
Candidate logbook
Level 3 NVQ Diploma

Barbering



Barbering

Name: _____

City & Guilds enrolment number: _____

Date registered with City & Guilds: _____

Date enrolled with centre: _____

Centre name: _____

Centre number: _____

Centre address: _____

Centre contact: _____

IQA name: _____

EQA name: _____

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2015 and may not be copied, reproduced or distributed without prior written consent.

Second edition 2015, reprinted 2016

ISBN 978 0 85193 332 0

Please note: National Occupational Standards are © Hair and Beauty Industry Authority. Please check the conditions upon which they may be copied with Habia.

Publications

For information about or to order City & Guilds support materials, contact 01924 930800 or centresupport@cityandguilds.com. Call to our 01924 numbers cost your telephone operator's access charge.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London
EC1A 9DD
www.cityandguilds.com

Cover and book design by Select Typesetters Ltd
Edited by Emily Gibson, Corbas Consulting Ltd
Special thanks to Diane Mitchell

CONTENTS

Introduction and useful words	iv
About the author	ix
Foreword – a few words from MK	x
Summary of unit achievement	xi
Complete list of units	xii
Tracking your progress	xiii

MANDATORY UNITS

304 Provide client consultation services (CHB14)	1
309 Creatively cut hair using a combination of barbering techniques (CB7)	13
310 Design and create a range of facial hair shapes (CB8)	27
311 Provide shaving services (CB10)	39

OPTIONAL UNITS

219 Colour and lighten men's hair (CB6)	53
405 Design and create patterns in hair (CB9)	67
209 Perm and neutralise hair (CH5)	81
401 Hair colour correction services (CH11)	95
402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)	109
403 Provide specialist hair and scalp treatments (CHB16)	121
404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)	135
308 Contribute to the financial effectiveness of the business (CHB18)	147
305 Provide a variety of relaxing services (AH7)	157
213 Fulfil salon reception duties (CHB13)	171

MORE INFORMATION

Hair characteristics and classifications	184
Health and safety and other legislation	185
Environmental and sustainable working practices	186
Values and behaviours	187
Glossary of terms	189

INTRODUCTION AND USEFUL WORDS



Image courtesy of Wella

Welcome to your City & Guilds Candidate Logbook. It is designed to help you work towards your barbering qualification, by:

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

In this logbook, you will find the forms that you and your assessor will use for your qualification. You'll also find helpful pictures, hints, tips and more from leading people in hairdressing and barbering – all designed to make the qualification simple to understand and more fun to do!

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



WHAT QUALIFICATION AM I DOING?

If you are in Wales, England or Northern Ireland, you are taking the Level 3 NVQ Diploma in Barbering. NVQ stands for National Vocational Qualification. The units in these qualifications are based on the National Occupational Standards for Barbering. This means that that work you do to achieve any of the qualifications listed above is mainly about practical barbering skills and real work activities.

Image courtesy of Wella

WHAT DO I NEED TO ACHIEVE?

Your qualification is divided into units. Each unit covers a different area of your work as a barber. For each unit you achieve you will earn credits.

To achieve the qualification you need to earn enough credits to meet the qualification structure, which is included in the Summary of unit achievement section. The qualification structure is made up of mandatory and optional units. Mandatory units are units that you must complete. There are also optional units, where you can select the right units that match your interests and the needs of your barber shop. To achieve your qualification you must earn the minimum number of credits across both the mandatory and optional units.

WHAT'S IN A UNIT?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Barbering, which describe the standard of performance (Performance criteria or P statements) you must achieve when carrying out activities in the workplace.



They also state the knowledge and understanding (K statements) you will need in order to work in a salon or barbershop. These standards have been mapped to the What you must do, What you must cover and What you must know sections of the units. The NOS has been mapped to the outcomes and criteria listed in the logbooks; full mapping can be found in the qualification handbook.

In your logbook you will see outcomes and criteria, generally the first outcome covers the performance criteria of the NOS and lists what you must do as well as what you must cover. This is included in the observation sign-off sheet. The remaining outcomes cover the knowledge and understanding requirements and are included in the knowledge sign-off sheet located towards the end of each unit. This section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge range. The knowledge criteria (or K Statements) are the statements that begin with the letter K and a number (eg K1, K13) and the knowledge range are the words which are in bold. More details on the knowledge range can either be found in the More Information section at the back of this logbook or in the useful words section. The performance and knowledge ranges are also listed in the unit sections of the qualification handbook.

WHO WILL DECIDE WHETHER I HAVE ACHIEVED THE STANDARDS?

In an NVQ you are either 'competent' or 'not yet competent'. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

1 Your assessor

A person who is very experienced and qualified in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your barber shop. Your assessor will be overseeing your work towards the qualification on a day-to-day basis.

2 Internal Quality Assurer (IQA)

A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

3 External Quality Assurer (EQA)

Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you're not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ.





Image courtesy of Wella

HOW LONG WILL IT TAKE?

There is no time limit set by City & Guilds for you to complete your NVQ, but your centre may have some requirements that they will explain to you.

WHERE DO I GO IF I NEED MORE INFORMATION ABOUT MY ASSESSMENTS AND QUALIFICATION?

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

- your tutor/assessor is the most important source of information about your qualification
- your centre's student handbook or prospectus.

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

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

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

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



Shutterstock/Neiron Photo

Shutterstock/lenestan



USEFUL WORDS

Here are some words that you may hear over the course of doing your NVQ. You may want to refer back to this page if you hear a word and can't remember what it means.

Assessment plan An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

Assessor A person qualified and experienced in hairdressing and barbering who will help you plan your work and assessments and organise your evidence. Your assessor will be responsible for judging if you are competent and will give you feedback.

Candidate A person working towards a qualification, ie yourself.

Candidate appeals procedure A system within a centre designed to help you have your evidence checked again if you disagree with the outcome of an assessment. Your centre will explain this procedure to you when you start. You may also find out at any time by asking your assessor or Internal Quality Assurer (IQA).

Centre A place where training and/or assessment towards qualifications is carried out, which may be a college, training centre or work place. Only 'approved centres' that meet strict standards can offer City & Guilds qualifications.

City & Guilds An awarding organisation for hairdressing and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

Competent This means being able to do your work well. You are competent in an NVQ when you show that you can work consistently to the required standards in a real work situation, and that you know and understand the correct way to do your job.

Evidence Generally speaking, this is something that builds towards proof of your competence. In an NVQ, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to multiple-choice tests. Each unit spells out the kinds of evidence you need to collect.

External Quality Assurer (sometimes called an EQA) An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly, and that it was all the systems and equipment in place.

Habia (Hairdressing and Beauty Therapy Industry Authority) The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your NVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

Internal Quality Assurer (sometimes called an IQA) A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

NVQ (National Vocational Qualification) These awards are based on real work activities. To gain an NVQ you need to show that you have the skills and knowledge to do your job role effectively by meeting the National Occupational Standards, such as those created by Habia for barbering.

Observation Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

Outcome An outcome states what you should know, understand or be able to do as the result of a process of learning.



Performance criteria This term is used to describe the practical requirements of the NOS. These are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook.

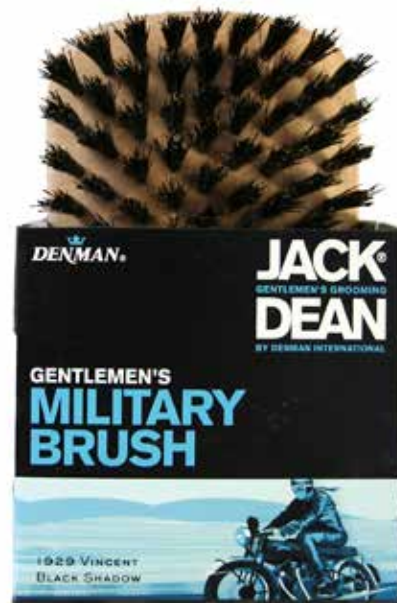
Portfolio The place where you keep all the evidence you collect to show that you are competent. Usually this is a ringbinder where you can put the hole-punched sheets of this logbook. Your portfolio needs to be clearly organised and all your evidence referenced to the units.

Range There are two types of range in your NVQ: performance range and knowledge and understanding range. The term 'performance range' is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found in the 'More information' section. Areas with knowledge range are shown in bold in the 'What you must know' part of the unit. The knowledge range as further breakdown to the areas of knowledge such as legislation listed in 'What you must know'. You could be tested on any area listed in the knowledge range in your knowledge assessment.

Standards (also known as National Occupational Standards, sometimes called NOS) These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for barbering. These standards have been used to create your qualification.

Unit (mandatory and optional) The main building blocks of your award: each unit describes one aspect of your work.

Vocational An NVQ is a vocational award because it is based on skills and knowledge that you need in order to work and build a career in barbering.



ABOUT THE AUTHOR

Image courtesy of Wellia



ADAM SLOAN

I have been in the industry since 1979, starting my career working for my father Adam Sloan Senior, an award-winning barber and the best mentor any young hairdresser could wish for. He taught me the foundations of my career, to always update your skills, great work ethic and customer service being paramount to a successful career.

I have always been in love with this profession. This career has enabled me to become a platform artist, session stylist and develop educational DVDs. I sit on the regulatory bodies for hairdressing at City & Guilds and I'm a member of the Barber Council, continually campaigning for state registration.

I have five successful salons in Essex and two academies delivering Level 2 and 3 Hairdressing and Barbering NVQ qualifications. My passion has always been to raise the standards of male hairdressing and barbering. This led me to form the Men's Hairdressing Federation (MHFed). The MHFed has been a global success, with our collections been published throughout the world. We perform at every hair show in the UK, working alongside the Fellowship of British Hairdressers. We embrace classical barbering techniques in catwalk shows and photographic collections, working with the very best in the industry.

It has been an honour working with some of the best names in the industry putting this logbook together. I wish you well and my secret to success in this wonderful industry is simple: education is key.



FOREWORD



Image courtesy of Wella

A FEW WORDS FROM MK

Barbering started while I was at school: It was said that I cut the best, and from then on I was the school barber. Work experience in a hairdresser's taught me that this could be a way of expressing my talents and creating a lifestyle for that saw me as a focal and vocal part of my community.

During my time at The London College of Fashion, I worked at Audies Professional Hair Studio/APHS – this where I met another top barber, Chris Foster. Starting as a junior I worked for free and within three months I was offered a full-time job; after three years I was managing the salon with fourteen staff all on shift system (no computers back then!). Working on all hair types simultaneously gave me the confidence to enter competitions, where I won many awards.

I found my confidence purely through education and by doing well in it. Winning some competitions helped; these allowed me to represent some of the leading educational bodies in this country, like City & Guilds, Habia and VTCT. I'm currently working with America's largest clipper company, Andis, who appointed me to launch their official branding in the UK. I organise exhibition shows to demonstrate how to use tools in a flamboyant attractive way, yet ensuring the educational content is never compromised. These opportunities have enabled me to travel the world with my craft. This has led further leading to TV appearances, film sets, catwalk shows, magazines shoots, and more.

I love the fact that something I've grown into loving has now carved a path into the life I wanted for myself and family.

I'm still carving my own path, making my industry better by self-improvement, working in my salon, continuously teaching, and exploring the craft more deeply and sharing it with the world. Maybe I'll pick up a few more trophies on the way, but fundamentally I hope to leave something behind in the industry that my family can be proud of and hopefully carry on.



SUMMARY OF UNIT ACHIEVEMENT



Image courtesy of Wellia

By signing this summary of unit achievement we are confirming that all the performance criteria, ranges and essential knowledge and understanding requirements for these units have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Candidate name: _____

Candidate enrolment number: _____

Centre name: _____

Centre number: _____

Qualification outcomes

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory units (all are required for full NVQ):				
304 Provide client consultation services (CHB14)				
309 Creatively cut hair using a combination of barbering techniques (CB7)				
310 Design and create a range of facial hair shapes (CB8)				
311 Provide shaving services (CB10)				
Optional units (you must achieve a minimum of 26 credits from this group):				
219 Colour and lighten men's hair (CB6)				
405 Design and create patterns in hair (CB9)				
209 Perm and neutralise hair (CH5)				
401 Hair colour correction services (CH11)				
402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)				
403 Provide specialist hair and scalp treatments (CHB16)				
404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)				
308 Contribute to the financial effectiveness of the business (CHB18)				
305 Provide a variety of relaxing services (AH7)				
213 Fulfil salon reception duties (CHB13)				

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles (eg 304, 309, 401, 402 ...). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature: _____

Date: _____

COMPLETE LIST OF UNITS



MANDATORY UNITS

All units must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
304	Provide client consultation services (CHB14)	3	68	8
309	Creatively cut hair using a combination of barbering techniques (CB7)	3	121	14
310	Design and create a range of facial hair shapes (CB8)	3	60	7
311	Provide shaving services (CB10)	3	110	11

OPTIONAL UNITS

A minimum of 26 credits must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
219	Colour and lighten men's hair (CB6)	2	122	14
405	Design and create patterns in hair (CB9)	4	96	12
209	Perm and neutralise hair (CH5)	2	93	10
401	Hair colour correction services (CH11)	4	137	15
402	Develop, enhance and evaluate your creative hairdressing skills (CHB15)	4	63	9
403	Provide specialist hair and scalp treatments (CHB16)	4	97	12
404	Contribute to the planning, implementation and evaluation of promotional activities (CHB17)	4	61	10
308	Contribute to the financial effectiveness of the business (CHB18)	3	55	7
305	Provide a variety of relaxing services (AH7)	3	82	9
213	Fulfil salon reception duties (CHB13)	2	47	6

CREDIT VALUES

Each unit has a credit value, where one credit is equal to ten hours of notional learning time. So, every time you successfully complete a unit, you are awarded the credit (see above). This means that if you ever wanted to build on your current qualification or change to a different qualification, your credits may count towards this. If you want to know more about what credits mean, ask your assessor.

TRACKING YOUR PROGRESS



Image courtesy of Wellia

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

MANDATORY UNITS

304 Provide client consultation services (CHB14)

Observations 1 2 3 4 5

Outcomes achieved 1 2 3

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

309 Creatively cut hair using a combination of barbering techniques (CB7)

Observations 1 2 3 4 5 6

Outcomes achieved 1 2 3 4

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

310 Design and create a range of facial hair shapes (CB8)

Observations 1 2 3

Outcomes achieved 1 2 3 4

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

311 Provide shaving services (CB10)

Observations 1 2 3

Outcomes achieved 1 2 3 4 5

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

OPTIONAL UNITS

Highlight the optional units that you've chosen to do.

219 Colour and lighten men's hair (CB6)

Observations 1 2 3 4

Outcomes achieved 1 2 3 4 5

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

On this page and the following two pages, you can tick off when you have achieved:

- each observation
- each outcome
- all of 'What you must cover'
- all the 'Knowledge and understanding'.

Once you have ticked this off, you will know you've achieved the unit and your assessor can check and sign. You can refer back to these pages at any time to check which units you have achieved and which still need to be achieved.



405 Design and create patterns in hair (CB9)

Observations 1 2 3
 Outcomes achieved 1 2 3 4
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____

209 Perm and neutralise hair (CH5)

Observations 1 2
 Outcomes achieved 1 2 3 4 5
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____

401 Hair colour correction services (CH11)

Observations 1 2 3 4
 Outcomes achieved 1 2 3 4 5
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____

402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)

Observations 1 2 3
 Outcomes achieved 1 2 3 4
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____

403 Provide specialist hair and scalp treatments (CHB16)

Observations 1 2 3 4
 Outcomes achieved 1 2 3 4 5
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____

404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)

No practical observations
 Outcomes achieved 1 2 3 4
 All 'What you must cover' achieved
 All 'Knowledge and understanding' achieved

Sign _____ Date _____





308 Contribute to the financial effectiveness of the business (CHB18)

No practical observations

Outcomes achieved 1 2 3 4

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

305 Provide a variety of relaxing services (AH7)

Observations 1 2 3 4

Outcomes achieved 1 2 3 4 5

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____

213 Fulfil salon reception duties (CHB13)

Observations 1

Outcomes achieved 1 2 3

All 'What you must cover' achieved

All 'Knowledge and understanding' achieved

Sign _____

Date _____



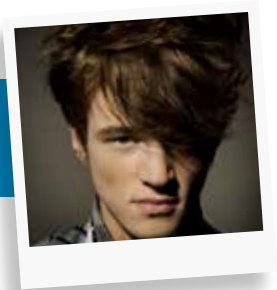




UNIT 304 PROVIDE CLIENT CONSULTATION SERVICES (CHB14)

Consultation services are essential in all hairdressing salons. When working at this level, your consultation skills are particularly important because the type of work can be more challenging and you may be asked to provide support to colleagues with other consultation problems. One of the most important skills as a hairdresser is communication – listening,

questioning and advising. In this unit, you will find out how to identify the client's needs, whilst analysing their hair and scalp by performing tests and carrying out a visual examination. You will also develop the ability to recognise possible problems and to know how and when to offer alternative courses of action, including when to refer clients to other specialists.



UNIT 304

PROVIDE CLIENT CONSULTATION

SERVICES (CHB14)

MANDATORY

This unit has three outcomes.

Outcome 1
Be able to provide consultation for hair services

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

Outcome 3
Understand the science of hair, skin and scalp



A successful consultation is essential to ensuring you meet your client's expectations; you have to completely understand the client's needs to be able to create the hair they want. Building their trust is key – eye contact, questions about lifestyle and routine and really taking the time to listen are all important factors to gaining trust during a consultation. Honesty is also crucial; if the client wants a particular style but doesn't have the right hair type or face shape to pull it off, taking the time to explain why and what alternatives there are will make sure they aren't left disappointed with a look that doesn't suit them.

Richard Ward

First impressions count and you only have one opportunity to do so.



EVIDENCE REQUIREMENTS

You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

You will be observed on these aspects of your performance as part of all technical observations and will be recorded on at least **five** occasions. These recorded observations must cover **different** technical services. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Consulted with both of the following types of clients:

new

regular

Used all of the following consultation techniques as a means of identifying clients' wishes:

questioning

observation

Adapted your advice to take into account all of the following factors limiting or affecting services:

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

test results

Identified or can describe all of the following implications:

cost and frequency of maintenance

limitations to other services

changes to their existing hair and scalp care regime

Taken into account all of the following hair characteristics:

hair density

hair texture

hair elasticity

hair porosity

hair condition

hair growth patterns

Consulted on three of the following four hair classifications:

Type 1 – straight hair

Type 2 – wavy hair

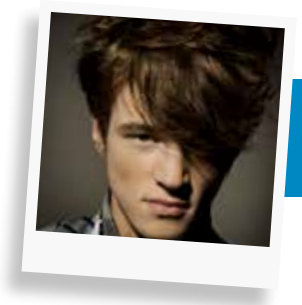
Type 3 – curly hair

Type 4 – very curly hair

Provided the following courses of action:

offered information, advice and guidance

referral to sources of support in line with your salon's procedure



MORE INFORMATION

For more on hair classifications please see the 'More information' section at the back of this logbook.

USEFUL WORDS

Adverse hair, skin and scalp conditions

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

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

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

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

Infection of the skin A condition that may cause visible signs of swelling or redness on the skin, and may spread.

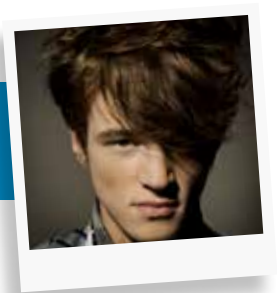
Infestation A condition whereby parasites such as head lice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

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

Non-infectious skin condition A condition that does not spread from one person to another, for example, eczema.

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed on these aspects of your performance as part of all technical observations and will be recorded on at least **five** occasions. These recorded observations must cover **different** technical units. Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to provide consultation for hair services

- a Prepare for the consultation services _____
- b Carry out consultation services _____
- c Analyse hair and scalp _____
- d Provide clients with advice and recommendations _____



A good consultation is the key to a successful relationship with your client.

Melanie Mitchell

	1	2	3	4	5		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

OBSERVATION SIGN-OFF SHEET

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)

WHAT YOU MUST COVER



Image courtesy of Cheynes

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Clients

Tick the types of clients consulted with in each observation. You must consult with **both** types of clients.

	1	2	3	4	5		
New	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Consultation techniques

Tick the consultation types used in each observation. You must use **all** of the consultation techniques as a means of identifying clients' wishes.

	1	2	3	4	5		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors limiting or affecting services

Tick the factors for which you have adapted your advice in each observation. You must take into account **all** of the factors limiting or affecting services.

	1	2	3	4	5		
Adverse hair, skin and scalp conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility of previous services and products used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Implications

Tick the implications that you have identified or can describe in each observation. You must identify or be able to describe **all** of the following implications.

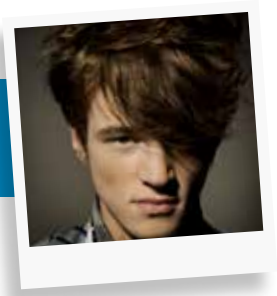
	1	2	3	4	5		
Cost and frequency of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limitations to other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to their existing hair and scalp care regime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



A thorough consultation should last around 10–15 minutes and leave you with a mutual and confident understanding of the desired outcome.

Richard Ward



OBSERVATION SIGN-OFF SHEET

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Cheyenes

Hair characteristics

Tick the hair characteristics taken into account in each observation.

You must take into account **all** of the hair characteristics.

	1	2	3	4	5		
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair classification

Tick the hair classifications seen in each observation. You must consult on **three** of the **four** hair classifications.

