

# Level 2 Certificate in Women's Hairdressing (QCF)

Accreditation start date: **01/08/2010**  
Accreditation end date: **31/01/2015**  
Certification end date: **31/01/2017**  
Credit value: **33**  
Guided learning hours (GLH) **283**

Learner name:

Learner number:

Centre name:

Centre number:

By signing this summary of assessment you are confirming that all learning outcomes, assessment criteria and range statements have been achieved and that the evidence gathered is authentic.

Unit code	Date achieved	Learner signature	Assessor signature	Assessor number	IV signature (if sampled)
<b>Mandatory units</b>					
UV20483					
UV20484					
UV20485					
UV10345					
UV20488					
UV20386					
<b>Optional units</b>					

# Qualification details

## Introduction

The VTCT Level 2 Certificate in Women's Hairdressing (QCF) is a course that has been specifically designed to develop your practical skills in; the creative art of cutting or dressing women's hair, how to effectively shampoo and condition hair, and how to provide a good consultation service for clients.

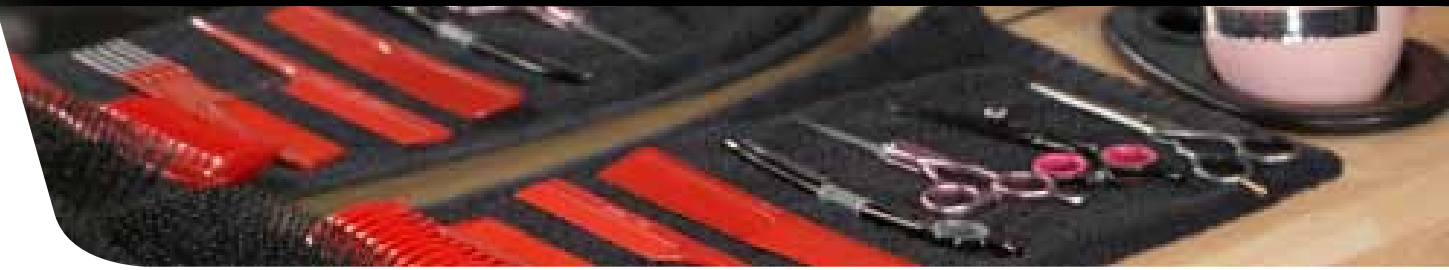
To further enhance your practical skills you will have the opportunity to choose from the following practical units; the artistic skill of colouring and lightening hair or how to provide perming and neutralising services.

Underpinning this qualification you will develop a sound knowledge of Health and Safety and what it is like to work in the hairdressing industry. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is develop your practical skills to a high level of occupational ability to enable you to perform your own salon services.

## Mapped to National Occupational Standards

This qualification has been mapped to the National Occupational Standards (NOS), devised by HABIA, the standard setting body for Hair and Beauty qualifications, and is accredited at Level 2 on the Qualifications and Credit Framework (QCF).



## Progression

When you have successfully completed this qualification will have the opportunity to progress to the following VTCT qualifications:

NVQ qualifications:

- Level 2 NVQ Diploma in Hairdressing (Combined Hair Types) (QCF)
- Level 2 NVQ Diploma in Barbering (QCF)
- Level 2 NVQ Diploma in Chemically Treated African Type Hair (QCF)
- Level 2 NVQ Diploma in Treating Natural African Type Hair (QCF)
- Level 2 NVQ Diploma in Barbering African Type Hair (QCF)
- Level 3 NVQ Diploma in Hairdressing (QCF)

- Level 3 Certificate in Perming Hair (QCF)
- Level 3 Certificate in Colouring Hair (QCF)
- Level 3 Certificate in Hair Extensions Services (QCF)
- Level 3 Certificate in Creative Hair Design (QCF)
- Level 3 Award in Cutting Women's Hair (QCF)
- Level 3 Award in Bridal Hairstyling (QCF)

This qualification may lead directly into employment in a salon as a junior stylist or to work as an independent hairdresser.

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Diploma in Barbering (QCF)
- Level 2 Diploma in African Caribbean Hairdressing (QCF)
- Level 2 Certificate in Barbering (QCF)
- Level 2 Certificate in African Caribbean Hairdressing (QCF)
- Level 2 Award in Health & Safety for Hair and Beauty (QCF)
- Level 2 Award in Wig Services (QCF)
- Level 2 Award in Emergency First Aid at Work (QCF) (HSE Approved)
- Level 2 Award in Preventing Contact Dermatitis (QCF)
- Level 3 Diploma in Women's Hairdressing (QCF)

# Guidance on assessment

## Qualification structure

### Mandatory units

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20484	M/600/8611	Working in the hair industry	4	35
UV20485	T/600/8612	Cut women's hair	8	75
UV10345	Y/502/3979	The art of dressing hair	5	30
UV20488	H/600/8539	Shampoo and condition the hair and scalp	3	29
UV20386	A/600/9065	Client consultation for hair services	3	30

### Optional units

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20486	A/600/8630	Colour and lighten hair	10	91
UV20512	Y/600/8537	Perm and neutralise hair	7	60



This book contains the mandatory units that make up this qualification. Optional units will be provided in an additional booklet. Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

### Internal assessment

*(any requirements will be shown on the unit)*

Assessment is set, marked and internally verified by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external verifiers.

### External / independent assessment

*(any requirements will be shown on the unit)*

External assessment is set and marked by VTCT. Independent assessment is set by VTCT, marked in the centre, and sampled by VTCT external verifiers.

## Assessment explained

VTCT courses are assessed and verified by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal verifier whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external verifier, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal verification process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external verifier.

This record of assessment book is your property and must be in your possession when you are being assessed or verified. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that have been learned. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete the qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- observed work
- witness statements
- audio-visual media
- evidence of prior learning or attainment
- written questions
- oral questions
- assignments
- case studies.

All evidence should be documented in the portfolio and cross referenced to the outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Many frequently asked questions and other useful information are detailed in the VTCT Candidate's Handbook, which is available on the VTCT website at [www.vtct.org.uk/students](http://www.vtct.org.uk/students). Other questions should be addressed to the tutor, lecturer or assessor.

# Unit assessment

This section provides an overview of the assessments that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

## Mandatory units

### UV20483

#### Follow health and safety practice in the salon

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

### UV20484

#### Working in the hair industry

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence

### UV20485

#### Cut women's hair

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

### UV10345

#### The art of dressing hair

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

### UV20488

#### Shampoo and condition the hair and scalp

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

### UV20386

#### Client consultation for hair services

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

## Optional units

### UV20486

#### Colour and lighten hair

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

### UV20512

#### Perm and neutralise hair

- 1) Internally assessed practical observations
- 2) Internally assessed portfolio of evidence
- 3) Externally set and marked theory paper

# Unit glossary

Description	
<b>VTCT unit code</b>	This code is unique to the unit and should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>Details of the national occupational standards (NOS)</b>	NOS relate to occupations or roles that normally involve learning and workplace practice to gain competence. It is important that NOS are represented and indicated in units.
<b>Level</b>	Level is an indication of the demand of the learning experience; the depth and / or complexity of achievement and independence in achieving the learning outcomes. There are 8 levels of achievement within the Qualifications and Credit Framework (QCF).
<b>Credit value</b>	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is viewed as a numerical value and represents a means of recognising, measuring, valuing and comparing achievement.
<b>Guided learning hours (GLH)</b>	GLH is an estimate of the time allocated to teach, instruct, assess and support learners throughout a unit. Learner initiated private study, preparation and marking of formative assessment is not taken into account.
<b>Outcomes</b>	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
<b>Maximum service times</b>	The maximum time specified by Habia in which a particular service or practical element must be completed.
<b>Evidence requirements</b>	This section provides guidelines on the ways that evidence must be gathered for a particular unit. The evidence gathered is then assessed by your assessor.
<b>Formative assessment</b>	Formative assessment is the ongoing and informal process of assessment. Throughout the duration of your course your tutor and assessor will provide you with feedback on your performance and guidance on how to become competent for a given outcome.
<b>Assessment criteria</b>	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
<b>Range</b>	The range indicates what must be covered in parallel to the unit's outcomes. All ranges must be competently achieved.



# UV20483

*Follow health and safety practice  
in the salon*

*This is a preparation for work unit which is based on capability and knowledge. This unit is about being aware of the risks in the workplace, knowing how to identify them, and taking responsibility to deal with them. This unit applies to hairdressing, beauty therapy and barbering salons.*

**Based on National  
Occupational  
Standards 2009.**

G20 – Ensure  
responsibility for  
actions to reduce  
risks to health and  
safety

Level

2

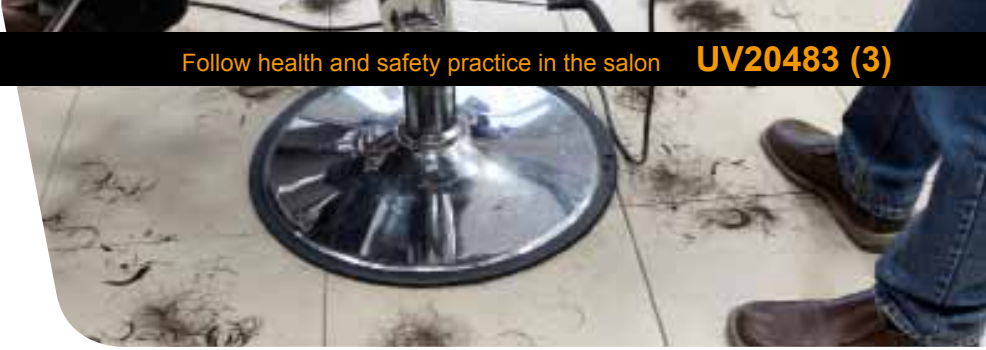
Credit value

3

GLH

22





# UV20483

*Follow health and safety practice in the salon*

## Unit outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

## Service times

There are no maximum service times that apply to this unit.



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least **three** occasions for each assessment criteria.

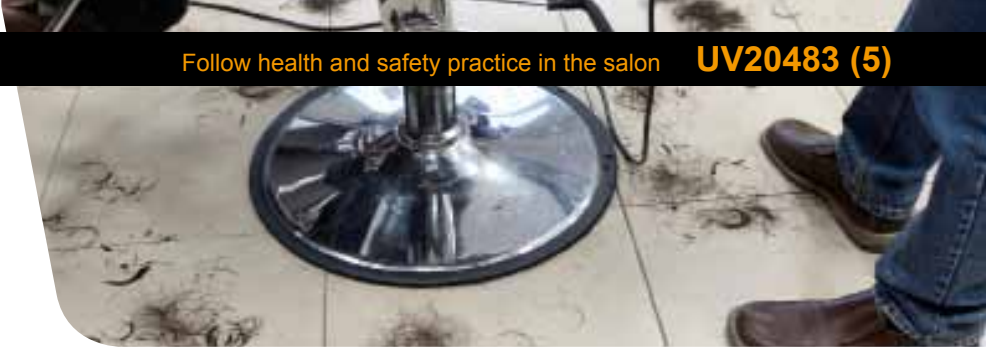
**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.



## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

### Be able to maintain health, safety and security practices.

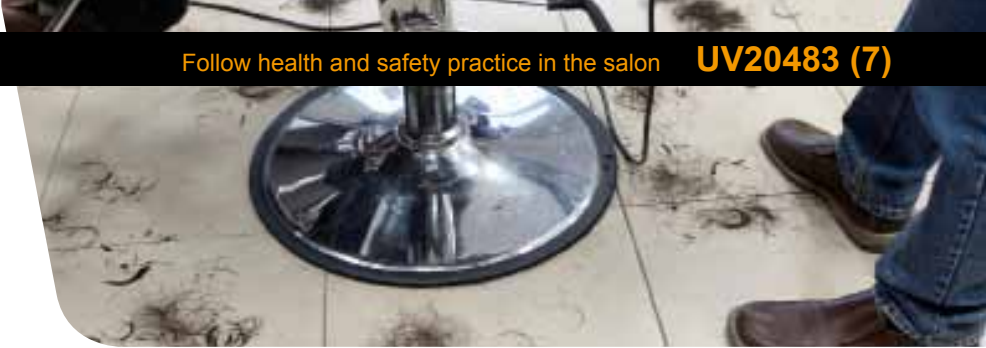
#### Practical criteria

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment (PPE)
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

### *Outcome 1 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
j. Explain the difference between legislation, codes of practice and workplace policies			
k. Outline the main provisions of health and safety legislation			
l. State the employer's and employee's health and safety responsibilities			
m. State the difference between a hazard and a risk			
n. Describe hazards that may occur in a salon			
o. State the hazards which need to be referred			
p. State the purpose of personal protective equipment used in a salon during different services			
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon			
r. State the importance of maintaining the security of belongings			
s. Outline the principles of hygiene and infection control			
t. Describe the methods used in the salon to ensure hygiene			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



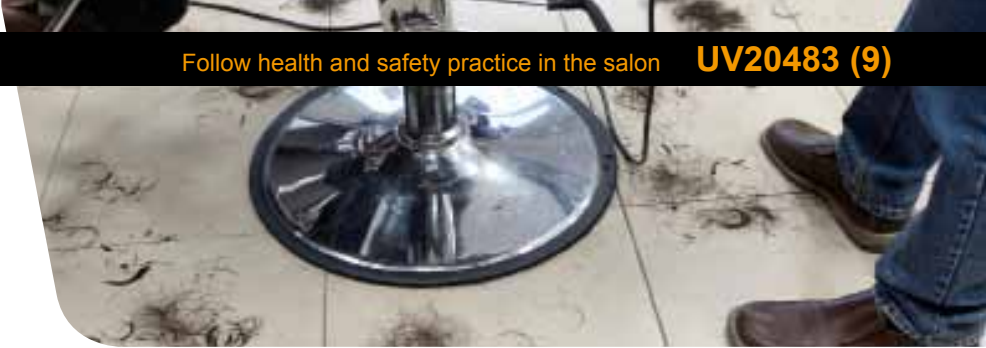
## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
U. Describe the effectiveness and limitations of different infection control techniques			
V. Describe how to dispose of different types of salon waste			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.





## Outcome 2

### Be able to follow emergency procedures.

#### Practical criteria

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Identify named emergency personnel
- d. Locate fire fighting equipment

### *Outcome 2 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



**Knowledge and understanding criteria**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
e. Describe procedures for dealing with emergencies			
f. Outline the correct use of fire fighting equipment for different types of fire			
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires			
h. State the importance for reporting and recording accidents			
i. Describe the procedure for reporting and recording accidents			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to maintain health, safety and security practices

#### **Professional personal behaviour / conduct:**

HASWA, follow health & safety practice and procedure, respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgmental, non-discriminatory, not argumentative); follow salon code of conduct, appropriate language, avoid gossip, maintain confidentiality, polite, cheerful and friendly manner; friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, team work, pride in work, punctuality, employer and client loyalty.

#### **Safe and hygienic working knowledge / practice:**

Management of health & safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove report obstacles; good all round access to trolleys and equipment, clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); local bye laws (set by council); code of conduct, risk assessment, policy / management health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH

(replace lids); ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals, follow Storage Handling Use and Dispose (SHUD) - sharps box; products (check end date / packaging, store away from heat, damp, and direct sunlight); dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon; personal hygiene.

**Dealing with hazards:** Level of responsibility - refer to job description; training on dealing with hazards, deal with hazards without endangering self / others, use PPE, if in doubt call for assistance.

**Salon hazards** - Something with potential to cause harm, requiring immediate action, level of responsibility, report, nominated personnel, duty to recognize / deal with hazards.

**Environmental** - Wet / slippery floor, cluttered passage / corridors, rearrange furniture, seat / basin - select height; blocked passageway / entrance / exit.

**Equipment** - Only used for intended purpose, safe usage, handling, storage, cleaning, lifting, visual checks, worn / faulty / repairs / maintenance (PAT testing); report, disposal (sharps); records.

**Chemicals** – storage, handling, safe usage,



disposal, leaking / damaged chemicals, records.

**Personal presentation and hygiene:** Clothes (salon requirements for uniform, clean / ironed clothes, non restrictive, closed in, low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume); PPE (gloves, apron, prevent dermatitis); minimal jewellery, suitable make-up, positive attitude, ready to greet.

**Salon policy for security:**

**Cash** - Staff training, point of sale, regular banking, in transit.

**People** - Staff, clients, visitors, children, personal belongings, systems - security; emergency evacuation, storage / use of confidential staff / client records, business information.

**Belongings** – Client to retain personal belonging were possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

**Security breaches** - Inform salon owner / head of school, review records - stock levels / control, monitor takings, inventory of equipment, manual and computerised records; take statements, eye witness accounts, review findings, call in police, notify data protection registry / clients of breach, maintain confidentiality, could result in loss of employment.

**Personal protective equipment:** Salon management to provide PPE, all staff to use PPE, personal and client use, used to protect clothing / skin / equipment, types of PPE – gloves – protect hands; towels – avoid client getting wet; gowns – protect clothes; capes – protect gowns; barrier cream – protect skin.

**Position yourself and the client**

**appropriately:** Position self safely – posture, straight back, stand correctly, even weight distribution, maintain balance, remain relaxed, poor posture will result in fatigue, uneven service, back / shoulder injury.

Position client safely – client seated comfortably in the chair at the correct height, correctly positioned to avoid getting their clothing wet, backwash / basin avoid excess pressure on the neck, front wash basins provide the client with a towel to prevent products entering their eyes, feet flat on floor, legs uncrossed.

