - (K1.1) maintaining the reception area
    - (K1.2) client care at reception
  - b what and how much reception stationery should be kept at your reception area (K4)
  - c your salon's procedures for:
    - (K11.1) maintaining confidentiality
    - (K11.2) taking messages
    - (K11.3) making and recording appointments
    - (K11.4) carrying out tests
    - (K11.5) dealing with suspected fraud
    - (K11.6) authorising non-cash payments when these are 'over limit'
    - (K11.7) personal safety
  - d the importance of checking that clients have had tests for specific services (K19)
  - e who to refer to with different types of enquiries(K17)
- 2.2 Explain own responsibilities for reception duties
- a the limits of your authority when maintaining the reception areas (K2)
  - b the limits of your authority when:
    - (K12.1) attending to people and enquiries
    - (K12.2) making appointments
    - (K12.3) carrying out tests
    - (K12.4) dealing with payments and discrepancies
  - c the person in your salon to whom you should refer reception problems (K18)
- 2.3 Explain the importance of taking messages and the procedures for dealing with them
- a the importance of taking messages and passing them on to the right person at the right time (K16)
- 2.4 Outline the methods of communication and how to apply them effectively
- a the importance to the salon's business of effective communication (K5)
  - b how and when to ask questions (K6)
  - c how to speak clearly in a way that suits the situation (K7)

- d how to show you are listening closely to what people are saying to you (K8)
  - e how to adapt what you say to suit different situations (K9)
  - f how to show positive body language (K10)
- 2.5 Explain the legal requirements of the Sale of Goods Act and the Data Protection Act
- a relevant rights, duties and responsibilities relating to the Sale of Goods Act and the Data Protection Act (K20)
  - b the consequences of breaking confidentiality (K21)
  - c the importance of checking and identifying any defects in retail products (K3)
- 

## Learning outcome

The learner will:

- 3 Know the operations of the salon

## Assessment criteria

The learner can:

- 3.1 Explain the salon's procedures for maintaining the reception area and the care of clients
    - a how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods (K25)
  - 3.2 Identify the products available for sale and the salon's services, their duration and cost
    - a the services available and their duration and cost (K22)
    - b the products available for sale and their cost (K23)
  - 3.3 Explain how to book and confirm clients' appointments
    - a The importance of confirming and making appointments correctly (K13)
    - b The types of information required to make an appointment (K14)
    - c The common systems available for making appointments such as manual and electronic (K15)
  - 3.4 Identify current discounts and special offers available
    - a how to identify any current discounts and special offers such as 2-for-1 offers and vouchers (K24)
  - 3.5 Outline methods of calculating payments
    - a common methods of calculating payments including point of sale technology and physical calculations (K26)
  - 3.6 Explain how to handle payments securely
    - a how to keep cash and other payments safe and secure (K27)
    - b the types of payment that you are authorised to accept (K28)
    - c how to gain electronic authorisation for payment cards (K29)
  - 3.7 Describe how to resolve any payment discrepancies that may occur
    - a how to identify and deal with discrepancies:
      - (K30.1) counterfeit payments
      - (K30.2) invalid currency
-

- (K30.3) suspected stolen cheques, credit cards and payment cards
- (K30.4) invalid card
- (K30.5) incorrect completion of cheque
- (K30.6) payment disputes
- b how to deal with customers offering suspect tender or suspect non-cash payments (K31)
- c consequences of failure to handle payments correctly (K32)

## Unit 213

## Fulfil salon reception duties (CHB13)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
- 3 Your Assessor will observe these aspects of your performance on **at least 1 occasion**.
- 4 From the range statement, you must show that you have:
  - handled **1 of the 2** types of people
  - handled **2 of the 3** types of enquiries
  - handled **both** types of appointments
  - handled **both** the methods of payment
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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



## Unit 214

## Cut men's hair using basic techniques (CB2)

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

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### Learning outcome

The learner will:

- 1 Be able to cut hair using basic barbering techniques

### Assessment criteria

The learner can:

- 1.1 Prepare for cutting services
  - a protect your client's clothing throughout the service (P2)
  - b prepare your client's hair prior to cutting (P12)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b keep your client's skin free of excess hair cuttings throughout the service (P3)
  - c position your client to meet the needs of the service without causing them discomfort (P4)
  - d ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
  - e keep your work area clean and tidy throughout the service (P6)

- f use working methods that:
    - (P7.1) minimise the risk of damage to tools and equipment
    - (P7.2) ensure the use of gloves when using razors
    - (P7.3) minimise the risk of cross-infection
    - (P7.4) make effective use of your working time
    - (P7.5) ensure the use of clean resources
    - (P7.6) minimise the risk of harm or injury to yourself and others
    - (P7.7) promote environmental and sustainable working practices
  - g ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements (P8)
  - h follow workplace, suppliers' and or manufacturers' instructions for the safe use of equipment, materials and products (P9)
  - i dispose of waste materials and sharps (P10)
  - j change your own position and that of your client to help ensure the accuracy of the cut (P17)
- 1.3 Consult with clients to confirm the desired look
- a confirm with your client the look agreed during consultation prior to commencing the cut (P13)
  - b consult with your client during the cutting process to confirm the desired look (P22)
- 1.4 Select suitable products, tools and equipment
- 1.5 Carry out cutting services
- a complete the cutting service within a commercially viable time (P11)
  - b create and follow the cutting guideline(s) to achieve the required look (P14)
  - c use cutting techniques that suit your client's hair type and achieve the desired look (P15)
  - d adapt your cutting techniques to take account of factors likely to influence the service (P16)
  - e establish accurate distribution of weight balance and shape of the hair (P18)
  - f create neckline shapes taking account of the natural hairline (P19)
  - g achieve outlines that are accurate and remove unwanted hair outside the desired outline shape (P20)
  - h balance and shape sideburns to suit the hair style and to meet your client's requirements (P21)
  - i make a final visual check to ensure that the finished cut and outlines are accurate (P23)
  - j leave hair ready for the next part of the service or finish to meet your client's requirements (P24)
  - k confirm your client's satisfaction with the finished cut (P25)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
- a Give your client advice and recommendations on the service provided (P26)

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## Range

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

- (AC1.2) **Tools and equipment:** scissors  
clippers  
clipper attachments  
trimmers  
razors
  - (AC1.3) **Look:** uniform layer  
square layer  
graduation  
flat top  
with a fringe  
with a parting  
around the ear outline  
over the ear  
with a fade  
eyebrow trim
  - (AC1.5) **Techniques:** club cutting  
scissor over comb  
clipper over comb  
freehand  
thinning  
fading
  - (AC1.5) **Factors:** hair characteristics  
hair classifications  
head and face shape  
presence of male pattern baldness  
piercings  
adverse skin conditions
  - (AC1.5) **Neckline shapes:** tapered  
squared  
full neck line
  - (AC1.5) **Outline shapes:** natural  
created  
tapered
  - (AC1.6) **Advice and recommendations:** how to maintain their look  
time interval between services  
future and present products and services
- 

## Learning outcome

The learner will:

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

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
  - a your responsibilities for health and safety as defined by the specific legislation covering your job role (K1)
  - b the range of protective clothing that should be available for clients (K3)