	1	2	3	4	5		
Type 1 – straight hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 2 – wavy hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 3 – curly hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 4 – very curly hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Courses of action

Tick the courses of action provided in each observation. You must provide **both** courses of action.

	1	2	3	4	5		
Offered information, advice and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral to sources of support in line with your salon's procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Talking to the client is very important; however, another form of communication is body language so always be professionally dressed, smile and create a good impression.



COMMENT FORM

UNIT 304 PROVIDE CLIENT CONSULTATION SERVICES (CHB14)



Image courtesy of Cheynes

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4

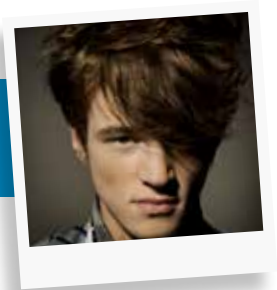
5



Image courtesy of Big Yin Salon

A client may be with you with for a long period of time. Therefore, offer them refreshments, magazines and make sure that they are comfortable.





KNOWLEDGE SIGN-OFF SHEET

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Understand the relevant policies and procedures when carrying out consultation services

2.1 Outline responsibilities for health and safety in own role

K12	your responsibilities under current relevant health and safety legislation and any other relevant legislation	Cross-unit knowledge
K14	your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	Inferred knowledge
K17	salon procedures and manufacturer's instructions in relation to conducting tests	Inferred knowledge

2.2 Explain the importance of following current relevant legislation

K5	the importance of not discriminating against clients with illnesses and disabilities and why	Mandatory knowledge
K13	your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	Mandatory knowledge
K26	the importance of confirming and recording the course of action that is to be taken for the client	Mandatory knowledge
K29	how to complete the client records used in your organisation and the importance and reasons for gaining client consent	Mandatory knowledge
K30	the importance of the correct completion, storage and security of client records	Cross-unit knowledge
K31	the importance of confidentiality and what might happen if this is not maintained	Mandatory knowledge

2.3 Describe how to communicate effectively when carrying out consultation services

K1	the importance of creating a setting in which clients feel comfortable	Mandatory knowledge
K2	how to explore clients' expectations, concerns and needs and explain any service limitations	Inferred knowledge
K3	the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	Inferred knowledge
K4	how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	Inferred knowledge
K6	the importance of engaging in conversation and making openings in conversations to encourage clients to speak	Mandatory knowledge
K7	the different types of visual aids that can support client consultation	Inferred knowledge
K9	the cost and frequency of maintenance for all services	Inferred knowledge

[Continues on next page](#)

K10	the duration, commitment and time required to carry out and maintain services	Inferred knowledge
K11	the implications of changes to their existing hair and scalp regime	Mandatory knowledge
K22	the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	Mandatory knowledge
K25	the limits and boundaries of your duties and responsibilities, and why it is important to explain these to the client	Mandatory knowledge
K32	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
K33	how to maintain their agreed style	Inferred knowledge

2.4 Explain the roles and responsibilities of specialist service providers

K8	the types of additional sources of services, treatments and support that may be of interest to clients	Inferred knowledge
K23	your salon's policy for referring clients to other salons, sources and professionals	Inferred knowledge
K24	the role of other professionals such as pharmacists, trichologists, general practitioners, and the specialist services that they can offer	Mandatory knowledge

Outcome 3

Understand the science of hair, skin and scalp

3.1 Describe different hair characteristics and classifications, and how they affect services and the choice of products

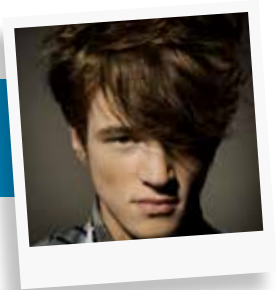
K27	how different types of hair characteristics impact on products and services	Mandatory knowledge
K28	how different types of hair classification impact on products and services	Mandatory knowledge

[Continues on next page](#)



HINTS AND TIPS

The use of a visual aid will help to confirm that both you and the client are talking about the same colour, style, length of hair, etc.



KNOWLEDGE SIGN-OFF SHEET

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Cheyenes

3.2 Explain the structure and function of hair and skin		
K18	the basic structure of hair and skin	Mandatory knowledge
3.3 Describe the growth cycle of hair		
K19	the growth cycle of hair	Mandatory knowledge
3.4 Explain why it is important to identify factors that may limit or affect services		
		Mandatory knowledge
3.5 Explain how factors may limit or affect services and choice of products		
K20	how different factors limit or affect the services and products that can be offered to clients	Mandatory knowledge
3.6 Describe when and how tests are carried out		
K16	the types and purposes of tests	Mandatory knowledge
3.7 Explain how test results influence services		
K15	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
3.8 Describe how to recognise adverse hair, skin and scalp conditions and their possible causes		
K21	how to visually recognise adverse hair and scalp conditions	Mandatory knowledge

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

Tick if mandatory knowledge was covered by an online test	<input type="radio"/>	Date
Tick if mandatory knowledge was covered by a written test	<input type="radio"/>	Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/>	Date
Tick if cross-unit knowledge test was a written test	<input type="radio"/>	Date



Make sure you always clarify the main points of the consultation before you move onto another topic.

Image courtesy of Big Yin Salon

SUPPLEMENTARY NOTES

UNIT 304 PROVIDE CLIENT

CONSULTATION SERVICES (CHB14)



Image courtesy of Cheynes

Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



Hair: Daniel Rymer @daniel_rymer www.danielrymer.com
Photographer: Leil Burnett www.murmedia.co.uk/M u a Gracia Kingsley



UNIT 309

CREATIVELY CUT HAIR USING A COMBINATION OF BARBERING TECHNIQUES (CB7)

Cutting men's hair has evolved into an exciting craft; it has fused traditional and modern techniques to embrace the demands of the contemporary barbering industry. In this unit you will build on the skills and knowledge you covered previously, providing you with the

necessary cutting techniques and confidence to extend your barbering career. You will cover how to use your imagination, personalise your haircuts and, most importantly, establish a great relationship with your clients.



UNIT 309

CREATIVELY CUT HAIR USING A COMBINATION OF BARBERING TECHNIQUES (CB7)

MANDATORY

This unit has four outcomes.

Outcome 1
Be able to cut hair using a combination of barbering techniques

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

Outcome 3
Understand the factors that may influence creative cutting services

Outcome 4
Understand the tools, equipment, products and techniques used for creative hair cutting services



Plan your cut before you pick your tools up!

Adam Sloan



EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of barbering techniques. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **six** occasions, each on different clients and must include a creative restyle. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

To be a professional barber and to provide good customer service, always make sure that you complete your clients in the time allocated by your salon.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things you must cover. You must show that you have:

Used all the following tools and equipment*:

scissors

clippers

trimmers

razors

*Note: use of clipper attachments is not allowed at Level 3.

Taken into account all the following factors:

hair characteristics

hair classifications

head and face shape

presence of male

pattern baldness

presence of added hair

piercings

adverse skin conditions

Used on both:

wet hair

dry hair

Used nine out of the following twelve cutting techniques:

club cutting

scissor over comb

clipper over comb

thinning

texturising

freehand

razor cutting

tapering

graduating

layering

fading

disconnecting

Created all the following neckline shapes:

tapered

squared

full neckline

skin fade

Used both of the following creative finishing techniques:

styling

product application



Given all the following advice and recommendations:

how to maintain their look

time interval between services

additional products

additional services

Used on both kinds of hair:

wet

dry

USEFUL WORDS

Disconnecting Ideal for high-fashion cuts, it is used for undercuts and helps to create unblended lengths and give the illusion of blended lengths.



Factors You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Fading Used to blend short hair into the neckline, or to create a natural hairline.

Full neckline Collar-length hair.

Graduating cutting Blending hair layers from a longer to a shorter length, or from a shorter to a longer length.

Scissor over comb The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine detailing hairlines.

Skin fade Also known as a bald fade, this is similar to a taper cut. The cut is achieved by using clippers, adjusting the settings and going from a skin fade and then blending into the rest of the haircut.



Square neckline This is known as a Boston.



Tapering Used for connecting longer and short layers, you can use scissors or clippers. This technique is good for detailing hairlines, softening a look and removing weight.

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



OBSERVATION SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **six** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to cut hair using a combination of barbering techniques

- a Prepare for creative hair cutting services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Carry out creative hair cutting services
- f Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4	5	6		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

HINTS AND TIPS

Wet hair can stretch by up to a third of its length. Adjust your cutting so that the hair isn't too short when it's dry.



Cross-check to achieve balance and an even weight distribution.

OBSERVATION SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)



WHAT YOU MUST COVER

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the tools and equipment. Note: use of clipper attachments is not allowed at Level 3.

	1	2	3	4	5	6		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trimmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3	4	5	6		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of male pattern baldness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of added hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Piercings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair

Tick the type of hair worked on in each observation. You must work on **both** types of hair.

	1	2	3	4	5	6		
Wet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



HINTS AND TIPS

Texturising is not recommended for fine hair.



OBSERVATION SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF BARBERING TECHNIQUES (CB7)

WHAT YOU MUST COVER (CONTINUED)

Techniques

Tick the techniques used in each observation. You must carry out **nine** out of the **twelve** techniques.

	1	2	3	4	5	6		
Club cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scissor over comb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clipper over comb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texturising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Freehand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Razor cutting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tapering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graduating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disconnecting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neckline shapes

Tick the neckline shapes created in each observation. You must create **all** the neckline shapes.

	1	2	3	4	5	6		
Tapered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squared	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full neckline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skin fade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Creative finishing techniques

Tick the creative finishing techniques used in each observation. You must carry out **both** creative finishing techniques.

	1	2	3	4	5	6		
Styling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continues on next page

Always double-check with the client how much hair you are going to cut. Once you have made the cut, there is no going back!



OBSERVATION SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)

WHAT YOU MUST COVER (CONTINUED)



Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4	5	6		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5	6		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

HINTS AND TIPS

When using a cut-throat razor, always be mindful of the opposite end of the blade that is not in use, as this could potentially cut the client.





COMMENT FORM

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4

5

6



As a barber you never stop learning to keep up with the ever-changing trends in men's hairdressing. You need a positive attitude!

Adam Sloan



KNOWLEDGE SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)

WHAT YOU MUST KNOW



Outcome 2

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

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective equipment that should be available for clients	Inferred knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K15	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K14	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	why it is important to protect clients from hair cuttings	Mandatory knowledge
K7	the safety considerations which must be taken into account when cutting hair	Mandatory knowledge
K10	why it is important to use gloves when using a razor	Mandatory knowledge
K13	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K19	the correct methods of waste disposal	Inferred knowledge

2.4 Explain the importance of questioning clients prior to and during cutting services

K24	the importance of exploring and confirming the look with the client using relevant visual aids	Cross-unit knowledge
-----	--	----------------------

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

K6	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K9	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K11	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K12	why it is important to avoid cross-infection and infestation	Cross-unit knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF BARBERING TECHNIQUES (CB7)

WHAT YOU MUST KNOW (CONTINUED)

Outcome 3

Understand the factors that may influence creative cutting services

3.1 Explain the factors that may influence services provided

K20	your salon's expected service times for different cutting looks	Inferred knowledge
K21	the factors that must be taken into consideration prior to and during cutting, and how these may impact on the cutting service	Mandatory knowledge
K22	the factors which should be considered when cutting wet hair and dry hair	Mandatory knowledge
K42	the circumstances in which you might cut into the natural hairline	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

3.3 State the average rate of hair growth

K23	the average rate of hair growth	Mandatory knowledge
-----	---------------------------------	---------------------

3.4 Explain the effects of continual close cutting of hair on the skin

K25	the potential risk of ingrowing hair resulting from the continual close cutting of curly hair	Mandatory knowledge
-----	---	---------------------

3.5 Explain the known causes and typical patterns of male pattern baldness

K26	the known causes of male pattern baldness	Mandatory knowledge
K27	the typical patterns of male pattern baldness	Mandatory knowledge

Continues on next page



Outcome 4

Understand the tools, equipment, products and techniques used for creative hair cutting services

4.1 Explain why it is important to prepare hair prior to cutting

K28	why hair products should be removed from the hair prior to cutting	Mandatory knowledge
-----	--	---------------------

4.2 Describe the range of tools, equipment and products available and the creative effects they achieve

K31	which tools can be used on either wet or dry hair or both	Inferred knowledge
K43	the types of clippers, clipper blades and attachments and the effects that these achieve	Mandatory knowledge
K44	the types of products available for finishing men's hair	Inferred knowledge

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

K8	the correct use and maintenance of cutting tools	Mandatory knowledge
K16	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K17	how to safely use all the tools and equipment	Inferred knowledge
K18	how to level and test clippers	Mandatory knowledge

4.4 Explain the importance of applying correct technique during services

K30	how and when to use different cutting techniques and effects	Inferred knowledge
K32	the reasons for establishing and following guidelines	Mandatory knowledge
K33	how to create and follow guidelines for different cuts	Inferred knowledge
K34	how to personalise and adapt cutting techniques	Inferred knowledge
K35	the effects that can be created by combining and adapting different cutting techniques	Inferred knowledge
K36	the importance of cross-checking the cut	Mandatory knowledge
K37	the importance of considering weight distribution and working with the natural growth patterns of the hair	Mandatory knowledge
K38	how different cutting angles will impact on weight distribution, balance and the degree of graduation	Mandatory knowledge
K39	the importance of applying the correct degree of tension to the hair when cutting	Mandatory knowledge
K40	the importance of cutting to the natural hairline in barbering	Mandatory knowledge
K41	techniques to remove unwanted hair outside the desired neckline shape	Inferred knowledge



HINTS AND TIPS

Advising your client on how to make the most of their new cut will earn you a good reputation.

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF BARBERING TECHNIQUES (CB7)

WHAT YOU MUST KNOW (CONTINUED)

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

K45	the types of problems that can commonly arise when cutting men's hair and ways in which they can be remedied, if possible	Mandatory knowledge
-----	---	---------------------

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

K29	the range of traditional and current men's hair shapes	Inferred knowledge
K46	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Some clients will see a picture and want to look like that person. You will need to explain that, if their hairline does not sit correctly for the cut, the look would not suit their face shape or they may not be able to recreate the look due to their lifestyle.



SUPPLEMENTARY NOTES

UNIT 309 CREATIVELY CUT HAIR

USING A COMBINATION OF

BARBERING TECHNIQUES (CB7)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
---	---

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 310

DESIGN AND CREATE A RANGE OF FACIAL HAIR SHAPES (CB8)

Men have been wearing beards and moustaches for centuries, and their popularity has recently surged again. Modern men are embracing facial hair and it seems that designer beards are here to stay. In this unit you will cover how to create intricate

looks and a range of designs to suit different client requirements. This unit covers scissor over comb, clipper over comb and freehand techniques, and looks at how traditional techniques can be blended with contemporary trends.



UNIT 310

DESIGN AND CREATE A RANGE OF FACIAL HAIR SHAPES (CB8)

MANDATORY

This unit has four outcomes.

Outcome 1
Be able to design and create a range of facial hair shapes

Outcome 2
Understand how health and safety policies and procedures affect facial hair cutting services

Outcome 3
Understand the factors that influence facial hair cutting services

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



The word 'barber' comes from the Latin word *barba*, meaning 'beard'. To be able to call yourself a barber you must have both practical and theoretical knowledge on how to shape and shave a gentleman's facial hair, as well as being competent in creating gentlemen's hair styles.

Pall Mall Barbers



EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of barbering techniques. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **three** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

During this service you will be working in close proximity to your client, so personal hygiene must be maintained at all times.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things you must cover. You must show that you have:

Used all the following tools and equipment*:

scissors

trimmers

clippers

*Note: use of clipper attachments is not allowed at Level 3.

Taken into account all the following factors:

head and face shape

hair characteristics

hair classifications

hair style

adverse skin conditions

facial piercing

clients' wishes

ingrowing hair

skin elasticity

Achieved all the following looks:

moustache only

partial beard and moustache

full beard and moustache

Used all the following cutting techniques:

scissor over comb

clipper over comb

freehand

fading

razor

Given all the following advice and recommendations:

how to maintain their look

time interval between services

additional services

additional products

equipment

exfoliating



HINTS AND TIPS

Using a brush and a can of clipper spray is a quick and easy way to make sure that your clippers are clean and disinfected before use.

USEFUL WORDS

Anchor Beard shaped like an anchor from the centre of the bottom lip and around and up the chin.



Curtain rail A narrow beard following the mandible.

Exfoliator A product used to remove dead skin cells, which therefore helps to improve the appearance of the skin.

Fading Used to blend facial hair into the hairline.

Goatee A narrow beard that circles the mouth and chin.



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 extending down towards the chin.

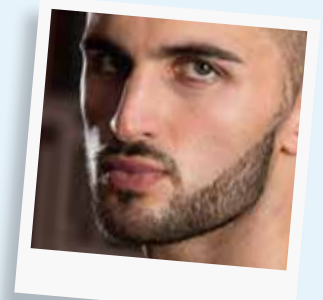
Partial beard Any facial hair that is neither a full beard nor a moustache.

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

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

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

Stubble A neatened, several day, full beard growth.





OBSERVATION SIGN-OFF SHEET

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to design and create a range of facial hair shapes

- a Prepare for facial hair shaping services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Design and create a variety of facial hair shapes
- f Provide clients with advice and recommendations on the service(s) provided

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

HINTS AND TIPS

Be realistic about the client's facial hair and distribution. The hair may be too sparse/thick to achieve the desired look. Suggest a style that keeps the thickest part of the beard to keep the strongest line.



OBSERVATION SIGN-OFF SHEET

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)

WHAT YOU MUST COVER (CONTINUED)



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools and equipment Tick the tools and equipment used in each observation. You must use **all** the tools and equipment. Note: use of clipper attachments is not allowed at Level 3.

	1	2	3		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trimmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3		
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair style	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facial piercing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients' wishes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ingrowing hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Place a rolled fresh towel between the client's head and the headrest for extra comfort.

Greet the client respectfully and in a friendly manner. You must always value your client custom. The three main elements are:

1. Meet and greet
2. The facial hair service
3. Compliment and close





OBSERVATION SIGN-OFF SHEET

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)

WHAT YOU MUST COVER (CONTINUED)

Director: Adam Sloan Hair: MiFed Art Team/
Photography: Ollie Hewett

Looks

Tick the looks achieved in each observation. You must achieve **all** the looks.

	1	2	3		
Moustache only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partial beard and moustache	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full beard and moustache	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cutting techniques

Tick the cutting techniques used in each observation. You must carry out **all** the cutting techniques.

	1	2	3		
Scissor over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clipper over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exfoliating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

COMMENT FORM

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

When in your workplace, you need to make sure you are using equipment for the purpose it was intended and in a safe manner to protect yourself and others.



Image courtesy of Denman

HINTS AND TIPS

At the end of every facial haircut, ask your client if he would like his eyebrows trimmed! Some clients are surprised by this question, but reassure them that eyebrows are also facial hair, and trimming them enhances the whole image of the beard and moustache.



KNOWLEDGE SIGN-OFF SHEET

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Understand how health and safety policies and procedures affect facial hair cutting services

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K14	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	your salon's requirements for client preparation	Cross-unit knowledge
K4	the importance of using the correct type of barber's chair	Mandatory knowledge
K5	why it is important to protect clients from hair clippings	Mandatory knowledge
K6	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K11	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K13	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K15	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Explain the importance of questioning clients prior to and during cutting services

K18	the importance of consulting with clients throughout the service	Cross-unit knowledge
K20	the importance of exploring and confirming the looks with the client using relevant visual aids	Cross-unit knowledge

Continues on next page



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

K7	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K9	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K10	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Outcome 3

Understand the factors that influence facial hair cutting services

3.1 Explain the factors that may influence services

K17	your salon's expected service times for cutting facial hair	Inferred knowledge
K19	how different factors can impact on the facial hair cut prior to and during cutting facial hair	Mandatory knowledge
K22	The importance of considering facial contours when designing new beard shapes	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

K21	how to match beard shapes and styles to facial characteristics	Inferred knowledge
-----	--	--------------------

3.3 Explain the effects of continual close cutting of hair on the skin

K27	the potential risk of ingrowing hair resulting from the continual close cutting of curly hair	Mandatory knowledge
-----	---	---------------------

Outcome 4

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

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

K32	the size and type of clippers, clipper blades and attachments available, and the effects that these achieve	Mandatory knowledge
-----	---	---------------------

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

K8	the correct use and maintenance of cutting tools	Mandatory knowledge
K31	how to level and test clippers	Mandatory knowledge

Continues on next page



Barber's chairs are much heavier and more bulky than salon chairs. If you need to move them, do so carefully so you do not hurt your back or cause injuries.