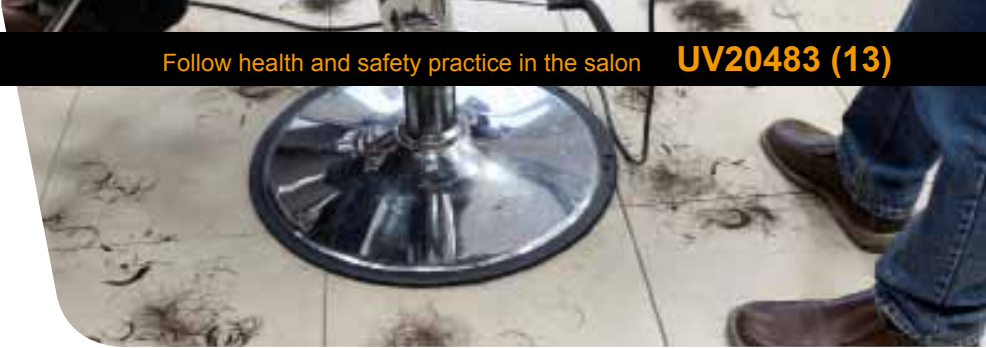
**Following manufacturer's instructions:**

Ensures successful service, storage (temperature, location, light); handling (correct mixing); use (application, removal); disposal (dilution-products, bagged bin-empties); prevents legal action.

**Waste removal:** COSHH, local bye-laws, hair cuttings – bagged; infected hair clippings double bagged, chemicals – diluted; materials (foils, end papers, cotton wool) – bagged; sharps – sharps box; empties – sorted and bagged; sensitive data – shredded.

**Health and safety legislation:** Data Protection Act, Electricity at Work act, Employers Liability (Compulsory Insurance) Act 1969, Fire Precautions act 1971, First aid at work act 1981, Health and safety at work act 1974, Local Government Miscellaneous Provisions Act 1982, Occupiers Liability Act 1957 and 1984, Local Bylaws.

**Regulations:** Compulsory Insurance requirements; COSHH 1992; Electricity at Work Act 1989; Management of Health and Safety at Work Regulations 1992; Manual Handling 2002; Personal Protective Equipment 1992; RIDDOR 1995; Workplace (Health and Welfare) Regulations 1992.

**Employer responsibility for health and**

**safety:** Hold current / valid liability insurance, display health and safety rules covering – staff / employees / clients / fire evacuation; provide regular training, accurate record keeping, monitoring, consult experts.

**Employee's health and safety**

**responsibilities:** Employees not to endanger self or others.

**Hazards and risks:** A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

**Risk:** The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who / what / level of risk, interpret results, conclusions, record findings, regular reviews.



## Outcome 2: Be able to follow emergency procedures

### Emergency procedures:

**Accidents** – Minor: internal emergency number; nominated first aider, records. Major: 999, ambulance, nominated first aider, records.

**First aid** – Nominated first aider, emergency internal number, records.

**Fire evacuation** – Nominated assembly point, fire wardens, regular simulation.

**Incidents** – Security, emergency internal number, 999.

**Position of fire fighting equipment** – Induction process.

**How to use fire fighting equipment** – Initial / ongoing training.

**Records and documentation** - Initial / ongoing training, up-to-date, accurate.

**Safety drills** - Induction process, initial / ongoing training person, regular simulation.

**Personnel responsible for safety** – Nominated health and safety officer (internal / external).

**Fire fighting equipment:** Extinguishers (water, foam, powder, CO2 gas); identify fire cause, sand bucket, fire blanket, alarm.

**First aid equipment and the accident report book:** First aid box(es), list of equipment - general advice leaflet, various size dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool; accident report book – accurate and up-to-date.

**The dangers of the incorrect use of firefighting equipment on different types of fires:** Incorrect equipment use can cause – fire to deteriorate, injury to personnel, damage to belongings / property.



## Range

You must cover the following ranges:

R1	Health and Safety Procedures	Date and portfolio reference	Assessor signature
a	Legislation		
b	Salon health and safety policy		
c	Code of practice		
d	Risk assessment		

R2	Security	Date and portfolio reference	Assessor signature
a	Stock		
b	Equipment		
c	Money		
d	Personal belongings		
e	Records		

R3	Emergency Procedures	Date and portfolio reference	Assessor signature
a	First Aid		
b	Fire evacuation		
c	Records		
d	Accidents		



**Range** (Continued)

<b>R4</b>	<b>Fire Containment</b>	<b>Date and portfolio reference</b>	<b>Assessor signature</b>
a	Electrical fire		
b	Non electrical fire		
c	Fire blanket		
d	Fire extinguishers		

<b>R5</b>	<b>First Aid</b>	<b>Date and portfolio reference</b>	<b>Assessor signature</b>
a	Responsible person		
b	First Aid kit		
c	Written report		











**Notes:**

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*Unit Sign-off*

All outcomes, assessment criteria and ranges have been completed for this unit.

Learner signature:

Date:

Assessor signature:

Date:

IV signature (if sampled):

Date:

# UV20484

## *Working in the hair industry*

*This is a preparation for work unit which is based on capability and knowledge.*

*The aim of this unit is to provide you with an understanding of the requirements for working in the hair industry.*

Level

2

Credit value

4

GLH

35





# UV20484

## *Working in the hair industry*

### Unit outcomes

On completion of this unit you will:

1. Be able to describe the key characteristics of the hair industry
2. Be able to describe working practices in the hair industry

### Service times

There are no maximum service times that apply to this unit.



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. This unit will be internally assessed. You will be guided by your tutor and assessor on how to achieve this unit's outcomes.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least **three** occasions.

**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.





## Outcome 1

**Be able to describe the key characteristics of the hair industry.**

### Practical criteria

You can:

- a. Access sources of information on organisations, services, occupational roles, education, and training opportunities within the hair industry

### *Outcome 1 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Knowledge and understanding criteria

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
b. Outline the types of organisations within the hair industry		
c. Outline the main services offered by the hair industry		
d. Describe occupational roles within the hair industry		
e. State the employment characteristics of working in the hair industry		
f. State career patterns within the hair industry		
g. Outline the education and training opportunities within the hair industry		
h. Outline opportunities to transfer to other sectors or industries		

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



## Outcome 2

### Be able to describe working practices in the hair industry.

#### Knowledge and understanding criteria

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Outline good working practices in the salon		
b. State the importance of personal presentation in reflecting the professional image of the hair industry		
c. Outline opportunities for developing and promoting own professional image within the hair industry		
d. State the basic employee employment rights and responsibilities		
e. Outline the main legislation that affects working in the hair industry		

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to describe the key characteristics of the hair industry

**Sources of information can be accessed through:** Websites, publications / magazines, journals, career advisors, job centres, course leaflets, exhibitions / shows, prospectus, career conventions, open day / evening, newspaper / TV / radio advertisements, word of mouth, work experience.

**Types of organisations:** Colleges, schools, independent training schools, in-house salon training, wholesalers, spa and health resorts.

**Main hairdressing services:** Consultation, shampooing, conditioning, cutting womens / mens hair, colouring, perming, blow drying, hair extensions, setting, dressing / putting hair up, relaxing, colour correction.

**Occupational roles:** Salon junior, salon apprentice, junior stylist, senior stylist / director, receptionist, salon manager, salon owner, trainer, liaison officer, work-based or in-house assessor, internal / external verifier, tutor, course team leader, company representative.

**Educational opportunities:** College - full / part time; in-salon training, university, school, day release programme, scholarship, prison, government, tier progression, independent providers, hairdressing manufacturers, wholesalers, awarding body.

**Training opportunities:** Short / long course, specialist, award, certificate, VRQ, NVQ, qualifications, awarding bodies, certificate of attendance / competence, record of achievement, foundation learning tier.

**Employment characteristics:** Good customer service – reliable, friendly, well presented, approachable, keen, enthusiastic, motivated, good communication skills, good personal hygiene, good client care, enjoys working with others; passion for hair, creative, abreast of current and emerging fashion trends.

**Career patterns:** Hairdressing is a building block career - salon junior, trainee, junior stylist, senior stylist, salon manager, salon owner, trainer / assessor, tutor / teacher, independent stylist (self-employed); work in salons, spas, health resorts, on cruise ships, abroad or holiday parks.

**Career progression:** Appraisal - meet targets; motivation, enthusiasm, competitions, applications, recommendation, head hunted, career change, continual professional development.

**Opportunities to transfer to other sectors / industries:** Beauty therapy, spa industries, hairdressing product manufacturer, hairdressing wholesaler, hairdressing awarding body, animal grooming, technical writing for hair industry, hairdressing author.



## Outcome 2: Be able to describe working practises in the hair industry

### **Safe and hygienic working knowledge /**

**practice:** Management of health & safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove report obstacles; good all round access to trolleys and equipment, clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); HABIA - code of practice for hair services; local bye laws (set by council); code of conduct, risk assessment, policy / management health and safety at work, posture, deportment (balance weight, preserve back, prevent slouching); COSHH (replace lids); ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals, follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp, and direct sunlight); dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon; personal hygiene.

### **Importance of personal presentation:**

Promotes you as a person, promotes the salon, increase business, takings, commission, shows your enthusiasm and motivation, boosts self-esteem, increases client trust and confidence.

**Opportunity for self development:** Strengths and weaknesses, reviews, feedback, individual learning plan, targets, reading, attending seminars, courses, training sessions.

**Promote professional image:** Build / increase clientele, take part in competition / exhibition work, organising hair / fashion shows, charity work, sharing good practise within the team / work place, demonstration, advertise / publicity including newspapers, magazines, websites, e-mails, liaise with others within the organisation - salon owners / managers, company representatives, awarding bodies, college tutors / lecturers.

### **Employees' rights and responsibilities:**

Contract of employment - job role / responsibilities; days and hours of work - rest breaks, over time; holiday entitlement, salary, sick, maternity, redundancy pay, pension scheme.

### **Legislations that affect working in the hair industry:**

Health and Safety at work Act 1974 (HASAWA), Manual Handling Operations Regulations 1992, Control of Substances Hazardous to Health 1992 (COSHH), Electricity at Work Regulations 1989 (EAWA), Reporting of Dangerous Diseases Occurrence Regulations 1995 (RIDDOR), Employer's Liability (Compulsory Insurance) Act 1969, Data Protection Act 1998, The Consumer Protection Act 1987, Cosmetic Products (Safety) Regulations 1996, Trade Descriptions Act 1968, Sales of Goods Act 1979, The Supply of Goods Act 1994.







**Notes:**

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*Unit Sign-off*

All outcomes, assessment criteria and ranges have been completed for this unit.

Learner signature:

Date:

Assessor signature:

Date:

IV signature (if sampled):

Date:



# UV20485

## *Cut women's hair*

*This is a preparation for work unit which is based on capability and knowledge. The unit is about creating a variety of basic looks for women using a variety of cutting techniques. A high degree of manual dexterity will be required.*

**Based on National  
Occupational  
Standards 2009.**

GH12 – Cut  
hair using basic  
techniques.

Level

2

Credit value

8

GLH

75

# UV20485

## *Cut women's hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to prepare for cutting hair
2. Be able to provide a cutting service

### Service times

Maximum service times for this unit:

Cut hair (*all techniques*) – 45 minutes

## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical outcomes on at least **eight** separate occasions, two for each cutting lock (fringes can be incorporated into any of the cutting locks). These locks must

include; a one length above the shoulder, and a short graduation incorporating the use of scissor over comb.

**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met..

## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
c. Assess the potential of the hair to achieve the desired look by identifying the influencing factors			
d. Explain the safety considerations that must be taken into account when cutting hair			
e. State the factors that need to be considered when cutting hair			
f. Describe the different consultation techniques used to identify service objectives			
g. Describe the salon's requirement for client preparation, preparing themselves and the work area			
h. Describe a range of looks for women			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.





## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
j. Describe the correct use, and routine maintenance of cutting tools and equipment			
k. Describe the effect of different cutting techniques			
l. State the effect cutting hair at different angles has on the finished look			
m. State the importance of applying the correct degree of tension to the hair when cutting			
n. State the importance of cross checking the cut			
o. Describe the aftercare advice that should be provided			
p. Outline safe and hygienic working practices			
q. State how to communicate and behave within a salon environment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.

## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to prepare for cutting hair

**Preparation of self:** Clothes (salon requirements for uniform, clean / ironed clothes, non restrictive, closed in low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume); PPE (gloves, apron); minimal jewellery; positive attitude; ready to greet.

**Preparation of client:** Remove outer client clothing, protect against damage; client relaxed and comfortable (posture, aids service); remove excessive jewellery (avoid damage-jewellery, skin); gown, towel, plastic cape; ensure client comfort.

**Preparation of work area:** Chair, trolley, work station; equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment; disinfection – remove contamination from hard surfaces, large work areas, floors and work surfaces, heat or chemical methods, bactericides. All tools sterilised to include scissors, combs, clips, razors.

**Consultation techniques:** Selection of appropriate consultation techniques:

**Questioning (open, closed, probing):** Appropriate use of technical / non-technical language; client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare), hair tests; touch, feel, look of hair; suitability of service, product and technique.

**Consultation aides:** Use visual aids - style book, portfolio, collection of pictures; placement of colour to complement hair cut / style; existing colour; client requirements.

**Assessing the potential of the hair:** Benefits; lifestyle factors; influencing factors; review; problem solving; testing; analyse results; reproduce; summarise; judge, compare and contrast results; modify, justify; what works / what does not; draw conclusions; create a plan.

**Influencing factors:** Hair condition (dry, greasy, normal, virgin, chemically treated); elasticity (strength of hair); porosity (damage to cuticle layer, the ability to absorb moisture); percentage of grey; hair cut / style (uniform layer, one length, short graduation, long graduation); temperature (body heat, salon temperature, added heat); texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick); skin tone (fair, medium, olive, dark); existing curl (tight, soft, wave); lifestyle (job, family, financial, time); test results (good, cautious, bad positive, negative); previous chemical service; client requirement, tools and equipment; male pattern baldness; presence of added hair; maintenance of style suitability.

**Hair and scalp contra-indications:** Prevent / alter service, product, technique.

Type of conditions - skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites); skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to

skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer); hair condition (chemical, heat damage, environmental); hair disorder contagious / non-contagious; skin disorder - contagious / non-contagious; cross infection (stylist to client, client to stylist); accurate records (future reference); legal implications.

**Contagious:** (stylist to client, client to stylist),

Bacterial - Impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

**Viral:** Warts (raised, rough skin, brown), herpes (blisters)

**Fungal:** Tinea capitis / ringworm (patches, pink / grey, scaly, broken hair).

Animal parasites – Pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious - Psoriasis (over production skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or loss crown); traction alopecia (excessive pulling, brushing curling and straightening; alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis – (allergic reaction to detergent, red, irritation, swollen, weep); acne (raised bumps and spots).

**Defects of the hair:** Fragilitas crinium (spilt, dry, ends); monilethrix (beaded hair); trichorrhexis nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle.

**Recommendations to the client:** Based on - client requirements; test results; identified

influencing factors; image; occasion style required for; achievable; desirable; realistic; client commitment.

**Safety considerations:** Consultation; check for infections / infestations; hair tests; PPE; remove hair cuttings immediately; client comfort / safety; posture of self / client maintained to minimise fatigue / injury; identify hazards - trailing flexes, spillages, obstacles / obstructions; check electrical equipment prior to use, do not use with wet hands, follow manufacturer's instructions, store correctly; handle / store scissors correctly; dispose of sharps safely.

**The correct use, routine maintenance of cutting tools and equipment:** Equipment and tools cleaned; appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment; disinfection – remove contamination from hard surfaces, heat or chemical methods, bactericides, fungicides, viricides; remove broken tools and equipment; only use for intended purpose; scissors – fit for purpose; cutting tools - wipe away hair cuttings, store in pouch when not in use, sharpen regularly, change razor blade after each client, clippers remove hair, sterilise spray or wipes, regularly oiled, use of trolley, safe professional presentation tools and equipment; electrical equipment checked / PAT tested; visual check on both large and small equipment.

**Salon requirements for preparation:**

Legislation - Health & safety Act, Supply of Goods and Services Act, Trade Description Act, COSHH, RIDDOR, PPE, EAWA, Manual handling, local bye laws (set by council); salon rules, code of conduct; adherence by all staff.

**Range of looks for woman:**

Uniform layer - to suit both long / short hair – all hair cut to the same length (classic round layer); short - in preparation for setting / blow-drying and tonging; longer length (round layer) to suit modern layering technique.

Long graduation – short internal layers, long perimeter length, natural inversion (short layers keeping length), heavy layering to length, square layer cut (box layer); introduce layers to clients.

Short graduation - shorter perimeter length, longer internal layers; hair cut into nape increasing length towards crown (short to long, building weight line); to incorporate scissor over comb technique (very short), classic graduation, classic graduated bob.

One length cut – above (bob) and below shoulders (keeping corners) concave / converse.

Fringe - cutting existing to desired length; introduce - heavy, fine, straight, angled / sweeping to suit desired requirements.

## Outcome 2: Be able to provide a cutting service

**Communication techniques:** Verbal - speaking (tone of voice, language, pace, clarity); non verbal – body language, positive attitude (posture, facial expressions, gestures, distance); questioning (open, closed, probing); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); using a range of related terminology

**Professional personal behaviour / conduct:** HASWA, follow health & safety practice and procedure; respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgemental, non-discriminatory, not argumentative); follow salon code of conduct; appropriate language, avoid gossip; maintain confidentiality; polite, cheerful and friendly manner; friendly facial expressions; open body language, positive attitude, eye contact; sensibly behaviour; team work; pride in work; punctuality; employer and client loyalty.

**Cutting equipment to achieve the desired look:** Tools / equipment - cutting comb, section clips, water spray; scissors - thinning and precision; razor - guarded / un-guarded.

**Following cutting guidelines to accurately achieve the required look:** A guide that is followed throughout a haircut to ensure accuracy; first section that is cut; all subsequent sections follow first section; ensures evenness; takes guess work out of cutting hair; working in a methodical manner; dividing hair cleanly and accurately to place and follow accurate guide; using workable sections (approx ½ inch width); follow identified sectioning pattern; use guide to ensure desired shape / length.