- c the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K17)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K16)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a your salon's requirements for client preparation (K2)
  - b why it is important to use gloves when using a razor (K4)
  - c why it is important to protect clients from hair cuttings (K5)
  - d how the position of your client and yourself can affect the desired outcome, reduce fatigue and the risk of injury (K6)
  - e why it is important to position your cutting tools for ease of use (K8)
  - f the safety considerations which must be taken into account when cutting hair (K9)
  - g the different types of working methods that promote environmental and sustainable working practices (K10)
  - h the correct methods of waste disposal (K19)
- 2.4 Explain the importance of questioning the client prior to and during services
  - a the importance of confirming with your client the look agreed during consultation prior to commencing the cut (K25)
  - b the importance of consulting with clients throughout the cutting process (K43)
  - c the importance of confirming your client's satisfaction with the finished cut (K46)
- 2.5 State the importance of preventing cross-infection and cross-infestation
  - a why it is important to avoid cross-infection and cross-infestation (K11)
  - b why it is important to keep your work area clean and tidy (K13)
  - c methods of cleaning, disinfecting and sterilisation used in salons (K14)
  - d methods of working safely and hygienically which minimises the risk of cross-infection and cross-infestation (K15)

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## Range

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

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

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

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

## Learning outcome

The learner will:

3 Understand the factors that influence cutting services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence services
    - a your salon's expected service times for different cutting looks (K20)
    - b the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service (K32)
    - c the factors which should be considered when cutting wet hair and dry hair (K35)
  - 3.2 Describe ways of dealing with any influencing factors
  - 3.3 State the average rate of hair growth
    - a the average rate of hair growth (K47)
  - 3.4 Explain known causes and typical patterns of male pattern baldness
    - a the known causes and typical patterns of male pattern baldness (K48)
- 

## Range

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

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

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

- uniform layer
  - square layer
-

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

## Learning outcome

The learner will:

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

## Assessment criteria

The learner can:

- 4.1 Explain why it is important to prepare the hair prior to cutting
- a how to prepare your client's hair prior to cutting (K21)
  - b why hair products should be removed from the hair prior to cutting (K22)
  - c the importance of correctly combing out the hair prior to cutting (K23)
- 4.2 Identify the tools, equipment and products available and the effects they achieve
- a the correct use and maintenance of cutting tools (K7)
  - b which tools can be used on either wet or dry hair or both (K24)
  - c suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K18)
  - d the types of clippers, clipper blades and attachments available and the effects that these achieve (K33)
- 4.3 Explain the importance of applying correct techniques during services
- a the reasons for establishing and following guidelines (K26)
  - b how to create and follow guidelines for different cutting looks (K27)
  - c how and when to use different cutting techniques and the effects achieved (K28)
  - d the importance of considering weight distribution and working with the natural growth patterns of the hair (K29)
  - e how different cutting angles will impact on weight distribution, balance and the degree of graduation (K30)
  - f the importance of applying the correct degree of tension to the hair when cutting (K31)
  - g how to safely carry out an eyebrow trim (K34)
  - h the importance of changing your own position and that of your client to help you ensure the accuracy of the cut (K36)
  - i the importance of keeping the hair damp when wet cutting (K37)
  - j the importance of establishing accurate distribution of weight, balance and shape by regularly crosschecking the cut (K38)
  - k how to create different neckline and outline shapes (K39)
-

- l the importance of cutting to the natural neckline in barbering (K40)
  - m how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape (K41)
  - n the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements (K42)
  - o the visual checks required to ensure the finished cut and outlines are accurate (K44)
  - p the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements (K45)
- 4.4 State the importance of using products cost effectively
- a the different types of working methods that promote environmental and sustainable working practices (K10)
- 4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
- a the importance of providing advice and recommendations on the products and services provided in the salon (K49)
- 

## Range

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

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

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

## Unit 214

## Cut men's hair using basic techniques (CB2)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting hair using barbering techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**.
4. From the range, you must show that you have:
  - used **all** the tools and equipment
  - cut **both** wet and dry hair
  - taken into account **all** the factors
  - cut **6 of the 10** looks
  - used **all** the techniques
  - create **all** the neckline shapes
  - achieved **all** the outline shapes
  - given **all** the advice and recommendations.
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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



## Unit 215

## Cut facial hair to shape using basic techniques (CB3)

<b>UAN:</b>	L/506/9776
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	5
<b>GLH:</b>	42
<b>Unit aim:</b>	This standard is about cutting beards and moustaches to maintain existing shapes using scissor over comb, clippers with attachment, clipper over comb and freehand cutting techniques.
<b>Relationship to NOS:</b>	SKACB3
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 01 Be able to cut facial hair to shape using basic techniques

### Assessment criteria

The learner can:

- 1.1 Prepare for facial hair shaping services
  - a prepare your client to meet salon's requirements (P2)
  - b prepare your client's facial hair prior to the service (P14)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b protect your client's clothing throughout the service (P3)
  - c keep your client's skin free of excess hair clippings throughout the service (P4)
  - d position your client to meet the needs of the service without causing them discomfort (P5)
  - e ensure your own posture and position whilst working minimises fatigue and the risk of injury (P6)

- f keep your work area clean and tidy throughout the service (P7)
  - g use working methods that:
    - (P8.1) minimise the risk of damage to tools and equipment
    - (P8.2) minimise the risk of cross-infection
    - (P8.3) make effective use of your working time
    - (P8.4) ensure the use of clean resources
    - (P8.5) minimise the risk of harm or injury to yourself and others
    - (P8.6) promote environmental and sustainable working practices
  - h ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P9)
  - i follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P10)
  - j dispose of waste materials (P11)
  - k change your own position and that of your client to help you ensure the accuracy of the cut (P18)
- 1.3 Consult with clients to confirm the desired look
- a identify factors likely to influence the service prior to cutting (P13)
  - b confirm with your client the look agreed at consultation and during service (P15)
- 1.4 Select suitable products, tools and equipment
- 1.5 Carry out facial hair shaping services
- a complete the service within a commercially viable time (P12)
  - b establish and follow the cutting guideline(s) to achieve the required look (P16)
  - c adapt your cutting techniques to take account of factors influencing the service and to achieve the desired look (P17)
  - d regularly check your client's comfort throughout the service (P19)
  - e ensure the finished look is even, symmetrical and balanced in relation to your client's facial contour (P20)
  - f ensure the finished look is of even density throughout the shape (P21)
  - g remove any unwanted hair outside the desired outline shape (P22)
  - h make a final visual check to ensure the finished cut is accurate (P23)
  - i confirm your client's satisfaction with the finished cut (P24)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
- a give your client advice and recommendations on the service provided (P25)

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## Range

- (AC1.2) **Tools and equipment:** scissors  
 clippers  
 clipper attachments  
 trimmers
- (AC1.3) **Factors:** head and face shape  
 hair characteristics  
 hair classification  
 hair style

adverse skin conditions  
facial piercing  
clients' wishes  
ingrowing hair  
skin elasticity

(AC1.3) **Look:** tapered beardline  
full beard outlines  
partial beard  
moustache only  
eyebrow trim

(AC1.5) **Cutting techniques:** scissor over comb  
clipper with attachment  
clipper over comb  
freehand

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

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## Learning outcome

The learner will:

02 Know how health and safety policies and procedures affect facial hair cutting services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
    - a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
    - b the range of protective clothing that should be available for clients (K3)
    - c the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K15)
  - 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
    - a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K13)
  - 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
    - a your salon's requirements for client preparation (K2)
    - b why it is important to protect clients from hair clippings (K4)
    - c how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)
    - d the importance of using the correct type of barber's chair (K6)
    - e the safety considerations which must be taken into account when cutting facial hair (K7)
    - f why it is important to position your cutting tools for ease of use (K9)
-