KNOWLEDGE SIGN-OFF SHEET

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)

WHAT YOU MUST KNOW (CONTINUED)

4.3 Explain the importance of applying correct technique during services

K24	how to cut facial hair using different cutting techniques	Inferred knowledge
K25	the reasons for establishing and following guidelines	Mandatory knowledge
K26	how to create and follow guidelines for a new look	Inferred knowledge
K28	how to personalise cutting techniques	Inferred knowledge
K29	the importance of cross-checking the facial hair cut	Mandatory knowledge
K30	the importance of considering weight distribution and working with the natural growth patterns of the facial hair	Mandatory knowledge

4.4 Describe the types of traditional and current facial hair shapes

K23	the types of traditional and current facial hair shapes	Inferred knowledge
-----	---	--------------------

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

K33	the types of problems that can occur when cutting facial hair and ways in which they can be remedied, if possible	Mandatory knowledge
-----	---	---------------------

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

K34	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



SUPPLEMENTARY NOTES

UNIT 310 DESIGN AND CREATE

A RANGE OF FACIAL HAIR SHAPES (CB8)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

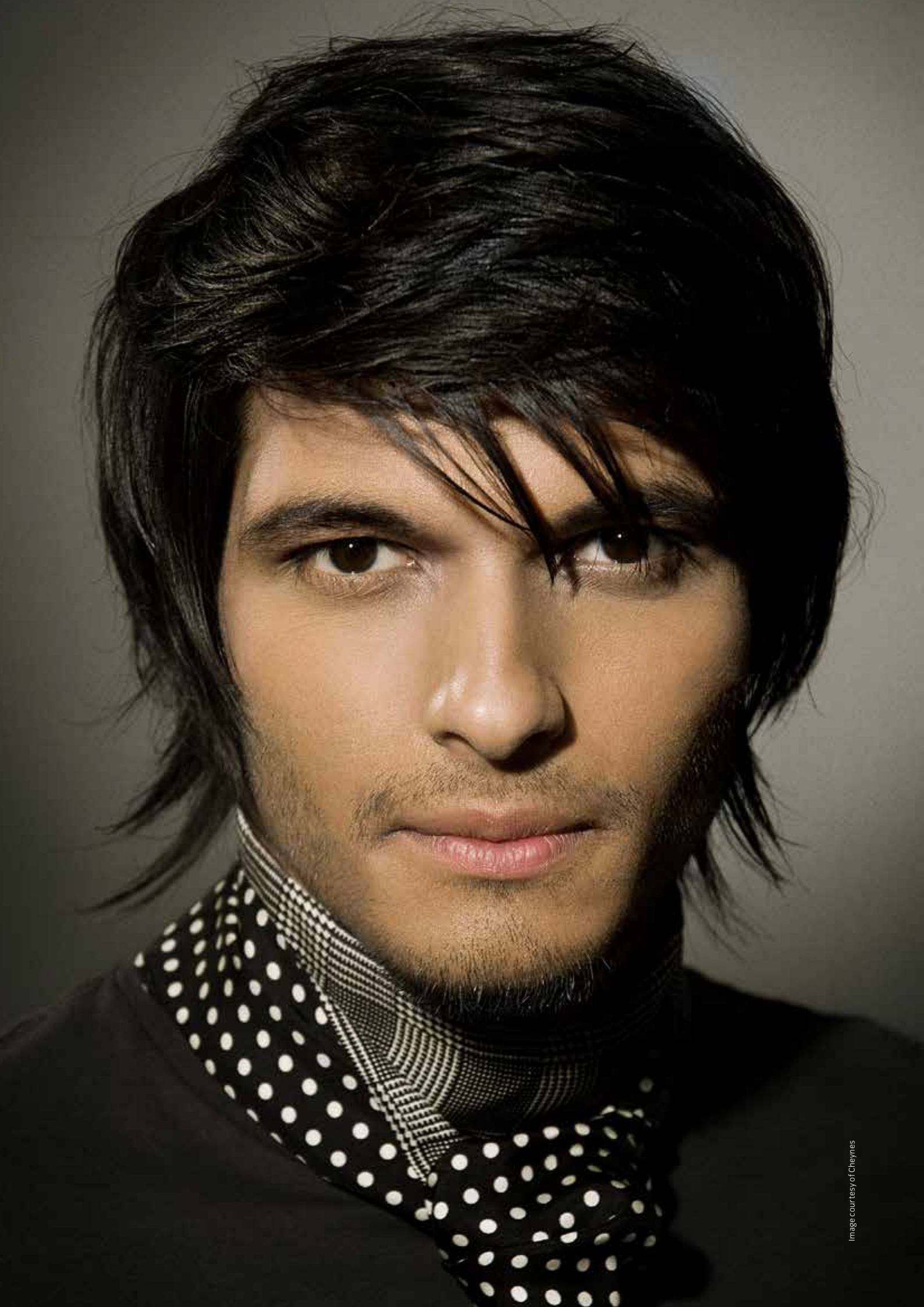
Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 311

PROVIDE SHAVING SERVICES (CB10)

The cut-throat shave has been a tradition practiced by barbers for centuries. It's now seen as a 'must have' skill set required for the modern-day barber. Male clientele are now spending more time and money in barber shops and why shouldn't they? You will cover the skills needed to provide a professional shaving service and face massage. The facial massage techniques you will cover can improve the skin tone, strengthen the skin and leave it glowing, and

delivering a massage as part of the shaving service will relax and give your client that feel-good factor.

The use of professional shaving tools and the correct product knowledge in preparing the skin for every stage of the service is fundamental to every barber! It is imperative to maintain a high level of health and safety and hygiene whilst delivering this service. Always remain professional and communicate with the client at all times.



UNIT 311

PROVIDE SHAVING SERVICES (CB10)

MANDATORY

This unit has five outcomes.

Outcome 1
Be able to provide shaving services

Outcome 2
Understand how health and safety affects shaving services

Outcome 3
Understand the factors that influence shaving services

Outcome 4
Understand the science of hair, skin and scalp

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

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for shaving. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **three** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



When sitting the client up after this relaxing service, do it in a slow motion so the blood doesn't rush to the client's head, thus finishing off a great service.

Chris Muskett, BigYin Gents Division



WHAT YOU MUST COVER

For each of the following statements, there is a range of things you must cover. You must show that you have:

Used all the following shaving services:

full shave
 partial shave
 beard outlines

Used all the following types of tools and equipment:

open blade razors, with disposable blades
 shaving brushes
 sponges

Taken into account all the following factors:

hair classification
 hair characteristic
 adverse skin conditions
 unusual features
 skin elasticity
 facial contour
 facial piercing
 clients' wishes

Used all the following lathering products:

creams
 oils
 gel
 soap

Used both the following lathering techniques:

application by brush
 application by massage

Used three of the following four shaving techniques:

skin tensioning
 forehand razoring
 backhand razoring
 sponge shaving

Used all the following facial massage techniques:

effleurage
 petrissage
 tapotement

Used all the following finishing products:

astringents
 moisturising cream
 aftershave balm
 powder



Given all the following advice and recommendations:

how to maintain their look
 time interval between services
 present and future products and services
 skin care



During the shaving service you must maintain customer care at all times. The service is not creative; it is a disciplined technical service that technique and professional ethics must adhere to at all times.

USEFUL WORDS

Astringent A product such as an aftershave that soothes, cleanses and closes the skin pores.

Backhand razoring

Face the blade in the opposite direction and turn your hand upside down.



Forehand razoring Hold the razor with the thumb placed on the inside of the blade with the blade facing down.

Powder Talcum powder is used to calm the skin and absorb residual moisture and oil.

Skin tensioning

Stretching the skin to allow the blade to glide smoothly over the skin.



Sponge shaving Carried out only on a coarse stubborn beard. Place a clean sterile sponge in hot water and stroke over the skin directly before the shave.

Tapotement A form of facial massage. It stimulates and improves circulation of the facial muscle tissue. It is achieved by using the edges of the fingers or hands in a light tapping movement.

OBSERVATION SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to provide shaving services

- a Prepare for shaving services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Carry out shaving services
- f Provide clients with advice and recommendations on the service(s) provided

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					



A hot towel is more than a relaxing sensation. It is there to soften the stubble and make the skin receptive of the shaving cream. Remember, shaves are a luxurious treat but there needs to be a reason behind all the processes.

Pall Mall Barbers



If you don't apply a cold towel, you won't close the pores and may run the risk of a rash or an infection.

OBSERVATION SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Shaving services

Tick the shaving services used in each observation. You must use **all** the shaving services.

	1	2	3		
Full shave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partial shave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beard outlines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the types of tools and equipment.

	1	2	3		
Open blade razors, with disposable blades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shaving brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sponges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3		
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unusual features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facial contour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facial piercing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients' wishes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lathering products

Tick the lathering products used in each observation. You must use **all** the lathering products.

	1	2	3		
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

OBSERVATION SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST COVER (CONTINUED)



Lathering techniques

Tick the lathering techniques used in each observation. You must use both the lathering techniques.

	1	2	3		
Application by brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application by massage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Shaving techniques

Tick the shaving techniques used in each observation. You must use **three** of the **four** shaving techniques.

	1	2	3		
Skin tensioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forehand razoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backhand razoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sponge shaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Facial massage techniques

Tick the facial massage techniques used in each observation. You must use **all** the facial massage techniques.

	1	2	3		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapotement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Finishing products

Tick the finishing products used in each observation. You must use **all** the finishing products.

	1	2	3		
Astringents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moisturising cream	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aftershave balm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Powder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Gentlemen very rarely treat themselves. If they have chosen to have a wet shave with you then you should assure you give them a luxurious, traditional, memorable service. Ensure the service is relaxing and not rushed.

Pall Mall Barbers



The shave process should be quiet and calming, using essential oils to relax the client.

OBSERVATION SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST COVER (CONTINUED)



Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Give the client the information they need about the services and products offered by the salon. Always advise the client on aftercare and skin care products for his skin.



HINTS AND TIPS

When removing the towel, move it in a 'dabbing' motion so as not to irritate the skin.

COMMENT FORM

UNIT 311 PROVIDE SHAVING SERVICES (CB10)



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3



The shaving brush is a misunderstood tool. It helps raise the stubble allowing for a fantastic shave. Talk through why you are doing each shave so that you are educating your customer as well as giving them a great service. Try using silver tip badger hair like on the Fitzrovia shaving brush by Pall Mall Barbers.

Pall Mall Barbers

KNOWLEDGE SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST KNOW



Outcome 2

Understand how health and safety affects shaving services

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K16	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Mandatory knowledge

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

K13	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Mandatory knowledge
-----	--	---------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	why it is important to use disposable gloves when shaving	Mandatory knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K6	the importance of using the correct type of barber's chair	Mandatory knowledge
K7	the safety considerations which must be taken into account when shaving facial hair	Inferred knowledge
K12	why it is important to position your shaving tools for ease of use	Mandatory knowledge
K14	the different types of working methods that promote environmental and sustainable working practices	Mandatory knowledge
K18	the correct methods of waste disposal	Inferred knowledge

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

K32	the importance of confirming with your client the look agreed at consultation before starting the shave	Inferred knowledge
-----	---	--------------------

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

K8	why it is important to avoid cross-infection and infestation	Mandatory knowledge
K9	why it is important to keep your work area clean and tidy	Mandatory knowledge
K11	methods of cleaning, disinfecting and sterilisation used in salons	Mandatory knowledge
K15	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST KNOW

Outcome 3

Understand the factors that influence shaving services

3.1 Explain the factors that may influence services provided

K19	your salon's expected service times for shaving facial hair	Inferred knowledge
K20	the factors that must be taken into consideration prior to and during the shaving service	Mandatory knowledge
K31	when not to carry out shaving	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors **Mandatory knowledge**

Outcome 4

Understand the science of hair, skin and scalp

4.1 Explain the structure and function of skin

K24	the structure and function of the skin	Mandatory knowledge
-----	--	---------------------

4.2 Describe how to recognise scalp and facial skin disorders

K25	the scalp and facial skin disorders commonly affecting men and how to recognise them	Mandatory knowledge
-----	--	---------------------

4.3 Explain the effect of heat on hair and skin

K27	the effect of heat on the hair and skin	Mandatory knowledge
-----	---	---------------------

4.4 Explain how ageing and environmental factors affect facial skin and muscle tone

K29	how the natural ageing process affects facial skin and muscle tone	Mandatory knowledge
K30	how environmental and lifestyle factors affect the condition of the skin	Mandatory knowledge

4.5 Explain how the function of lathering affects the skin and hair

K26	the importance of lathering and the function it performs on the skin and the hair	Mandatory knowledge
-----	---	---------------------

4.6 Explain the effects of continual close cutting of hair on the skin

K28	the potential risk of ingrowing hair resulting from continual close shaving	Mandatory knowledge
-----	---	---------------------

4.7 Describe the range of finishing products and the effects they have on the skin

K42	the types of finishing products available for use and their effects on the skin	Mandatory knowledge
-----	---	---------------------

[Continues on next page](#)



Outcome 5

Understand the tools, equipment, products and techniques used for shaving services

5.1 Explain why it is important to prepare the face and facial hair prior to shaving

K23	how to prepare and use lathering products correctly	Inferred knowledge
K33	when and why it is necessary to reduce beard length prior to shaving	Mandatory knowledge

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

K10	the correct use and maintenance of shaving tools	Mandatory knowledge
K17	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K21	the types of open blade razors with disposable blades available for professional use	Mandatory knowledge
K22	how to prepare an open blade razor with disposal blade for use	Inferred knowledge

5.3 Explain the importance of applying correct technique during the shaving services

K34	how to carry out different shaving techniques	Inferred knowledge
K35	why skin needs to be tensioned during shaving	Mandatory knowledge
K36	the importance of working in a way which maintains the right skin temperature throughout the shaving process	Mandatory knowledge
K37	the importance of adapting shaving techniques in relation to the direction of hair growth	Mandatory knowledge
K38	when and why to use brush and massage techniques to apply lathering products	Mandatory knowledge
K39	when and why to use sponge shaving	Mandatory knowledge
K40	the reasons for, and effects of, using cool towels after shaving	Mandatory knowledge

[Continues on next page](#)





KNOWLEDGE SIGN-OFF SHEET

UNIT 311 PROVIDE SHAVING SERVICES (CB10)

WHAT YOU MUST KNOW (CONTINUED)

5.4 Explain the benefits of using a variety of facial massage techniques when providing shaving services

K41	why cold towels should not be used if the face is to be massaged	Mandatory knowledge
K43	how to carry out the massage techniques in the range	Inferred knowledge
K44	the benefits and effects of facial massage	Mandatory knowledge
K45	how and why massage techniques should vary on the different areas of the face	Mandatory knowledge

5.5 Identify the types of problems that may occur during the services

K46	problems which may arise during the shaving process, such as shaving hair too close, damage to your client's and your own skin and ways of resolving such problems	Mandatory knowledge
-----	--	---------------------

5.6 Describe ways of dealing with shaving problems

Mandatory knowledge

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

K47	the importance of providing advice and recommendations on the products and services provided in the salon	Mandatory knowledge
-----	--	---------------------

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Always shave with the grain on the first shave. This prevents razor burn, bleeding and irritation to the client. The skin should be gently stretched to prevent any nicks or cuts.

Pall Mall Barbers

SUPPLEMENTARY NOTES

UNIT 311 PROVIDE SHAVING SERVICES (CB10)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
---	---

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



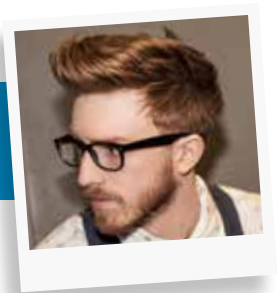


UNIT 219

COLOUR AND LIGHTEN MEN'S HAIR (CB6)

Colouring and lightening hair is a growing service in the barbering industry; the techniques used are bespoke to men's hairdressing and need to be quick and commercially viable, as the modern man is always on the move. The basic skills start in this unit, as you will cover

how to colour hair using different colouring and lightening products and techniques. Consultation and carrying out necessary tests are key to meeting your clients' expectations. The knowledge and skills you will cover in this unit will help you colour hair with confidence.



UNIT 219

COLOUR AND LIGHTEN MEN'S HAIR (CB6)

OPTIONAL

This unit has five outcomes.

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

Outcome 2
Know how health and safety policies and procedures affect men's colouring and lightening services

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



Colouring is like a sum: what you've got + what you apply = the final result.

Adam Sloan

Outcome 4
Understand the science of colouring and lightening hair

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

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for changing men's hair colour. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **four** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Always follow manufacturers' instructions when mixing and using colours.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used four of the following five types of products:

semi-permanent
quasi-permanent
permanent
lighteners
toners

Carried out all of the following tests:

skin
incompatibility
porosity
elasticity
colour

Taken into account all of the following factors:

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

Used three of the following four colouring and lightening techniques:

full head virgin application
regrowth application
partial head application
highlights or lowlights

Given all of the following advice and recommendations:

how to maintain their colour
time interval between services
present and future products and services



USEFUL WORDS

Contra-indications When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Elasticity test A test to see how much the hair will stretch and return to its original length.

Hydrogen peroxide This chemical is mixed with colour cream/gel to create permanent hair colour.

Incompatibility test A test to see if the hair will react to any of the products that are about to be used. This is carried out before colouring a client's hair.

Lightener A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

Porosity test A test to see how porous the hair is (how able it is to absorb moisture from liquid).

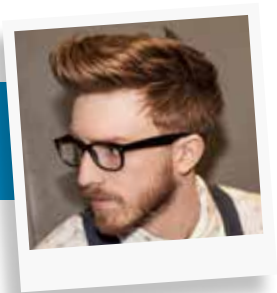
Quasi-permanent colour Colour that lasts almost as long as permanent. It should be treated as permanent colour in terms of testing and future services.

Semi-permanent Colour that lasts for six to eight washes. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

Shoe shine A quick and easy technique, placing colour to enhance the haircut.

Skin test A test that is often used before colouring to test whether a client's skin will react to chemical products, for example PPD, which is found in permanent colour.





OBSERVATION SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **four** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to colour and lighten men's hair

- a Prepare for men's colouring and lightening services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients about the service and the outcome of tests
- d Confirm with clients the desired effect
- e Select suitable products, tools and equipment
- f Carry out colouring and lightening services on men's hair
- g Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



HINTS AND TIPS

Consultation is key to achieve the client's desired result.

OBSERVATION SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Products

Tick the products used in each observation. You must use **four** out of the **five** products.

	1	2	3	4		
Semi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quasi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

Tick the tests undertaken in each observation. You must carry out **all** of the tests.

	1	2	3	4		
Skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

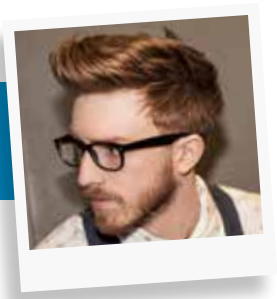
	1	2	3	4		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Existing colour of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of white hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strength of hydrogen peroxide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Colouring and lightening techniques

Tick the colouring and lightening techniques used in each observation. You must carry out **three** out of the **four** colouring and lightening techniques.

	1	2	3	4		
Full head virgin application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regrowth application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partial head application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Highlights or lowlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



OBSERVATION SIGN-OFF SHEET

UNIT 219 COLOUR AND LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of KMS California

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

How to maintain their colour

Time interval between services

Present and future products and services

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

During a colour service, always explain to the client what you are doing and what the next step of the process will be.



HINTS AND TIPS

Always use PPE – personal protective equipment – when performing chemical services like colouring hair.



Shutterstock/Eglesky

COMMENT FORM

UNIT 219 COLOUR AND LIGHTEN MEN'S HAIR (CB6)



Image courtesy of KMS California

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4

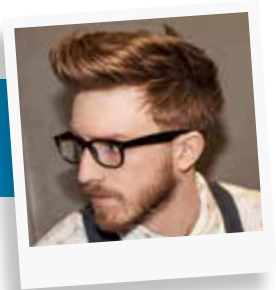
Shutterstock/photopixel



Image courtesy of Wella

Always follow your principles, good practice and the rules and regulations that are set down by your salon manager.





KNOWLEDGE SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the types of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K12	the current legal requirements and guidance relating to age restrictions for colouring and lightening services	Mandatory knowledge
K13	why colouring and lightening services should not be carried out on minors under 16 years of age	Mandatory knowledge
K15	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K8	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
K56	the dangers associated with the inhalation of powder lighteners	Mandatory knowledge

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K10	the safety considerations which must be taken into account when colouring and lightening hair	Inferred knowledge
K11	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K17	the correct methods of waste disposal	Inferred knowledge
K38	the importance of preparing your client's hair and protecting their skin prior to service.	Inferred knowledge
K45	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	Mandatory knowledge
K57	the precautions that must be taken when using powder and other lighteners	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K14	what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
-----	--	----------------------

Continues on next page

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

K22	the legal significance of client questioning and the recording of clients' responses to questioning	Mandatory knowledge
K39	the importance of confirming the desired effect with your client prior to the application of products	Cross-unit knowledge
K60	the importance of confirming the client's satisfaction	Mandatory knowledge

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

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K6	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K9	methods of cleaning, disinfecting and/or sterilisation used in salons	Cross-unit knowledge

Outcome 3

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

3.1 Explain the factors that may influence the services provided

K18	the importance of making effective use of your time and your salon's expected service times for basic colouring and lightening work	Inferred knowledge
K42	the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services	Mandatory knowledge
K43	the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

K42	the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services	Mandatory knowledge
-----	--	---------------------

Outcome 4

Understand the science of colouring and lightening hair

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

K20	the importance of recognising any contra-indications to colouring and lightening services	Mandatory knowledge
K21	why contra-indications can affect the delivery of colouring and lightening services	Mandatory knowledge

Continues on next page



HINTS AND TIPS

Colour placement is the recipe for a great result.