**Use cutting techniques that take into account the identified factors:** Wet / dry hair; Critical influencing factors - hair type, texture,

growth patterns (use or lose - remove, use, allow for weight, length to disguise) - widows peak, double crown, low hair line, nape whorl.

Cutting techniques - club cutting (blunt and precise suitable for both curly and straight hair types); free hand (when no tension is required); scissor over comb (cut hair shorter than finger depth and create a seamless graduation); clipper over comb (cut hair shorter than finger depth and create a seamless graduation); thinning scissors (to remove bulk / weight, blend weight lines from graduated cuts); point cutting (to create seamless layers, break up hard lines, soften edges, deep point cut to remove weight and bulk).

### **How to maximise the potential of the clients' hair taking into account identified factors:**

Combine and adapt techniques; be innovative / creative; remedial action to resolve any problems; face shapes - round = less volume at sides; square = volume at sides, soften corners; long = less height more volume; oval = suits most styles; work with natural fall of hair; ensure style suits curly, wavy and straight hair type; client commitment to aftercare = time and effort required for up keep; hair growth patterns (use them, lose them) = may limit style availability.

**Position themselves and the client appropriately throughout the service:** Correct posture of self and client to minimise fatigue and injury; self – back straight, distribute weight evenly, feet slightly apart; use of cutting stool if required, no over stretching or bending. Client – position to achieve accurate cut; client comfort and minimise fatigue and injury; up right, back straight and supported, two feet on floor.

**Cross check the haircut to ensure even balance and weight distribution:** Working across sections; check cut is even / balanced; section of hair in opposite direction to the

way it has been originally cut; maintain angle; methodical working method; checks made by – look, feel; ensure even weight and balance distribution.

**Creating a finished cut:** Confirmation of style; creative flair; professional judgement on - chosen technique, tools & equipment, influencing factors; precision working; adapt and amend if necessary.

**Methods of confirming client satisfaction:** Body language; facial expressions; verbal / written feedback; surveys / questionnaires; repeat booking; recommendation.

**Provide suitable aftercare advice:**

Maintenance - frequency of visits, regular services, minimise chemical treatments; correct use of electrical equipment (straighteners, tongs, heated rollers, hairdryer); product information and use, demonstration; relevant literature / leaflet.

**Safe and hygienic working knowledge / practice:** Management of health & safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove report obstacles; good all round access to trolleys and equipment; clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B) HABIA- code of practice for hair services; local bye laws (set by council); code of conduct; risk assessment; policy / management health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH (replace lids) ventilation for vapour and dust, avoid over exposure to chemicals, correct use

of chemicals; follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp and direct sunlight), dispose of contaminated waste in a closed top bin; relevant manufacturer's instructions; no smoking, eating, drinking, drugs in salon; personal hygiene.

**The effect achieved by using different cutting techniques:** Club cutting – to create blunt effect and precision; point / chipping - break up hard lines, soften edges, remove bulk; razoring – remove length and bulk, create soft broken edges and create texture; thinning – remove bulk not length; slicing / channel cutting – remove bulk and create texture, can remove length, shattered edges and break up lines; scissor / clipper over comb – shorten less than finger depth, cut to head shape, shorter styles.

**The effect cutting hair at different angles has on the finished look:**

Angle determines effect achieved, weight line and degree of graduation.

- One length – held at 0 degree angle = no graduation, heavy around base line
- Square layer – held at 90 degree angle = weight line where layer sits
- Short graduation – held at 45 degree angle = weight line where layer sits
- Uniform layer – held at 90 degree angle = no weight line
- Long graduation – held at 145 degree angle = weight line where layer sits; desired style (length, weight, effect) decides angle of cut used

**The importance of tension when cutting:**

Tension = gently pull hair until resistance is reached; more tension to achieve more precise cut; less tension for curly hair to allow it to curl and bounce up; no tension for free hand or if style requires; even tension for accurate cut; considerations for cutting hair wet or dry.

Advantages wet – cleaner sections, accuracy, control, disadvantages wet – natural hair movement / fall, hair growth patterns less obvious; advantages dry – hair movement and fall, accuracy of finished look, disadvantages dry – inaccurate sections, less control, static and hard to comb.

## Range

You must cover the following ranges:

R1	The factors:	Date and portfolio reference	Assessor signature
a	Hair density		
b	Hair texture		
c	Head and face shape		
d	Hair growth patterns		
e	Hair elasticity		

R2	Looks:	Date and portfolio reference	Assessor signature
a	One length <i>Maximum service time – 45 minutes</i>		
b	Uniform layer <i>Maximum service time – 45 minutes</i>		
c	Short graduation <i>Maximum service time – 45 minutes</i>		
d	Long graduation <i>Maximum service time – 45 minutes</i>		
e	With a fringe		

R3	Techniques:	Date and portfolio reference	Assessor signature
a	Club cutting		
b	Freehand		
c	Scissors-over-comb		



## Range

You must cover the following ranges:

<b>R4</b>	<b>Hair types:</b>	<b>Date and portfolio reference</b>	<b>Assessor signature</b>
a	Curly		
b	Straight		

<b>R5</b>	<b>Advice covers:</b>	<b>Date and portfolio reference</b>	<b>Assessor signature</b>
a	How to maintain their look		
b	Time interval between services		





**Notes:**

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*Unit Sign-off*

All outcomes, assessment criteria and ranges have been completed for this unit.

Learner signature:

Date:

Assessor signature:

Date:

IV signature (if sampled):

Date:

# UV10345

## *The art of dressing hair*

*This is a preparation for work unit which is based on capability and knowledge.*

*This unit will enable you to prepare and carry out dressing hair services.*

Level

2

Credit value

5

GLH

30





# UV10345

## *The art of dressing hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to prepare for dressing hair
2. Be able to provide a dressing hair service

### Service times

Maximum services times for this unit:

**Blow-dry and finish**

above shoulder length – 35 minutes

**Blow-dry and finish**

below shoulder length – 45 minutes

**Set & dress**

above shoulder length

*(excluding drying)* – 35 minutes

**Set & dress**

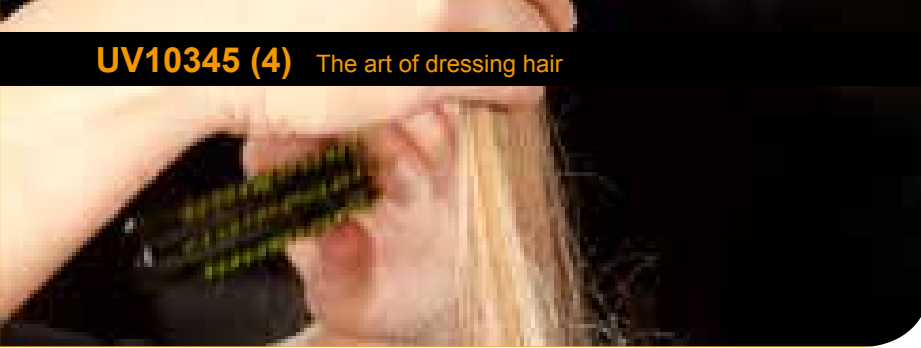
below shoulder length

*(excluding drying)* – 45 minutes

**Twists**

*(50% of head)* – 45 minutes

**Scalp plait** – 30 minutes



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least **five** occasions.

**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.





## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

### Be able to prepare for dressing hair.

#### Practical criteria

You can:

- a. Prepare the client and work area for dressing service
- b. Consult with clients to confirm their requirements
- c. Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors

### *Outcome 1 Practical criteria sign-off*

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Learner signature					
Assessor signature					
IV signature (if sampled)					

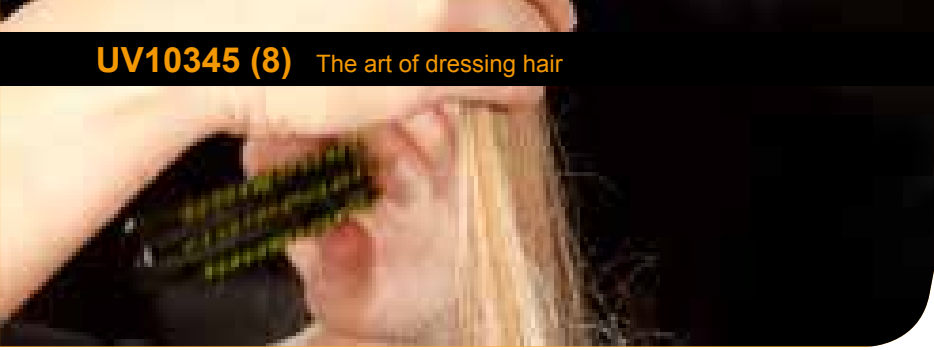


## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
d. State the procedure for client preparation			
e. Describe the effects of different styling techniques			
f. Describe the factors that need to be considered when styling and dressing hair			
g. Describe the physical effects of styling on the hair structure			
h. Describe the effects of humidity on the hair structure and resulting style			
i. Explain how the incorrect use of heat can affect the hair and scalp			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.



## Outcome 2

### Be able to provide a dressing hair service.

#### Practical criteria

You can:

- a. Select and use styling products, tools and equipment to achieve the desired look
- b. Position yourself and client appropriately throughout the service
- c. Use working methods that meet salon and legal requirements
- d. Use styling techniques and dressing effects that take into account the identified factors
- e. Control and secure hair effectively during dressing
- f. Dress hair to the satisfaction of the client
- g. Apply finishing products to maintain the style
- h. Evaluate the result of the treatment with the client
- i. Provide suitable aftercare advice
- j. Follow safe and hygienic working practices
- k. Communicate and behave in a professional manner

### *Outcome 2 Practical criteria sign-off*

Observation	1	2	3	4	5
Criteria questioned orally					
Date achieved					
Learner signature					
Assessor signature					
IV signature (if sampled)					

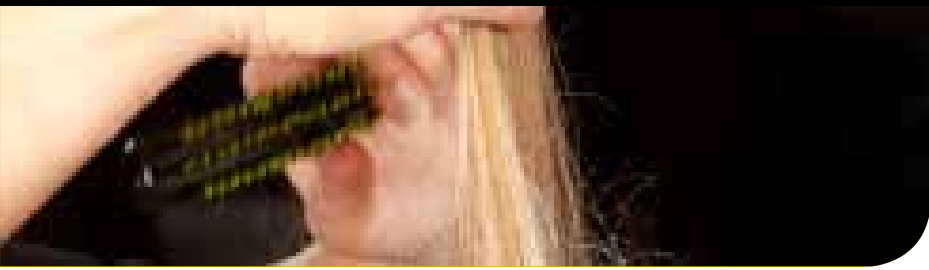


## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
l. Describe the correct use and routine maintenance of tools, equipment and accessories			
m. Describe the use for the range of styling products			
n. Describe how to secure and control the long hair looks			
o. State the purpose of back combing and back brushing when dressing hair			
p. Describe the uses for the range of finishing products			
q. Describe the aftercare advice that should be provided			
r. Outline safe and hygienic working practices when styling and dressing hair			
s. State how to communicate in a salon environment			
t. State the behavioural expectations within a salon environment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.



## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to prepare for Dressing Hair

#### Prepare yourself, the client and work area:

**Preparation of self** - Clothes (salon requirements for uniform, clean / ironed clothes, non restrictive, closed in low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume / aftershave); PPE (gloves, apron, prevent dermatitis); minimal jewellery, positive attitude, ready to greet.

**Preparation of client** - Remove outer client clothing, protect against damage, client relaxed and comfortable (posture, aids service); remove excessive jewellery (avoid damage - jewellery, skin); gown, towel, plastic cape, barrier cream, ensure client comfort, record card.

**Preparation of work area** - Chair, trolley, work station, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray); complete destruction of all living organisms on tools and equipment, disinfection – remove contamination from hard surfaces, large work areas, floors and work surfaces; heat or chemical methods, bactericides, fungicides, viricides, use of trolley with full access around trolley, safe professional presentation tools and equipment, visual check on large equipment, steamer (hot condensation), climazone (lamp, heat), hood drier (hot air); small equipment (electrical - hand driers); electrical equipment checked / PAT tested, seat / basin, select height.

**Procedure for client preparation:** Greet /

welcome client, use appropriate PPE, previous records, consultation / analysis.

**Confirmation of requirements:** Client expectations, type of occasion, durability, prior preparation required, suitability of services, use of visual aids - photos, magazines, style books.

#### Effects of different styling techniques:

Waves -'S' shape formation, forms deep crests and troughs; flat appearance – straightening / smooth, sleek finish; curling – body, volume, movement, variation in curl size, shape, length of curl.

**Assessment of hair:** Look, feel, strength, test results, identify the influencing factors.

**Influencing factors:** Hair condition (dry, greasy, normal, virgin, chemically treated); elasticity (strength of hair); porosity (damage to cuticle layer, the ability to absorb moisture); percentage of grey, hair cut / style (uniform layer, one length, short graduation, long graduation); temperature (body heat, salon temperature, added heat); texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick); growth patterns (cowlick, widows peak, nape whorl, double crown); skin tone (fair, medium, olive, dark); face shape (oval, round, square, oblong, heart, pear); head shape (large, medium, small); existing curl (tight, soft, wave); lifestyle (job, family, financial, time); test results (good, cautious, bad positive, negative); previous chemical service, client requirement, tools and equipment; male pattern baldness, presence of added hair, maintenance



of style suitability.

**Hair and scalp contra-indications:**

Prevent / alter service, product, technique.  
 Type of conditions - skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites); skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer); hair condition (chemical, heat damage, environmental); hair disorder - contagious / non-contagious; skin disorder - contagious / non-contagious; cross infection (stylist to client, client to stylist); accurate records (future reference); legal implications.

**Contagious:** (stylist to client, client to stylist).

**Bacterial** - impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

**Viral** - warts (raised, rough skin, brown); herpes (blisters).

**Fungal** - tinea capitis / ringworm (patches, pink / grey, scaly, broken hair).

**Animal parasites** – pediculosis capitis (head lice, parasite, 6 legs, suck blood); scabies (parasites, mites).

**Non-contagious** - Psoriasis (over production skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or loss crown); traction alopecia (excessive pulling, brushing curling and straightening); alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis (allergic reaction to detergent, red, irritation, swollen, weep); acne (raised bumps

and spots).

**Defects of the hair:** Fragilitas crinium (split, dry, ends); monilethrix (beaded hair); trichorrhexis nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle (dull hair).

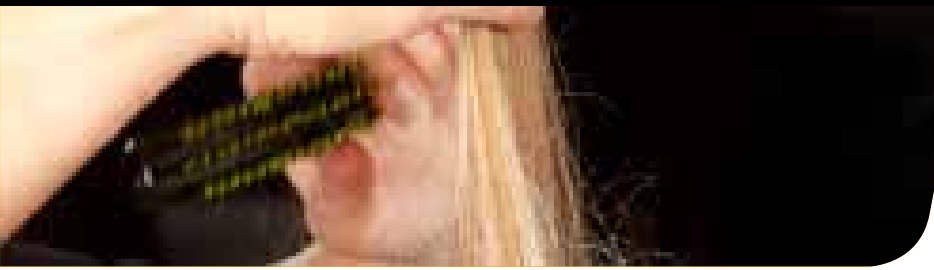
**Factors to consider when styling and dressing hair:** Direction of style, shape, height, width, amount of movement / curl, degree of curl, ornamentation, styling / finishing products, use of styling / finishing equipment, preparation of hair.

**The hair structure:** Cuticle, cortex, medulla.

**The physical effects of styling hair:** Internal structure of hair - cortex, disulphide bonds, hydrogen bonds / salt links; hydrogen and salt - easily broken with moisture (water / shampoo), easily fixed with heat (blow-dry / set); alpha / beta keratin, alpha keratin - hair in its original state (straight, curly), beta keratin - hair stretched into new shape; temporary effect, bonds fragile whilst cooling, harden into new position.

**How humidity affects the hair:** Hair is hygroscopic - ability to absorb moisture from atmosphere; moisture types – rain, mist, fog, steam, perspiration; contact with moisture - temporary hydrogen bonds break; will return to natural state (alpha keratin); effects durability of set or blow dry.

**The incorrect application of heat on the hair and scalp:** Causes damage to hair, scalp and skin; burn, discolour, breakage, blister.



## Outcome 2: Be able to provide a dressing hair service

**Suitability of styling products:** Used prior to drying / setting hair, give hold, volume, body, shine, lustre, reduces frizz and static, smoothes and straightens, provides a protective barrier, prevents moisture penetrating hair, aids longevity of style.

**Range of styling products and when to use them:** Gel – apply wet hair, wet look, ideal for spiky styles; mousse – apply wet hair, gives hold / body, coloured mousses available, various hold strengths; setting lotions – apply wet hair, gives normal / firm hold, ideal when setting hair, coloured setting lotions available; blow dry lotions – apply wet hair, protects hair from heat / humidity; moisturiser / oils – used on Afro-Caribbean hair, conditioning, adds moisture, adds shine; activators - can apply wet / dry hair, activated by the use of heat, defines curl, adds moisture, shine, hold, ideal for dry sets; heat protectors - prior to the use of all electrical equipment, coats hair, protective layer, gives shine / definition; serum - applied wet / dry hair, gives shine, adds moisture, ideal on chemically treated hair.

**Range of tools and equipment used for styling and dressing hair and the effects achieved:** Round brushes (various diameters) - gives curl (smaller diameter - tighter curl), body, movement, volume; flat / paddle / denman brushes - gives smooth, straight finish; bristle brushes – remove roller marks, dressing hair, smoothes, give shine, good for fine hair; vent brush - produces a soft causal broken up effect, ideal on short hair; diffuser - diffuses the flow of air, allowing hair to dry naturally, increases natural curl, adds volume, movement, body; straighteners - smoothes and flattens the cuticles, straightens hair; rollers with pins – set curl, body / movement, lasts longer than blow dry; bendy rollers - a spiral effect or tighter curls; velcro rollers - gives body, curl, movement,

volume, bounce, doesn't last long; pin curl clips - types of pin curls (flat, barrel curls), movement, curl, volume, body; hair bands - secure long hair; pins / grips - secure long hair; hand dryer - removes moisture from the hair; wide tooth comb - to detangle the hair; dressing out comb – back-comb / tease the hair into style; used for all dressing techniques.