- g the different types of working methods that promote environmental and sustainable working practices (K14)
  - h the correct methods of waste disposal (K17)
- 2.4 Explain the importance of questioning clients prior to and during services
- a the importance of confirming with your client the look agreed at consultation and during service (K21)
- 2.5 Outline the importance of preventing cross-infection and cross-infestation
- a why it is important to keep your work area clean and tidy (K8)
  - b methods of cleaning, disinfecting and sterilisation used in salons (K11)
  - c the importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K12)
- 

## Range

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

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

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

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

## Learning outcome

The learner will:

03 Understand the factors that influence facial hair cutting services

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## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence services
    - a your salon's expected service times for cutting facial hair (K18)
    - b the factors that must be taken into consideration prior to and during cutting facial hair (K19)
  - 3.2 Describe ways of dealing with any influencing factors
  - 3.3 State the average rate of hair growth
    - a the average rate of hair growth (K28)
  - 3.4 Explain the effects of continual close cutting to the skin
    - a the effects of continual close cutting to the skin (K29)
    - b potential risk of ingrowing hair resulting from continual close cutting (K30)
- 

## Range

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

- hair characteristics
  - hair classifications
  - head and face shape
  - hair style
  - adverse skin conditions
  - facial piercing
  - client's wishes
  - ingrowing hair
  - skin elasticity
- 

## Learning outcome

The learner will:

- 04 Understand the tools, equipment, products and techniques used to cut facial hair shapes

## Assessment criteria

The learner can:

- 4.1 Explain why it is important to prepare the facial hair prior to cutting
    - a the importance of preparing the clients' facial hair prior to the service (K20)
  - 4.2 Identify the tools, equipment and products available and the effects they achieve
    - a basic beard and moustache shapes that do not require the use of razors (K24)
    - b the size and type of clippers, clipper blades and attachments available and the effects that these achieve (K33)
  - 4.3 Describe the correct use and maintenance of cutting tools and equipment
    - a the correct use and maintenance of cutting tools (K10)
-

- b suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K16)
  - c how to level and test clippers (K32)
- 4.4 Explain the importance of applying correct techniques during services
- a how to create and follow a guideline for tapered beardlines, beard outlines and moustaches (K22)
  - b how to cut different facial hair shapes using basic cutting techniques (K23)
  - c the importance of cross checking the facial hair cut (K25)
  - d the importance of working with the natural growth patterns of facial hair when considering the weight distribution within a facial hair cut (K26)
  - e how the angle at which the cutting tools and the head are positioned will affect the weight distribution, balance and degree of graduation of the facial hair (K27)
  - f how to safely carry out an eyebrow trim (K31)
  - g the importance of ensuring the finished look is even, symmetrical and balanced in relation to your client's facial contour (K34)
  - h remove any unwanted hair outside the desired outline shape (K35)
- 4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
- a the importance of providing advice and recommendations on the products and services provided in the salon (K36)
- 

## Range

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

## Unit 215

## Cut facial hair to shape using basic techniques (CB3)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting facial hair.
3. Your Assessor will observe these aspects of your performance on **at least 4 occasions** on different clients.
4. From the range, you must show that you have:
  - used **all** the types of tools
  - taken account of **all** the factors
  - cut **all** the looks
  - used **all** the cutting techniques
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 216

## Dry and finish men's hair (CB4)

<b>UAN:</b>	R/506/9777
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	5
<b>GLH:</b>	45
<b>Unit aim:</b>	This standard is about using a range of styling techniques to dry men's hair to create a variety of finished looks. The ability to work with a high degree of manual dexterity, taking into account many factors, will be required. Working with a wide range of styling and finishing products is also included.
<b>Relationship to NOS:</b>	SKACB4
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Learning outcome

The learner will:

- 01 Be able to dry and finish men's hair

### Assessment criteria

The learner can:

- 1.1 Prepare for drying and finishing services
  - a prepare your client to meet salon's requirements (P2)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b protect your client's clothing throughout the service (P3)
  - c position your client to meet the needs of the service without causing them discomfort (P4)
  - d ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
  - e keep your work area clean and tidy throughout the service (P6)



- f use working methods that (P7)
  - minimise wastage of styling and finishing products (P7.1)
  - minimise the risk of damage to tools (P7.2)
  - minimise the risk of cross-infection (P7.3)
  - make effective use of your working time (P7.4)
  - ensure the use of clean resources (P7.5)
  - minimise the risk of harm or injury to yourself and others (P7.6)
  - promote environmental and sustainable working practices (P7.7)
- g ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
- h follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products (P9)
- i dispose of waste materials (P10)
- 1.3 Consult with clients to confirm the desired look
  - a confirm with your client the look agreed at consultation and during the service (P12)
- 1.4 Select suitable products, tools and equipment
  - a confirm with your client the look agreed at consultation and during the service (P12)
- 1.5 Carry out drying and finishing services
  - a complete the service within a commercially viable time (P11)
  - b control your use of styling tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look (P13)
  - c apply suitable styling and finishing products, when used, following manufacturers' instructions (P14)
  - d control your client's hair during the styling process taking account of factors influencing the service (P15)
  - e use and adapt drying techniques to achieve the desired look (P16)
  - f check the temperature of heated styling equipment throughout the service (P17)
  - g ensure the finished look takes into account relevant factors influencing the service (P18)
  - h achieve the finished look which meets the intended shape, direction and volume agreed with your client (P19)
  - i confirm your client's satisfaction with the finished look (P20)
- 1.6 Provide clients with advice and recommendations on the service(s) provided
  - a give your client advice and recommendations on the service provided (P21)

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## Range

- (AC1.2) **Styling and finishing products:** sprays  
 creams  
 gels  
 wax  
 tonics  
 oils  
 styling powders

- (AC1.5) **Tools and equipment:** flat brush  
round brush  
electrical equipment
  - (AC1.5) **Factors:** hair characteristics  
hair classifications  
hair cut  
hair growth patterns  
head and face shape
  - (AC1.5) **Drying techniques:** brush drying  
finger drying
  - (AC1.5) **Finished looks:** straightening  
smoothing  
creating volume  
creating movement  
creating texture
  - (AC1.6) **Advice and recommendations:** how to maintain their look  
time interval between services  
present and future products and services
- 

## Learning outcome

The learner will:

- 02 Know how health and safety policies and procedures affect drying and finishing services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
  - a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
  - b the range of protective clothing that should be available for clients (K3)
  - c the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K11)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
  - a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K9)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
  - a your salon's requirements for client preparation (K2)
  - b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
  - c the different types of working methods that promote environmental and sustainable working practices (K10)
  - d the correct methods of waste disposal (K14)
- 2.4 Describe contact dermatitis and how it can be prevented

- a contact dermatitis and how to avoid developing it when carrying out drying and finishing services (K12)
- 2.5 Explain the importance of questioning clients prior to and during services
- a the importance of confirming with your client the look agreed at consultation and during the service (K16)
  - b the importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client (K27)
- 2.6 State the importance of preventing cross-infection and cross-infestation
- a why it is important to keep your work area clean and tidy (K5)
  - b methods of cleaning, disinfecting and or sterilisation used in salons (K7)
  - c the importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K8)
- 

## Range

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

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

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

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

## Learning outcome

The learner will:

03 Understand the factors that influence drying and finishing services

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## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services provided
    - a your salon's expected service times for drying and finishing (K15)
    - b how different factors impact on drying and finishing services (K22)
  - 3.2 Describe ways of dealing with any influencing factors
- 

## Range

(AC3.1) **Factors:** How different factors impact on drying and finishing services

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

## Learning outcome

The learner will:

- 04 Understand the science of drying and finishing hair

## Assessment criteria

The learner can:

- 4.1 Explain the effects of humidity on hair
    - a the effects of humidity on hair (K28)
  - 4.2 Explain the physical effects of heated styling equipment on the hair structure
    - a the physical effects of heated styling equipment on the hair structure (K29)
  - 4.3 Explain why hair should be kept damp before drying
    - a why hair should be kept damp before drying (K32)
  - 4.4 Explain how heat protectors act to protect the hair
    - a how heat protectors act to protect the hair (K33)
- 

## Learning outcome

The learner will:

- 05 Understand the tools, equipment, products and techniques used to dry and finish men's hair

## Assessment criteria

The learner can:

- 5.1 Identify the tools, equipment and products available and the effects they achieve
  - a the range of drying and finishing products, tools and equipment available for drying and finishing men's hair (K17)
  - b when and why the types of drying and finishing products should be used (K18)
  - c why and how to use the different types styling tools and equipment (K20)
- 5.2 Describe the correct use and maintenance of drying and finishing tools
  - a the correct use and maintenance of cutting tools (K6)
- 5.3 Explain the importance of following salon/barbershop and manufacturers' instructions during drying and finishing services
  - a suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow (K13)
  - b the manufacturers' instructions for the use of the specific styling and finishing products in your salon (K19)
- 5.4 Explain the importance of applying correct techniques during services
  - a current techniques for drying and finishing hair (K21)
  - b why the direction of the air flow when drying is important to achieve the desired look (K23)
  - c the importance of using a nozzle when carrying out drying techniques (K24)
  - d how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement (K25)
  - e methods of controlling hair sections during the drying process (K26)
  - f how the incorrect application of heat can affect the hair and scalp (K30)
  - g why hair should be allowed to cool prior to finishing (K31)
- 5.5 Outline the importance of using products cost effectively
- 5.6 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
  - a the importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client (K27)
  - b the importance of providing advice and recommendations on the products and services provided in the salon (K34)

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## Range

- (AC5.6) **Advice and recommendations:** additional services  
additional products

## Unit 216

## Dry and finish men's hair (CB4)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for drying and finishing men's hair.
3. Your Assessor will observe these aspects of your performance on **at least 3 occasions on different clients**.
4. From the range, you must show that you have:
  - used **4 out of the 7** styling and finishing products
  - used **all** tools and equipment
  - considered **all** the factors
  - used **both** the drying techniques
  - achieved **all** the finished looks
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 217

## Create basic outlines and detailing in hair (CB5)

<b>UAN:</b>	Y/506/9778
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	6
<b>GLH:</b>	48
<b>Unit aim:</b>	This standard is about the use of a variety of clipping and cutting techniques to create straight and curved lines. This standard is also about using these techniques to finish the perimeter edge of haircuts.
<b>Relationship to NOS:</b>	SKACB5
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

---

### Learning outcome

The learner will:

- 1 Be able to create basic outlines and detailing in hair

### Assessment criteria

The learner can:

- 1.1 Prepare for creating basic outlines and detailing services
  - a prepare your client to meet salon's requirements to protect your client's clothing throughout the service (P2)
  - b research a portfolio of outlines and detailing designs suitable for use with your clients (P12)
  - c methods of preparing the hair prior to cutting outlines and detailing designs (K28)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b prepare your client to meet salon's requirements to protect your client's clothing throughout the service (P3)

- c position your client to meet the needs of the service without causing them discomfort (P4)
  - d ensure your own posture and position whilst working minimises fatigue and the risk of injury (P5)
  - e keep your work area clean and tidy throughout the service (P6)
  - f use working methods that:
    - (P7.1) minimise the risk of damage to tools and equipment
    - (P7.2) minimise the risk of cross-infection
    - (P7.3) make effective use of your working time
    - (P7.4) ensure the use of clean resources
    - (P7.5) minimise the risk of harm or injury to yourself and others
    - (P7.6) promote environmental and sustainable working practices
  - g ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements (P8)
  - h follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)
  - i dispose of waste materials and sharps (P10)
- 1.3 Consult with clients to confirm the desired look
- a explore a variety of outlines and detailing designs and possibilities with your client using relevant visual aids (P13)
  - b give your client time and encouragement to put forward their own ideas on design and the image they wish to create (P14)
  - c ensure your client is aware of what the agreed service will entail and its likely duration (P15)
  - d confirm your understanding of your client's requirements (P16)
  - e base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the outline and detailing design (P17)
  - f recommend a look that is suitable for your client's perceived image (P18)
  - g agree a design with your client which takes into account factors influencing the service (P19)
  - i agree services outcomes and likely costs that are acceptable to your client and meet their needs (P20)
- 1.4 Select suitable products, tools and equipment
- 1.5 Carry out basic outlining and detailing services
- a complete the service within a commercially viable time (P11)
  - b brush or comb your client's hair in the direction of the natural growth throughout the service (P21)
  - c position the outline and detailing design to meet the agreed design plan (P22)
  - d adapt the size of the outline and detailing design to suit your client's head size, shape and existing haircut (P23)
  - e use cutting techniques to achieve the definition, shape and depth of outline and detailing design required (P24)



- f change your own position and that of your client to help you to ensure the accuracy of the cut (P25)
  - g consult with your client during the cutting process to confirm the desired outline and detailing design and overall effect being created (P26)
  - h take suitable action to resolve any problems arising during the design process (P27)
  - i ensure the finished look meets the design agreed with your client (P28)
  - j confirm your client's satisfaction with the finished look (P29)
  - k how and when to use different cutting techniques when creating designs in hair (K30)
  - l equipment handling techniques for achieving accurate outlines and detailing designs in hair (K31)
- 1.6 Provide clients with advice and recommendations on the service(s) provided (P30)
- 

## Range

- (AC1.2) **Tools and equipment:** razor  
clippers  
clipper attachments  
trimmers
  - (AC1.3) **Outlines and detailing design:** straight lines  
curved lines  
repeated  
hair line
  - (AC1.3) **Factors:** hair characteristics  
hair classifications  
head and face shape  
hair length  
hair style  
presence of male pattern baldness  
adverse skin conditions  
scarring
  - (AC1.5) **Cutting techniques:** clippers  
fading
  - (AC1.6) **Advice and recommendations:** how to maintain their look  
time interval between services  
present and future products and services
- 

## Learning outcome

The learner will:

- 2 Know how health and safety policies and procedures affect creating basic outlines and detailing services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
-

- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
  - b the range of protective clothing that should be available for clients (K3)
  - c the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace (K14)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
- a Describe the potential hazards and possible risks that may occur in the workplace and affect services (K13)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- a your salon's requirements for client preparation (K2)
  - b why it is important to protect clients from hair clippings (K4)
  - c how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)
  - d why it is important to keep your work area clean and tidy (K6)
  - e why it is important to position your cutting tools for ease of use (K7)
  - f why it is important to use disposable gloves when using a razor (K9)
  - g suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K15)
  - h the correct methods of waste disposal (K16)
  - i methods of cleaning, disinfecting and sterilisation used in salons (K12)
  - j the safety considerations which must be taken into account when cutting hair (K10)
- 2.4 Explain the importance of questioning clients prior to and during services
- a the importance of giving your client encouragement to put forward their own ideas on design and or image and agreeing the outcome, duration and cost (K24)
- 2.5 Outline the importance of preventing cross-infection and cross-infestation
- a why it is important to avoid cross-infection and cross-infestation (K8)