KNOWLEDGE SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST KNOW (CONTINUED)



4.2 Explain the importance of testing hair and scalp prior to and during colouring and lightening

K46 the importance of constantly monitoring the development of lightening products Mandatory knowledge

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

K24 when and how tests should be carried out and the importance of recording test results Mandatory knowledge

4.4 Explain how test results influence colouring and lightening services

K25 the courses of action to take in the event of adverse reactions to tests Mandatory knowledge

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

K30 the effect of different colouring and lightening products on the hair structure Mandatory knowledge

K32 how the different strengths of hydrogen peroxide influence colouring and lightening Mandatory knowledge

K33 how porosity levels can affect the choice and application of products and the final results Mandatory knowledge

K49 the importance of restoring the hair's pH balance after the colouring and lightening process Mandatory knowledge

4.6 Describe the effects of natural and artificial light on hair colour

Mandatory knowledge

4.7 Explain the principles of colour selection

K28 the principles of colour selection, including the International Colour Chart (ICC) Mandatory knowledge

K29 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten Mandatory knowledge

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

K34 effects of temperatures on the application and development of colouring and lightening products Mandatory knowledge

Outcome 5

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

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

K31 when to use the different types of lighteners and toners available Mandatory knowledge

K35 the types of colouring, lightening and toning products available, including temporary colours Inferred knowledge

[Continues on next page](#)

KNOWLEDGE SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST KNOW (CONTINUED)



K37	the types of tools, materials and equipment used for highlighting and lowlighting hair	Inferred knowledge
K47	when and how shampoos and conditioners should be used when colouring and lightening hair	Inferred knowledge

5.2 Describe the different methods for applying and removing colouring and lightening products

K40	how to handle the hair when weaving to maintain an even tension and to secure the materials to prevent seepage	Inferred knowledge
K48	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge
K50	methods of applying and removing colouring and lightening products and materials	Inferred knowledge

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

K16	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K23	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
K36	the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products	Cross-unit knowledge
K41	the importance of using clean and even sectioning to assist application of products	Mandatory knowledge
K52	why it is important to emulsify colour prior to removal	Mandatory knowledge

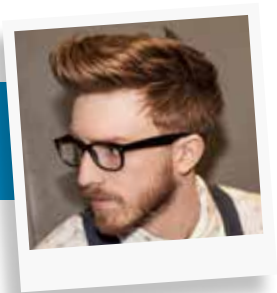
5.4 Identify the types and causes of problems that may occur during the services

K53	the types and causes of colouring and lightening problems that may occur during processing	Mandatory knowledge
K55	the potential risks of using lightening products on previously chemically treated hair	Mandatory knowledge

5.5 Describe ways of resolving colouring and lightening problems

K44	when and why to carry out colour refreshing techniques and different colour, lowlighting and highlighting techniques	Mandatory knowledge
K54	ways of resolving simple colouring and lightening problems that may occur during processing	Mandatory knowledge
K58	the limits of your authority for resolving colouring and lightening problems	Mandatory knowledge
K59	the person to whom you should report problems you cannot resolve	Mandatory knowledge

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of KMS California

5.6 Outline the importance of using products cost effectively

K7	the importance of minimising wastage of products	Cross-unit knowledge
K51	the importance of using products economically	Cross-unit knowledge

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

K18	the importance of making effective use of your time and your salon's expected service times for basic colouring and lightening work	Inferred knowledge
K19	the different types of colouring services available for men	Inferred knowledge
K26	the importance of basing your recommendations on an evaluation of your client's hair and its potential to achieve the effect required	Inferred knowledge
K27	the importance of informing your client on likely cost, duration and expected outcome of the service	Inferred knowledge
K61	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Image courtesy of Goldwell

SUPPLEMENTARY NOTES

UNIT 219 COLOUR AND

LIGHTEN MEN'S HAIR (CB6)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 405 DESIGN AND CREATE PATTERNS IN HAIR (CB9)

Hair art, pictorial three-dimensional designs and two-dimensional designs are on the rise! With more and more people wanting something a little more creative whilst getting their hair cut, this gives the client a look that is unique and personal. Whether the client wants something symmetrical or something that can be recreated on a later visit, you will be able to let your artistic and creative skills flow. Creativity is all about putting your

imagination to work and getting inspiration and ideas from a range of different sources, from patterns and textures that appear in nature, flowers, snowflakes or an emblem that represents a football team or a symbol of peace. It is imperative to maintain a high level of health, safety and hygiene whilst delivering this service. Always remain professional and communicate with the client at all times.



UNIT 405

DESIGN AND CREATE PATTERNS

IN HAIR (CB9)

OPTIONAL

This unit has four outcomes.

Outcome 1
Be able to design and create patterns in hair

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

Outcome 3
Understand the factors that influence creative hair cutting services

Outcome 4
Understand the tools, equipment, products and techniques used to design and create patterns in hair

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standards for designing and creating patterns in hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **three** occasions, all of which must be of **different patterns**. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

HINTS AND TIPS

Look for inspiration in magazines, trade shows and exhibitions. Tribal, cultural and sporting themes are particularly popular.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things you must cover. You must show that you have:

Used all the following tools and equipment:

scissors

clippers

trimmers

razors

Produced all the following designs:

2D

3D

pictorial

symmetrical

Taken into account all the following factors:

hair classifications

hair characteristics

head and face shape

hair length

hair style

presence of male

pattern baldness

adverse skin conditions

scarring

Produced designs that provide coverage:

over a full head

over a partial head

Used all the following cutting techniques:

clipper over comb

scissor over comb

use of razor

freehand

fading

Given all the following advice and recommendations:

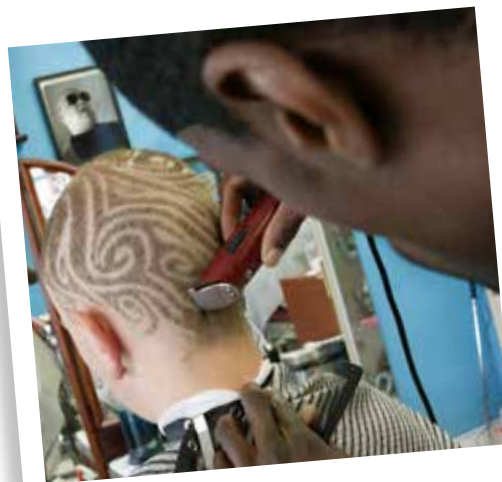
how to maintain their look

time interval between services

present and future products and services



There is no limit to how you use your creative skills whilst designing patterns. But don't be tempted to add lines or features that you have not first agreed with the client!



USEFUL WORDS

2D A pattern that lies flat to the head shape.



Pictorial A pattern that represents a picture, such as a logo or an emblem.



3D A pattern that stands out from the head shape, using graduation and perception of near and far.



Positive and negative designs Simply put, a positive design is the actual subject; a negative design is the area around the subject.

Symmetrical A pattern which mirrors itself, and gives two equal halves that look exactly the same.

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



OBSERVATION SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times, all of which must be of **different** patterns). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to design and create patterns in hair

- a Prepare for creative hair cutting services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Design and create patterns in hair
- f Provide clients with advice and recommendations on the service(s) provided

HINTS AND TIPS

Keep the client free from excess hair cuttings. The client will be more comfortable and stay still, making the service safer and less time consuming.

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Does your barber shop have a policy on working on children under 16 years old? Distinctive patterns in hair may be popular with younger teenagers but may not be allowed by parents/guardians – and may be against school rules! Check first if you are unsure.



OBSERVATION SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools and equipment Tick the tools and equipment used in each observation. You must use **all** the tools and equipment.

	1	2	3		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trimmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Designs Tick the designs produced in each observation. You must produce **all** the designs.

	1	2	3		
2D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pictorial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symmetrical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



HINTS AND TIPS

'Creating patterns in hair' is sometimes known as 'hair tattooing'.



OBSERVATION SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST COVER (CONTINUED)

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair style	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of male pattern baldness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scarring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Coverage

Tick the coverage provided in each observation. You must provide **both** types of coverage.

	1	2	3		
Over a full head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over a partial head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

HINTS AND TIPS

Most people go with the grain to keep the elasticity and the natural fall of the hair whilst designing with clippers.



OBSERVATION SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST COVER (CONTINUED)



Shutterstock/Timur G.

Cutting techniques

Tick the cutting techniques used in each observation. You must carry out **all** the cutting techniques.

	1	2	3		
Clipper over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissor over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of razor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Always manage your clients' expectations and clearly outline the limits of the chosen design. For example, male pattern baldness or scarring may limit the extent of the pattern.





COMMENT FORM

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3



Recommend when the client should book their next appointment – in shorter styles this may be every two to four weeks or sooner to ensure the pattern does not fade.

KNOWLEDGE SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST KNOW



Outcome 2

Understand how health and safety policies and procedures affect designing and creating patterns in hair

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit tests
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K14	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	why it is important to protect clients from hair clippings	Mandatory knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K6	the safety considerations which must be taken into account when cutting hair	Inferred knowledge
K7	why it is important to use disposable gloves when using a razor	Mandatory knowledge
K11	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K13	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K16	the correct methods of waste disposal	Inferred knowledge

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

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

K8	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K9	why it is important to keep your work area clean and tidy	Cross-unit knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST KNOW

Shutterstock/Timur G.

Outcome 3

Understand the factors that influence designing and creating patterns in hair

3.1 Explain the factors that may influence services

K17	your salon's expected service times for designing and creating patterns in hair	Inferred knowledge
K25	the types of hair cuts which form a suitable foundation for hair designs	Mandatory knowledge
K26	the different factors that must be taken into consideration prior to clippers and cutting, and how these may impact on the designs	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors	Mandatory knowledge
--	---------------------

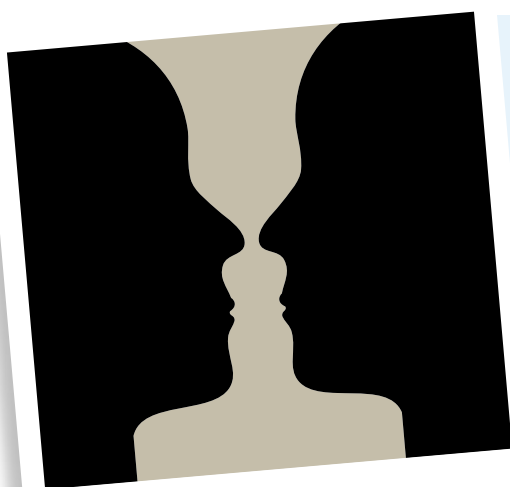
3.3 State the average rate of hair growth

K27	the average rate of hair growth	Mandatory knowledge
-----	---------------------------------	---------------------

3.4 Explain the effects of continual close clippers on the skin

K28	the effects of continual close clippers on skin	Mandatory knowledge
K29	the potential risk of ingrowing hair resulting from the continual close clippers	Mandatory knowledge

[Continues on next page](#)



Take a look at the picture. Do you see a vase or do you see two faces? If you see a vase then you are seeing the white area as a positive space and the black becomes negative. If you see the two faces, then you are seeing the black area as a positive space and the white are as the negative space.

Shutterstock/astudio

Outcome 4

Understand the tools, equipment, products and techniques used to design and create patterns in hair

4.1 Describe the creative effects achieved from using cutting tools and equipment

K37	the types of clippers, clipper blades and attachments available and the effects that these achieve	Mandatory knowledge
-----	--	---------------------

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

K10	the correct use and maintenance of cutting tools and equipment	Cross-unit knowledge
K15	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K36	how to level and test clippers	Mandatory knowledge

4.3 Explain the importance of applying correct technique during creative hair cutting services

K24	methods of preparing the hair prior to creating hair designs	Inferred knowledge
K21	basic principles of design, scale and proportion	Inferred knowledge
K22	how to scale designs up and down to suit different head shapes	Inferred knowledge
K23	the design possibilities and limitations when working on hair	Inferred knowledge
K30	when and how to use different cutting techniques when creating designs in hair	Inferred knowledge
K31	techniques for achieving accurate symmetrical patterns	Inferred knowledge
K32	how to adapt your cutting techniques to create 2-dimensional (2D) and 3-dimensional patterns (3D)	Inferred knowledge
K33	techniques for achieving positive and negative designs	Inferred knowledge
K34	the importance of visually checking the cut	Mandatory knowledge
K35	how to visually check the design, pattern and cut	Inferred knowledge



Continues on next page

Give good advice on the maintenance of the achieved design. Ensure that your client leaves with any gels or waxes needed to define the pattern, and/or aloe vera gel or cream to soothe their skin as part of your aftercare advice.





KNOWLEDGE SIGN-OFF SHEET

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

WHAT YOU MUST KNOW (CONTINUED)

4.4 Explain the problems that may occur during services and ways they can be resolved

K38	the types of problems that can commonly arise when cutting designs in hair and ways in which they can be resolved, if possible	Mandatory knowledge
-----	--	---------------------

4.5 Explain the importance of providing advice and recommendations to clients

K18	suitable sources of information and design ideas, and how to access them	Inferred knowledge
K19	how to present information and recommendations on designs clearly to your client	Inferred knowledge
K20	the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration	Cross-unit knowledge
K39	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



HINTS AND TIPS

Notching the eyebrows can add interest to the overall hair pattern design.

SUPPLEMENTARY NOTES

UNIT 405 DESIGN AND CREATE

PATTERNS IN HAIR (CB9)

Shutterstock/Timur G.



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



Image courtesy of KWS California



UNIT 209

PERM AND NEUTRALISE HAIR (CH5)

A short time ago, perming was one of the most popular hairdressing services. As colouring became more popular and hair straighteners were widely used, the demand for perming decreased. However, as with most fashions, curly hair will come back and this unit can, therefore, start your preparation

to meet the technical demands and potential business that perming brings. Within this unit, you will cover how to choose and mix products and you will also understand the science behind the curls that makes them stay in place. Plus, you will start to see what a creative form of hairdressing perming can be.



UNIT 209

PERM AND NEUTRALISE HAIR (CH5)

OPTIONAL

This unit has five outcomes.

Outcome 1
Be able to perm and neutralise hair

Outcome 2
Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

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

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

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

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standards for perming and neutralising hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Consider different perming tools and techniques to achieve a more modern curl formation, for example cone shapers.

Shelly Dalton



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used three of the following six products:

barrier cream
pre-perm treatments
chemical rearranger
perm lotions
neutralisers
post-perm treatments

Carried out four of the following five tests:

strand development
elasticity
porosity
incompatibility

Taken into account all of the following factors:

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

Carried out one of the following three sectioning techniques:

basic
directional
brick

Given all of the following advice and recommendations:

how to maintain their perm
time interval between services
additional products
additional services



HINTS AND TIPS

If using cotton wool around the client's hair, make sure that you change it regularly to stop irritation on the skin.

USEFUL WORDS

Basic sectioning technique Includes six-section and nine-section perm.

Brick winding A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

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

Contra-indications When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Directional winding technique Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

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

Neutralise The process fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5-5.5.

pH balance The normal pH of the hair and skin's surface is 4.5-5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5-5.5.

Post-perm treatment Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5-5.5).

Pre-perm treatments Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide lotion, absorb a protective barrier and make the hair more pliable when winding the perm rods into the hair.

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

OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **two** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to perm and neutralise hair

- a Prepare for perming and neutralising services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients about services and outcomes of tests
- d Confirm with clients the desired effect
- e Select suitable products, tools and equipment
- f Carry out perming and neutralising services
- g Provide clients with advice and recommendations on the service(s) provided

	1	2		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				



Always do a development test curl to determine whether the perm has developed.

Always inform the client of the cost of and the time that the service should take and what is involved.



OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Products

Tick the products used in each observation. You must use **three** out of the **six** products.

	1	2		
Barrier cream	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-perm treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemical rearranger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perm lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutralisers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-perm treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

Tick the tests undertaken in each observation. You must carry out **four** out of the **five** tests.

	1	2		
Strand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direction and degree of movement required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of regrowth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour-treated hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Always read manufacturers' instructions – you may have to carry out a skin test prior to your client having a perm.



OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST COVER (CONTINUED)

Sectioning techniques Tick the sectioning techniques used in each observation. You must carry out **one** out of the **three** sectioning techniques.

	1	2		
Basic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2		
How to maintain their perm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

COMMENT FORM

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)



This form can be used for assessor/candidate comments, if required.

Comments

1

2

Date

Know when and why to use a chemical rearranger before a perm.



HINTS AND TIPS

Always follow manufacturers' instructions.



Always make sure that you have wrapped the ends of the hair smoothly around the rod to stop getting fish hook ends.



KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW

Image courtesy of L'Oréal Professionnel

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge
K14	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K7	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K10	why it is important to position your tools and equipment for ease of use	Mandatory knowledge
K13	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services	Cross-unit knowledge
----	--	----------------------

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

K18	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
-----	---	---------------------

[Continues on next page](#)

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

K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K11	the different methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Outcome 3

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

3.1 Explain the factors that may influence the services

K17	your salon's expected service times for perming and neutralising work	Inferred knowledge
K32	how different factors can affect your choice of perming and neutralising products	Mandatory knowledge
K34	the different factors that influence the use of different sized perm rods	Mandatory knowledge
K37	how to adapt the application method of chemical rearrangers when working on regrowth or virgin hair	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

3.3 Explain why and when chemical rearranging of the hair is necessary

K35	why and when chemical rearranging of the hair is necessary	Mandatory knowledge
-----	--	---------------------

[Continues on next page](#)



Perming is one of the most neglected skills in hairdressing due partly to its lack of popularity at present, however, we always make sure all of our team have a really good training in this area. Fashion can change really quickly and all it takes is for a few 'fashionistas' to appear with a modern variation of permed hair and a whole new trend could start literally overnight. It will happen, be ready for the day!

Jennifer Cheyne, OBE

KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW (CONTINUED)



Image courtesy of L'Oréal Professionnel

Outcome 4

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

4.1 Describe how to recognise contra-indications and how they affect perming, neutralising and chemical rearranging services

K6	the importance of recognising any contra-indications to perming and neutralising services	Mandatory knowledge
K25	how and why the contra-indications can affect the delivery of perming services	Mandatory knowledge

4.2 Explain why it is important to test the hair and scalp prior to and during perming, neutralising and chemical rearranging services

K24	why it is important to record test results	Mandatory knowledge
K38	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	Mandatory knowledge

4.3 Describe when and how perming and neutralising tests are carried out

K19	the types and purposes of tests	Mandatory knowledge
K20	when and how tests should be carried out and the expected results	Inferred knowledge
K43	method of checking curl development by taking development test curls	Inferred knowledge
K48	confirm the required degree of curl has been achieved	Inferred knowledge

4.4 Explain how test results influence the perming, neutralising and chemical rearranging service

K21	how the results of tests can influence the perming service	Mandatory knowledge
K22	potential consequences of failing to test	Mandatory knowledge
K23	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

4.5 Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair

K28	the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure	Mandatory knowledge
K45	the importance and effects of restoring the hair's pH balance after the perming and neutralising process	Mandatory knowledge

4.6 State the active ingredients in perming and neutralising products

K27	the active ingredients in perming and neutralising products	Mandatory knowledge
-----	---	---------------------

Continues on next page

4.7 Explain the effects that temperature has on the perming process

K29	how temperature affects the perming process	Mandatory knowledge
K44	the importance of considering water temperature during the neutralising process	Mandatory knowledge

Outcome 5

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

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

K30	the types and purposes of equipment used during the perm development process	Inferred knowledge
K31	the different types and uses of perm lotions, chemical rearrangers and neutralisers	Inferred knowledge
K33	when to use different types of sectioning techniques and why	Mandatory knowledge
K36	why different applicators are used when chemically rearranging and their effect on the hair and scalp	Mandatory knowledge
K40	when and why it is important to use pre-perm treatments	Mandatory knowledge
K41	methods of applying perm lotions and neutralisers	Inferred knowledge
K46	the types and uses of post-perm conditioners	Inferred knowledge

5.2 Explain the importance of following salon and manufacturers' instructions during perming, neutralising and chemical rearranging services

K15	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K26	the manufacturers' instructions for the specific perming and neutralising products in your salon	Inferred knowledge
K39	the importance of accurate timing and thorough rinsing of products	Mandatory knowledge

[Continues on next page](#)





KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of L'Oréal Professionnel

5.3 Identify the types and causes of problems that may occur during the services

K42	the effects of overlapping products on previous chemically treated hair	Mandatory knowledge
K49	types and causes of problems that can occur during the perming and neutralising processes and how to resolve them	Mandatory knowledge

5.4 Describe ways of dealing with perming, neutralising and chemical rearranging problems

5.5 Outline the importance of using products cost effectively

K47	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

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

K50	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Image courtesy of Goldwell

SUPPLEMENTARY NOTES

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 401

HAIR COLOUR CORRECTION SERVICES (CH11)

The advanced technical skills of colour correction are increasingly in demand. More clients are experimenting with colour themselves, and wanting to change their hair colour more often, so colour correction is becoming a regular specialist service in many salons. It is important to understand the principles of colour to be able to resolve complex colouring problems.

In this unit you will obtain the knowledge required to neutralise unwanted tones in the hair, along with the ability to remove artificial colour, lifting hair from dark brown to blonde. You'll learn how to carry out pre-pigmentation, transforming light blondes to rich browns and reds, and how to correct banding and problems with highlights and lowlights.



UNIT 401

HAIR COLOUR CORRECTION

SERVICES (CH11)

OPTIONAL

This unit has five outcomes.

Outcome 1
Be able to carry out hair colour correction services

Outcome 2
Understand how health and safety policies and procedures affect hair colour correction services

Outcome 3
Understand the factors that influence hair colour correction services

Outcome 4
Understand the science of hair colour correction services

Outcome 5
Understand the products and techniques used in hair colour correction services



EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for hair colour correction services. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **four** occasions on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



When correcting colour a great colourist always has the hair's integrity in mind. That is why it is important to understand the structure and limits of the hair and wherever possible use gentle colour removers.