**Use of styling tools and equipment:** Comply with legislation - HASAWA, EAWA (PAT testing), RIDDOR, Manual Handling Regulations, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

**Maintenance of tools and equipment:** Equipment and tools cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection – remove contamination from hard surfaces, heat or chemical methods, bactericides, fungicides, viricides; remove broken tools and equipment, cutting tools - wipe away hair cuttings, store in pouch when not in use, sharpen regularly, change razor blade after each client, clippers remove hair, sterilise spray or wipes, regularly oiled; use of trolley, safe professional presentation tools and equipment, electrical equipment checked / PAT tested, visual check on both large and small equipment – hood drier (hot air), steamer (hot condensation), climazone (lamp, heat), hand driers, tongs, straighteners, heated rollers, combs, bowl and brush, section clips.

**Position yourself and the client appropriately:** Position self safely, posture - straight back, stand correctly, even weight distribution, maintain balance, remain relaxed, poor posture will result in fatigue, uneven service, back / shoulder injury.





Position client safely – client seated comfortably in the chair at the correct height, feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

**Salon requirements for working:** Legislation - Health & Safety Act, Supply of Goods and Services Act, Trade Description Act, COSHH, RIDDOR, PPE, EAWA, manual handling, local bylaws (set by council); salon rules, code of conduct - adherence by all staff.

**Safe and hygienic working knowledge / practice:** Management of health & safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove report obstacles; good all round access to trolleys and equipment, clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers', public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); HABIA - code of practice for hair services; local bylaws (set by council); code of conduct, risk assessment, policy / management health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH (replace lids) ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals; follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp and direct sunlight), dispose of contaminated waste in a closed top bin; relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon; personal hygiene.

**Techniques used for styling:** Blow drying with round brush - curls and volume; blow dry with flat brush - smooth longer hair; finger drying - to dry short textured styles; setting

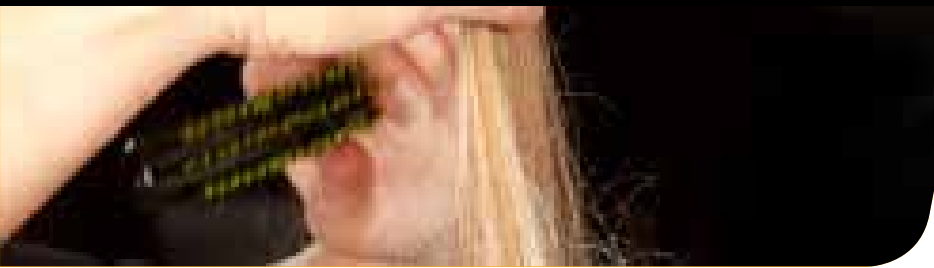
(cohesive or temporary heat moulding) preparation for hair up, to firm up a blow dry; scrunch drying - curly hair in its natural state; finger waving - produces fixed waves; barrel curl - placing curls in hair up styles; pin curling – curl without root lift; wet setting - firm style; tonging / hot brush - after blow dry, firm the curl; straighteners - create sleek effect; tongs – spiral curls; non-conventional equipment, wet / dry hair, produces soft spiral curls / zig zag waves, bendy rollers, rags, chopsticks, straws, rik rak irons.

**Techniques for dressing out hair:** Firm brushing – blends, removes partings, softens stiffness caused by product; back combing - lift / volume in shorter hair; back brushing – lift / volume in long hair; both aid hair up when using grips / pins, teasing hair to dress shape / form, shaping / moulding with hands / fingers, roll section of hair to create tube effect, knots - hair tied in knots and secured with grip; plaits - 3 strand French / 4 strand fishtail, twists running close to the scalp; barrel curls - formal effect, pleat; use electrical equipment – tongs, heated rollers, straighteners, hot-brush.

**The use of styling and dressing techniques to take account of influencing factors:** Enhance and disguise influencing factors, creative ability, attention to detail. Factors to consider: small head – big style: big head - compact style; angular face – soften shape; round face – add height; long neck – leave some hair down; high forehead – cover. Work with the natural fall (growth patterns); texture – fine (use added hair); coarse (tame with electrical appliance, secure well); poor elasticity - hair may not take overstretching or sculpting.

**Control of client's hair:** Size and precision of sections, apply correct amount of degree and tension to the hair, work methodically, own positioning, client positioning.

**The importance of securing long hair:** To ensure style longevity, client comfort, stop breakage or dragging of hair, to avoid



trichorrhexis nodosa, clips, pins, bands, sewing, knotting, not visible, decorative clips, work in stages, secure and pin each stage.

**The purpose of backcombing and back brushing when dressing hair:** To create lift and volume, an even shape, to create balance / definition, base to secure pins, teases and blends hair together.

**Back combing:** Comb through section of hair, holds tips taut in one hand, comb section downwards from points to roots, use dressing comb, firm matting achieved, can cause damage to hair.

**Back brushing:** Brush through section of hair, holds tips taut in one hand, brush section downwards from points to roots, use brush, creates less volume, ideal for long hair, less damaging to hair.

**The methods used to secure ornamentation in the hair:** Use existing hair, hair combs, pins, kirby grips, headbands, elastic bands, sew into hair.

**Methods of assessing client satisfaction:** First impressions, facial expression, look at body language, questioning, discussing, listen to client's reaction / response.

**Application of finishing products:** Defines, adds shine, holds, separates hair, spikes, protects, moisturises.

**Range of finishing products:** Wax - removes static / frizz, gives definition, adds moisture, shine / lustre; hairspray - holds style in place, repels moisture, longevity; dressing creams – defines style, add gloss, shine, lustre, increase texture of style, hold style; shine sprays – adds shine to hair, reduce frizz / static; gel sprays - define style, creates a spikey appearance on dry hair, firm hold.

**Evaluate the service / results:** Benefits, lifestyle factors, influencing factors, review, problem solving, causes of action, analyse results, synthesis, reproduce, summarise,

judging, compare and contrast results, modify, justify, what worked well / what did not work well, draw conclusions.

**Provide suitable aftercare advice:** Avoid technical language, important part of service, maintain eye contact, suggest / advise, recommend products. Information to be provided – maintenance (frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment (straighteners, tongs, heated rollers, hair dryer); product information and use / demonstration.

#### **Communication techniques:**

**Verbal** - speaking (tone of voice, language, pace, clarity reassure); questioning (open, closed, probing); using a range of related terminology.

**Non-verbal** – body language, positive attitude (posture, facial expressions, gestures, distance); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); confidentiality.

**Professional personal behaviour / conduct:** HASWA - follow health & safety practice and procedure; respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgmental, non-discriminatory, not argumentative); follow salon code of conduct, appropriate language, avoid gossip, maintain confidentiality, polite, cheerful and friendly manner, friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, team work, pride in work, punctuality, employer and client loyalty.

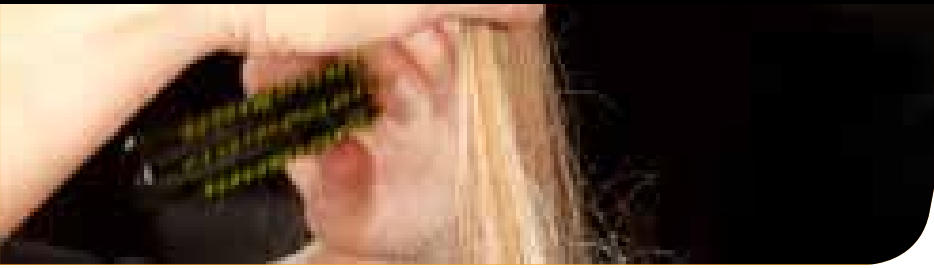
#### **Communication methods in a salon:**

Questioning (open, closed, probing); appropriate use of technical / non-technical language, client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare); hair tests, touch, feel, look of hair; visual aids, suitability of service, product and technique.



## Range

R1	Factors	Date and portfolio reference	Assessor signature
a	Above shoulder		
b	Below shoulder		
c	Curly		
d	Straight		
e	Texture		
f	Density		
g	Hair elasticity		
h	Porosity		
i	Contra-indications		
j	Client lifestyle		
k	Face shapes		



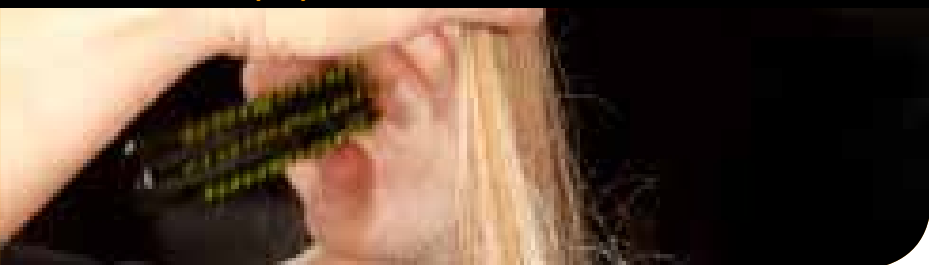
Range (Continued)

R2	Tools, equipment and accessories (minimum of 10)	Date and portfolio reference	Assessor signature
a	Hand held dryer		
b	Hood dryer		
c	Diffuser		
d	Nozzle		
e	Round brush		
f	Flat brush		
g	Rollers secured with pins		
h	Pin curl clips		
i	Straighteners		
j	Curling tongs		
k	Heated rollers		
l	Accessories		



## Range (Continued)

R3	Styling techniques (minimum of 5)	Date and portfolio reference	Assessor signature
a	<b>Setting</b> – brick wind maximum ( <i>above shoulder</i> ) – 35 minutes maximum ( <i>below shoulder</i> ) – 45 minutes		
b	<b>Setting</b> – directional wind maximum ( <i>above shoulder</i> ) – 35 minutes maximum ( <i>below shoulder</i> ) – 45 minutes		
c	Pin curling		
d	Finger drying		
e	<b>Blow-dry and finish</b> maximum ( <i>above shoulder</i> ) – 35 minutes maximum ( <i>below shoulder</i> ) – 45 minutes		
f	Straightening and smoothing		
g	Curling		
h	Finger waving		



Range (Continued)

R4		Long hair looks (minimum of 2)	Date and portfolio reference	Assessor signature
a		Scalp plait maximum – 30 minutes		
b		Vertical roll		
c		Twists maximum (50% of head) – 45 minutes		
R5		Styling products (minimum of 4)	Date and portfolio reference	Assessor signature
a		Lotions		
b		Mousse		
c		Activator		
d		Gel		
e		Moisturisers		
R6		Finishing products (minimum of 4)	Date and portfolio reference	Assessor signature
a		Sprays		
b		Waxes		
c		Gels		
d		Serums		
e		Dressing creams		
f		Oils		
R7		Aftercare advice	Date and portfolio reference	Assessor signature
a		How to maintain the look		
b		Suitable styling products to use		
c		Use of finishing products		







# UV20488

## *Shampoo and condition the hair and scalp*

*This is a preparation for work unit which is based on capability and knowledge. This unit will develop the knowledge and skills required to shampoo and condition the hair and scalp using appropriate products and massage techniques for a variety of hair and scalp conditions. You will also develop the ability to provide aftercare advice to clients.*

*This unit applies to both hairdressing and barbering salons.*

**Based on National Occupational Standards 2009.**

GH8 - Shampoo, condition and treat the hair and scalp.

Level

2

Credit value

3

GLH

29





# UV20488

## *Shampoo and condition the hair and scalp*

### Unit outcomes

On completion of this unit you will:

1. Be able to prepare to shampoo and condition the hair and scalp
2. Be able to shampoo and condition the hair and scalp

### Service times

Maximum service times for this unit:

- Shampoo, condition / treat – above shoulders  
(excluding development time) – 10 minutes
- Shampoo, condition / treat – below shoulders  
(excluding development time) – 15 minutes



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least three occasions.

**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.



## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

**Be able to prepare to shampoo and condition the hair and scalp.**

### Practical criteria

You can:

- a. Prepare yourself, the client and work area for shampoo and conditioning services
- b. Identify the condition of the hair and scalp using suitable consultation techniques

### *Outcome 1 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
c. Describe the salon's requirements for client preparation, preparing yourself and the work area			
d. Describe the different consultation techniques used			
e. Describe hair and scalp conditions and their causes			
f. Describe different ranges of shampooing and conditioning products and equipment			
g. Explain the importance of following manufacturer's instructions			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.



## Outcome 2

### Be able to shampoo and condition the hair and scalp.

#### Practical criteria

You can:

- a. Communicate and behave in a professional manner
- b. Select and use products, tools and equipment suitable for the client's hair and scalp condition
- c. Use and adapt massage techniques to meet the needs of the client
- d. Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, leaving hair clean and free of products
- e. Disentangle hair without causing damage to hair or scalp
- f. Follow safe and hygienic working practices
- g. Provide suitable aftercare advice

### *Outcome 2 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			





## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
h. Describe when and how to use products and equipment to treat different hair and scalp conditions			
i. Explain how the pH value of shampoo and conditioning products used affects the hair structure			
j. Describe the possible consequences of using incorrect shampooing and conditioning products			
k. Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair			
l. Describe how shampoo and water act together to cleanse the hair			
m. Describe how water temperature affects the hair structure			
n. Explain the importance of thoroughly rinsing hair to remove shampoos and conditioning products			
o. Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair			
p. Outline safe and hygienic working practices			
q. Describe the aftercare advice that should be provided			
r. State how to communicate and behave within a salon environment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to prepare to shampoo and condition the hair and scalp

**Preparation of self:** Clothes (salon requirements for uniform, clean / ironed clothes, non-restrictive, closed in low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume); PPE (gloves, apron, prevent dermatitis); minimal jewellery, positive attitude, ready to greet.

**Preparation of client:** Remove outer client clothing, protect against damage of clothes / skin, client relaxed and comfortable (posture, aids service); remove excessive jewellery (avoid damage to skin); gown, towel, plastic cape, barrier cream; ensure client comfort, record card.

**Preparation of work area:** Chair, trolley, work station, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray); complete destruction of all living organisms on tools and equipment, disinfection – remove contamination from hard surfaces, large work areas, floors and work surfaces, heat or chemical methods, bactericides, fungicides, viricides; use of trolley with full access around trolley, safe professional presentation tools and equipment, visual check on large equipment, steamer (hot condensation), climazone (lamp, heat), hood drier (hot air); small equipment (electrical -hand driers, tongs, straighteners, heated rollers); electrical equipment checked / PAT tested, seat / basin, select height.

**Consultation techniques:** Selection of appropriate consultation techniques:

Questioning (open, closed, probing); appropriate use of technical / non-technical language, client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare); hair tests, touch, feel, look of hair; visual aids; suitability of service, product and technique.

**Consultation aids:** Use visual aids - shade charts, style book, portfolio, collection of pictures; placement of colour to complement hair cut / style, existing colour, ensure complimentary colours used, client requirements.

**Salon requirements for preparation:** Legislation - Health & Safety Act, Supply of Goods and Services Act, Trade Description Act, COSHH, RIDDOR, PPE, EAWA, manual handling, local bylaws (set by council); salon rules, code of conduct - adherence by all staff.

**Assessing the potential of the hair:** Benefits, lifestyle factors, influencing factors, review, problem solving, testing, analyse results, reproduce, summarise, judge, compare and contrast results, modify, justify, what works / what does not, draw conclusions, create a plan.

**Hair and scalp conditions:**

**Hair condition** - Dry, greasy, normal, virgin, chemically treated; texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick).

**Causes** - Dry – chemical damage, physical damage, environmental damage; greasy /



oily – overactive sebaceous gland / excessive product; chemically treated – porous, damage to internal structure; normal – good elasticity and porosity; virgin – no previous chemical services.

**Scalp conditions** - Dry, greasy, normal, dandruff.

**Causes** - Dry – moisture in-balance, reaction to chemical, post chemical treatment; greasy / oily – overactive sebaceous gland; normal – healthy / balanced scalp; dandruff – over production of skin cells.

**Contagious:** (stylist to client, client to stylist).

**Bacterial** - impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

**Viral** - warts (raised, rough skin, brown), herpes (blisters).

**Fungal** - tinea capitis / ringworm (patches, pink / grey, scaly, broken hair).

**Animal parasites** - pediculosis capitis (head lice, parasite, 6 legs, suck blood); scabies (parasites, mites).

**Non-contagious:** Psoriasis (over production skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or loss crown); traction alopecia (excessive pulling, brushing curling and straightening); alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis (allergic reaction to detergent, red, irritation, swollen, weep); acne (raised bumps and spots).

**Defects of the hair:** Fragilitas crinium (spilt, dry, ends); monilethrix (beaded hair); trichorrhexis nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle (dull hair).

**Recommendations to the client:** Based on - client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, results of tests carried out, hair style / cut, client commitment.

**Shampoos:** Normal / frequent - fruit, aloe vera, mint, soya; dry damaged / chemically treated - nut oil, jojoba, protein, pH balanced, soya; greasy / oily - lemon, camomile; dandruff – medicated (juniper / tea tree oil); sensitive scalp (egg and lemon); fine / limp – beer; TLS - soap less; product build up – clarifying; psoriasis - coal tar

**Conditioning:** Surface – rinse off, leave-in; penetrating – henna wax, olive oil, intensive mask (restructurant); scalp tonic - dry, dandruff, oily.

**Equipment used for shampooing and**

**conditioning:** Bowl and brush, clips, combs, towels, gowns, plastic capes, plastic cap, trolley, climazone, steamer, hood drier.