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## Range

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

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

(AC2.1) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

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

## Learning outcome

The learner will:

- 3 Understand the factors that influence basic outlining and detailing services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence services
    - a your salon's expected service times for basic outlines and detailing designs looks (K17)
    - b the different factors that must be taken into consideration prior to clippers and cutting and how these may impact on the designs (K18)
    - c the design possibilities and limitations when working with linear outlines and detailing designs in hair (K27)
    - d the types of haircut which form a suitable foundation for cutting straight and curved lines and repeated designs into the hair (K29)
  - 3.2 Describe ways of dealing with any influencing factors
    - a how to adapt outlines and detailing designs to suit different head shapes (K26)
  - 3.3 State the average rate of hair growth
    - a the average rate of hair growth (K19)
  - 3.4 Explain the effects of continual close clippers on the skin
    - a the effects of continual close clippers on skin (K20)
    - b the potential risk of ingrowing hair resulting from the continual close clippers (K21)
- 

## Range

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

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

- hair length
  - hair style
  - presence of male pattern baldness
  - adverse skin conditions
  - scarring
- 

## Learning outcome

The learner will:

- 4 Understand the tools, equipment, products and techniques used to create basic outlines and detailing in hair

## Assessment criteria

The learner can:

- 4.1 Identify the tools, equipment and products available and the effects they achieve
    - a how to create simple repeated designs from lines and curves (K25)
    - b the types of clippers, clipper blades and attachments available and the effects that these achieve (K34)
  - 4.2 Describe the correct use and maintenance of cutting tools and equipment
    - a the correct use and maintenance of cutting tools and equipment (K11)
    - b how to level and test clippers (K33)
  - 4.3 Explain the importance of applying correct technique when creating basic outlines and detailing in hair
    - a methods of preparing the hair prior to cutting outlines and detailing designs (K28)
    - b how and when to use different cutting techniques when creating designs in hair (K30)
    - c equipment handling techniques for achieving accurate outlines and detailing designs in hair (K31)
    - d the importance of visually checking outline, detailing designs and cut (K32)
  - 4.4 Describe the problems that may occur during services and ways in which they can be resolved
    - a the types of problem that can commonly arise when creating outlines and detailing designs in hair and ways in which they can be resolved, if possible. (K35)
  - 4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
    - a suitable sources of information and design ideas and how to access them (K22)
    - b how to present information and recommendations on patterns clearly to your client (K23)
    - c the importance of providing advice and recommendations on the products and services provided in the salon (K36)
- 

## Range

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

## Unit 217

## Create basic outlines and detailing in hair (CB5)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creating outlines and detailing in hair.
3. Your Assessor will observe your performance on **at least 3 occasions, each covering 25% of the head.**
4. From the range, you must show that you have:
  - used **all** the tools and equipment
  - used **all** the outlines and detailing designs
  - taken into account **all** the factors
  - used **both** the cutting techniques
  - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 218

## Assist with shaving services (CB1)

<b>UAN:</b>	L/506/9762
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	5
<b>GLH:</b>	39
<b>Unit aim:</b>	This standard is about the basic skills of assisting with shaving services. The work will be carried out under the direction of the stylist.
<b>Relationship to NOS:</b>	SKACB1
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

### Learning outcome

The learner will:

- 1 Be able to assist with shaving services

### Assessment criteria

The learner can:

- 1.1 Prepare for shaving services following instructions
  - a prepare your client to meet salon requirements (P2)
  - b protect your client's clothing throughout the shaving service (P3)
  - c wear personal protective equipment when assisting with shaving service (P4)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b position your client to meet the needs of the service without causing them discomfort (P5)
  - c ensure your own posture and position whilst working minimises fatigue and the risk of injury (P6)
  - d keep your work area clean and tidy throughout the shaving service (P8)
  - e use working methods that:  
(P91.) minimise the wastage of lathering products

- (P9.2) minimise the risk of cross-infection
  - (P9.3) make effective use of your working time
  - (P9.4) ensure the use of clean resources
  - (P9.5) minimise the risk of harm or injury to yourself and clients
  - f ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements (P10)
  - g follow workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products (P11)
  - h clean, disinfect and or sterilise all tools and equipment immediately after the shaving service (P12)
  - i ensure hazardous waste is disposed of to meet legal and salon requirements (P13)
  - j ensure your personal standards of health and hygiene minimise the risk of cross-infection, cross-infestation and offence to your clients and colleagues (P14)
  - k check client comfort throughout the shaving service (P22)
- 1.3 Assist with shaving services as instructed
- a follow stylists' instructions throughout the shaving service (P7)
  - b inform the stylist when the client is ready for shaving (P23)
  - c refer any problems to the relevant person for action (P24)
  - d identify and report any potential problems that may occur when assisting with shaving services (P28)
- 1.4 Use products, tools and equipment as instructed
- a replenish low levels of resources, when required, to minimise disruption to your own work and to clients (P15)
  - b prepare hot and cold towels, following instructions of the stylist (P16)
  - c apply hot towels to suit the needs of the service and the comfort of your client, following the instructions from the stylist (P17)
  - d prepare lathering products so they are fit for use in time for the shaving service (P18)
  - e apply lathering products in a way that takes account of factors identified by the stylist (P19)
  - f apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area (P20)
  - g use lathering techniques which achieve an even coverage of product to the areas to be shaved (P21)
  - h leave your client's skin free from lathering products after the shaving service (P25)
  - i cool your client's skin after shaving when face massage is not required (P26)
  - j leave your client's skin free from excess moisture at the end of the shaving service (P27)

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## Range

- (AC1.4) **Lathering products:** creams  
oils  
gel  
soap

(AC1.4) **Lathering techniques:** application by brush  
application by massage

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## Learning outcome

The learner will:

- 2 Know how health and safety policies and procedures affect shaving services

## Assessment criteria

The learner can:

- 2.1 Outline own responsibilities for health and safety when assisting with shaving
  - a your responsibilities for health and safety as defined by the specific legislation covering your job role (K1)
  - b the range of protective clothing and products that should be available to yourself and clients (K4)
  - c the importance of ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements (K13)
- 2.2 State the safe working practices that must be followed when assisting with shaving services
  - a your salon's requirements for client preparation (K2)
  - b the importance of using the correct type of barber's chair for shaving services (K3)
  - c how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K5)
  - d the safety considerations which must be taken into account when using lathering products and hot towels (K8)
  - e why it is important to position your tools, products and materials for ease of use (K11)
  - f suppliers' and manufacturers' instructions for the safe use of equipment, materials and products that you must follow (K12)
  - g the importance of following workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (K14)
  - h how to ensure hazardous waste is disposed of to meet legal and salon requirements (K16)
  - i the importance of checking client comfort throughout the process (K30)
- 2.3 Describe contact dermatitis and how it can be prevented
  - a what is contact dermatitis and how to avoid developing it whilst assisting with shaving services (K10)
- 2.4 State the importance of following instructions when assisting with shaving services
  - a the importance of following your stylist's instructions including effective use of your working time (K7)
  - b the person to whom you should report low levels of resources (K18)
  - c your own limits of authority for shaving services (K33)
- 2.5 State the importance of preventing cross-infection and cross-infestation
  - a why it is important to keep your work area clean and tidy (K6)