Britany Newby from National Educator for Passion4hair

You will never stop learning about colour. Product manufacturers are developing more and more colour products to assist with the correct colour choice.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Carried out four out of the following five types of colour correction:

removing artificial colour
removing bands of colour
recolouring hair treated with lightener using pre-pigmentation and colour
recolouring hair that has had artificial colour removed
correcting highlights and lowlights

Used four out of the following five types of products:

semi-permanent
quasi-permanent
permanent
lighteners
colour removers for artificial colour

Carried out all the following tests:

skin
colour test
incompatibility
porosity
elasticity

Considered all the following factors:

hair classifications
hair characteristics
temperature
existing colour of hair
test results
strength of hydrogen peroxide
hair length
percentage of white hair
sequence of application
scalp sensitivity



Given all the following advice and recommendations:

how to maintain their colour
time interval between services
present and future products and services

Use visual aids to help you and your client with the desired colour choice.



USEFUL WORDS

Colour bands Dark or intense lines/patches of colour, often resulting from overlapping colour.

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

Decolour/colour reduction Removal of artificial/synthetic colour from the hair.

Eumelanin The natural black/brown colour pigments in the hair and skin.

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

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

Melanin The pigment that gives colour to the skin and hair.

Neutralising tones Correcting an unwanted tone in the hair by introducing the opposite colour to cancel it out; for example, green tones are neutralised by red.

Oxidation A reaction caused by introducing oxygen to another chemical, for example, mixing

hydrogen peroxide with lightening products (powder bleach).

Pheomelanin The natural red and yellow pigments that produce warm tones in the hair.

Pre-pigmentation Reintroduction of gold to red tones in the hair (depending on existing base and target colour), prior to application of the new colour.

Primary colours Red, yellow (gold) and blue (ash) are the three colour pigments that cannot be made up from other colours. When mixing any two of these colours, secondary colours are produced, for example red plus yellow equals orange (copper).

Secondary colours Violet, green (matt) and orange (copper) are each made up from two primary colours. Red and blue make violet.

Skin test/patch test A test carried out before colouring, following manufacturer's instructions, to check whether the client's skin reacts with the chemicals in the colouring product.

Test cutting Removing a strand of hair for processing in order to check the likely results of the selected colour



OBSERVATION SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, on at least **four** occasions on **different** clients). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to carry out hair colour correction services

- a Prepare for hair colour correction services
- b Apply safe and hygienic methods of working throughout services
- c Analyse and evaluate hair colour problems
- d Consult with clients about services and outcomes of tests
- e Confirm with clients the desired effect
- f Evaluate the suitability of products, tools and equipment for hair colour correction services
- g Carry out the hair colour correction services
- h Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

HINTS AND TIPS

One of the keys to a good colour correction is to find out what product the client has used on their hair previously.



OBSERVATION SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Colour correction

Tick the colour correction techniques used in each observation. You must carry out **four** out of the **five** colour correction techniques.

	1	2	3	4		
Removing artificial colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing bands of colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recolouring hair treated with lightener using pre-pigmentation and colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recolouring hair that has had artificial colour removed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correcting highlights and lowlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Products

Tick the products used in each observation. You must use **four** out of the **five** products.

	1	2	3	4		
Semi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quasi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour removers for artificial colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests.

	1	2	3	4		
Skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

HINTS AND TIPS

A skin test must always be carried out 24 hours prior to the service.





OBSERVATION SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Goldwell

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3	4		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Existing colour of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strength of hydrogen peroxide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of white hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp sensitivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

COMMENT FORM

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)



Image courtesy of Goldwell

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4

Image courtesy of Cheynes



HINTS AND TIPS

Always follow manufacturers' instructions. If you are unsure of any of their instructions then call their help line before proceeding.

Shutterstock/aart



KNOWLEDGE SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Understand how health and safety policies and procedures affect hair colour correction services

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge

K12	the current legal requirements and guidance relating to age restrictions for colour correction services	Mandatory knowledge
-----	---	---------------------

K13	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
-----	--	----------------------

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

K9	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
----	--	--------------------

K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
----	---	----------------------

K10	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
-----	--	----------------------

K11	the safety considerations which must be taken into account when colour correcting hair	Inferred knowledge
-----	--	--------------------

K16	the correct methods of waste disposal	Inferred knowledge
-----	---------------------------------------	--------------------

K50	the importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas	Mandatory knowledge
-----	--	---------------------

2.4 Describe contact dermatitis and how it can be prevented

K14	what is contact dermatitis and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
-----	--	----------------------

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

K18	the importance of determining the nature and extent of the colouring problem	Mandatory knowledge
-----	--	---------------------

K19	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
-----	---	---------------------

Continues on next page

K20	the importance of reviewing and updating client's records with their hair colouring and/or lightening history, and how this may affect the colour correction service	Mandatory knowledge
K41	the importance of gaining and recording your client's agreement to the service, products and anticipated outcome	Mandatory knowledge

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

K6	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K7	why it is important methods of cleaning, disinfecting and or sterilisation are used in salons	Cross-unit knowledge
K8	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Outcome 3

Understand the factors that influence hair colour correction services

3.1 Explain the factors that may influence the services

K17	your salon's expected service times for colour correction services	Inferred knowledge
K32	how different factors may impact on colour correction services	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

Outcome 4

Understand the science of hair colour correction services

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

K21	the importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service	Mandatory knowledge
-----	---	---------------------

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

K23	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
-----	---	---------------------

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

K22	the types and purposes of tests	Mandatory knowledge
K24	when and how tests should be carried out and the importance of recording test results	Mandatory knowledge

4.4 Explain how test results influence the correction service

K25	how the results of tests can influence the colour correction services	Mandatory knowledge
K26	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

4.5 Explain the principles of colour selection and colour correction

Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST KNOW (CONTINUED)

K34	the principles of colour selection, including the International Colour Chart (ICC)	Mandatory knowledge
K35	the principles of colour correction	Mandatory knowledge
K36	how the type and distribution of melanin creates natural hair colour	Mandatory knowledge

4.6 Explain the effects on the hair structure of colour correction products

K37	the effects on the hair of different colour correction products	Mandatory knowledge
K38	what is meant by the term 'oxidation'	Mandatory knowledge
K39	how oxidation agents affect the natural and artificial colour pigments	Mandatory knowledge
K47	how the different strengths of hydrogen peroxide affect colouring and lightening	Mandatory knowledge
K60	the importance of restoring the hair's pH balance after the colour correction service	Mandatory knowledge

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

K48	the reasons for pre-softening and pre-pigmenting hair	Mandatory knowledge
-----	---	---------------------

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

K30	the effects of light and artificial lighting on the appearance of hair colour	Mandatory knowledge
-----	---	---------------------

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

K49	effects of temperature on the application and development of colour correction products	Mandatory knowledge
-----	---	---------------------

Outcome 5

Understand the products and techniques used in hair colour correction services

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

K27	the range available, service options and products for resolving client's colouring and or lightening problem(s)	Inferred knowledge
K40	the pH values of differing colouring products and lighteners	Mandatory knowledge
K42	the types of tools, materials and equipment used for colour correction and how and when to use them	Inferred knowledge
K43	the different types of colour correction products available and when to use them	Inferred knowledge

Continues on next page

Image courtesy of Goldwell

Image courtesy of Wella



5.2 Explain methods and techniques used for colour correction

K44	methods of applying and removing colour correction products	Inferred knowledge
K46	how and why pre- and post-treatments should be used when carrying out colour correction services	Mandatory knowledge
K51	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge
K52	the importance of sectioning hair accurately for the colour correction service	Inferred knowledge
K53	methods of pre-softening and pre-pigmenting hair	Mandatory knowledge
K54	how to remove artificial colour	Mandatory knowledge
K55	how to remove bands of colour	Mandatory knowledge
K56	how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour	Mandatory knowledge
K57	how to recolour hair that has had artificial colour removed	Mandatory knowledge
K58	how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage	Mandatory knowledge
K63	why it is important to leave the hair and scalp free of colour correction products	Mandatory knowledge



5.3 Explain the importance of following salon and manufacturers' instructions during colour correction services

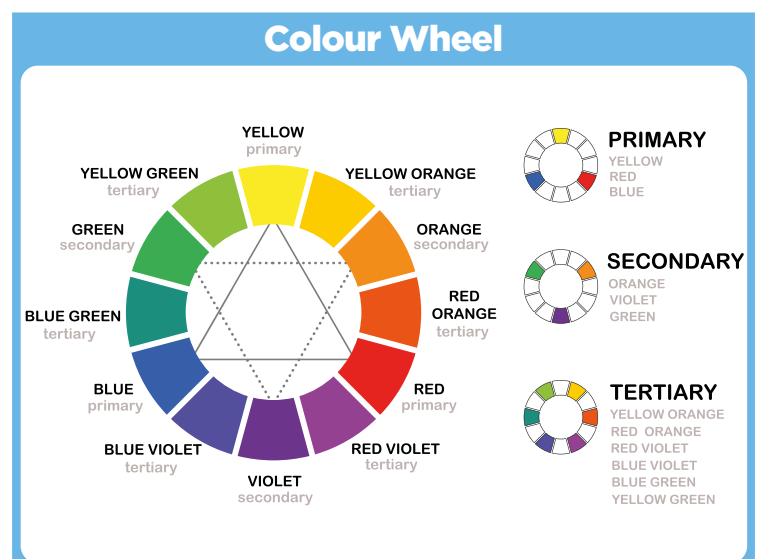
K15	suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K45	the importance of following manufacturers' instructions when measuring and mixing colour correction products	Mandatory knowledge

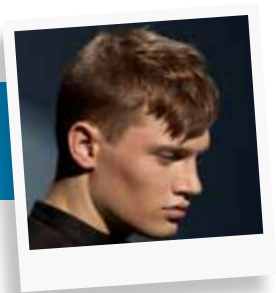
Continues on next page



Shades are intermixable and can create a devilish shade unique to you!

Crazy Color





KNOWLEDGE SIGN-OFF SHEET

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

5.4 Explain the types and causes of colour correction problems

K31	the potential problems of using colour correction products on previously chemically treated hair	Mandatory knowledge
K54	how to remove artificial colour	Mandatory knowledge
K56	how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour	Mandatory knowledge
K57	how to recolour hair that has had artificial colour removed	Mandatory knowledge
K61	the types and causes of colour correction problems that may occur during processing and how to rectify them	Mandatory knowledge

5.5 Describe ways of dealing with colour correction problems

K62	how to correct highlights and lowlights whilst retaining a highlight and lowlight effect	Mandatory knowledge
-----	--	---------------------

5.6 Outline the importance of using products cost-effectively

K59	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

5.7 Explain the importance of providing clients with advice and recommendations on products and services provided in the salon

K28	methods of presenting options for a course of action based on your analysis in a way the client will understand	Inferred knowledge
K29	the importance of explaining the likelihood of achieving and maintaining the colour change to the client	Mandatory knowledge
K33	the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services	Mandatory knowledge
K64	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an assignment Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

Explain to the client the process you are going to take when correcting their colour. They will need to know such things as the amount of time it will take, cost and aftercare advice.



SUPPLEMENTARY NOTES

UNIT 401 HAIR COLOUR

CORRECTION SERVICES (CH11)



Your assessor may use this space for any additional comments they may have about your work.

Comments	Date
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date



Director - Adam Sloan, Hair - M/Fred Art Team, Photography - Ollie Hewitt



UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

Hairdressing is an art – you can use this unit to show off your creative hairdressing skills. You can also combine all of your technical skills to create beautiful hairdressing images that promote your professional profile – your imagination will be your main guide! You will co-ordinate the work of photographers, make-up artists and others in the hair industry for different events such as photo

shoots, hair and fashion shows and competitions. You will gain an understanding of design planning and meeting timescales, techniques for creating balance within the total image and deciding on additional media that could be used. Evaluating the event and adapting the images that you produce for commercial use are also an important part of this unit.



UNIT 402

DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15) OPTIONAL

This unit has
four outcomes.

Outcome 1
Be able to plan and
develop a range of
creative hair designs

Outcome 2
Understand
how health and
safety polices and
procedures affect the
creation of images
for promotional
activities

Outcome 3
Understand the
factors that influence
the planning and
presentation of
creative hair designs

Outcome 4
Understand the
tools, equipment,
products and
techniques used to
create hair designs



Colour adds interest to every hair style and often adds excitement too, particularly in high fashion work. There are quite a few male clients who would benefit from some type of added colour. And of course, adding colour gives the additional advantage of increasing your average bill.

Jennifer Cheyne



EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for developing and enhancing your creative skills. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

You must produce evidence of creating and evaluating **three** different hair designs and one design plan to cover the rest of the range. Your assessor will observe your performance on at least **one** occasion. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Covered at least one of the following types of activities:

photographic
shows
competition work

Covered both of the following types of image:

based on a theme
avant-garde

Involved at least two of the following six relevant people:

photographer
line manager
make-up artists
colleagues
show audience
competition judges

Used at least four out of the following eleven techniques:

cutting
perming
relaxing
colouring
styling and dressing
adding hair
plaiting
twisting
locking
shaving
creating patterns
in hair

Used at least two of the following three types of additional media:

accessories
clothes
make-up



If you are live on stage, your image may not go to plan. Therefore, always be flexible and have another idea in your head that you could use.

USEFUL WORDS

Added hair Hair attached to the head or blended into the hair; for example, hair pieces and extensions.

Additional media Make-up, accessories, ornamentation, clothes, etc.

Avant-garde A daring style that is at the cutting edge of fashion; you wouldn't look this way every day.

Commercial An image that clients would want to wear on a regular basis.

Design plans A detailed outline of the selected image, including accessories, clothes, any other media and timescale for delivery, etc.

Design principles The image's balance, weight, angles, media and colour, etc.

Locking A styling technique usually used on African-type hair.

Mood board A combination of images, colours and textures; your first ideas for creating an image are collected together on a board.

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 this particular Standard, 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 or consumable items.

Theme A set subject area, for instance hair up, fantasy, or images reflecting an era, like the 70s or 80s.



OBSERVATION SIGN-OFF SHEET

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You must produce evidence of creating and evaluating **three** different hair designs and one design plan to cover the rest of the range. Your assessor will observe your performance on at least **one** occasion. Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to plan and develop a range of creative hair designs

- a Research themes and designs
- b Create design plans for hair images
- c Produce a range of creative hair images
- d Evaluate images against design plans



Research the image you want to create on the internet or in magazines to complement the overall design image.

Melanie Mitchell

Observation	1		
Date achieved	○	○	○
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



OBSERVATION SIGN-OFF SHEET

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)



WHAT YOU MUST COVER

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Activity

Tick the activities covered in each observation. You must cover **one** of the **three** activities.

	1		
Photographic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Images

Tick the images covered in each observation. You must cover **both** of the images.

	1		
Based on a theme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avant-garde	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Relevant person(s)

Tick the relevant people involved in each observation. You must involve at least **two** of the **six** relevant people.

	1		
Photographer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make-up artists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show audience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition judges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Techniques

Tick the techniques used in each observation. You must carry out **four** out of the **eleven** techniques.

	1		
Cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colouring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Styling and dressing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plaiting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating patterns in hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



OBSERVATION SIGN-OFF SHEET

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

WHAT YOU MUST COVER (CONTINUED)

Additional media

Tick the types of additional media used in each observation. You must use at least **two** of the **three** types of additional media.

	1		
Accessories	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	1		
Date achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			

Director – Adam Sloan, Hair – MHFed Art Team,
Photography – Ollie Hewett



Image courtesy of Goldwell

Image courtesy of Goldwell

COMMENT FORM

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)



This form can be used for assessor/candidate comments, if required.

Comments

1

Date

When organising a show, always have back-up plans just in case a model does not turn up for the event.



HINTS AND TIPS

When planning a hair show, always consider health and safety in the venue you choose to use.



KNOWLEDGE SIGN-OFF SHEET

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. These will not be part of the assignment and will be assessed by an online test, a written paper or oral questions.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.

Outcome 2

Understand how health and safety polices and procedures affect the creation of images for promotional activities

2.1 Explain responsibilities for health and safety in own role

K13	how and if local bye-laws and legislation may limit your use of tools and equipment	Mandatory knowledge
K14	health and safety procedures applicable to any venue you use	Inferred knowledge

2.2 Describe the potential hazards and possible risks that may occur

K11	the potential hazards you must consider when working at any venue	Mandatory knowledge
K12	the steps that should be taken to minimise risks when working at any venue	Inferred knowledge

2.3 Describe the safety considerations that relate to venues

K9	any venue requirements likely to affect your plans	Inferred knowledge
----	--	--------------------

[Continues on next page](#)





Outcome 3

Understand the factors that influence the planning and presentation of creative hair designs

3.1 Describe the purpose and value of detailed and accurate planning

K2	how to identify and develop a theme as a basis for a hairdressing design image	Inferred knowledge
K3	the importance of detailed and accurate planning	Mandatory knowledge
K4	the importance of communicating and agreeing design plans	Mandatory knowledge
K6	sources of creative information and inspiration for design ideas and how to access them, such as historical, cultural and fashion	Inferred knowledge
K7	the range and availability of resources	Inferred knowledge
K8	where to obtain resources	Inferred knowledge

3.2 Describe the factors that must be considered when planning promotional activities

K5	the importance of setting and working to a budget	Mandatory knowledge
----	---	---------------------

3.3 Describe the common problems associated with promotional activities and how to deal with them

K10	the common problems associated with photographic shoots, hair shows and competitions, such as staffing, tools and equipment breakdowns, and time overruns and how to resolve them	Mandatory knowledge
-----	---	---------------------

3.4 Explain the principles of design and presentation

K1	basic principles of design, scale and proportion when creating an image	Inferred knowledge
----	---	--------------------

Outcome 4

Understand the tools, equipment, products and techniques used to create hair designs

4.1 Describe the range of tools, equipment and additional media available

K19	ways in which additional media can be used to complement the overall design image	Mandatory knowledge
K22	the types of products, tools and equipment available and the effects they can create	Inferred knowledge

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

K24	the manufacturers' instructions for the specific products, tools and equipment you intend to use	Inferred knowledge
-----	--	--------------------

HINTS AND TIPS

A good design plan will enable you to clearly develop your image from start to finish. Think about colours, textures and shape. Think about how, visually, you are going to present your image.

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

WHAT YOU MUST KNOW (CONTINUED)

HINTS AND TIPS

Remember that clipper attachments cannot be used in Level 3.

4.3 Explain the importance of technique used when creating hair designs

K20	the importance of presenting your final results in a professional way	Mandatory knowledge
K21	current techniques for creatively styling, dressing and finishing hair	Inferred knowledge
K23	the types of non-conventional items that may be used when styling hair and the effects they can create	Inferred knowledge

4.4 Explain the importance of confidential and effective communication

K15	the importance of effective communication	Mandatory knowledge
K16	how and when to participate in discussions and move them forward	Inferred knowledge
K17	how to make openings in conversations to encourage people to speak	Inferred knowledge
K18	ways of visually presenting your design image effectively to others	Mandatory knowledge

4.5 Explain the purpose of evaluating own performance

K25	the purpose of evaluation activities	Mandatory knowledge
K26	the areas on which you should collect feedback	Inferred knowledge
K27	methods of gaining feedback from others	Inferred knowledge
K28	the potential commercial benefits that can arise from creative hair design work	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



For maximum impact, we recommend applying colours to pre-lightened or bleached hair.

Crazy Color

When confirming the time, location and date with all relevant persons involved, always formally confirm the information, such as via email.



SUPPLEMENTARY NOTES

UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
---	---

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

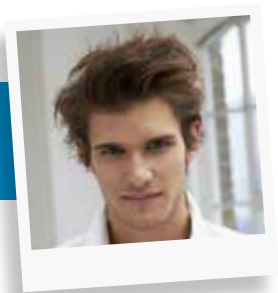




UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

This unit is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions. Whilst working towards this unit, you will learn about maintaining effective and safe methods of working when

providing specialist hair and scalp treatments, how to prepare the hair and scalp for the treatments and how to perform the treatments. Also in this unit, you will learn about the interesting areas of anatomy and physiology of the hair and scalp.



UNIT 403

PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16) OPTIONAL

This unit has five outcomes.

Outcome 1
Be able to provide specialist hair and scalp treatments

Outcome 2
Understand how health and safety policies and procedures affect specialist hair and scalp treatments

Outcome 3
Understand the factors that influence colour and lightening services

Outcome 4
Understand the science of specialist hair and scalp treatments

Outcome 5
Understand the products, tools, equipment and techniques for hair and scalp treatments



Dandruff is commonly caused by overgrowth of certain scalp flora. Use products containing ingredients that specifically target these to effectively clear the condition.

Philip Kingsley

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standards for providing hair and scalp treatments. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe your performance on at least **four** occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



If product manufacturers come into the salon to offer training for new products, try to take the time to attend.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used five of the following six treatment products:

oils
creams
lotions
spirit-based products
treatment conditioners
treatment shampoos

Used three out of the following four types of tools and equipment:

vibro massage
high frequency
heat accelerators
steamers

Considered all the following factors:

hair characteristics
hair classifications
scalp condition
unusual features on the scalp

Covered seven of the following nine hair and scalp conditions:

dry scalp
oily scalp
sensitised scalp
scaling scalp
pityriasis capitis
diffuse hair loss (general thinning)

chemically damaged hair
environmentally damaged hair
physically damaged hair

Used all the following massage techniques:

effleurage
petrissage
vibration

Covered all the following treatment objectives:

improvement of hair condition
improvement of scalp condition



Given all the following advice and recommendations:

how to maintain their look
time interval between services
recent and future products and services

USEFUL WORDS

Chemically damaged hair Hair that has been damaged due to excess chemical products.