**Following manufacturers' instructions:**

Ensures successful service, storage (temperature, location, light); handling (correct mixing); use (application, removal); disposal (dilution-products, bagged bin-empties); prevents legal action.



## Outcome 2: Be able to shampoo and condition the hair and scalp

### Communication techniques:

**Verbal** - speaking (tone of voice, language, pace, clarity reassure); questioning (open, closed, probing); using a range of related terminology.

**Non-verbal** – body language, positive attitude (posture, facial expressions, gestures, distance); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); confidentiality.

### Professional personal behaviour / conduct:

HASWA - follow Health & Safety practice and procedure; respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgemental, non-discriminatory, not argumentative); follow salon code of conduct, appropriate language, avoid gossip, maintain confidentiality, polite, cheerful and friendly manner, friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, team work, pride in work, punctuality, employer and client loyalty.

**Use of products:** Manufacturers' instructions - use, hair type, benefits; shampoo's – wet, apply, massage, rinse, repeat if necessary; conditioners - surface – pre-shampooed, apply, effleurage, petrissage, comb, rinse; leave-in – pre-shampooed, towel dry, apply, effleurage, comb, do not rinse; penetrating - pre-shampooed, towel dry, hot cross bun section, bowl and brush application, roots to ends, wide tooth comb, petrissage, heat, emulsify, rinse; scalp - pre-shampooed, towel dry, small section application, direct to scalp, ensure complete coverage, do not rinse.

**Use of tools and equipment:** Appropriate use of tools and equipment, all services - gowns, towels, plastic capes, wide tooth combs; penetrating conditioner - trolley, bowl and brush,

clips, plastic cap, climazone / steamer / hood drier.

**Massage techniques:** Effleurage – smooth, soothing, stroking action (application of products); rotary – pads of fingers, circular movement stimulates, removes dirt / grease; petrissage – on scalp, fingertips, gentle / firm / even pressure, rotate, rhythmic.

**Adapting of massage techniques:** Repeated confirmation of client comfort;

**Long hair** - effleurage, rotary on scalp (avoid tangles).

**Density of hair** - firm rotary (thick); light rotary (fine).

**Damaged hair** - effleurage (caution, avoid further damage).

**Scalp conditions** - oily - light rotary, effleurage (avoid stimulating sebaceous gland); dry - firm rotary (stimulate sebaceous gland).

**Adapting water temperature and flow:** Test temperature on wrist, vary to client comfort, repeated checks throughout, hot water – burn scalp and hair; warm water - opens cuticle; cool water - closes cuticle; cold water – client discomfort, flow – direct away face, regulate pressure, avoid splashing.

**Leaving hair free from product:** Ensures correct preparation for further services, emulsify, avoid - scalp irritation, dandruff, dull hair.

**Disentangle hair:** Large tooth comb, ends-to-roots, section hair, avoid damage to cuticle, tugging, pain, further knots.

**Safe and hygienic working knowledge / practice:** Management of Health & Safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove / report obstacles, good all round



access to trolleys and equipment, clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers', public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); HABIA - code of practice for hair services; local bylaws (set by council); code of conduct, risk assessment, policy / management health and safety at work, posture, deportment (balance weight, preserve back, prevent slouching); COSHH (replace lids), ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals; follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp and direct sunlight), dispose of contaminated waste in a closed top bin; relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon; personal hygiene.

**Provide suitable aftercare advice:**

Maintenance - frequency of visits, regular services, minimise chemical treatments, correct use of electrical equipment (straighteners, tongs, heated rollers, hairdryer); product information and use, demonstration, relevant literature / leaflet.

**pH scale:** Acid - 0 / 6.9 (close cuticle); neutral -7; alkaline - 7.1 / 14 (open cuticle).

**pH of shampoo and conditioner:** Shampoos – alkaline; conditioners - acid, pH balanced product - (pH of hair - 4.5-5.5).

**pH scale and the hair structure:** Alkaline products – swells cuticle, enables product penetration; acid products – close cuticles, restores natural pH, locks in moisture, smooth, soft.

**Consequences of incorrect products:**

Incorrect preparation / barrier to following service, difficult to manage / style – brittle (break), flyaway (floating upwards), static (electricity in hair), oily (greasy), dry (lack moisture).

**The action of shampoo and water to cleanse the hair:** Shampoos – detergent (cleaning fluid); wetting agent (spreads water); molecule, two magnetic ends, hydrophilic (attracted to water); hydrophobic (repels water, attracts grease); emulsion (grease suspended in water); rinsing removes – dirt, grease, detergent.

**Direction of cuticle layer:** Colourless cells, protective surface, lie flat root-to-ends, avoid end-to-root treatment of hair, delicate, easily damaged.



## Range

You must cover the following ranges:

R1	Hair condition (minimum of 3)	Date and portfolio reference	Assessor signature
a	Chemically damaged		
b	Heat damaged		
c	Environmentally damaged		
d	Product build up		
e	Normal		

R2	Scalp condition (minimum of 3)	Date and portfolio reference	Assessor signature
a	Dandruff affected		
b	Oily		
c	Dry		
d	Product build up		
e	Normal		

R3	Shampooing massage technique	Date and portfolio reference	Assessor signature
a	Effleurage		
b	Rotary		

R4	Hair length	Date and portfolio reference	Assessor signature
a	<b>Above shoulders:</b> Shampoo, condition / treat ( <i>excluding development time</i> ) – maximum service time 10 minutes		
b	<b>Below shoulders:</b> Shampoo, condition / treat ( <i>excluding development time</i> ) – maximum service time 15 minutes		



## Range (Continued)

R5	Contra-indication	Date and portfolio reference	Assessor signature
a	Skin and scalp disorders and diseases		
b	Cuts and abrasions		
c	Product allergies		
d	Recent scar tissue		
e	Recent injuries to the treatment area		

R6	Conditioning product	Date and portfolio reference	Assessor signature
a	Surface		
b	Penetrating		
c	Scalp treatment		

R7	Conditioning massage technique	Date and portfolio reference	Assessor signature
a	Effleurage		
b	Petrissage		

R8	Advice	Date and portfolio reference	Assessor signature
a	Correct combing and brushing techniques		
b	Frequency of use of shampoos and conditioning products		
c	Suitability of shampoos and conditioning products and how to use them		





# UV20386

## *Client consultation for hair services*

*This is a preparation for work unit which is based on capability and knowledge. The unit is about developing your skills in consulting with clients and working safely. The knowledge gained in this unit includes, consultation techniques, skin and hair structure, scalp and hair disorders, and the use of confidential information.*

**Based on National  
Occupational  
Standards 2009.**

**G7 – Advise and  
consult with clients.**

Level

2

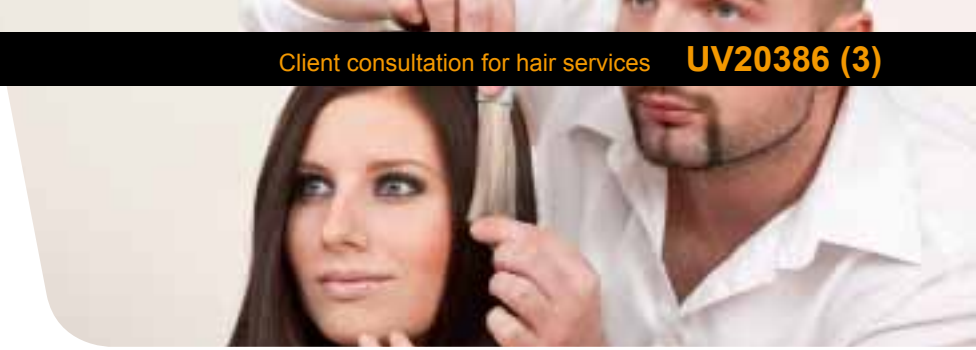
Credit value

3

GLH

30





# UV20386

## *Client consultation for hair services*

### Unit outcomes

On completion of this unit you will:

1. Be able to consult and advise clients
2. Know the characteristics of the hair

### Service times

There are no maximum service times that apply to this unit.



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical outcomes on at least **three** separate occasions and will include consultations for **three** different technical units.

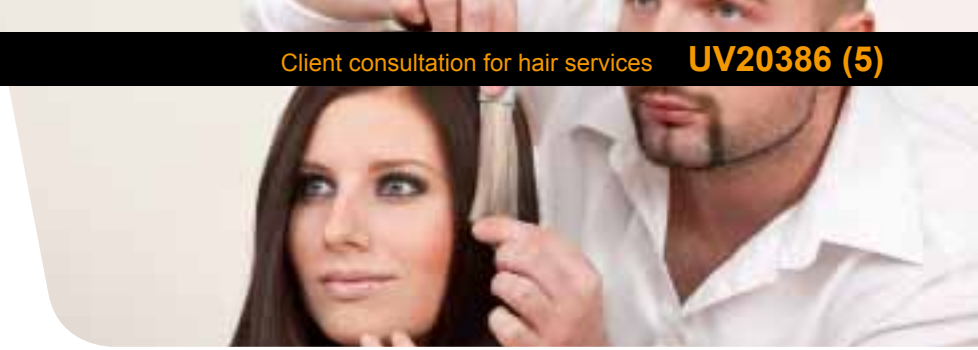
**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.



## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

### Be able to consult and advise clients.

#### Practical criteria

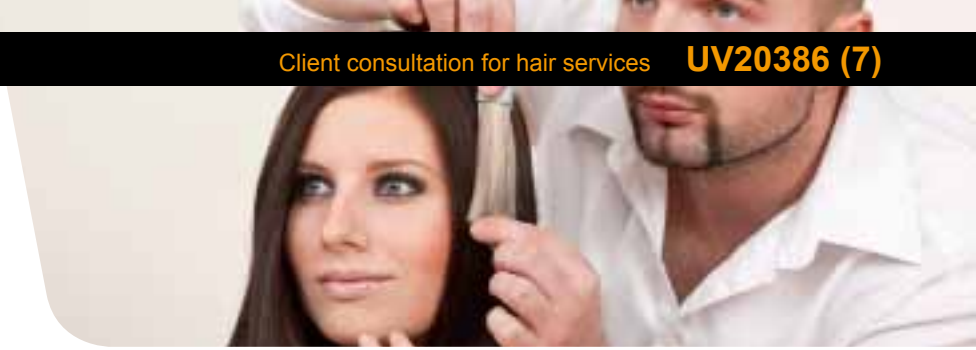
You can:

- a. Communicate in a manner that creates confidence, trust, and maintains good will
- b. Establish client requirements for products and services using appropriate communication techniques
- c. Consult and complete client records
- d. Advise the client on any factors which may limit, prevent or affect their choice of service or product
- e. Provide the client with clear recommendations for referral when required \*
- f. Recommend and agree a service or product
- g. Follow safe and hygienic working practices

\* Criteria that may be assessed through oral questioning.

### Outcome 1 Practical criteria sign-off

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
h. Identify factors that may limit or prevent the choice of services or products			
i. Explain how to communicate effectively			
j. Outline communication techniques used during client consultation			
k. State the importance of consulting client records			
l. Describe the tests carried out for different services			
m. State the importance of following manufacturers' instructions, salon policy and legal requirements			
n. State the importance of identifying factors that may limit, prevent or affect the service			
o. State the importance of identifying and recording contra-indications			
p. State who to refer to for different contra-indications			
q. State the importance of not naming referable contra-indications			
r. Describe the information that should be on a record card			
s. Describe how client records should be held and maintained			
t. State the importance of client confidentiality			
u. Outline legislation that affects how information is used during client consultation			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'



## Outcome 2

### Know the characteristics of the hair.

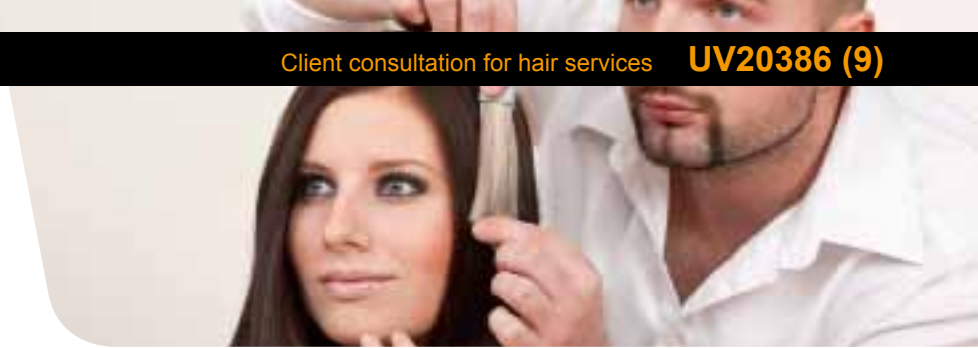
#### Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe visual signs of suspected infections, infestations, and disorders visible to the naked eye			
b. Describe the basic structure of the skin and hair			
c. Describe the characteristics of the hair structure with the different hair types			
d. Describe the hair growth cycle			
e. State the average hair growth rate			
f. Describe the general factors that contribute to healthy hair			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.





## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to consult and advise clients

#### **Communicate and behave in a professional manner -**

**Communication techniques:** Verbal - speaking (tone of voice, language, pace, clarity, reassure); nonverbal – body language, positive attitude (posture, facial expressions, gestures, distance); questioning (open, closed, probing); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); using a range of related terminology, confidentiality.

**Professional personal behaviour / conduct:** HASWA, follow health & safety practice and procedure, respect / value - client(s), self, and others, work cooperatively with others (empathy, non-judgemental, non-discriminatory, not argumentative), follow salon code of conduct, appropriate language, avoid gossip, maintain confidentiality, polite, cheerful and friendly manner, friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, teamwork, pride in work, punctuality, employer and client loyalty.

**Consultation techniques:** Selection of appropriate consultation techniques:

Questioning (open, closed, probing); appropriate use of technical / non-technical language; client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare); hair tests - touch, feel, look of hair; visual aids; suitability of service, product and technique.

**Services:** Consultation, shampooing and conditioning (normal, dry, oily, chemically treated, damaged, dandruff, surface, penetrating, scalp, leave in); cutting (uniform layer, one length, short graduation, long graduation); setting (brick, directional, pincurls); blow-drying (finger dry, curling, straightening and smoothing, body); colouring (semi, full head quasi, full head permanent, re-growth, woven, pulled through); perming (brick, directional, '9' section); hair up (plaiting, rolls, pleat); aftercare advice (maintain hair condition, products - shampoos, conditioners, treatments, styling / finishing products, dressing techniques, use of styling equipment, interval between – cuts, colour, perms).

**Products:** Shampoos (normal, dry, oily, chemically treated, damaged, dandruff, curly); conditioners (surface, penetrating, scalp, leave in); styling products (lotions, mousse, gel, activator, moisturiser); finishing products (dressing cream, wax, serum, gel, spray, oils); colour (temporary, semi, quasi, permanent, bleach); perm (acid, alkaline, exothermic).

#### **Recommendations for products and services:**

Manufacturer's instructions, visual aids (price list, products, magazines); client's needs (listen, decipher, clarification, advise, plan); analysis - subjective / objective (visual, testing, questioning, recording).

**Information on record cards:** Record card up-to-date and accurate, essential information, future reference, professional image, legal implications, private and personal client



information (name, address, phone number, medication); details - influencing factors, contra-indications, results of hair tests, service, products, timings, quantities of product used, application of heat (climazone, infrared lamp, hood drier); result of service, price, advice (maintenance, care, products, frequency of visits); current, accurate, relevant.

**Security of client records:** Data Protection Act, Data Protection registrar, confidentiality, code of practice, security (locked cabinet, security protected electronic); time controlled (appropriate to salon); disposal (sensitive waste).

**The importance of consulting record cards:** Professional image, legal implications, future reference, maintain high standard of service, correct use of product / equipment / tools, avoid mistakes, successful results.

**Confidentiality:** Compliance, authorisation for use (consent / permission); client relations (maintain goodwill); infringement / breach, prosecution.

**Assessing the potential of the hair:** Benefits, lifestyle factors, influencing factors, review, problem solving, testing, analyse results, reproduce, summarise, judge, compare and contrast results, modify, justify, what works / what does not, draw conclusions, create a plan.

**Influencing factors:** Hair condition (dry, greasy, normal, virgin, chemically treated); elasticity (strength of hair); porosity (damage to cuticle layer, the ability to absorb moisture); percentage of grey, hair cut / style (uniform layer, one length, short graduation, long graduation); temperature (body heat, salon temperature, added heat); texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick); skin tone (fair, medium, olive, dark); existing curl (tight, soft, wave); lifestyle (job, family, financial, time); test results (good, cautious, bad positive, negative); previous chemical service, client requirement, tools and

equipment, male pattern baldness, presence of added hair, maintenance of style suitability.

**Hair and scalp contra-indications:** Prevent / alter service, product, technique.

Type of conditions - skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites); skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer); hair condition (chemical, heat damage, environmental); hair disorder contagious / non-contagious; skin disorder - contagious / non-contagious; cross infection (stylist to client, client to stylist); accurate records (future reference); legal implications.

**Contagious:** Stylist to client / client to stylist.

Bacterial - Impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

Viral - Warts (raised, rough skin, brown); herpes (blisters).

Fungal - Tinea capitis / ringworm (patches, pink / grey, scaly, broken hair).

Animal parasites – Pediculosis capitis (head lice, parasite, 6 legs, suck blood); scabies (parasites, mites).

**Non-contagious:** Psoriasis (over production skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or loss crown); traction alopecia (excessive pulling, brushing, curling and straightening); alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis (allergic reaction to detergent, red,



irritation, swollen, weep); acne (raised bumps and spots).

**Defects of the hair:** Fragilitas crinium (spilt, dry, ends); monilethrix (beaded hair); trichorrhexis nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle.