- b methods of working safely and hygienically which minimises the risk of cross infection and cross-infestation (K9)
  - c how to clean, disinfect and or sterilise all tools and equipment immediately after the shaving service (K15)
- 

## Range

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

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

## Learning outcome

The learner will:

- 3 Know how to assist with shaving services

## Assessment criteria

The learner can:

- 3.1 Outline how to prepare for shaving services
    - a when to replenish low levels of resources, to minimise disruption to your own work and to clients (K17)
  - 3.2 State the importance of following salon and manufacturers' instructions when assisting with shaving
    - a the importance of apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area (K26)
    - b the importance of following manufacturers' instructions for the use of lathering products (K27)
  - 3.3 Describe the effects of lathering products and hot and cold towels on the skin and hair
    - a the importance of applying hot towels to suit the needs of the shaving service and the comfort of your client, whilst following the instructions from the stylist (K20)
    - b the effect of hot and cold towels on the skin and hair (K21)
    - c the importance of lathering and its effect on skin and hair (K28)
  - 3.4 Describe how to correctly prepare and use lathering products
    - a how to prepare and use hot and cold towels (K19)
-

- b how to prepare and use lathering products correctly so they are fit for use in time for the shaving service (K22)
  - c how to apply lathering products in a way that takes account of factors identified by the stylist (K23)
  - d why it is important to leave your client's skin free from lathering products after the shaving service (K29)
- 3.5 State when, why and how to use brush and massage techniques when lathering
- a the function of effleurage and petrissage massage techniques when lathering (K24)
  - b when, why and how to use brush and massage techniques when applying lathering products (K25)
- 3.6 State why timing is important to shaving services
- a why timing is critical to the shaving service (K31)
- 3.7 Outline the types and causes of problems that may occur when assisting with shaving services
- a the types and causes of problems that may occur when assisting with shaving services (K32)

## Unit 218

## Assist with shaving services (CB1)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for assisting with shaving services.
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions**.
- 4 From the range, you must show that you have:
  - used **all** the lathering products
  - carried out **both** the lathering techniques.
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Unit 219

## Colour and lighten men's hair (CB6)

<b>UAN:</b>	H/506/9363
<b>Unit level:</b>	Level 2
<b>Credit value:</b>	14
<b>GLH:</b>	122
<b>Unit aim:</b>	This standard is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, a partial head, re-growth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.
<b>Relationship to NOS:</b>	SKACB6
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Learning outcome

The learner will:

- 1 Be able to colour and lighten men's hair

### Assessment criteria

The learner can:

- 1.1 Prepare for men's colouring and lightening services
  - a prepare your client to meet salon's requirements protect your client's clothing throughout the service (P2)
  - b ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements (P8)
- 1.2 Apply safe and hygienic methods of working throughout services
  - a maintain your responsibilities for health and safety throughout the service (P1)
  - b wear personal protective equipment when using colouring and or lightening chemicals (P3)

- c position your client to meet the needs of the service without causing them discomfort (P4)
  - d ensure your own posture and position whilst working minimise fatigue and the risk of injury (P5)
  - e keep your work area clean and tidy throughout the service (P6)
  - f use working methods that:
    - (P7.1) minimise the wastage of products
    - (P7.2) minimise the risk of cross-infection
    - (P7.3) make effective use of your working time
    - (P7.4) ensure the use of clean resources
    - (P7.5) minimise the risk of harm or injury to yourself and others
    - (P7.6) promote environmental and sustainable working practices
  - g follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products (P9)
  - h dispose of waste materials (P10)
- 1.3 Consult with clients about the service and the outcome of tests
- a ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services (P12)
  - b record your client's responses to questions (P13)
  - c conduct all necessary tests following manufacturers' instructions and recognised industry procedures (P14)
  - d record the outcomes of tests on the client's record card (P15)
  - e confirm the desired effect with your client prior to the application of products (P23)
- 1.4 Confirm with clients the desired effect
- 1.5 Select suitable products, tools and equipment
- a seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client (P16)
  - b choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service (P19)
  - c prepare materials to meet the application requirements, when necessary (P20)
  - d prepare products to meet manufacturers' instructions (P21)
  - e prepare your client's hair and protect their skin, where necessary, prior to service. (P22)
- 1.6 Carry out colouring and lightening services on men's hair
- a complete the service within a commercially viable time (P11)
  - b section the hair cleanly and evenly to assist the application of products (P24)
  - c apply products taking into account relevant factors influencing the service (P25)
  - d use colour and lightening techniques suitable for achieving the desired look and following manufacturers' instructions (P26)
  - e apply products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area (P27)
  - f time the development of products following manufacturers' instructions (P28)
  - g confirm the required result has been achieved by taking strand tests at suitable times throughout the process (P29)

- h massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions (P30)
  - i remove from the hair products that have developed, avoiding disturbance to areas still processing (P31)
  - j remove colouring or lightening materials from hair with minimum discomfort to your client (P32)
  - k leave the hair and scalp free of products after the desired effect is achieved (P33)
  - l identify any problems during the services and resolve them within the limits of your own authority (P34)
  - m refer problems which cannot be resolved to the relevant person (P35)
  - n achieve the desired effect to the satisfaction of your client (P36)
- 1.7 Provide clients with advice and recommendations on the service(s) provided
- a base your recommendations on an evaluation of your client's hair and its potential to achieve the effect required (P17)
  - b inform your client of the likely cost, duration and expected outcome of the service (P18)
  - c give your client advice and recommendations on the service provided (P37)

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## Range

- (AC1.2) **Products:** semi-permanent  
quasi-permanent  
permanent  
lighteners  
toners
- (AC1.3) **Tests:** skin  
incompatibility  
porosity  
elasticity  
colour
- (AC1.5) **Factors:** hair classifications  
hair characteristics  
temperature  
existing colour of hair  
percentage of white hair  
test results  
strength of hydrogen peroxide  
hair length  
skin tone
- (AC1.6) **Colouring and lightening techniques:** full head virgin application  
re-growth application  
partial head application  
highlights or lowlights
- (AC1.7) **Advice and recommendations:** how to maintain their colour  
time interval between services  
present and future products and services

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## Learning outcome

The learner will:

- 02 Know how health and safety policies and procedures affect men's colouring and lightening services

## Assessment criteria

The learner can:

- 2.1 Outline responsibilities for health and safety in own role
- a your responsibilities for health and safety as defined by any specific legislation covering your job role (K1)
  - b the types of protective clothing and products that should be available to yourself and clients (K3)
  - c the current legal requirements and guidance relating to age restrictions for colouring and lightening services. (K12)
  - d why colouring and lightening services should not be carried out on minors under 16 years of age (K13)
  - e the importance of personal hygiene and presentation in maintaining health and safety in your workplace (K15)
- 2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
- a the hazards and risks which exist in your workplace and the safe working practices which you must follow (K8)
  - b the dangers associated with the inhalation of powder lighteners (K56)
- 2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
- a your salon's requirements for client preparation (K2)
  - b how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury (K4)
  - c the safety considerations which must be taken into account when colouring and lightening hair (K10)
  - d the different types of working methods that promote environmental and sustainable working practices (K11)
  - e the correct methods of waste disposal (K17)
  - f the importance of preparing your client's hair and protecting their skin prior to service. (K38)
  - g the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area) (K45)
  - h the precautions that must be taken when using powder and other lighteners (K57)
- 2.4 Describe contact dermatitis and how it can be prevented