Diffuse hair loss Diffuse hair loss is a loss of hair or generalised hair thinning that affects the entire scalp and is a common type of hair loss in both females and males of all ages.

Effleurage A gentle stroking movement used during the shampooing and conditioning process. Used to distribute the shampoo and conditioner evenly through the hair.

Environmentally damaged hair Hair that has been damaged due to the environment, for example, the weather.

Heat accelerators A piece of equipment that speeds up the processing time, for example, a steamer.

High frequency A high frequency machine uses an alternating electric current to stimulate the blood flow to the scalp, increasing the flow of nutrients and oxygen to the hair follicles, encouraging hair growth.

Petrissage A massage movement used during the conditioning process; this is used to stimulate the scalp. The massage is a slow, firm and deep kneading movement.

Physically damaged hair Damage caused by a physical action, for example, pulling the hair too tight.

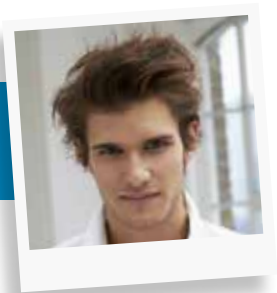
Pityriasis capitis This skin condition is more often called dandruff. The cause is overproduction of the epidermal cells. This can be identified by small, itchy, dry scales that appear white or grey.

Spirit-based product A spirit-based product is a product that contains a form of alcohol.

Steamers Applying heat to oils, conditioning creams and deep-acting conditioners will encourage them to penetrate further into the hair.

Vibration The hands or fingers of one hand are vibrated so that a fine tremor is produced in the tissues. The tremor is produced by the contraction of the forearm muscles.

Vibro massage This is a mechanical massage that can be used instead of a hand massage. It produces very strong tapotement (tapping) movements, which are suitable only for fleshy areas of skin.



OBSERVATION SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **four** occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.



OUTCOME 1

Be able to provide specialist hair and scalp treatments

- Prepare for specialist hair and scalp treatments
- Apply safe and hygienic methods of working throughout treatments
- Consult with clients for specialist hair and scalp treatments
- Carry out specialist hair and scalp treatments
- Provide clients with advice and recommendations on the treatment(s) provided

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

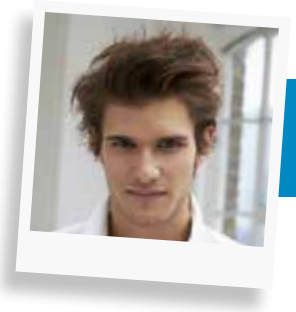
HINTS AND TIPS

Always check for adverse hair and scalp conditions, and deal with clients in a professional and sympathetic manner if you find any condition that is contagious.



OBSERVATION SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)



WHAT YOU MUST COVER

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Treatment products Tick the treatment products used in each observation. You must use **five** of the **six** treatment products.

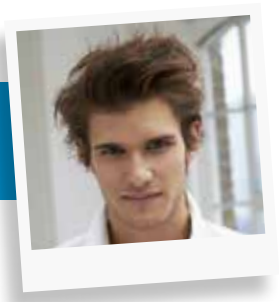
	1	2	3	4		
Oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spirit-based products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment conditioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment shampoos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tools and equipment Tick the tools and equipment used in each observation. You must use **three** out of the **four** types of tools and equipment.

	1	2	3	4		
Vibro massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat accelerators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steamers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continues on next page





OBSERVATION SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of JOICO Salon | Deas, hair by JOICO

Factors

Tick the factors considered in each observation. You must consider **all** the following factors.

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unusual features on the scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair and scalp conditions

Tick the hair and scalp conditions covered in each observation. You must cover **seven** of the following **nine** hair and scalp conditions. You must cover a treatment for a scaling scalp and for diffuse hair loss.

	1	2	3	4		
Dry scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitised scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scaling scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pityriasis capitis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diffuse hair loss (general thinning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmentally damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

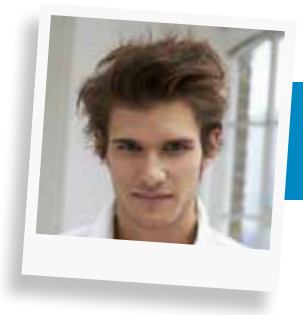


Image courtesy of Wella

OBSERVATION SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST COVER (CONTINUED)



Massage techniques Tick the massage techniques used in each observation. You must use **all** the massage techniques.

	1	2	3	4		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

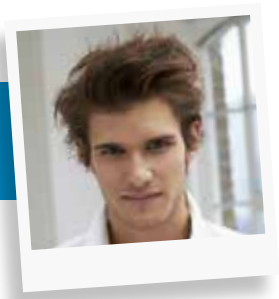
Treatment objectives Tick the treatment objectives covered in each observation. You must cover **all** the treatment objectives.

	1	2	3	4		
Improvement of hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improvement of scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



COMMENT FORM

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4

You will have a lot of knowledge to give other junior members of your salon team. Always support and answer their questions as clearly and in as much detail as you can.

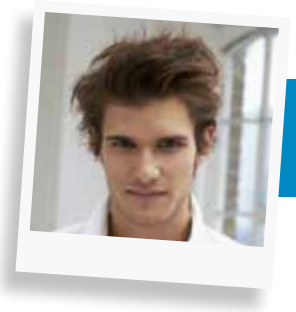


KNOWLEDGE SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR

AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST KNOW



Outcome 2

Understand how health and safety policies and procedures affect specialist hair and scalp treatments

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K11	the importance of personal hygiene and presentation in maintaining health and safety	Cross-unit knowledge

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

K9	the hazards and risks which exist in your workplace and the safe working practices you must follow	Cross-unit knowledge
----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K6	the safety considerations which must be taken into account when providing hair and scalp treatments	Inferred knowledge
K7	the correct use and maintenance of tools and equipment	Mandatory knowledge
K10	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K13	the correct methods of waste disposal	Inferred knowledge

2.4 Explain the importance of questioning clients prior to and during specialist hair and scalp treatments

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

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K8	methods of cleaning, disinfecting and sterilising equipment and tools	Cross-unit knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

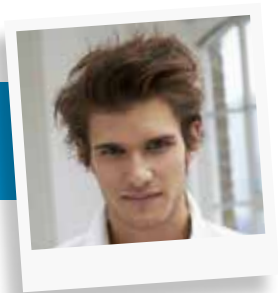
Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

[Continues on next page](#)

KNOWLEDGE SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST KNOW (CONTINUED)



Outcome 3

Understand the factors that influence specialist hair and scalp treatments

3.1 Explain the factors that may influence the services provided

K14	your salon's expected service times for hair and scalp treatments	Inferred knowledge
K23	how to recognise erythema and hyperaemia and its causes	Mandatory knowledge
K34	how different factors can influence the treatment choice, tools, equipment and application selected	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors **Mandatory knowledge**

Outcome 4

Understand the science of specialist hair and scalp treatments

4.1 Describe the structure, function and actions of muscles of the treatment area

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the structure, function and action of muscles within the treatment area)	Mandatory knowledge
-----	--	---------------------

4.2 Describe the position of the primary bones of the treatment area

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the position of the primary bones within the treatment area)	Mandatory knowledge
-----	--	---------------------

4.3 Describe the principles of the endocrine system

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the basic principles of the endocrine system and how this impacts on the hair and scalp)	Mandatory knowledge
-----	--	---------------------

4.4 Describe the structure and function of the circulatory system, the lymphatic system, the nervous system and the skin and hair

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the structure and function of the circulatory system and how this impacts on the hair and scalp; the structure and function of the lymphatic system and how this impacts on the hair and scalp; the structure and function of the nervous system and how this impacts on the hair and scalp; the structure and function of the skin and hair; the physical and psychological effects of hair and scalp treatments)	Mandatory knowledge
-----	--	---------------------

4.5 Explain the hair growth cycle and the reasons for normal and abnormal hair growth

K25	the hair growth cycle and how this influences present and future treatments	Mandatory knowledge
K26	the reasons for normal and abnormal hair growth such as topical, congenital, systemic	Mandatory knowledge

HINTS AND TIPS

Always make sure that you do not get the towel wet around the client's neck when shampooing.

[Continues on next page](#)

4.6 Explain how the active ingredients in specialist hair and scalp products work

K19	the active ingredients in specialist hair and scalp products and how they work	Mandatory knowledge
-----	--	---------------------

4.7 Describe different types of hair loss, their causes and how to recognise them

K28	the different types of hair loss, alopecia, their causes and how to recognise them	Mandatory knowledge
-----	--	---------------------

K29	the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig	Mandatory knowledge
-----	---	---------------------

K37	the effects of chemotherapy and radiotherapy on hair growth	Mandatory knowledge
-----	---	---------------------

4.8 Describe the signs, symptoms and causes of treatable adverse hair and scalp conditions

K15	how to recognise hair and scalp conditions	Mandatory knowledge
-----	--	---------------------

K16	how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action	Mandatory knowledge
-----	---	---------------------

K17	the likely causes of adverse hair and scalp conditions	Mandatory knowledge
-----	--	---------------------

4.9 Describe possible contra-indications and contra-actions that may occur during or after treatment and how to manage these

K32	possible contra-actions that may occur during and post-treatment and how to deal with them	Mandatory knowledge
-----	--	---------------------

4.10 Explain types of testing, when it should be undertaken and the importance of accurately recording results

K30	the types and purposes of conducting tests	Mandatory knowledge
-----	--	---------------------

K31	when and how tests should be carried out and the importance of recording results	Mandatory knowledge
-----	--	---------------------

Outcome 5

Understand the products, tools, equipment and techniques for hair and scalp treatments

5.1 Explain the use of treatments and products for a range of hair and scalp conditions

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	Inferred knowledge
-----	--	--------------------

K18	the preparation and application of hair and scalp treatment products, tools and equipment	Inferred knowledge
-----	---	--------------------

K33	the different types of hair and scalp treatments and products available for use	Inferred knowledge
-----	---	--------------------

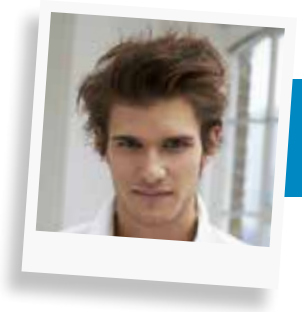
K39	the importance of ensuring the hair and scalp are left clear of treatment products	Mandatory knowledge
-----	--	---------------------

5.2 Describe the effects and benefits of massage techniques, tools and equipment on the hair and scalp

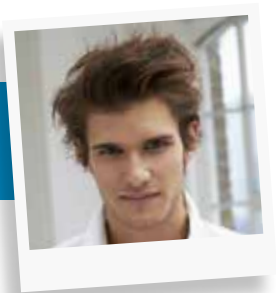
K21	the effects and benefits of different massage techniques	Mandatory knowledge
-----	--	---------------------

K22	the effects and benefits of different tools and equipment	Mandatory knowledge
-----	---	---------------------

K35	the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs	Mandatory knowledge
-----	---	---------------------



Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of JOICO Salon | Deas, hair by JOICO

5.3 Explain the medical treatments and technological advancements for hair loss and hair and scalp conditions

K20	the different types of medical treatments for hair loss	Mandatory knowledge
K36	the different types of technological advancements for the treatment of hair and scalp conditions	Mandatory knowledge

5.4 Explain the importance of providing advice and recommendations to clients

K27	the general factors that contribute to healthy hair and scalp	Mandatory knowledge
K38	the advice and support available for clients with hair loss	Inferred knowledge
K40	the importance of explaining the potential need for a course of treatment to ensure the best possible results	Mandatory knowledge
K41	the importance of evaluating the effectiveness of the hair and scalp treatment	Mandatory knowledge
K42	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an assignment Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

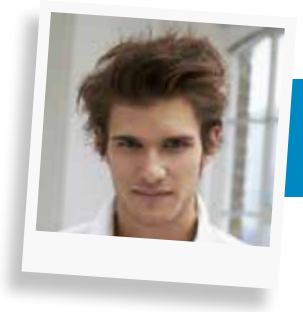
Always reassure a client who asks questions about the service they are having.



Image courtesy of Wella

SUPPLEMENTARY NOTES

UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature _____

Date _____

Assessor signature _____

Date _____

IQA signature (if sampled) _____

Date _____

EQA signature (if sampled) _____

Date _____

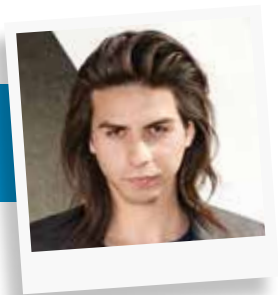




UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

Promotions are important ways of generating interest in the salon's products and services. The main objective is to increase salon business; however, they are also good for introducing new stylists, services and products. Promotional activities can be exciting and should be fun for all involved. This unit is about developing the skills required to work with others

and take responsibility for the planning and implementation of promotional activities. You will carry out demonstrations to potential clients, participate in advertising campaigns and create promotional displays. You will also learn how to evaluate promotional activities and make recommendations for future activities.



UNIT 404

CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) OPTIONAL

This unit has four outcomes.

Outcome 1
Be able to plan, implement and evaluate promotional activities

Outcome 2
Understand the impact of health and safety on promotional activities

Outcome 3
Understand how to plan for and run a promotional activity

Outcome 4
Understand the importance of evaluating promotional activities

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Simulation is not allowed for any performance evidence within this unit. You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities. You will need to collect documentary evidence to show you have met all the requirements of the standard.

Never sell or promote a product or service that does not do what it is sold to do.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Undertaken all of the following types of promotional activities:

demonstrations

displays

advertising campaigns

Developed both of the following types of objectives:

to enhance salon image

to increase salon business



USEFUL WORDS

Advertising campaign A promotional activity that is put together to advertise a certain product or products.

Budget An amount of money allocated to pay for a particular project.

Demonstration A physical display that may include explanation or description.

Display An arrangement of products and other media to attract attention.

Evaluation Measuring how successful or not the promotional activity has been.

SMART objectives A management acronym to describe how objectives should be written and planned: Specific, Measurable, Achievable, Realistic, Time-bound.



Watching other hair professionals at work is informative and fascinating, and playing around with their trademark techniques can spark your imagination.

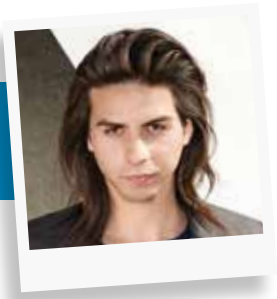
Regis UK Ltd



If you fail to prepare, then you are preparing to fail.

Melanie Mitchell





OBSERVATION SIGN-OFF SHEET

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will need to collect documentary evidence to show you have met **all** the requirements of the standard.

OUTCOME 1

Be able to plan, implement and evaluate promotional activities

- a Identify and agree products and/or services for promotional activities
- b Identify resource requirements for promotional activities
- c Produce SMART business plans to promote activities
- d Implement promotional activities in line with agreed plans, adapting where necessary
- e Use a variety of communication methods throughout promotional activities
- f Evaluate promotional activities
- g Provide recommendations for improvement

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)



When organising an event, find out about your audience so that the activity is applicable to them.

Melanie Mitchell



OBSERVATION SIGN-OFF SHEET

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)



WHAT YOU MUST COVER

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Promotional activities Tick the promotional activities undertaken in each piece of documentary evidence. You must undertake **all** the promotional activities listed.

Demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advertising campaigns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Objectives Tick the objectives developed in each piece of documentary evidence. You must develop **all** the objectives listed.

To enhance salon image	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To increase salon business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

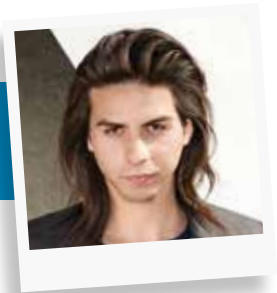
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

When organising a promotional activity, get other people involved to help you out.



HINTS AND TIPS

At the end of the promotion, evaluate it in order see what could be improved on next time.



COMMENT FORM

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

Image courtesy of KMS California

This form can be used for assessor/candidate comments, if required.

Comments

Date

Comments	Date



A salon needs to constantly promote itself to both new and existing clients to fill columns and to increase sales. All team members should be involved in both the planning and execution of both internal and external promotional activity.

Ken West – Director of 3•6•5 Education

Image courtesy of Wella

KNOWLEDGE SIGN-OFF SHEET

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

WHAT YOU MUST KNOW

Outcome 1

Be able to plan, implement and evaluate promotional activities

1.1 Identify and agree products and/or services for promotional activities

K9	how the nature of the target group can influence the choice of promotional activity	Inferred knowledge
----	---	--------------------

1.2 This covers practical skills and is covered in the What you must do section of the unit

1.3 Produce SMART business plans to promote activities

K10	how to match types of promotional activities to objectives	Inferred knowledge
-----	--	--------------------

K13	how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time-bound objectives	Inferred knowledge
-----	---	--------------------

1.4 This covers practical skills and is covered in the What you must do section of the unit

1.5 Use a variety of communication methods throughout promotional activities

K11	how to present a plan for promotional activities	Inferred knowledge
-----	--	--------------------

K23	how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests	Inferred knowledge
-----	--	--------------------

K24	how and when to participate in discussions	Inferred knowledge
-----	--	--------------------

K25	how to give a short presentation taking into account timing, pace, use of voice and use of graphics	Inferred knowledge
-----	---	--------------------

K26	methods of presenting information such as pictorially, graphically, verbally	Inferred knowledge
-----	--	--------------------

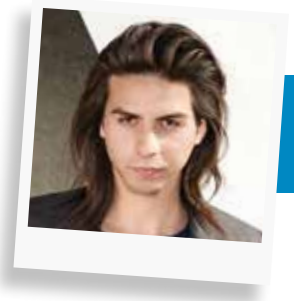
K27	methods of creating a visual impact	Inferred knowledge
-----	-------------------------------------	--------------------

K28	how and when to make openings to encourage others to ask questions	Inferred knowledge
-----	--	--------------------

K29	how to answer questions and manage queries in a way likely to maintain goodwill	Inferred knowledge
-----	---	--------------------

1.6 This covers practical skills and is covered in the What you must do section of the unit

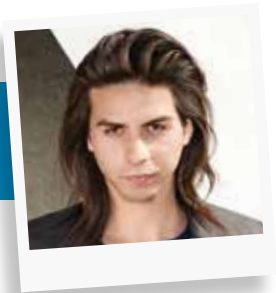
1.7 This covers practical skills and is covered in the What you must do section of the unit



You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) WHAT YOU MUST KNOW

Outcome 2

Understand the impact of health and safety on promotional activities

2.1 Describe how to carry out a risk assessment for promotional activities

K1	the practical requirements and restrictions of any venue	Mandatory knowledge
K2	the contract requirements, local by-laws and legislation which could restrict your promotional activity in any venue used	Mandatory knowledge
K3	the importance of considering health and safety and other legal requirements	Mandatory knowledge
K4	the health and safety procedures applicable to any venue you use	Mandatory knowledge
K5	the potential hazards you must consider when working at any venue	Mandatory knowledge

2.2 Explain the results of risk assessments

K6	the steps that should be taken to minimise risks when working at an external venue	Inferred knowledge
----	--	--------------------

Continues on next page



Outcome 3**Understand how to plan for and run a promotional activity****3.1 Describe the purpose and value of detailed and accurate planning**

K7	the purpose and value of detailed and accurate planning	Mandatory knowledge
----	---	---------------------

3.2 Describe the importance of confirming resources during the planning stage of a promotional activity

K8	the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue	Inferred knowledge
----	---	--------------------

K14	the importance of working to a budget	Mandatory knowledge
-----	---------------------------------------	---------------------

K15	where and how to obtain resources	Inferred knowledge
-----	-----------------------------------	--------------------

K16	the importance of clearly defining the roles and responsibilities of those involved in promotional activities	Mandatory knowledge
-----	---	---------------------

K17	the importance of allocating roles and responsibilities to match an individual's competence levels	Mandatory knowledge
-----	--	---------------------

K18	the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity	Mandatory knowledge
-----	--	---------------------

3.3 Explain the features and benefits of the products/services central to the promotional activity

K20	the features and benefits of the products and/or services being promoted	Inferred knowledge
-----	--	--------------------

K22	the difference between the features of a product or service and the benefits of a product or service	Mandatory knowledge
-----	--	---------------------

3.4 Describe how to recognise buying signals and to close sales

K21	how to recognise buying signals and to close sales	Mandatory knowledge
-----	--	---------------------

3.5 Explain the types of problems that may occur during the activity and solutions

K19	the types of foreseeable problems that occur and ways of resolving them	Mandatory knowledge
-----	---	---------------------

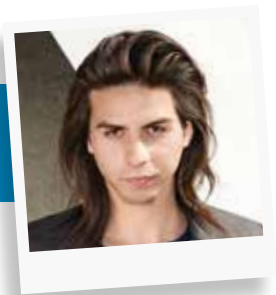


[Continues on next page](#)



Many salons feel huge pressure to chase new customers when their focus should be on educating their team to maximise their regular customer spend.