**Clear recommendations:** Based on client requirements, test results, identified influencing factors, image, occasion style required for; achievable, desirable, realistic, analysis of factors and contra-indications, assessment of hair (look, feel, strength); suitability of service, client expectations, clarification, language (technical, non-technical), proposals, solutions, plan.

**Referable conditions:** All contagious conditions, hair defects, scalp conditions.

**Health care professional / specialists:** General practitioner, trichologist, dermatologist, pharmacist.

**Referring contra-indications:** A hair stylist is a non-medical professional, incorrect diagnosis, embarrassment, lack of goodwill, reputation, legal implications, decline in business.

**Safe and hygienic working knowledge / practice:** Management of Health & Safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove / report obstacles, good all round access to trolleys and equipment, clean / sterilise / disinfect tools, equipment and work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); HABIA - code of practice for hair services; local bye laws (set by council); code of conduct, risk

assessment, policy / management, health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH (replace lids) ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals, follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp, and direct sunlight); dispose of contaminated waste in a closed top bin; relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon, personal hygiene.

**Hair tests:** Manufacturer's instructions, salon guidelines, suitability of service, product and technique;

Elasticity test (tensile strength) - cutting, setting, blow-drying, colouring, colour correction, perming.

Porosity test (ability to absorb product) - cutting, setting, blow-drying, colouring, colour correction, perming.

Skin test (allergic reaction to product) - colouring, colour correction, perming.

Pre-perm test curl (suitability for service, size, shape curl) – perming.

Incompatibility test (check for presence of metallic salts) - colouring, colour correction, perming.

Development test curl (monitor the development of the perm) – perming.

Test cutting (check suitability of colour choice) - colouring, colour correction.

**Legal requirements:** Instructions and policies, follow the law, business requirements, safe / clean environment, correct use of product / tools / equipment, satisfactory results, negligence resulting in prosecution.



## Outcome 2: Be able to consult and advise clients

### The formation of hair and skin:

Hair structure - Cuticle - colourless cells; protective surface, cortex – polypeptide chains; protein (keratin, amino acids, flexible); spiral chains / fibres (strength, curl, thickness); cross links (disulphide bonds / sulphur bonds - strong, hydrogen bonds, salt links – weak, allows stretch); pigment (melanin, natural colour); medulla (no function).

Skin structure - Follicle (growth space for hair); epidermis (layers cell tissue); dermis (papilla - blood vessels, nerve endings, germinal matrix - formation of hair cells); arrector pili muscle (holds hair in place, goose bumps); sebaceous gland (sebum, natural oil); sweat gland (sweat); sweat pore (prevents overheating).

Alpha and Beta keratin - Alpha – natural state of hair (straight, curly); beta - changed, stretched, new formation, when set or blow-dried, temporary state; will revert to alpha status.

**Description of hair types:** Hair types – Asian (round shape, straight, 12 layers cuticles, coarse, resistant); Caucasian (oval shape, wavy, 8 / 9 layers cuticles, normal treatment); African Caribbean (kidney-shaped, curly 5 layers cuticles, fragile).

**The pH scale explained:** Acid (closes cuticle, 0-6.9); neutral (7); alkaline (opens cuticle, 7.1-14); the natural pH of hair is 4.5-5.5.

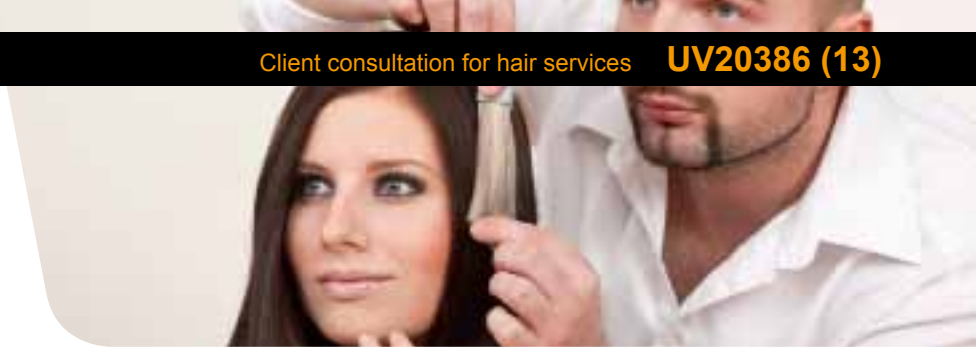
**The importance of restoring the hair to its natural pH using conditioner:** Stops oxidation process (colouring / perming); prevent damage, returns hair to its natural state (slightly acidic); closes cuticles.

**Hair growth cycle:** ACT, anagen (active, growth, 1.5-7 years); catagen (changing, 2

weeks); telogen (resting, 4 months); cycle repeats, client variation, hair length (long, medium, short).

**Hair growth:** ½ inch, 1.25cms, 12mm.

**Healthy hair:** General health, blood circulation, exercise, balanced diet, minimal chemical treatments, regular hair cuts, conditioning treatments, protection, styling / finishing products, minimal use of finishing equipment (straighteners, tongs, heated rollers, hair dryer).



## Range

You must cover the following ranges:

R1	Clients	Date and portfolio reference	Assessor signature
a	New		
b	Regular		

R2	Identifying by	Date and portfolio reference	Assessor signature
a	Questioning		
b	Observation		
c	Testing		

R3	Factors that limit or affect services	Date and portfolio reference	Assessor signature
a	Adverse hair, skin and scalp conditions		
b	Incompatibility of previous services and products used		
c	Lifestyle		

R4	Problems	Date and portfolio reference	Assessor signature
a	Suspected infections		
b	Suspected infestations		









# UV20486

## *Colour and lighten hair*

*This is a preparation for work unit which is based on capability and knowledge. The unit is about changing hair colour using a variety of colouring and lightening products. A high degree of manual dexterity will be required.*

Based on National  
Occupational  
Standards 2009.

GH9 – Change hair  
colour.

Level

2

Credit value

10

GLH

91



# UV20486

## *Colour and lighten hair*

### Unit outcomes

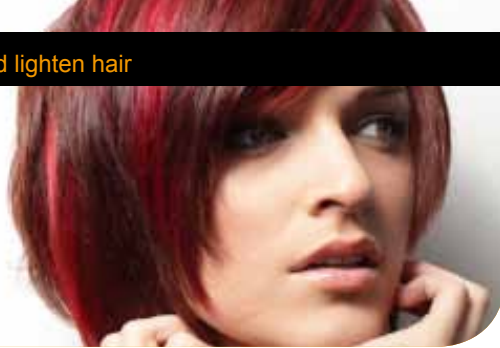
On completion of this unit you will:

1. Be able to prepare for colouring hair
2. Be able to provide a colouring service

### Service times

Maximum service times for this unit:

- Re-growth application of permanent colour – 25 minutes
- Pulled through highlights and / or (*full head*) – 35 minutes
- Pulled through highlights and / or (*lowlights minimum of 20% of the head*) – 15 minutes
- Woven highlights and / or lowlights (*full head*) – 75 minutes
- Woven highlights and / or lowlights (*Minimum of 20% of the head*) – 35 minutes



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least seven separate occasions, each on different clients. These observations must include: one re-growth application of permanent colour,

one full head application of permanent colour, two applications of woven highlights and / or lowlights. One of these must be carried out on a full head.

**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

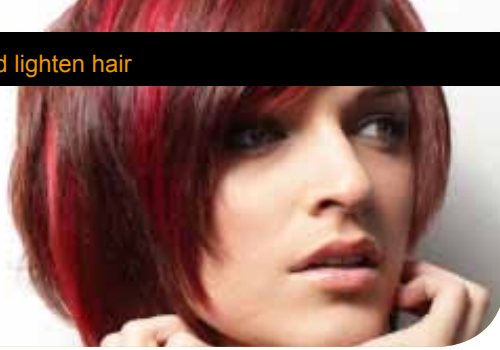
Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

### Be able to prepare for colouring hair.

#### Practical criteria

You can:

- a. Prepare yourself, the client and work area for colouring services
- b. Use suitable consultation techniques to identify service objectives
- c. Assess the potential of the hair to achieve the desired look by identifying the influencing factors

### *Outcome 1 Practical criteria sign-off*

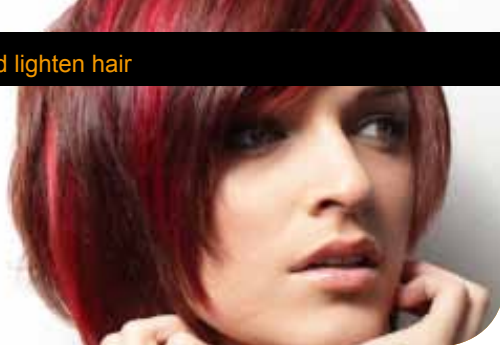
Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				

Observation	5	6	7	
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				

## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
d. Explain the safety considerations that must be taken into account when colouring and lightening hair			
e. Explain the dangers associated with inhalation of powder lighteners			
f. Outline the types of colouring and lightening products			
g. State the factors that need to be considered when selecting colouring products			
h. Explain the importance of carrying out the necessary tests prior to and during the colour service and recording the results			
i. Explain the principles of colour selection			
j. Explain how natural hair pigments influence colour selection			
k. Describe how the international colour chart is used to select colour			
l. Describe how each of the colour products affects the hair structure			
m. Explain the uses of hydrogen peroxide when colouring and lightening the hair			
n. State what percentage and volume strength hydrogen peroxide means			
o. Explain the importance of following manufacturers' instructions			
p. Describe the different consultation techniques used to identify service objectives			
q. Describe the salon's requirement for client preparation, preparing yourself and the work area			

Requirements highlighted in white are assessed in the mandatory written paper.



## Outcome 2

### Be able to provide a colouring service.

#### Practical criteria

You can:

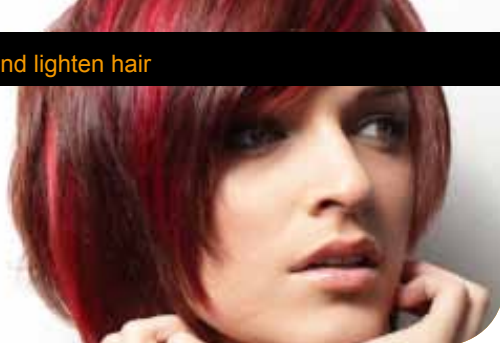
- a. Communicate and behave in a professional manner
- b. Select and use the application method, products, tools and equipment to colour hair
- c. Position yourself and the client appropriately throughout the service
- d. Mix and apply the colour using neat sections
- e. Monitor the development of the colour accurately, following manufacturers' instructions
- f. Remove the colour product thoroughly from the hair and scalp, without disturbing packages still requiring development \*
- g. Apply a suitable conditioner or post colour treatment to the hair, following manufacturers' instructions
- h. Create a desired look to the satisfaction of the client
- i. Provide suitable aftercare advice
- j. Follow safe and hygienic working practices

\* *Criteria that may be assessed through oral questioning.*



## *Outcome 2 Practical criteria sign-off*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				
Observation	5	6	7	
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
k. Describe the correct use and routine maintenance of tools and equipment			
l. State the importance of restoring the pH of the hair after a permanent colour			
m. Outline the types and causes of problems that can occur during the colouring service and how to resolve them			
n. Describe the aftercare advice that should be provided			
o. Outline safe and hygienic working practices			
p. State how to communicate and behave within a salon environment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.

## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to prepare for colouring hair

**Preparation of self:** Ready for work and greet client, clothes (salon requirements for uniform, clean / ironed clothes, non restrictive, closed in low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume); PPE (gloves, apron, prevent dermatitis); minimal jewellery; suitable make up; positive attitude; ready to greet.

**Preparation of client:** Remove outer client clothing, protect against damage of clothes / skin; client relaxed and comfortable (posture, aids service); remove excessive jewellery (avoid damage to skin); gown, towel, plastic cape; barrier cream; ensure client comfort; record card.

**Preparation of work area:** Chair, trolley, work station; equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment; disinfection – remove contamination from hard surfaces, large work areas, floors and work surfaces, heat or chemical methods, bactericides, fungicides, virucides; use of trolley with full access around trolley, safe professional presentation tools and equipment; visual check on large equipment, steamer (hot condensation), climazone (lamp, heat), hood drier (hot air); small equipment (electrical - hand driers); electrical equipment checked / PAT tested; seat / basin, select height.

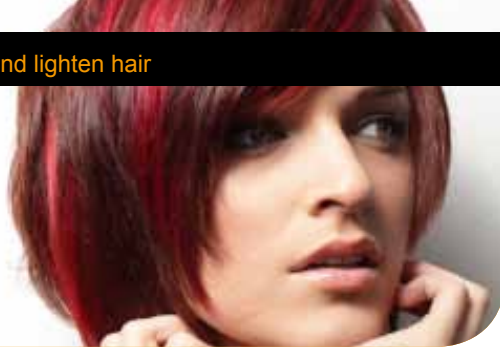
**Consultation techniques:** Selection of appropriate consultation techniques:

Questioning (open, closed, probing); appropriate use of technical / non-technical language; client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare); hair tests; touch, feel, look of hair; visual aids; suitability of service, product and technique.

**Consultation aides:** Use visual aids - shade charts, style book, portfolio, collection of pictures; placement of colour to complement hair cut / style; existing colour; ensure complimentary colours used; client requirements.

**Assessing the potential of the hair:** Benefits; lifestyle factors; influencing factors; review; problem solving; testing; analyse results; reproduce; summarise; judge, compare and contrast results; modify, justify; what works / what does not; draw conclusions; create a plan.

**Influencing factors:** Hair condition (dry, greasy, normal, virgin, chemically treated); elasticity (strength of hair); porosity (damage to cuticle layer, the ability to absorb moisture); percentage of grey; hair cut / style (uniform layer, one length, short graduation, long graduation); temperature (body heat, salon temperature, added heat); texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick); skin tone (fair, medium, olive, dark); existing curl (tight, soft, wave); lifestyle (job, family, financial, time); test results (good, cautious, bad, positive, negative); previous chemical service; client requirement, tools and equipment; male pattern baldness; presence of added hair; maintenance of style suitability.



**Hair and scalp contra-indications:** Prevent / alter service, product, technique.

**Type of conditions:** Skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites); skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radiotherapy, cancer); hair condition (chemical, heat damage, environmental); hair disorder contagious / non-contagious; skin disorder - contagious / non-contagious; cross infection (stylist to client, client to stylist); accurate records (future reference); legal implications.

**Contagious:** (Stylist to client, client to stylist).

**Bacterial:** Impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

**Viral:** Warts (raised, rough skin, brown), herpes (blisters).

**Fungal:** Tinea capitis / ringworm (patches, pink / grey, scaly, broken hair).

**Animal parasites:** Pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

**Non-contagious:** Psoriasis (over productive skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or crown); traction alopecia (excessive pulling, brushing curling and straightening); alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis – (allergic reaction to detergent, red, irritation, swollen, weep); acne (raised bumps and spots).

**Defects of the hair:** Fragilitas crinium (spilt, dry, ends); monilethrix (beaded hair); trichorrhexis nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle.

**Recommendations to the client:** Based on - client requirements; test results; identified influencing factors; image; occasion style required for; achievable; desirable; realistic; present / original colour; lightening hair colour; darkening hair colour; changing, adding, neutralising tone; meet client requirements; refresh colour; application technique; percentage of white hair; porosity; elasticity; existing colour; previous history of hair; natural depth and tone; results of tests carried out; hair style / cut; client commitment; introduction to colour.

**Health and safety when colouring and lightening hair:** Adequate PPE for client / stylist; use of barrier cream; use of PPE (gloves, cape and apron); consultation, tests, results; measuring / mixing products following manufacturers' instructions; ventilated area for mixing, wear face mask; check electrical equipment; completion of record card.

**Factors that need to be considered when colouring and lightening hair:** Previous history; hair texture; condition; porosity; test results; natural depth; natural tone; % of white hair; target depth; target tone (red pigments more difficult to remove); length of hair; strand test; incompatibility test; type of product (different purposes); client requirements; commitment; lifestyle; job; age; skin tone; style / hair cut.

**Dangers of lightening powders:** Can cause choking, coughing, chest tightness / problems, internal damage; scarring of the respiratory tract; bring an asthma attack; use face mask; well ventilated area.

**Types of colouring products:** Temporary – Colour rinse; hair mascara; coloured mousse;

coloured setting lotions; colour creams; colour sprays; colour shampoos. Semi permanent – cream, shampoos, rinses, liquid. Quasi permanent – cream, liquid. Permanent – cream. Lighteners - high lift tint – cream, bleach - powder, gel, oil, cream. Vegetable colorants - powder, cream, shampoos, rinses, liquid.

**Suitability of product:** Lightening hair colour; darkening hair colour; changing, adding, neutralising tone; meet client requirements; refresh colour; application technique; percentage of white hair; porosity; elasticity; existing colour; previous history of hair; natural depth and tone; results of tests carried out; hair style / cut; client commitment; introduction to colour.

**Hair tests:** Manufacturers' instructions, salon guidelines, suitability of service, product and technique, elasticity test (tensile strength); porosity test (ability to absorb product); skin test (allergic reaction to product); incompatibility test (check for presence of metallic salts); strand test (check for required colour result); test cutting (identify achievability / suitability of colour choice).

**Testing and recording results:** Record card up-to-date and accurate; essential information; future reference; professional image; legal implications; all test results; skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer).

**The principles of colouring:** Colour spectrum; colour circle / wheel, primary, secondary colours, neutralisation of colour / creation of colour; cortex; colour pigments, melanin – eumelanin / pheomelanin; natural warm, cool tones.

**Natural hair pigments:** Natural hair pigment

- melanin, eumelanin, cool tones (brown / black), pheomelanin, warm tones (yellow / red); located in cortex; quantities of natural pigment vary in individuals; dark hair / base, high levels eumelanin, light hair / base high levels pheomelanin, little eumelanin; white hair – lost all pigment.