- a what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services (K14)
- 2.5 Explain the importance of questioning clients prior to and during services
- a the legal significance of client questioning and the recording of clients' responses to questioning (K22)
  - b the importance of confirming the desired effect with your client prior to the application of products (K39)
  - c the importance of confirming the clients satisfaction (K60)
- 2.6 State the importance in preventing cross-infection and cross-infestation
- a why it is important to keep your work area clean and tidy (K5)
  - b methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation (K6)
  - c methods of cleaning, disinfecting and sterilisation used in salons (K9)

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## Range

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

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

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

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

(AC2.4) **Colouring services (examples only):** The different types of colouring services available for men

- dip dye
- block
- ombre colour



- shoe shine
  - cap/foil highlights or lowlights
  - pulled through highlights or lowlights (services could include combs, spatula, cap, foil or film pull-through strips, cones)
- 

## Learning outcome

The learner will:

- 3 Understand the factors that influence men's colouring and lightening services

## Assessment criteria

The learner can:

- 3.1 Explain the factors that may influence the services provided
- a the importance of making effective use of your time and your salon's expected service times for basic colouring and lightening work (K18)
  - b the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services (K42)
  - c the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look (K43)
- 3.2 Describe ways of dealing with any influencing factors
- a the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services (K42)
- 

## Range

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

- hair classifications
  - hair characteristics
  - temperature
  - existing colour of hair
  - percentage of white hair
  - test results
  - strength of hydrogen peroxide
  - hair length
  - skin tone
- 

## Learning outcome

The learner will:

- 04 Understand the science of colouring and lightening hair

## Assessment criteria

---

The learner can:

- 4.1 Explain the importance of testing hair and scalp prior to and during colouring and lightening
  - a the importance of recognising any contra-indications to colouring and lightening services (K20)
  - b why contra-indications can affect the delivery of colouring and lightening services (K21)
- 4.2 Explain the importance of testing hair and scalp prior to and during colouring and lightening
  - a the importance of constantly monitoring the development of lightening products (K46)
- 4.3 Describe when and how colouring and lightening tests are carried out
  - a when and how tests should be carried out and the importance of recording test results (K24)
- 4.4 Explain how test results influence colouring and lightening services
  - a the courses of action to take in the event of adverse reactions to tests (K25)
- 4.5 Explain the effects on the hair structure when colouring and lightening
  - a the effect of different colouring and lightening products on the hair structure (K30)
  - b how the different strengths of hydrogen peroxide influence colouring and lightening (K32)
  - c how porosity levels can affect the choice and application of products and the final results (K33)
  - d the importance of restoring the hair's pH balance after the colouring and lightening process (K49)
- 4.6 Describe the effects of natural and artificial light on hair colour
- 4.7 Explain the principles of colour selection
  - a the principles of colour selection, including the International Colour Chart (ICC) (K28)
  - b how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten (K29)
- 4.8 Explain the effects that temperature has on the colouring and lightening process
  - a effects of temperatures on the application and development of colouring and lightening products (K34)

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## Range

- (AC4.1) **Contra-indications (examples only):** the importance of recognising any contra-indications to colouring and lightening services history of previous allergic reaction to colouring products other known allergies skin disorders incompatible products medical advice or instructions evident hair damage age restrictions

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## Learning outcome

The learner will:

- 5 Understand the tools, equipment, products and techniques used for men's colouring and lightening services

## Assessment criteria

The learner can:

- 5.1 Identify the tools, equipment and products available and the effects they achieve
  - a when to use the different types of lighteners and toners available (K31)
  - b the types of colouring, lightening and toning products available, including temporary colours (K35)
  - c the types of tools, materials and equipment used for highlighting and lowlighting hair (K37)
  - d when and how shampoos and conditioners should be used when colouring and lightening hair (K47)
- 5.2 Describe the different methods for applying and removing colouring and lightening products
  - a how to handle the hair when weaving to maintain an even tension and to secure the materials to prevent seepage (K40)
  - b why it is important to avoid disturbing areas still processing when removing products from developed areas (K48)
  - c methods of applying and removing colouring and lightening products and materials (K50)
- 5.3 State the importance of following salon and manufacturers' instructions during colouring and lightening services
  - a suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow (K16)
  - b the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests (K23)
  - c the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products (K36)
  - d the importance of using clean and even to assist application of products (K41)
  - e why it is important to emulsify colour prior to removal (K52)
- 5.4 Identify the types and causes of problems that may occur during the services
  - a the types and causes of colouring and lightening problems that may occur during processing (K53)
  - b the potential risks of using lightening products on previously chemically treated hair. (K55)
- 5.5 Describe ways of dealing with colouring and lightening problems
  - a when and why to carry out colour refreshing techniques the different colour, lowlighting and highlighting techniques (K44)
  - b ways of resolving simple colouring and lightening problems that may occur during processing (K54)
  - c the limits of your authority for resolving colouring and lightening problems (K58)
  - d the person to whom you should report problems you cannot resolve (K59)
- 5.6 Outline the importance of using products cost effectively
  - a the importance of minimising wastage of products (K7)
  - b the importance of using products economically (K51)

- 5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
- a the importance of making effective use of your time and your salon's expected service times for basic colouring and lightening work (K18)
  - b the different types of colouring services available for men (K19)
  - c the importance of basing your recommendations on an evaluation of your client's hair and its potential to achieve the effect required (K26)
  - d the importance of informing your client on likely cost, duration and expected outcome of the service (K27)
  - e the importance of providing advice and recommendations on the products and services provided in the salon (K61)
- 

### Range

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

## Unit 219

## Colour and lighten men's hair (CB6)

### Supporting Information

#### ***Evidence requirements***

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for changing men's hair colour.
3. Your assessor will observe your performance on **at least 4 occasions, each on different clients.**
4. From the range, you must show that you have:
  - used **4 of the 5** types of products
  - carried out **all** the tests
  - taken into account **all** the factors
  - used **3 of the 4** colouring and lightening techniques
  - given **all** the advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion

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

## Appendix 1 Values

The following Key Values underpin the delivery of services in the hair and barbering sector:

- 1 a willingness to learn
- 2 the completion of services in a commercially viable time
- 3 meeting both organisational and industry standards of appearance
- 4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
- 5 a flexible working attitude
- 6 a team worker
- 7 maintaining customer care
- 8 a positive attitude
- 9 personal and professional ethics
- 10 the ability to self manage
- 11 creativity skills
- 12 good verbal and non-verbal communication skills
- 13 the maintenance of effective, hygienic and safe working methods
- 14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

## Appendix 2      Behaviours

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:

- 1 meeting the salon's standards of behaviour
- 2 greeting the client respectfully and in a friendly manner
- 3 communicate with the client in a way that makes them feel valued and respected
- 4 identifying and confirming the client's expectations
- 5 treating the client courteously and helpfully at all times
- 6 keeping the client informed and reassured
- 7 adapting the behaviour to respond effectively to different client behaviour
- 8 responding promptly to a client seeking assistance
- 9 selecting the most appropriate way of communicating with the client
- 10 checking with the client that you have fully understood their expectations
- 11 responding promptly and positively to the client's questions and comments
- 12 allowing the client time to consider the response and give further explanation when appropriate
- 13 quickly locating information that will help the client
- 14 giving the client the information they need about the services or products offered by the salon
- 15 recognising information that the client might find complicated and checking whether they fully understand
- 16 explaining clearly to the clients any reasons why their needs or expectations cannot be met

## Appendix 3      Glossary

This glossary provides definitions and explanations of terms used across all of the 6008 units.