Hellen Ward



KNOWLEDGE SIGN-OFF SHEET

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of KMS California

Outcome 4

Understand the importance of evaluating promotional activities

4.1 Explain the importance of considering evaluation methods during the planning stage

K12	why it is important to consider methods of evaluation at the planning stage	Mandatory knowledge
K32	the most suitable methods of gaining feedback for the promotional activities in the range	Inferred knowledge

4.2 Explain the importance of evaluating a promotional activity

K30	the purpose of evaluation activities	Mandatory knowledge
K31	the areas of the promotional activity which should be evaluated	Inferred knowledge

4.3 Describe how to report on evaluation findings

K33	how to collate, analyse and summarise evaluation feedback in a clear and concise way	Inferred knowledge
K34	suitable ways of formatting and producing an evaluation report	Inferred knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if mandatory knowledge was covered by an assignment Date

MORE INFORMATION



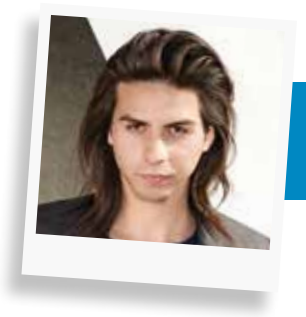
For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Image courtesy of Wella

SUPPLEMENTARY NOTES

UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

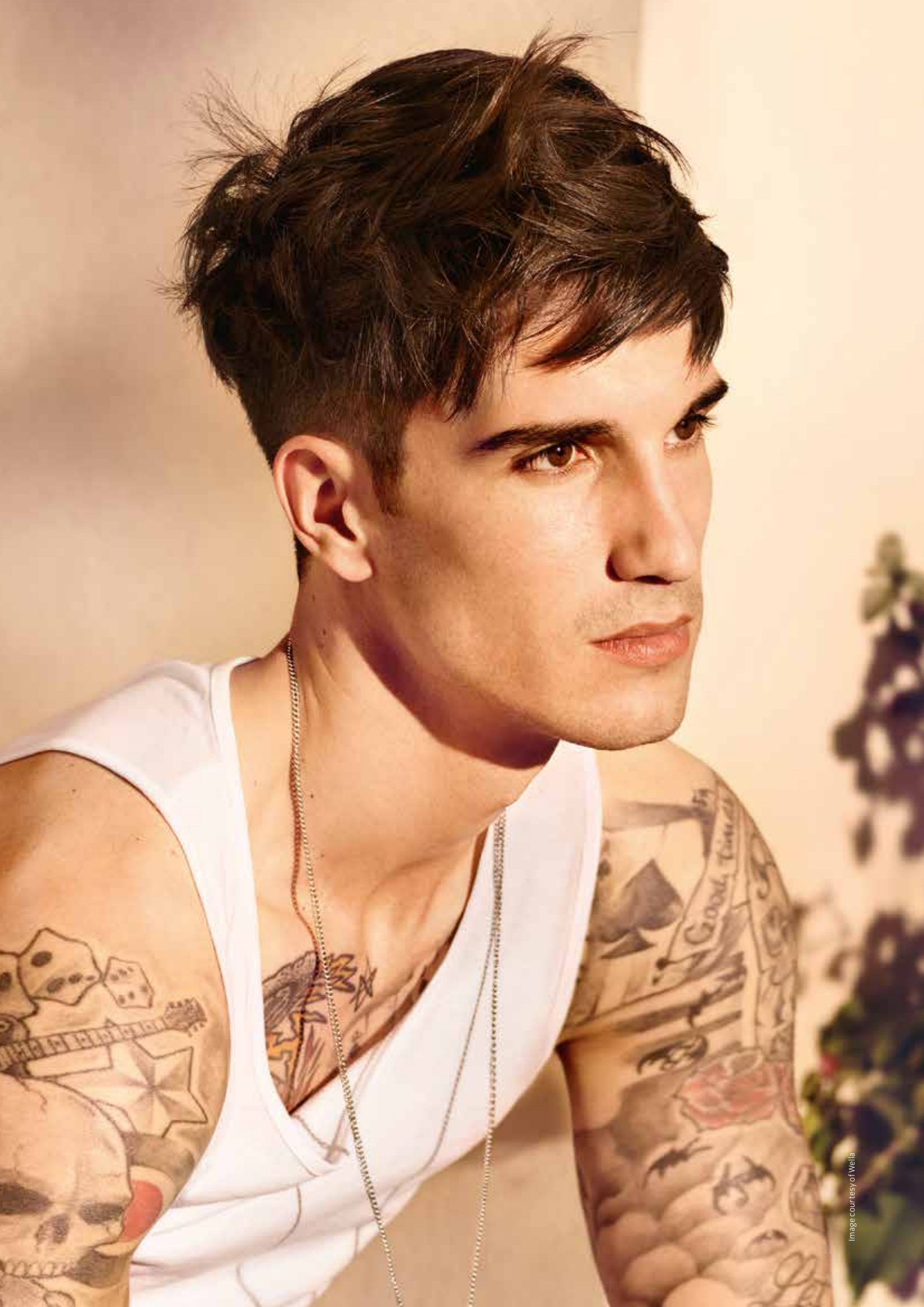
Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Managing people and resources is an essential part of a successful business and needs to be done well to achieve maximum benefit and efficiency for the salon. There are many different types of resource in a salon, all subject to changes caused by seasons, fashion trends, client requirements, etc. As part of this unit, you will take on the challenges of adjusting staffing levels to suit client demand,

monitoring stock levels required to deliver services and retail sales, and maintaining tools and equipment. You will learn how to ensure that staff assisting you are working effectively, and how productivity and development targets can improve the effectiveness of business. You will also ensure that the services which clients have booked are delivered efficiently and professionally.



UNIT 308

CONTRIBUTE TO THE FINANCIAL

EFFECTIVENESS OF THE BUSINESS (CHB18)

OPTIONAL

This unit has four outcomes.

Outcome 1
Be able to contribute to the financial effectiveness of the salon business

Outcome 2
Understand salon procedures and legal requirements for the financial effectiveness of the salon business

Outcome 3
Understand resource use, monitoring and recording used in salon business

Outcome 4
Understand how effective communication affects the achievement of productivity and development targets

EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than three months. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.



It's good to be able to develop existing team members and inspire new starters to reach their full potential. In-salon coaching along with technical education courses build the foundation of great customer service, ensuring our clients return to us again and again.

Regis UK Ltd



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Monitored and effectively used all the resources listed:

human

stock

tools and equipment

time

Set and achieved your productivity and development targets for:

retail sales

technical services

personal learning



HINTS AND TIPS

A computerised stock control system is more accurate and easier to update than a manual one, so it will save time and money.

USEFUL WORDS

Consumer Protection Act This protects the public by prohibiting the manufacture and supply of unsafe goods and making the manufacturer or seller of a defective product responsible for any damage it causes.

Cosmetic Products Regulations The Regulations require that finished cosmetic products must undergo a safety assessment by a suitably qualified person before they can be retailed.

Data Protection Act 1998 This is an act of the United Kingdom (UK) Parliament defining the ways in which information about living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them.

Legislation Something set by law that must be adhered to, such as Health and Safety legislation.

Objective A goal to reach; for example, the salon may have identified the need to take an agreed total amount of money each week in retail sales.

Prices Act Legislation States that the price of a product must be displayed clearly and accurately to the buyer.

Productivity and development targets Targets set to increase the salon turnover by allocating individual team member targets.

Sale and Supply of Goods Act Legislation that covers the quality of products, the description of what the product does, the price and any other relevant information.

Salon policy The procedures and requirements for salon processes and systems, for example, staff grievances or client refunds.

Stock control system A method of identifying stock levels and tracking stock for the purpose of efficient replenishment; it can be a manual or computerised system.

Target-specific Work objectives that are to be completed within a time period, as agreed with managers.

Trade Descriptions Act Legislation that ensures that goods and services are described accurately.



OBSERVATION SIGN-OFF SHEET

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18) WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in fewer than three months.

OUTCOME 1

Be able to contribute to the financial effectiveness of the salon business

- a Implement salon procedures for use and monitoring of resources
- b Implement agreed productivity and development targets
- c Analyse achievement of productivity and development targets

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

Always lead by example and treat everyone as you would like to be treated yourself.



OBSERVATION SIGN-OFF SHEET

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

WHAT YOU MUST COVER



Image courtesy of Wellia

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Resources

Tick the resources used in each piece of documentary evidence. You must effectively use **all** the resources listed.

Human	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stock	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tools and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Productivity and development targets

Tick the productivity and development targets set and achieved in each piece of documentary evidence. You must set and achieve **all** the productivity and development targets listed.

Retail sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)



To remain in business a salon must be profitable. Every stylist needs to understand how both the income they generate and their personal cost-effectiveness contribute to the overall profitability of a salon.

Ken West – Director of 3•6•5 Education



Shutterstock/mamy416



COMMENT FORM

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Image courtesy of Wella

This form can be used for assessor/candidate comments, if required.

Comments

Date

Comments	Date



Once you have your dream team, you need to look at how to get the most out of their performance for their benefit and that of the salon. Using KPIs (Key Performance Indicators), financial incentives and regular structured appraisals will help you create a benchmark in your salons for your team to aspire to.

Hellen Ward

Shutterstock/docstockmedia

KNOWLEDGE SIGN-OFF SHEET

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

WHAT YOU MUST KNOW



Image courtesy of Wellia

Outcome 2

Understand salon procedures and legal requirements for the financial effectiveness of the salon business

2.1 Describe the salon procedures and legal requirements for the use and monitoring of resources

K1	your salon's requirements relating to the use of the resources in the range	Inferred knowledge
K2	the critical aspects of current legal requirements relevant to your business relating to the use of resources	Mandatory knowledge

2.2 Describe the salon procedures and legal requirements relating to the sale of retail products

K3	current legal requirements relating to the sale of retail goods	Mandatory knowledge
----	---	---------------------

2.3 Explain working methods that promote environmental and sustainable practices

K4	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
----	---	----------------------

2.4 State own limits of authority in relation to use of resources

K5	your own limits of authority in relation to the use of resources	Mandatory knowledge
----	--	---------------------

2.5 State to whom to report recommendations

K6	to whom to report recommendations	Mandatory knowledge
----	-----------------------------------	---------------------

2.6 Describe how to present benefits of recommendations in a positive manner

K11	how to present the benefits of recommendations in a positive manner	Mandatory knowledge
-----	---	---------------------

Outcome 3

Understand resource use, monitoring and recording used in salon business

3.1 Explain how effective use of resources contributes to profitability of salon business

K7	how the effective use of resources contributes to the profitability of the business	Mandatory knowledge
----	---	---------------------

3.2 Explain the principles of stock control in relation to salon business

K8	how salon ordering systems work and how to interpret them	Inferred knowledge
K9	the importance of keeping accurate records for the use and monitoring of resources	Mandatory knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. These will not be part of the assignment and will be assessed by an online test, a written paper or oral questions.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.

[Continues on next page](#)



KNOWLEDGE SIGN-OFF SHEET

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Wella

3.3 Describe common problems associated with salon resources and how to resolve them

K10	the common problems associated with salon resources and how to resolve them	Mandatory knowledge
-----	---	---------------------

3.4 Explain the general principles of time management for the delivery of salon services

K14	general principles of time management applicable to the delivery of salon services	Inferred knowledge
-----	--	--------------------

Outcome 4

Understand how effective communication affects the achievement of productivity and development targets

4.1 Explain how to negotiate and agree productivity and development targets

K12	how to negotiate and agree productivity and development targets	Mandatory knowledge
-----	---	---------------------

4.2 Explain the importance of regularly reviewing your targets

K18	why you should regularly review your targets	Mandatory knowledge
-----	--	---------------------

4.3 Describe the consequences of failing to meet productivity and development targets

K13	how to respond positively to negative feedback	Inferred knowledge
-----	--	--------------------

K15	why it is important to meet your productivity and development targets	Mandatory knowledge
-----	---	---------------------

K16	the consequences of failure to meet your productivity and development targets	Mandatory knowledge
-----	---	---------------------

4.4 Describe opportunities to achieve productivity and development targets

K17	the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers	Mandatory knowledge
-----	--	---------------------

4.5 Explain why gaining regular feedback can contribute to the financial effectiveness of the business

K19	the importance of gaining feedback of your performance and development needs from others	Mandatory knowledge
-----	--	---------------------

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

SUPPLEMENTARY NOTES

UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Image courtesy of Wellia



Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



Photographer: Squiz Hamilton/Hair stylist: Eugene Davis/Stylist: Deborah La Touche
Makeup artist: Sian Duke/Model: Dennis Okwera AMCK Models



UNIT 305

PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

In this unit, you will learn how to provide chemical relaxing to increase manageability, flexibility and durability when styling. This process involves the ability to analyse relaxing issues, examine the hair and scalp, deal with chemically treated, sensitised hair,

hair selecting and using the most suitable product, and how to choose the correct application for relaxing or straightening the natural curl or wave of the hair. Plus, you will start to see what an exciting and creative form of hairdressing relaxing can be.



UNIT 305

PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

OPTIONAL

This unit has **five outcomes**.

Outcome 1
Be able to provide a variety of relaxing services

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

Outcome 3
Understand the factors that may influence relaxing services

Outcome 4
Understand the science of relaxing hair

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



EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for providing a variety of relaxing services. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **four** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



You can be very creative in creating texture within this service.

Jacqui McIntosh/Avlon Education



Relaxing can be long and complex. Make sure that the client fully understands the process, how long it will take, and the cost and maintenance involved.

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all the following types of products:

scalp protectors
sodium relaxer
non-sodium relaxer
pre-relaxing treatments
post-relaxing treatments
normalising shampoo

Carried out all the following tests:

elasticity
porosity
strand

Provided all the following relaxing services:

correction of under-processing
partial relaxing
relaxing varying texture on the same head
relaxing coloured hair

Covered all the following analysis areas:

hair characteristics
hair classifications
scalp condition
previous chemical services
degree of relaxation required
target area to be relaxed
varying degree of elasticity
varying degree of porosity

Used two out of the following four tools:

tail combs
wide-toothed combs
hands
tint brushes

Considered all the following factors:

temperature
time
sequence of application
white hair
degree of product build-up

Given all the following advice and recommendations:

how to maintain their look
time interval between services
additional products
additional services

HINTS AND TIPS

Hold the hair gently; do not pull the hair, as this could cause the scalp to become irritated.

USEFUL WORDS

Contra-indications Conditions that indicate a service should not be carried out.

Non-sodium relaxer This type of relaxer does not contain sodium.

Normalising shampoo (neutralising shampoo) This is applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Post-relaxing treatment This is applied after the relaxer has been rinsed from the hair.

Pre-relaxing treatment This is usually carried out on porous hair, prior to the application of a relaxer.

Scalp protector This protects the client's scalp from the chemicals used during relaxing.

Sodium relaxer The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

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

Virgin application Application to hair that has not been relaxed before.



OBSERVATION SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY

OF RELAXING SERVICES (AH7)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **four** times). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to provide a variety of relaxing services

- a Prepare for relaxing services
- b Apply safe and hygienic methods of working throughout service
- c Consult with clients about services and outcomes of tests
- d Confirm with clients the desired effect
- e Evaluate the suitability of products, tools and equipment for relaxing services
- f Carry out a variety of relaxing services
- g Assess any relaxing problems and implement suitable action
- h Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



Extreme caution must be used when applying a relaxer because the products used can cause a lot of damage to the hair and skin.

Melanie Mitchell

OBSERVATION SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY

OF RELAXING SERVICES (AH7)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Products

Tick the products used in each observation. You must use **all** the types of products.

	1	2	3	4		
Scalp protectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sodium relaxer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-sodium relaxer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-relaxing treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post-relaxing treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Normalising shampoo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests.

	1	2	3	4		
Elasticity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Porosity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Relaxing services

Tick the relaxing services provided in each observation. You must provide **all** the relaxing services.

	1	2	3	4		
Correction of under-processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partial relaxing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxing varying texture on the same head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relaxing coloured hair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continues on next page



HINTS AND TIPS

If, during the relaxing process, there is any irritation to the scalp, rinse the relaxer off immediately and stop the service.



OBSERVATION SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

WHAT YOU MUST COVER (CONTINUED)

Shutterstock/holbox

Analysis

Tick the analysis areas covered in each observation. You must cover **all** of the analysis areas.

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous chemical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of relaxation required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Target area to be relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Varying degree of elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Varying degree of porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tools

Tick the tools used in each observation. You must use **two** of the **four** tools listed.

	1	2	3	4		
Tail combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wide-toothed combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tint brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Image courtesy of Shelley Dalton and INOAR

OBSERVATION SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY

OF RELAXING SERVICES (AH7)

WHAT YOU MUST COVER (CONTINUED)



Shutterstock/holbox

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3	4		
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of product build-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



Image courtesy of Avlon



COMMENT FORM

UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

4



Corrective relaxing is a specialist skill that requires you to have the ability to analyse relaxing issues and have an understanding of how to control pH with the use of conditioning products throughout the process.

Jacqui McIntosh/Avlon Education



Always try to keep to the time that your salon allocates you to complete a service. Failure to do this could mean that you keep all of your remaining clients waiting.

KNOWLEDGE SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY

OF RELAXING SERVICES (AH7)

WHAT YOU MUST KNOW



Outcome 2

Understand how health and safety policies and procedures affect relaxing services

2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available for clients	Inferred knowledge
K11	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
K25	regulations in relation to the use of relaxing and normalising products	Inferred knowledge

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

K8	the hazards and risks which exist in your workplace and the safe working practices you must follow	Cross-unit knowledge
----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K6	the safety considerations which must be taken into account when performing the relaxing service	Mandatory knowledge
K9	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K13	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

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

K15	the legal significance of client questioning and the recording of client's responses	Mandatory knowledge
K26	the importance of presenting and agreeing a course of action in a way your client will understand	Inferred knowledge
K56	the discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing	Inferred knowledge

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

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K7	methods of cleaning, disinfection and sterilisation used in salons	Cross-unit knowledge
K10	methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation	Cross-unit knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7) WHAT YOU MUST KNOW (CONTINUED)

Outcome 3

Understand the factors that may influence relaxing services

3.1 Explain the factors that may influence the services

K14	your salon's expected service times for relaxing hair	Inferred knowledge
K27	how hair characteristics may impact on relaxing hair	Mandatory knowledge
K28	the different hair classifications and how these may impact on relaxing hair	Mandatory knowledge
K30	the factors that should be considered when selecting sodium or non-sodium relaxing products	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors		Mandatory knowledge
--	--	---------------------

Outcome 4

Understand the science of relaxing hair

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

K16	how and why the contra-indications can affect the delivery of the relaxing service to clients	Mandatory knowledge
-----	---	---------------------

4.2 Explain why it is important to test the hair and scalp prior to and during the relaxing services

K20	potential consequences of failing to conduct tests	Mandatory knowledge
K21	why it is important to record test results	Mandatory knowledge

4.3 Describe when and how relaxing tests are carried out

K18	when and how tests should be carried out and the expected results	Inferred knowledge
K45	the method of checking relaxer development	Inferred knowledge
K46	the method of checking development when texturizing	Inferred knowledge

4.4 Explain how test results influence the relaxing services

K17	how the hair and scalp analysis can affect the choice of products used	Mandatory knowledge
K19	how the results of tests can influence the relaxing service	Mandatory knowledge
K22	the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range	Mandatory knowledge

Continues on next page





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

K29	the effects of relaxing products on the hair structure	Mandatory knowledge
K40	how lithium, calcium and guanidine behave to change the hair structure	Mandatory knowledge
K42	how to identify the difference between hair porosity and natural keratinisation	Mandatory knowledge
K49	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
K52	the importance and effects of restoring the hair's pH balance after the relaxing process	Mandatory knowledge
K41	the implications of using a hydroxide-based product on ammonium thioglycolate treated hair	Mandatory knowledge
K44	how to texturise hair	Inferred knowledge

Outcome 5

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

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

K31	the different types and uses of available pre- and post-relaxing treatments	Inferred knowledge
K33	the different types of applicators used during relaxing treatments	Inferred knowledge
K34	why it is important to use scalp protectors	Mandatory knowledge
K35	the benefits and effects within pre- and post-treatments	Mandatory knowledge
K38	the difference between sodium and non-sodium relaxing products	Mandatory knowledge

5.2 Describe methods of applying relaxing products

K37	the importance of preparing the client hair prior to the relaxing services	Mandatory knowledge
K39	the sequence of product application to correct the relaxing services in the range and why this is important	Mandatory knowledge

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

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	Inferred knowledge
K32	the manufacturers' instructions for the types of relaxing products used in your salon	Inferred knowledge
K53	the importance of accurate timing	Mandatory knowledge
K54	why it is necessary for the thorough rinsing of products	Mandatory knowledge

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 305 PROVIDE A VARIETY

OF RELAXING SERVICES (AH7)

WHAT YOU MUST KNOW (CONTINUED)

5.4 Explain the types and causes of relaxing problems

K47	the causes of mid-length, end and root under-processing and how to correct them	Mandatory knowledge
K48	the consequences of under-processing and over-processing the hair	Mandatory knowledge
K49	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
K51	the potential consequences of using relaxing products on colour-treated hair and white hair and how to deal with them	Mandatory knowledge

5.5 Describe ways of dealing with relaxing problems

K23	your own limits of authority for resolving relaxing issues	Mandatory knowledge
K24	the person to whom you should report problems that you cannot resolve	Mandatory knowledge
K50	when corrective relaxing treatments should not be used	Mandatory knowledge
K57	how to deal with scalp irritation during and after the relaxing process	Mandatory knowledge

5.6 Outline the importance of using products cost-effectively

K36	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

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

K55	the importance of having a sufficient time lapse between relaxing and a corrective relaxing service	Mandatory knowledge
K58	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
K43	the percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate-based product to a hydroxide-based product	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION



For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

Always be polite and courteous to all clients. Remember that you only have one chance to make a good first impression!