**International colour chart (ICC):** Visual aid; international numbering system; depths 1 to 10, 1 = black, 10= lightest blonde. Examples = 0 / 00, 00.00; the first number(s) identifies depth, how light / how dark, after forward slash or full stop identifies the tone / tones, warm / cool effect; primary tone, secondary tone; 6 main tones (ash, gold, red, copper, mahogany, pearl); vary slightly from each manufacturer; names given to colours for the client; some manufacturers use letters to identify tones, "G" = gold tone.

**Types of colouring products and how they affect the hair structure, mixing ratios:**

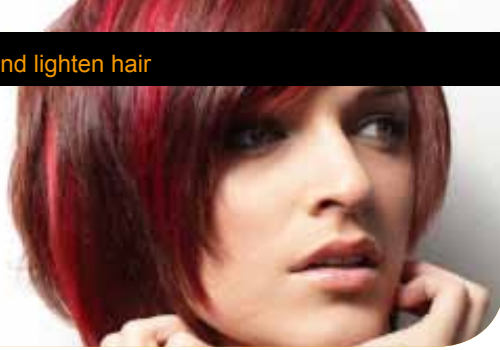
**Temporary** – no skin test required; large molecules, coats cuticles, lasts one shampoo, does not lift, deposits colour (depth and tone).

**Semi permanent** – no skin test required; contains nitro dyes small molecules deposited under cuticle / outer edge of cortex, last between 6-8 shampoos, direct colorant (no activator required), does not lift, deposits colour (depth and tone).

**Quasi permanent** - requires a skin test; contains nitro / para dyes, small molecules enter cortex, stain, not permanent, lasts 12-24 shampoos, does not lift deposits colour (depth and tone), requires activator / developer / hydrogen peroxide, mixing ratio generally 1:2.

**Permanent colour** - requires skin test; contains para dye; small molecules enter cortex, swell and become trapped; permanent; can lighten up to 4 shades, darken, add / change / neutralise tone, covers 100 percent white hair; requires activator / developer / hydrogen peroxide; generally 1:1 mixing ratio.

**Lightening products (high lift tint)** - skin test



required; permanent; suitable for base 6 and above, lifts and lightens hair 4-5 shades, add / change / neutralise tone; mix with activator / developer, generally 1:2 mixing ratio; kinder than bleaching products.

**Bleaching products** – no skin test required; permanent; removes pigment from the colour molecules leaving them colourless (oxymelanin); lifts, lightens up to 6 / 7 shades; requires activator / developer / hydrogen peroxides 3%,6%,9% or 12% depending levels of lift required.

Use of hydrogen peroxide (volume and strength):

1.9% - tone, darken, covers white hair

3% - tone, darken, cover white hair

4% - tone, darken, covers white hair

6% - darken, lighten 1 shade, tone, covers white hair

9% - lightens 2-3 shades, tones / blends white hair

12% - lightens 4 shades with tint, 4-5 shades with hi-lift tint, lightens up to 7 shades with bleaching products.

**Following manufacturers' instructions:**

Ensures successful service; storage (temperature, location, light); handling (correct mixing); use (application, removal); disposal (dilution-products, bagged bin-empties); prevents legal action.

## Outcome 2: Be able to provide a colouring service

**Communication techniques: Verbal** - speaking (tone of voice, language, pace, clarity reassure). **Non verbal** – body language, positive attitude (posture, facial expressions, gestures, distance); questioning (open, closed, probing); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); using a range of related terminology confidentiality.

**Professional personal behaviour / conduct:** HASWA, follow health & safety practice and procedure; respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgemental, non-discriminatory, not argumentative); follow salon code of conduct; appropriate language, avoid gossip; maintain confidentiality; polite, cheerful and friendly manner; friendly facial expressions; open body language, positive attitude, eye contact; sensibly behaviour; team work; pride in work; punctuality; employer and client loyalty.

**Application, tool and equipment, sectioning, to colour hair:** PPE; follow manufacturer's instructions for individual selected product; usual method, divide hair into four equal sections (hot cross bun).

**Application methods for colouring products: Semi permanent colour** – applied to shampooed / towel dried hair; blends and cover up to 30% white hair; divide hair into four equal sections (hot cross bun); bowl and brush; directly from applicator bottle; apply to all hair; work methodically; even application; comb through; can be applied at basin.

**Quasi permanent colour** – applied to shampooed / towel dried hair; hot cross bun sectioning; bowl and brush; directly from applicator bottle; apply to all hair; work methodically; even application; comb through; can be applied at basin; covers up to 70% white

hair.

**Permanent colour and hi-lift tints** – apply to dry hair; methods of application – weaves (full / partial head), re-growth, full head, partial, block colour).

**Lightening products / bleaches** - apply to dry hair, methods of application – weaves (full / partial head), re-growth, full head, partial, block colour).

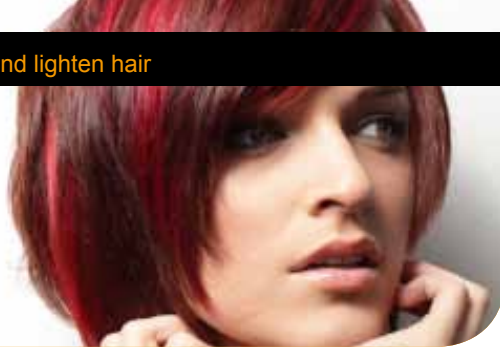
**Tools and equipment for colouring:** Cutting combs - sectioning; pin tail comb – weaving; brushes - to de-tangle hair; sectioning clips; plastic bowl; plastic brushes; climazone; hood dryer; measuring jugs / scales; foils - partial colouring techniques, weaving, various lengths of hair; hi / lo-lighting cap - partial colouring, short hair; plastic cap - to retain body heat, reduce development time.

### **Position themselves and the client**

**appropriately:** Position self safely – posture (straight back, stand correctly, even weight distribution, maintain balance, remain relaxed, poor posture will result in fatigue, uneven service, back / shoulder injury). Position client safely – client seated comfortably, correct height, correctly positioned, avoid getting their clothing wet, backwash / basin avoid excess pressure on the neck, front wash basins provide the client with a towel to prevent products entering their eyes, feet flat on floor, legs uncrossed.

**Development of colouring products:** Use manufacturer's instruction for individual products; PPE; strand test – regularly until target shade reached; timer; additional heat; remove.

**Removal methods:** Semi – emulsify, rinse, condition. Quasi - emulsify, rinse, condition. Permanent - emulsify, rinse, shampoo, repeat, condition. Lighteners / bleach - emulsify, rinse,



shampoo, repeat, condition. Cap – emulsify, rinse, condition, comb through, remove cap, shampoo, repeat, condition. Foils – open individual packet; rinse, repeat until all packets removed, shampoo, repeat, condition. Removal of colour surrounding foils / packets - remove colour prior to packets, leave packets in place, do not disturb packets, emulsify, rinse until colour removed, when packets ready, open individual packet; rinse, repeat until all packets removed, shampoo, repeat, condition.

**Conditioners / post colour treatment:** Follow manufacturer's instructions; applied to pre-shampooed hair, remove excess moisture; types of product – surface, penetrating, restructurant, scalp treatment, leave-in; softens, moisturises, prevents creeping oxidation, closes cuticle, restores natural pH.

**Client satisfaction:** Achieved client requirements; based on prior / thorough consultation; target shade; customer service.

**Provide suitable aftercare advice:** Maintenance – frequency of visits, removal of product; regular services, minimise chemical treatments; correct use of electrical equipment (straighteners, tongs, heated rollers, hair dryers); product information and use, demonstration; relevant literature / leaflet.

**Safe and hygienic working knowledge / practice:** Management of health & safety at work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces, remove report obstacles; good all round access to trolleys and equipment; clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); Manual Handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty towels in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B) HABIA - code of

practice for hair services; local bye laws (set by council); code of conduct; risk assessment; policy / management health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH (replace lids) ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals; follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp and direct sunlight), dispose of contaminated waste in a closed top bin; relevant manufacturers' instructions; no smoking, eating, drinking, drugs in salon; personal hygiene.

**Maintenance of tools and equipment:** Equipment and tools cleaned; appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment; disinfection – remove contamination from hard surfaces, heat or chemical methods, bactericides, fungicides, virucides; remove broken tools and equipment; use of trolley, safe professional presentation tools and equipment; electrical equipment checked / PAT tested; visual check on both large and small equipment – hood drier (hot air), steamer (hot condensation), climazone (lamp, heat), hand driers, combs, bowl and brush, section clips.

**The pH scale explained:** Acid (closes cuticle, 0-6.9); neutral (7); alkaline (opens cuticle, 7.1-14); the natural pH of hair is 4.5 - 5.5.

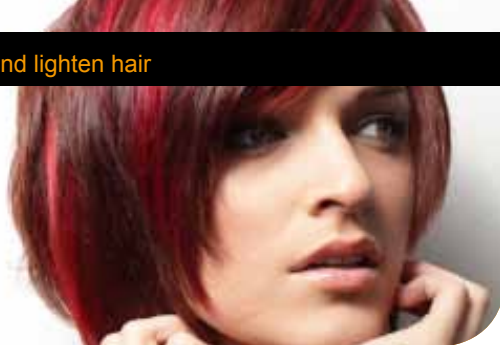
**pH of permanent colour:** Permanent colour registers alkaline on scale; conditioner registers acidic.

**The importance of restoring the hair to its natural pH using conditioner:** Stops the oxidation (colouring) process; prevent damage; returns hair to its natural state (slightly acidic); closes cuticles.

**Type of problems that can occur when colouring hair and the remedies:** Scalp irritation – remove immediately, seek medical



advice; uneven result - spot colour area if condition allows; hair breakage - conditioning treatments, cut, use of aftercare products; product seepage - spot colour area with natural colour; colour fade - use a semi / quasi product; inadequate coverage on white hair - pre soften hair, double base colour, mix base shade mixed with fashion shade; incorrect tone achieved – neutralise with corresponding tone; hair not light enough - product removed to soon, re-apply if conditions allows; report to salon manager / salon owner / tutor / assessor.



## Range

You must cover the following ranges:

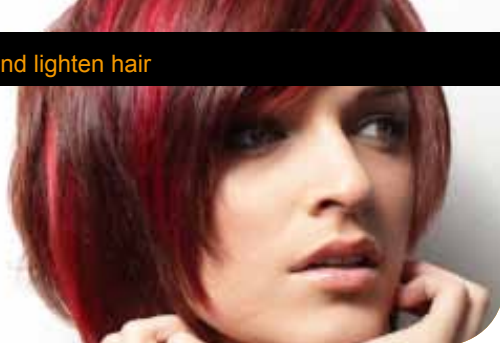
R1	Products (you must use three of the following types of products)	Date and portfolio reference	Assessor signature
a	Semi-permanent		
b	Quasi-permanent		
c	Permanent		
d	Lighteners		

R2	Contra-indications	Date and portfolio reference	Assessor signature
a	History of previous allergic reaction to colouring products		
b	Other known allergies		
c	Skin disorders		
d	Incompatible products		
e	Medical advice or instructions		
f	Evident hair damage		

R3	Tests	Date and portfolio reference	Assessor signature
a	Skin		
b	Incompatibility		
c	Porosity		
d	Elasticity		
e	Colour test		

## Range (Continued)

R4	Factors	Date and portfolio reference	Assessor signature
a	Temperature		
b	Existing colour of hair		
c	Percentage of white hair		
d	Test results		
e	Strength of hydrogen peroxide		
f	Hair porosity		
g	Hair length		
h	Hair density		
i	Skin tone		



Range (Continued)

R5		Colour application techniques:	Date & Portfolio Reference	Assessor signature
a		Full head application of quasi-permanent		
b		Re-growth application of permanent colour <i>Max service time – 25 mins</i>		
c		Full head application of permanent colour		
d		Pulled through highlights and / or lowlights covering at least 20% of the head <i>Max service time – Partial head – 15 mins Full head - 35 mins</i>		
e		Woven highlights and / or lowlights <i>Max service time – 75 mins</i>		
R6		Advice	Date and portfolio reference	Assessor signature
a		Suitable aftercare products and their use		
b		How lifestyle can affect durability of colour		
c		Use of heated styling equipment		
d		Time interval between services		











# UV20512

## *Perm and neutralise hair*

*This is a preparation for work unit, which is based on capability and knowledge. This unit is about carrying out basic perming and neutralising services, using appropriate winding techniques, products and equipment for a variety of effects. It also develops your ability to provide aftercare advice to clients. This unit applies to both hairdressing and barbering salons.*

**Based on National  
Occupational  
Standards 2009.**

**GH14 – Perm and  
neutralise hair.**

Level

2

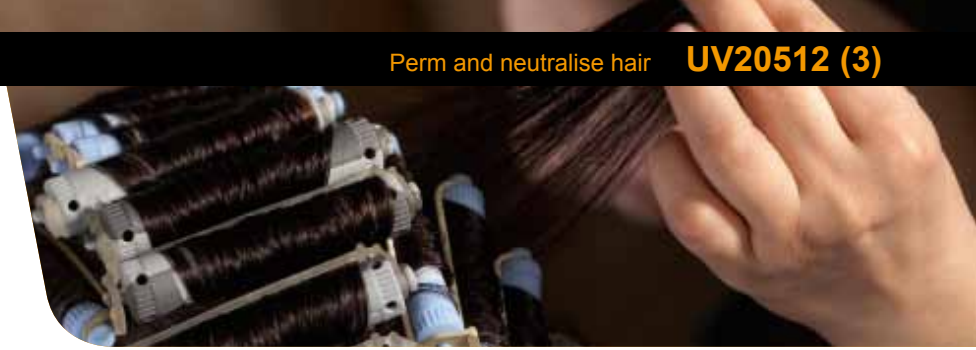
Credit value

7

GLH

60





# UV20512

## *Perm and neutralise hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to prepare to perm and neutralise hair
2. Be able to perm and neutralise hair

### Service times

Maximum service times for this unit;

All perm wind techniques (*winding only*) –  
45 minutes



## Evidence requirements

1. It is strongly recommended that the evidence for this unit be gathered in a realistic working environment.
2. Simulation should be avoided where possible.
3. You must practically demonstrate that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. Knowledge and understanding in this unit will be assessed by a mandatory written question paper. These questions are set by VTCT.

## Achieving practical outcomes

Outcomes are each made up of two elements, practical criteria and knowledge and understanding criteria:

**Practical criteria** – your assessor will observe your performance of a practical task. Your assessor will sign-off the practical criteria when all have been competently achieved in a single client service.

On occasions some practical criteria may not naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your knowledge in this area. Your assessor will document the criteria that have been achieved through oral questioning.

In this unit you must demonstrate competent performance of all practical criteria on at least **three** occasions. **Two** of the observed perms must be carried out on a full head.

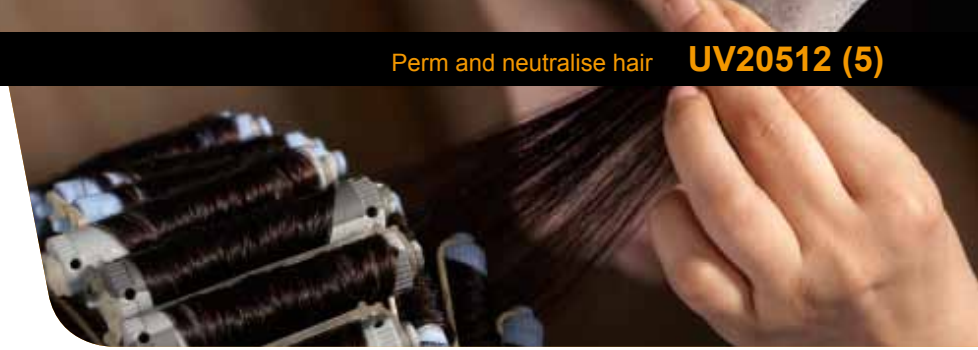
**Knowledge and understanding criteria** – You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment tools listed below:

- Mandatory written question paper
- Oral questioning
- Portfolio of evidence

Where possible your assessor will assess knowledge and understanding criteria alongside practical criteria through oral questioning. There may also be instances when knowledge and understanding criteria are covered in practical observations, these will be signed-off by your assessor as further evidence is not required.

## Formative assessment

Your assessor may use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.



## Mandatory written question paper

The mandatory written question paper will test your knowledge and understanding; this paper will assess the knowledge requirements highlighted in white. All knowledge and understanding criteria must be achieved. If you achieve at least 70% you are not required to take the paper again. You will then be orally questioned or asked to complete a written assignment to cover the remaining knowledge requirements. Knowledge requirements not achieved will be identified to your tutor in a breakdown of your written paper.

### *Mandatory written question paper sign-off*

Attempt	Date	70% pass mark (tick as appropriate)		Assessor signature
		achieved	not achieved	
1				
2				
3				



## Outcome 1

### Be able to prepare to perm and neutralise hair.

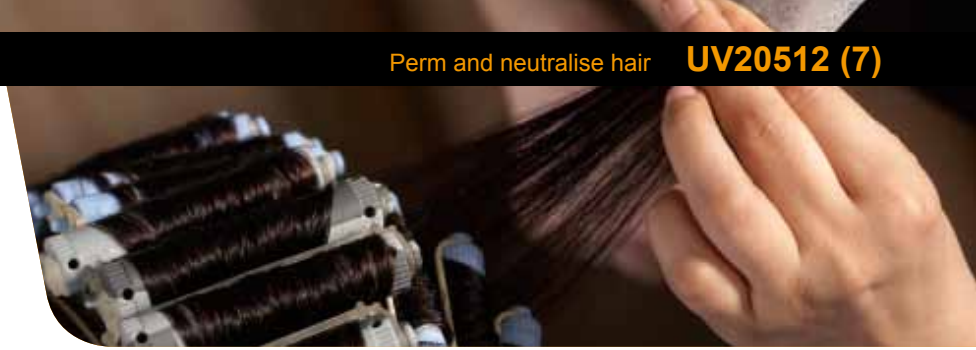
#### Practical criteria

You can:

- a. Prepare yourself, the client and work area for perming and neutralising
- b. Use suitable consultation techniques to identify service objectives
- c. Assess the potential of the hair to achieve the desired look by identifying the influencing factors

### *Outcome 1 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
d. State the factors that need to be considered when perming and neutralising hair			
e. Describe the salon's requirements for client preparation, preparing yourself and the work area			
f. Describe the different consultation techniques used to identify the service objectives			
g. Explain the importance of carrying out the necessary tests prior to and during the service and recording the results			
h. Explain the importance of following manufacturer's instructions			
i. Describe the range of perm and neutralising products, tools and equipment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled '*Creating a portfolio of evidence*'.