### **2D**

A two tone flat design, not necessary to have depth

### **3D**

Use of graduation and perception of near and far

### ***Adverse hair, skin and scalp conditions***

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- psoriasis
- alopecia
- cysts
- impetigo
- scars
- moles

### ***Basic sectioning technique***

Includes 6 section and 9 section perm

### ***Chemical rearranger***

Ammonium-thioglycollate based product used to pre-soften tight/curly hair prior to winding a perm

### ***Conditioning products (examples)***

These can include

- surface conditioners, including leave-in
- penetrating conditioners, including leave-in
- scalp treatments, including leave-in

### ***Confidential information***

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

### ***Contra-indications***

Conditions that indicate a service should not be carried out.



## ***Cornrow***

A three strand plait which sits on top of its base. This is also known as a canerow.

## ***Cutting terminology***

### **Long graduation cut**

A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape

### **One length cut**

A one length cut is when the hair is cut the same outside length

### **Short graduation cut**

A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape

### **Uniform layer cut**

The uniform layer cut is when all sections of the hair are the same length

## ***Disinfection***

Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

## ***Effleurage***

A gentle stroking movement.

## ***Facial hair shapes (examples only)***

### **Anchor**

A beard shaped like an anchor from the centre of the bottom lip and around and up the chin.

### **Pharaoh**

A beard starting from the base of the chin. It can be of any length.

### **Stubble**

A neatened, several day, full beard growth.

### **Goatee**

A narrow beard which circles the mouth and chin.

### **Curtain rail**

A narrow beard following the mandible.

### **Lip line moustache**

A horizontal moustache about the width of a pencil.

### **Mexican moustache**

A moustache following the natural line of the upper lip and extends down towards the chin.

### **Pencil moustache**

A narrow moustache following the natural line of the upper lip.

### **Rooftop moustache**

A moustache that extends from under the nose to form a straight 'chevron' shape.

## ***Factors influencing services***

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.

### ***Fishtail plait***

A four strand plait achieved by crossing four pieces of hair over each other to create a herringbone look

### ***Flat top***

The haircut is usually done with clippers using the clipper over comb technique, though it can also be cut scissor over comb or freehand with a clipper. The hair at the crown is cut from about one quarter to one half inch whilst the barber stands behind the client. He then positions himself in front and cuts the top hair to about two inches in length and then to the desired height across the top from side to side whilst progressing back to the shorter hair at the crown. The exact lengths are dependent on skull shape and the style of flat top. Intricate cutting of the top and upper sides follow to achieve a specific inclination and squarish effect. There are many adaptations of this haircut such as the DA, horseshoe or high top fade.

### ***Flat twist***

Where the hair is rolled and twisted by the hand to lay flat on the scalp.

### ***Freehand***

The cutting of hair without holding it in place.

### ***French plait***

This is known as a Congo plait or Guinea plait. It is a single, inverted plait.

### ***Friction***

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.

### ***Full neck line***

Collar length hair

### ***Hair characteristics***

Includes the following:

- Hair density
- Hair texture
- Hair elasticity
- Hair porosity
- Hair condition
- Hair growth patterns

## ***Hair classification (this is a guideline only)***

### Type 1 – Straight hair

- Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- Medium – hair has lots of volume and body.
- Coarse – hair is normally extremely straight and difficult to curl.

### Type 2 – Wavy hair

- Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- Medium – hair tends to be frizzy and a little resistant to styling
- Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves

### Type 3 – Curly hair

- Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- Tight curls – also tends to have a combination texture, with a medium amount of curl.

### Type 4 – Very curly hair

- Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

## ***Heated equipment***

eg Heated rollers, tongs, straighteners

## ***Lightening products***

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners.

## ***Limits of own authority***

The extent of your responsibility as determined by your own job description and workplace policies.

## ***Linear outline***

Patterns created from either straight or curved lines or a combination of straight and curved lines.

## ***Long term hair extensions***

Hair extensions which last six weeks or longer

- hot bonded or fusion
- micro ring or loop
- corn row based wefts
- corn row plaits

## ***Manufacturers' instructions***

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

### ***Partial beard***

Any facial hair that is neither a full beard nor a moustache

### ***Personal presentation***

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

### ***Personal Protective Equipment (PPE)***

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities.

### ***Petrissage***

Slow, firm, kneading movement.

### ***Pre-perm treatment***

A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

### ***Pulled through highlights and/or lowlights***

Techniques could include:

- combs
- spatula
- cap
- foil or film pull-through strips
- cones

### ***Quasi-permanent colour***

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair.

### ***Relevant person***

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

### ***Resources***

Anything used to aid the delivery and completion of the service such as towels, gowns, equipment, consumable items.

### ***Rotary***

A firm circular movement using the pads of the fingers over the surface of the scalp

### ***Salon requirements***

Any hairdressing procedures or work rules issued by salon management

### ***Semi-permanent colour***

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair.

### ***Sensitised hair***

Hair which has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors.

### ***Special advice prior to visit***

eg Special clothing requirements, tests required, treatments and services to avoid

### ***Square neck line***

Known as a Boston.

### ***Sterilisation***

The total destruction of microorganisms.

### ***Straight razor***

An old fashioned razor with a blade that can fold up into its handle. They are also called open razors and cut-throat razors.

### ***Strand test***

This test is used in the rearranging process to establish the effect of the product on the hair and its condition, such as, the degree of straightness has been achieved before winding.

### ***Tapering***

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

### ***Temporary hair attachments***

Hair attachment systems which last anything between 24 hours and six weeks

- sewn
- plaited
- rings
- tapes
- clip in hairpieces and additions
- taped weft
- cold bonding (latex)
- wefted hair - tracks/rows
- plaited corn rows

## **Tests**

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

## **Texturising (by cutting)**

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

## **Texturising (using chemicals)**

A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable. This process is carried out on hair up to 5 cms (2 inches) in length.

## **Traction alopecia**

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting.

## **Trimmers**

Small clippers with smaller blades to create a closer, finer cut with more definition and detail

## **Vibration**

A fine, gentle trembling movement of the tissues which is performed by your hand or fingers.

## **Wrap setting**

When hair is wound clockwise or anti clockwise so that the contours of the head form the finished shape of the hair.

## Appendix 4 Useful contacts

<b>UK learners</b> General qualification information	T: +44 (0)844 543 0033 <b>E: learnersupport@cityandguilds.com</b>
<b>International learners</b> General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 <b>E: intcg@cityandguilds.com</b>
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 <b>E: centresupport@cityandguilds.com</b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) <b>E: singlesubjects@cityandguilds.com</b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 <b>E: intops@cityandguilds.com</b>
<b>Walled Garden</b> Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 <b>E: walledgarden@cityandguilds.com</b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 <b>E: business@cityandguilds.com</b>
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### City & Guilds

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**1 Giltspur Street**

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**London EC1A 9DD**

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**T +44 (0)844 543 0000**

---

**F +44 (0)20 7294 2413**

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**[www.cityandguilds.com](http://www.cityandguilds.com)**

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