SUPPLEMENTARY NOTES

UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)



Shutterstock/holbox

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature	Date
Assessor signature	Date
IQA signature (if sampled)	Date
EQA signature (if sampled)	Date





UNIT 213

FULFIL SALON RECEPTION DUTIES (CHB13)

The reception is one of the most important areas of the salon and the receptionist has one of the most important roles. A good receptionist will help the salon to run smoothly and efficiently, making the most of their time in order to maximise the profits of the salon. This unit covers the important skills of welcoming clients and visitors, dealing with

enquiries, making customers' appointments and handling payments. Over the course of this unit, your communication skills will develop so that you can deal with different people, including those who appear to be angry, confused and those who are making a complaint.



UNIT 213

FULFIL SALON RECEPTION DUTIES (CHB13)

OPTIONAL

This unit has three outcomes.

Outcome 1
Be able to carry out salon reception duties

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

Outcome 3
Know the operations of the salon



New technology means we can communicate in brand new ways with customers. Our APP means our customers can keep in touch 24/7. Increasing customer satisfaction is always our goal.

The Chapel salon – www.thechapel.co.uk

EVIDENCE REQUIREMENTS

You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **one** occasion. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Handled one of the following two types of people:

who have different needs and expectations
who have a complaint

Handled two of the following three types of enquiries:

in person
by telephone
electronic

Handled both of the following types of appointments:

in person
by telephone

Handled both of the following methods of payment:

cash
non-cash payment



From time to time you may be asked to change your lunch break to meet the needs of the salon – always be flexible if this is requested.



Ensure that your client's home regime supports the style you have created in the salon by recommending appropriate tools, equipment and products.

Melanie Mitchell

USEFUL WORDS

Confidential information This could include personal conversations with clients, colleagues, content of client record card, client and staff personal details such as address and telephone number, financial aspects of the salon.

Data Protection Act This is a law designed to protect personal data stored on computers or in an organised paper filing system.

Faulty product This refers to a product that is damaged in some way, for example, a bottle's nozzle not working correctly.

Hospitality This covers welcoming the client, offering refreshments and magazines, and making sure the client is comfortable.

Limits of own authority These will be determined by your job description and workplace policies.

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

Relevant person This is the person who is in charge of carrying out a particular task or service.

Test 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.



OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least once). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to carry out salon reception duties

- a Maintain the reception area
- b Attend to clients and respond to enquiries
- c Carry out the booking of appointments for salon services
- d Manage payments from clients

	1		
Observation	○	○	○
Date achieved			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



Always explain the features and benefits of any product as you are working so that, when you suggest it at the end of the service, the client is more likely to want to take it home!

Melanie Mitchell



OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

People

Tick the types of people handled in each observation. You must handle **one** of the **two** types of people.

	1		
Who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enquiries

Tick the types of enquiries handled in each observation. You must handle **two** of the **three** types of enquiries.

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

Tick the types of appointments handled in each observation. You must handle **both** of the types of appointments.

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Personal and professional ethics include never gossiping about clients and colleagues.



Make sure that you are always on time for work – ideally at least 15 minutes early.

Melanie Mitchell





OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST COVER (CONTINUED)

Shutterstock/Oleg Gekman

Methods of payment

Tick the methods of payment handled in each observation. You must handle **both** of the methods of payment.

Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-cash payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved			
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



Shutterstock/biender/london

Shutterstock/Ted PAGEL

COMMENT FORM

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)



This form can be used for assessor/candidate comments, if required.

Comments

1

Date

HINTS AND TIPS

Customer service is a very important aspect of hairdressing – always treat clients courteously.





KNOWLEDGE SIGN-OFF SHEET

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Understand salon and legal requirements for carrying out salon reception duties

2.1 Outline salon procedures for reception duties

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

2.2 Explain own responsibilities for reception duties

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

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

K16	the importance of taking messages and passing them on to the right person at the right time	Mandatory knowledge
-----	---	---------------------

[Continues on next page](#)

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

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

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

K3	the importance of checking and identifying any defects in retail products	Mandatory knowledge
K20	relevant rights, duties and responsibilities relating to the Sale of Goods Act and the Data Protection Act	Mandatory knowledge
K21	the consequences of breaking confidentiality	Mandatory knowledge

Outcome 3

Know the operations of the salon

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

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

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

K22	the services available and their duration and cost	Inferred knowledge
K23	the products available for sale and their cost	Inferred knowledge

3.3 Explain how to book and confirm clients' appointments

K13	the importance of confirming and making appointments correctly	Mandatory knowledge
K14	the types of information required to make an appointment	Inferred knowledge
K15	the common systems available for making appointments such as manual and electronic	Inferred knowledge

3.4 Identify current discounts and special offers available

K24	how to identify any current discounts and special offers such as 2-for-1 offers and vouchers	Inferred knowledge
-----	--	--------------------

Continues on next page



HINTS AND TIPS

Communication is a skill that needs constant practice, especially if this has been identified as a weak area for you.



KNOWLEDGE SIGN-OFF SHEET

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST KNOW (CONTINUED)

3.5 Outline methods of calculating payments

K26	common methods of calculating payments including point of sale technology and physical calculations	Inferred knowledge
-----	---	--------------------

3.6 Explain how to handle payments securely

K27	how to keep cash and other payments safe and secure	Inferred knowledge
K28	the types of payment that you are authorised to accept	Inferred knowledge
K29	how to gain electronic authorisation for payment cards	Mandatory knowledge

3.7 Describe how to resolve any payment discrepancies that may occur

K30	how to identify and deal with discrepancies:	Mandatory knowledge
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	
K31	how to deal with customers offering suspect tender or suspect non-cash payments	Mandatory knowledge
K32	consequences of failure to handle payments correctly	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test Date

Tick if mandatory knowledge was covered by a written test Date

Tick if cross-unit knowledge test was an online test Date

Tick if cross-unit knowledge test was a written test Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



SUPPLEMENTARY NOTES

UNIT 213 FULFIL SALON RECEPTION

DUTIES (CHB13)



Shutterstock/Oleg Gekman

Your assessor may use this space for any additional comments they may have about your work.

Comments

Date

<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

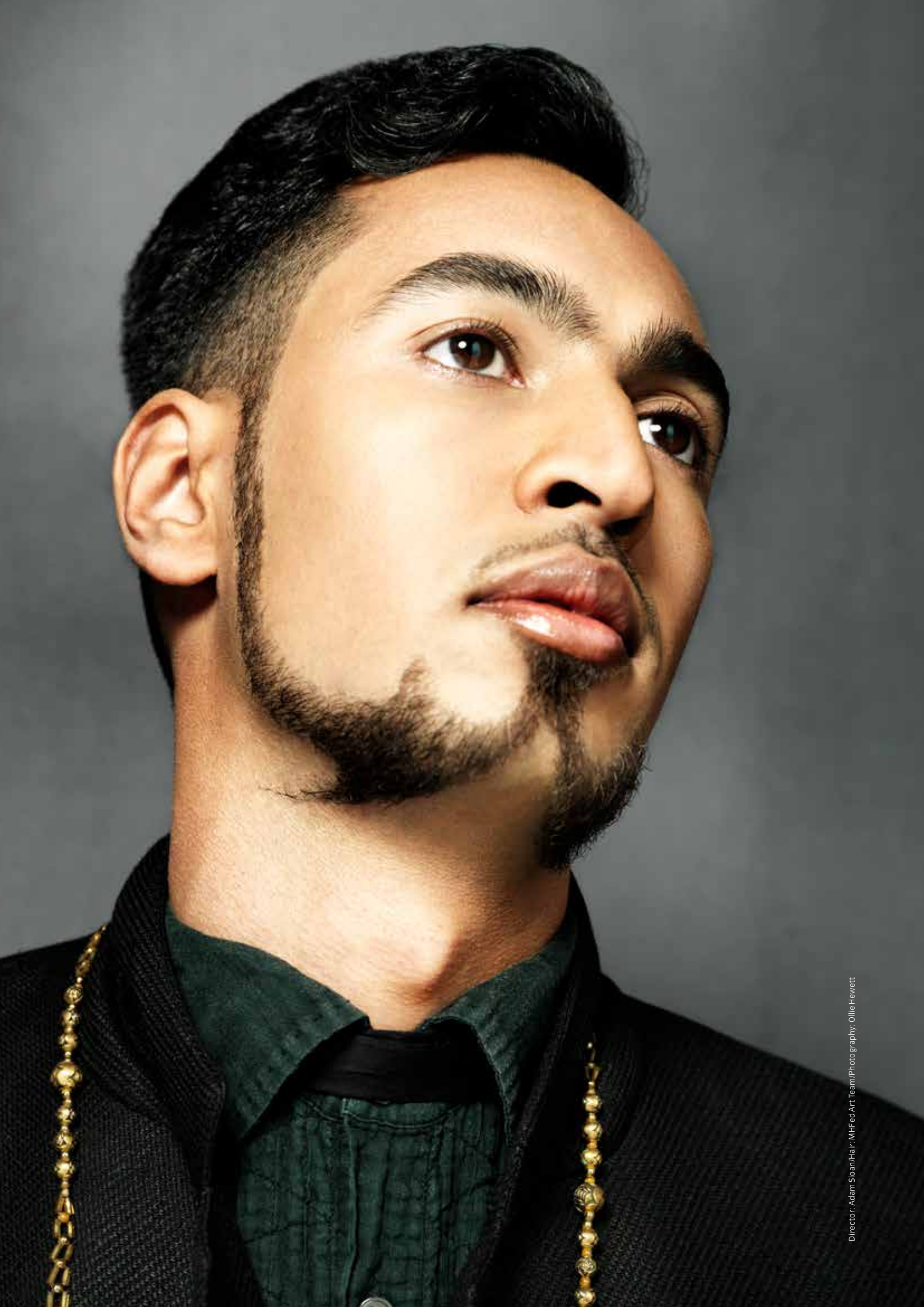
Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



Director: Adam Sloan/Hair: MH Fed Art Team/Photography: Ollie Hewett

Image courtesy of Goldwell



MORE INFORMATION

HAIR CHARACTERISTICS AND CLASSIFICATIONS



Image courtesy of Goldwell

Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

Straight hair	Wavy hair			Wavy-curly hair		Tight-curly hair	Kinky-curly hair	Kinky hair	Z-pattern hair
	1	2A	2B	2C	3A				

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.

HEALTH AND SAFETY AND OTHER LEGISLATION



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

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



ENVIRONMENTAL AND SUSTAINABLE WORKING PRACTICES



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

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

Image courtesy of Goldwell



Image courtesy of Wella

Image courtesy of CURA photography

VALUES AND BEHAVIOURS



Image courtesy of Goldwell

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

VALUES

The following key values underpin the delivery of services in the 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 Excellent verbal and non-verbal communication skills
- 13 The maintenance of effective, hygienic and safe working methods
- 14 Adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products



Image courtesy of Denman

Image courtesy of MHFed



BEHAVIOURS

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

- 1 Meeting the salon's standards of behaviour
- 2 Greeting the client respectfully and in a friendly manner
- 3 Communicating with the client in a way that makes them feel valued and respected
- 4 Identifying and confirming the client's expectations
- 5 Treating the client courteously and helpfully at all times
- 6 Keeping the client informed and reassured
- 7 Adapting 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 clients' 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



GLOSSARY OF TERMS

Image courtesy of Goldwell

2D A pattern that lies flat to the head shape.



3D A pattern that stands out from the head shape, using graduation and perception of near and far.



Added hair Hair attached to the head or blended into the hair; for example, hair pieces and extensions.

Additional media Make-up, accessories, ornamentation, clothes, etc.

Adverse hair, skin and scalp conditions

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

Advertising campaign A promotional activity that is put together to advertise a certain product or products.

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

Anchor Beard shaped like an anchor from the centre of the bottom lip and around and up the chin.



Astringent A product such as an aftershave that soothes, cleanses and closes the skin pores.

Avant-garde A daring style that is at the cutting edge of fashion; you wouldn't look this way every day.

Backhand razoring

Face the blade in the opposite direction and turn your hand upside down.



Basic sectioning technique Includes six-section and nine-section perm.

Brick winding A perming technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

Budget An amount of money allocated to pay for a particular project.

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

Chemically damaged hair Hair that has been damaged due to excess chemical products.

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

Colour bands Dark or intense lines/patches of colour, often resulting from overlapping colour.

Commercial An image that clients would want to wear on a regular basis.

Confidential information This could include personal conversations with clients, colleagues, content of client record card, client and staff personal details such as address and telephone number, financial aspects of the salon.



Consumer Protection Act This protects the public by prohibiting the manufacture and supply of unsafe goods and making the manufacturer or seller of a defective product responsible for any damage it causes.

Contra-indication When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cosmetic Products Regulations The Regulations require that finished cosmetic products must undergo a safety assessment by a suitably qualified person before they can be retailed.

Curtain rail A narrow beard following the mandible.

Data Protection Act 1998 This is an act of the United Kingdom (UK) Parliament defining the ways in which information about living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them.

Decolour/colour reduction Removal of artificial/synthetic colour from the hair.

Demonstration A physical display that may include explanation or description.

Design plans A detailed outline of the selected image, including accessories, clothes, any other media and timescale for delivery, etc.

Design principles The image's balance, weight, angles, media and colour, etc.

Diffuse hair loss Diffuse hair loss is a loss of hair or generalised hair thinning that affects the entire scalp and is a common type of hair loss in both females and males of all ages.

Directional winding technique Perming technique where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

Disconnecting Ideal for high-fashion cuts, it is used for undercuts and helps to create unblended lengths and give the illusion of blended lengths.



Display An arrangement of products and other media to attract attention.

Effleurage A gentle stroking movement used during the shampooing and conditioning process. Used to distribute the shampoo and conditioner evenly through the hair.

Elasticity test A test to see how much the hair will stretch and return to its original length.

Environmentally damaged hair Hair that has been damaged due to the environment, for example, the weather.

Eumelanin The natural black/brown colour pigments in the hair and skin.

Evaluation Measuring how successful or not the promotional activity has been

Exfoliator A product used to remove dead skin cells, which therefore helps to improve the appearance of the skin.

Factors You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Fading Used to blend short hair into the neckline, or to create a natural hairline.

Faulty product This refers to a product that is damaged in some way, for example, a bottle's nozzle not working correctly.

Forehand razoring Holding the razor with the thumb placed on the inside of the blade with the blade facing down.

Full neckline Collar-length hair.

Goatee A narrow beard that circles the mouth and chin.



Graduating cutting Blending hair layers from a longer to a shorter length, or from a shorter to a longer length.

Heat accelerators A piece of equipment that speeds up the processing time, for example, a steamer.

High frequency A high frequency machine uses an alternating electric current to stimulate the blood flow to the scalp, increasing the flow of nutrients and oxygen to the hair follicles, encouraging hair growth.

Hospitality This covers welcoming the client, offering refreshments and magazines, and making sure the client comfortable.

Hydrogen peroxide This chemical is mixed with colour cream/gel to create permanent hair colour.

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

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

Infection of the skin A condition that may cause visible signs of swelling or redness on the skin, and may spread.

Infestation A condition whereby parasites such as head lice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

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

Legislation Something set by law that must be adhered to, such as Health and Safety legislation.



Lightener A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

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

Limits of own authority These will be determined by your job description and workplace policies.

Lip-line moustache A horizontal moustache about the width of a pencil.

Locking A styling technique usually used on African-type hair.

Melanin The pigment that gives colour to the skin and hair.

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

Mood board A combination of images, colours and textures; your first ideas for creating an image are collected together on a board.

Neutralise The process fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

Neutralising tones Correcting an unwanted tone in the hair by introducing the opposite colour to cancel it out; for example, green tones are neutralised by red.

Non-infectious skin condition A condition that does not spread from one person to another, for example, eczema.

Non-sodium relaxer This type of relaxer does not contain sodium.

Normalising shampoo (Also known as neutralising shampoo) – this is applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Objective A goal to reach; for example, the salon may have identified the need to take an agreed total amount of money each week in retail sales.



Oxidation A reaction caused by introducing oxygen to another chemical, for example, mixing hydrogen peroxide with lightening products (powder bleach).

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

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

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

Petrissage A massage movement used during the conditioning process; this is used to stimulate the scalp. The massage is a slow, firm and deep kneading movement.

pH balance The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.

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

Pheomelanin The natural red and yellow pigments that produce warm tones in the hair.

Physically damaged hair Damage caused by a physical action, for example, pulling the hair too tight.

Pictorial A pattern that represents a picture, such as a logo or an emblem.



Pityriasis capitis This skin condition is more often called dandruff. The cause is overproduction of the epidermal cells. This can be identified by small, itchy, dry scales that appear white or grey.

Porosity test A test to see how porous the hair is (how able it is to absorb moisture from liquid).

Positive and negative designs Simply put, a positive design is the actual subject; a negative design is the area around the subject.

Post-perm treatment Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5-5.5).

Post-relaxing treatment This is applied after the relaxer has been rinsed from the hair.

Powder Talcum powder is used to calm the skin and absorb residual moisture and oil.

Pre-perm treatment Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide lotion, absorb a protective barrier and make the hair more pliable when winding the perm rods into the hair.

Pre-pigmentation Reintroduction of gold to red tones in the hair (depending on existing base and target colour), prior to application of the new colour.

Pre-relaxing treatment This is usually carried out on porous hair, prior to the application of a relaxer.

Prices Act Legislation States that the price of a product must be displayed clearly and accurately to the buyer.

Primary colours Red, yellow (gold) and blue (ash) are the three colour pigments that cannot be made up from other colours. When mixing any two of these colours, secondary colours are produced, for example red plus yellow equals orange (copper).

Productivity and development target Target set to increase the salon turnover by allocating individual team member targets.

Quasi-permanent colour Colour that lasts almost as long as permanent. It should be treated as permanent colour in terms of testing and future services.

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

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 this particular Standard, it may also refer to an individual deemed responsible by the salon for specific areas and services.

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

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

Sale and Supply of Goods Act Legislation that covers the quality of products, the description of what the product does, the price and any other relevant information.

Salon policy The procedures and requirements for salon processes and systems, for example, staff grievances or client refunds.

Scalp protector This protects the client's scalp from the chemicals used during relaxing.

Scissor over comb The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine detailing hairlines.

Secondary colours Violet, green (matt) and orange (copper) are each made up from two primary colours. Red and blue make violet.

Semi-permanent Colour that lasts for six to eight washes. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

Shoe shine A quick and easy technique, placing colour to enhance the haircut.

Skin fade Also known as a bald fade, this is similar to a taper cut. The cut is achieved by using clippers, adjusting the settings and going from a skin fade and then blending into the rest of the haircut.

Skin tensioning Stretching the skin to allow the blade to glide smoothly over the skin.

Skin test A test that is often used before chemical services, for example before colouring to test whether a client's skin will react to chemical products like PPD, which is found in permanent colour.

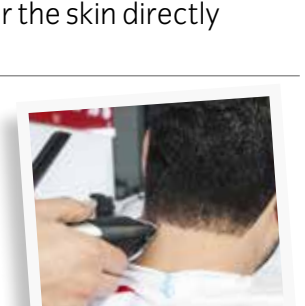
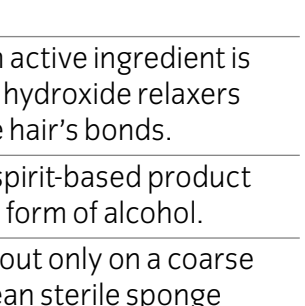
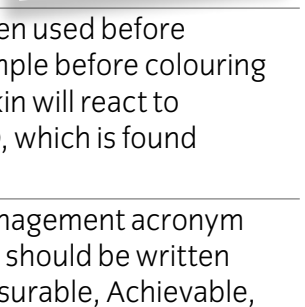
SMART objectives A management acronym to describe how objectives should be written and planned: Specific, Measurable, Achievable, Realistic, Time-bound.

Sodium relaxer The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

Spirit-based product A spirit-based product is a product that contains a form of alcohol.

Sponge shaving Carried out only on a coarse stubborn beard. Place a clean sterile sponge in hot water and stroke over the skin directly before the shave.

Square neckline This is known as a Boston.





Steamer Applying heat to oils, conditioning creams and deep-acting conditioners will encourage them to penetrate further into the hair.

Stock control system A method of identifying stock levels and tracking stock for the purpose of efficient replenishment; it can be a manual or computerised system.

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

Stubble A neatened, several day, full beard growth.



Symmetrical A pattern which mirrors itself, and gives two equal halves that look exactly the same.

Tapering Used for connecting longer and short layers, you can use scissors or clippers. This technique is good for detailing hairlines, softening a look and removing weight.

Tapotement A form of facial massage. It stimulates and improves circulation of the facial muscle tissue. It is achieved by using the edges of the fingers or hands in a light tapping movement.

Target-specific Work objectives that are to be completed within a time period, as agreed with managers.

Test cutting Removing a strand of hair for processing in order to check the likely results of the selected colour

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

Theme A set subject area, for instance hair up, fantasy, or images reflecting an era, like the 70s or 80s.

Trade Descriptions Act Legislation that ensures that goods and services are described accurately.

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

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

Vibration The hands or fingers of one hand are vibrated so that a fine tremor is produced in the tissues. The tremor is produced by the contraction of the forearm muscles.

Vibro massage This is a mechanical massage that can be used instead of a hand massage. It produces very strong tapotement (tapping) movements, which are suitable only for fleshy areas of skin.

Virgin application Application to hair that has not been chemically treated before.









Image courtesy of KMS California

125005782
TL036008-01

ISBN 978-0-85193-332-0



9 780851 933320