## Outcome 2

### Be able to perm and neutralise hair.

#### Practical criteria

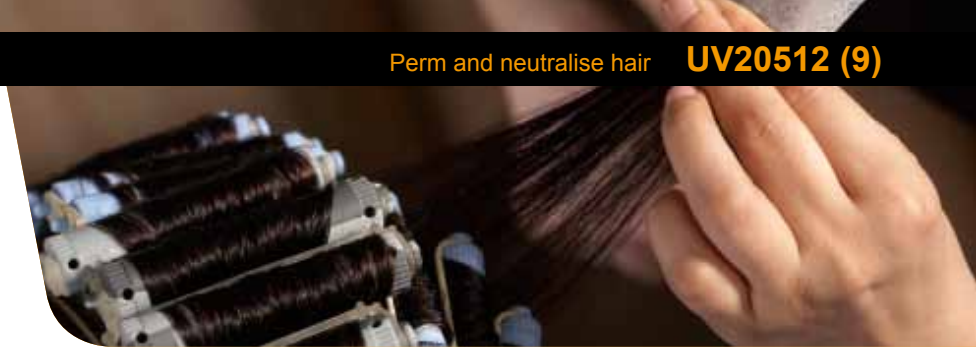
You can:

- a. Communicate and behave in a professional manner
- b. Select and use products, tools and techniques, taking into account factors influencing the service
- c. Section and wind the hair, taking meshes to suit the perm rod size to achieve the desired look
- d. Wind the hair with even tension, making sure all wound perm rods sit on their own base
- e. Monitor the development of the perming and neutralising processes, following manufacturer's instructions
- f. Leave the hair free of perm lotion when the desired degree of curl is achieved, using water temperature and flow to suit client's needs
- g. Follow safe and hygienic working practices
- h. Provide suitable aftercare advice

### *Outcome 2 Practical criteria sign-off*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			





## Knowledge and understanding criteria

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
i. Describe the effects of perm lotions and neutralisers on the hair structure			
j. Outline the factors that determine the use of different types of perming and neutralising products, tools and equipment			
k. Explain how temperature affects the perming process			
l. State the importance of accurate timing and thorough rinsing of products			
m. Explain when and why it is important to use pre-perm and post perm treatments			
n. Explain the factors that influence the choice of sectioning techniques and different sized perm rods			
o. Explain the method of checking curl development			
p. Outline the types and causes of problems that can occur during the perming and neutralising processes and how to resolve them			
q. Outline safe and hygienic working practices			
r. Describe the aftercare advice that should be provided			
s. State how to communicate and behave within a salon environment			

Requirements highlighted in white are assessed in the mandatory written paper.

For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



## Unit content

This section provides guidance on the areas that make up each outcome.

### Outcome 1: Be able to prepare to perm and neutralise hair

**Preparation of self:** Ready for work and greet client, clothes (salon requirements for uniform, clean / ironed clothes, non restrictive, closed in, low heel shoes); hair (clean, healthy, manageable, off face); personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume); PPE (gloves, apron, prevent dermatitis); minimal jewellery, suitable make-up, positive attitude, ready to greet.

**Preparation of client:** Remove outer client clothing, protect against damage of clothes / skin, client relaxed and comfortable (posture, aids service); remove excessive jewellery (avoid damage to skin); gown, towel, plastic cape, barrier cream, ensure client comfort, record card.

**Preparation of work area:** Chair, trolley, work station, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray); complete destruction of all living organisms on tools and equipment, disinfection – remove contamination from hard surfaces, large work areas, floors and work surfaces, heat or chemical methods, bactericides, fungicides, viricides; use of trolley with full access around trolley, safe professional presentation tools and equipment, visual check on large equipment, steamer (hot condensation), climazone (lamp, heat), hood drier (hot air); small equipment (electrical - hand driers, tongs, straighteners, heated rollers); electrical equipment checked / PAT tested, seat / basin, select height.

**Consultation techniques:** Selection of appropriate consultation techniques, questioning (open, closed, probing); appropriate use of technical / non-technical language, client expectations / needs (listen, paraphrase, analysis, clarification, advise, plan); advice (pre / aftercare); hair tests, touch, feel, look of hair, visual aids, suitability of service, product and technique.

**Service objectives:** Amount of curl required, shape of curl, length of hair, longevity of service.

**Assessing the potential of the hair:** Benefits, lifestyle factors, influencing factors, review, problem solving, testing, analyse results, reproduce, summarise, judge, compare and contrast results, modify, justify, what works / what does not, draw conclusions, create a plan.

**Influencing factors:** Hair condition (dry, greasy, normal, virgin, chemically treated); elasticity (strength of hair); porosity (damage to cuticle layer, the ability to absorb moisture); percentage of grey; hair cut / style (uniform layer, one length, short graduation, long graduation); temperature (body heat, salon temperature, added heat); texture (fine, medium, coarse); length (short, medium, long); density (fine, medium, thick); skin tone (fair, medium, olive, dark); existing curl (tight, soft, wave); lifestyle (job, family, financial, time); test results (good, cautious, bad positive, negative); previous chemical service; client requirement, tools and equipment; male pattern baldness; presence of added hair; maintenance of style suitability.



### **Hair and scalp contra-indications:**

Prevent / alter service, product, technique.

Type of conditions - skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites); skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer); hair condition (chemical, heat damage, environmental); hair disorder contagious / non-contagious; skin disorder - contagious / non-contagious; cross infection (stylist to client, client to stylist); accurate records (future reference); legal implications.

**Contagious:** (stylist to client, client to stylist)

**Bacterial** - impetigo (blisters, weep, yellow crust); folliculitis (yellow pustules); sycosis (yellow, spot, follicle); furunculosis (pus filled spot); sebaceous cyst (lump on top or under skin).

**Vira** - warts (raised, rough skin, brown), herpes (blisters).

**Fungal** - tinea capitis / ringworm (patches, pink / grey, scaly, broken hair). Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites). Non-contagious - psoriasis (over production skin cells, dry, silvery, scales); cicatricial alopecia (scar); alopecia totalis (complete hair loss); male pattern alopecia (hair recedes at hairline or loss crown); traction alopecia (excessive pulling, brushing curling and straightening); alopecia areata (stress, bald patches); seborrhea (excessive oil); dandruff (itchy, white, skin cells); dry scalp (white, powder); eczema / dermatitis (allergic reaction to detergent, red, irritation, swollen, weep); acne (raised bumps and spots).

**Defects of the hair:** Fragilitas crinium (spilt, dry, ends); monilethrix (beaded hair); trichorrhexis

nodosa (rough, swollen, broken shaft); sebaceous cyst (sebum filled lump); damaged cuticle.

**Factors to be considered when perming and neutralising hair:** Hair condition including dry, greasy, normal, virgin, chemically treated; hair cut / style, temperature of salon / client, hair texture including fine, medium, coarse; direction and size of the curl required, hair length, hair density, growth patterns, degree of existing curl, existing style / cut, time, test results.

### **Salon requirements for preparation:**

Legislation - Health & Safety Act, Supply of Goods and Services Act, Trade Description Act, COSHH, RIDDOR, PPE, EAWA, manual handling, local byelaws (set by council); salon rules, code of conduct, adherence by all staff.

**Hair tests:** Manufacturer's instructions, salon guidelines, suitability of service, product and technique. Elasticity test (tensile strength); porosity test (ability to absorb product); skin test (allergic reaction to product); incompatibility test (check for presence of metallic salts); test cutting (identify achievability / suitability of curl).

**Testing and recording results:** Record card up-to-date and accurate, essential information, future reference, professional image, legal implications, all test results, skin sensitivities (reaction); allergies (latex, nut, plasters, perfume, oil); history of allergic reaction (positive reaction to skin test); incompatible products (metallic salts, previous chemical treatments); medication (prescription medication); medical condition (high blood pressure, pregnancy, radio therapy, cancer).

### **Following manufacturer's instructions:**

Ensures successful service, storage (temperature, location, light); handling (correct mixing); use (application, removal); disposal (dilution-products, bagged bin-empties); prevents legal action.

**Range of perm lotions:** Acid, alkaline, exothermic, varieties available – virgin,



resistant, normal, coloured, fragile.

**Range of neutralising agents:** Hydrogen peroxide, sodium bromate based.

**Range of products:** Barrier cream, pre-perm treatment, cleansing / clarifying shampoo, anti-oxidant conditioner, perm lotion, neutraliser agent.

**Range of tools and equipment:** Perm curlers (various sizes) - spiral perm curlers, bendy rods, plastic perm rollers, plastic pin curl clips; equipment including – pintail comb, wide tooth comb, sectioning clips, end papers, cotton wool, drip tray, plastic bowl / neutralising sponge, towels, tissue paper; PPE (disposable gloves, apron and cape); tension rods, climazone.



## Outcome 2: Be able to perm and neutralise hair

**Communication techniques:** Verbal - speaking (tone of voice, language, pace, clarity reassure); non verbal – body language, positive attitude (posture, facial expressions, gestures, distance); questioning (open, closed, probing); written (visual aids, colour chart, magazines, records); listening (patience, trust, support, decipher, respond); using a range of related terminology, confidentiality.

**Professional personal behaviour / conduct:** HASWA, follow health & safety practice and procedure, respect / value - client(s), self, and others; work cooperatively with others (empathy, non-judgmental, non-discriminatory, not argumentative); follow salon code of conduct, appropriate language, avoid gossip, maintain confidentiality, polite, cheerful and friendly manner, friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, team work, pride in work, punctuality, employer and client loyalty.

**Suitability of products:** Result required, hair condition, hair texture, degree of curl or movement required, record of previous treatment, manufacturer's instructions, choice of lotion, strength of lotion.

### Sectioning techniques:

**Nine section** – methodical winding, hair sectioned into '9' sections (most used method).

**Directional** – supports the style, rollers to be placed in the same direction as finished result.

**Brick** – rollers placed in a brick formation, avoids partings, good for keeping hair back off of the face.

**Sectioning the hair:** Sections to be same size as the length and width of curler / rod.

**Winding techniques:** Croquinole (points to roots); spiral winding (roots to points); wind at 90 degrees, even tension, curler wound parallel

to section, long hair – wiggle when winding; curler to sit on own base.

**Size of perm curler:** Variation of rod size – small rods / small sections; diameter of curler, various sizes - colour coded, green the smallest (very small tight curl, short hair); black the largest (large bouncy curl / root lift).

**Monitor the process:** Accurate timing, use timer, regular development test curl, check for "S" or "C" formation, manufacturer's guidelines, prevent legal action, successful result.

**Development time:** Manufacturer's guidelines, variation on each product, point when desired curl is achieved.

### Following manufacturer's instructions:

Ensures successful service, storage (temperature, location, light); handling (correct mixing); use (application, removal); disposal (dilution-products, bagged bin-empties); prevents legal action.

**Leave hair free from products:** Manufacturer's instructions, removal of products, thorough rinsing, average time 10 minutes, long hair requires longer rinsing, checks for successful removal – no remaining smell, hair in rod loses oily feel.

**Importance of rinsing products:** Sulphur bonds will not reform fully, incorrect result achieved, creeping oxidation, deterioration of hair condition.

**Water temperature and flow:** Check on wrist, warm water, flow not too strong, suitability for hair and scalp, confirm client comfort, implications of water too hot or too cold, cool / warm recommended for neutralising.

**Safe and hygienic working knowledge / practice:** Management of Health & Safety at Work regulations / legislation (HASWA) - cleaning up spillages, report slippery surfaces,



remove report obstacles; good all round access to trolleys and equipment, clean / sterilise / disinfect – tools, equipment, work surfaces; PPE (avoid latex, powdered gloves and dermatitis); Electricity At Work Act - checking / visual check of equipment, no trailing wires (PAT testing); manual handling (moving stock, lifting, working heights, unpacking); towels – clean, washed at 60°, dirty in covered bin; liability insurance – employers, public, professional indemnity; RIDDOR, accident book, reporting diseases (HIV, Hepatitis B); HABIA - code of practice for hair services, local byelaws (set by council); code of conduct, risk assessment, policy / management health and safety at work, posture, deportment, (balance weight, preserve back, prevent slouching); COSHH (replace lids) ventilation for vapour and dust, avoid over exposure to chemicals, correct use of chemicals; follow Storage Handling Use and Dispose (SHUD) - sharps box, products (check end date / packaging, store away from heat, damp and direct sunlight); dispose of contaminated waste in a closed top bin, relevant manufacturer's instructions, no smoking, eating, drinking, drugs in salon, personal hygiene.

#### Provide suitable aftercare advice:

**Maintenance** – frequency of visits, conditioning treatments, regular services, minimise chemical treatments, correct use of electrical equipment (straighteners, tongs, heated rollers, hair dryers), product information and use, demonstration, relevant literature / leaflet.

#### Effects of perm lotion on the hair structure:

**Softening stage** – opens / swells / lifts the cuticle scales, alkaline product.

**Moulding stage** – deposits hydrogen into cortex, attaches to the disulphide bonds, individual sulphur bonds, polypeptide chains, cystine, cysteine, amino acids, takes shape of the perm curler, amount of disulphide bonds broken.

**Fixing stage** – oxidation process, removal of hydrogen and the addition of oxygen, oxygen joins with hydrogen to make water (H<sub>2</sub>O), disulphide bonds reformed, disulphide linkages, acid pH.

#### The effects of temperature on the perming process:

**Heat** - speeds up processing time.

**Cold** - slows down processing time, helps to open / swell cuticle scales, manufacturer requirement, some are self heating, some need additional heat.

**Type of heat:** Body heat (client feeling cold / warm); salon / environment temperature (cold / warm); additional heat (climazone, hood dryer); use of towels.

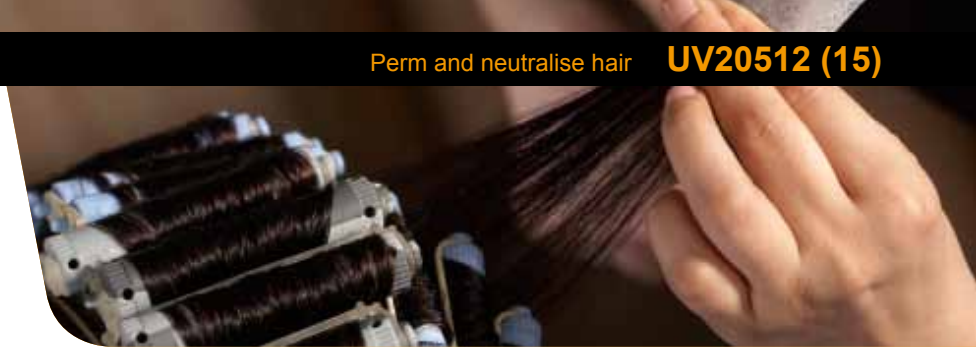
#### The importance of accurate timing:

Manufacturer's instructions, prevents over / under processing, prevents deterioration of hair condition, successful result.

**Pre-perm treatments:** Porosity leveller, used prior to perming, evens out porosity, even seepage into cortex, hair more pliable, available in individual sprays / bottles.

**Post perm conditioners:** Acid pH, anti-oxidant conditioner, restores natural pH, prevents creeping oxidation, closes / smooth cuticle, applied after final neutralising rinse.

**The types and causes of problems:** Perm slow to develop - reapply, added heat; skin sensitivity – remove lotion immediately; perm curlers fall out – replace rod, add tension rod / net; fish hooks – cut ends of hair; frizziness – restructurant / cut; uneven curl – re-perm if condition allows; curl too loose – re-perm if condition allows; curl too tight - relax if condition allows; breakage – restructurant / cut; straight areas - re-perm if condition allows; loss of hair colour – apply semi / quasi after neutraliser; rubber band markings – monitor, use tension rods in future, restructuring treatments.



## Range

You must cover the following ranges:

R1	Product	Date and portfolio reference	Assessor signature
a	Barrier cream		
b	Pre-perm treatments		
c	Perm lotions		
d	Neutralisers		
e	Post-perm treatments		

R2	Contra-indication	Date and portfolio reference	Assessor signature
a	History of previous allergic reaction to perming products		
b	Other known allergies		
c	Skin disorders		
d	Incompatible products		
e	Medical advice or instructions		

R3	Test	Date and portfolio reference	Assessor signature
a	Elasticity		
b	Porosity		
c	Incompatibility		
d	Skin		


**Range** (Continued)

R4	Factor	Date and portfolio reference	Assessor signature
a	Temperature		
b	Direction and degree of movement required		
c	Hair condition		
d	Hair texture		
e	Hair length		
f	Hair density		

R5	Sectioning technique	Date and portfolio reference	Assessor signature
a	Directional Maximum service time ( <i>winding only</i> ) – 45 minutes		
b	9 section Maximum service time ( <i>winding only</i> ) – 45 minutes		
c	Brick Maximum service time ( <i>winding only</i> ) – 45 minutes		

R6	Advice	Date and portfolio reference	Assessor signature
a	Suitable aftercare products and their use		
b	Use of heated styling equipment		
c	Time interval between services		
d	The effect of perming on other services		









