

# *VTCT Level 2 NVQ Diploma in Hairdressing (QCF)*

Accreditation start date: 1 August 2010  
 Accreditation end date: 31 August 2014  
 Certification end date: 31 August 2015  
 Credit value: 54  
 Guided learning hours (GLH) 472-486

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>					
UG31G20					
UG21G17					
UG211G7					
UN20GH8					
UN20GH9					
UN2GH10					
UN2GH11					
UN2GH12					
<b>Optional units</b>					

# Qualification details

## Introduction

The VTCT Level 2 NVQ Diploma in Hairdressing (QCF) has been designed to provide learners with the requisite knowledge, understanding and skills to work as a hairdresser in the hairdressing industry.

In this qualification learners will develop their knowledge and understanding of the underpinning theory. The VTCT Level 2 NVQ Diploma in Hairdressing (QCF) is a job ready qualification based on National Occupational Standards for Hairdressing. Learners will develop the necessary knowledge and skills through working as a hairdresser in the workplace or a work environment. Throughout the VTCT Level 2 NVQ Diploma in Hairdressing (QCF) learners will be supervised by technical staff and assessed on their occupational competence.

## Mapped to national occupational standards

This qualification has been mapped to the National Occupational Standards (NOS), and is accredited at Level 2 on the Qualifications and Credit Framework (QCF). HABIA are the standards setting body for Hair, Beauty, Barbering, African type hair, Nails and Spa qualifications.

## Progression

This qualification is recognised as an approved qualification for working as a hairdresser in a salon. It also provides the platform to prepare for further learning or training and/or develop knowledge and/or skills in this subject area.

VTCT Level 2 NVQ Diploma in Hairdressing (QCF) provides progression opportunities to the following VTCT qualifications:

- 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 NVQ Diploma in Hairdressing (Combined Hair Types) (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)
- 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)

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications at Levels 2 and 3:

- Level 2 Diploma in Barbering (QCF)
- Level 2 Diploma in African Caribbean Hairdressing (QCF)
- Level 2 Certificate in Perming and Neutralising (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)

# Guidance on assessment

## Qualification structure

### Mandatory units

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G20	A/601/5867	Ensure responsibility for actions to reduce risks to health and safety	4	38
UG21G17	M/500/8971	Give customers a positive impression of yourself and your organisation	5	33
UG211G7	D/600/1265	Advise and consult with clients	4	40
UN20GH8	L/600/1214	Shampoo, condition and treat the hair and scalp	4	36
UN20GH9	D/600/1038	Change hair colour	11	105
UN2GH10	F/600/1002	Style and finish hair	6	50
UN2GH11	Y/600/1216	Set and dress hair	6	50
UN2GH12	H/600/1039	Cut hair using basic techniques	8	80

### Optional units

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG211G4	Y/600/1264	Fulfil salon reception duties	3	24
UG21G18	D/600/1251	Promote additional services or products to customers	6	40
UG211G8	M/600/1268	Develop and maintain effectiveness at work	3	30
UN2GH13	L/600/1004	Plait and twist hair	4	37
UN2GH14	D/600/1217	Perm and neutralise hair	8	70
UN2GH15	D/600/1007	Attach hair to enhance style	3	22

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

### UG31G20

Ensure responsibility for actions to reduce risks to health and safety

- 1) Internally assessed 'work place performance' using a variety methods

### UG21G17

Give customers a positive impression of yourself and your organisation

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

### UG211G7

Advise and consult with clients

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

### UN20GH8

Shampoo, condition and treat the hair and scalp

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

### UN20GH9

Change hair colour

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

### UN2GH10

Style and finish hair

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

### UN2GH11

Set and dress hair

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

### UN2GH12

Cut hair using basic techniques

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

# Unit assessment continued

## Optional units

### UG211G4

#### Fulfil salon reception duties

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

### UG21G18

#### Promote additional services or products to customers

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

### UG211G8

#### Develop and maintain effectiveness at work

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

### UN2GH13

#### Plait and twist hair

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

### UN2GH14

#### Perm and neutralise hair

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

### UN2GH15

#### Attach hair to enhance style

- 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.

# Habia Glossary

	Description
<b>Adverse skin and scalp conditions</b>	Conditions that can have an effect on what and how a service is delivered to clients. Examples are psoriasis, alopecia, cysts, impetigo, scars, and moles
<b>Conditioning products</b>	Surface conditioners, penetrating conditioners, scalp treatments, leave-in.
<b>Confidential information</b>	Personal conversations with clients, colleagues, contents of client records, client and staff personal details, financial aspects of the business, gossip.
<b>Consumer and Retail Legislation</b>	<ul style="list-style-type: none"> <li>• The Consumer Protection Act (1987)</li> <li>• The Consumer Safety Act (1978)</li> <li>• The Prices Act (1974)</li> <li>• Trades Descriptions Act (1968 and 1972)</li> <li>• The Resale Prices Act (1964 and 1976)</li> </ul>
<b>Contra-indications</b>	Conditions which indicate a service should not be carried out.
<b>Cutting Terminology</b>	<ul style="list-style-type: none"> <li>• Long graduation cut - is when the inner layers of the hair lengths are shorter than the outline shape.</li> <li>• One length cut - is when the hair is cut the same outside length.</li> <li>• Short graduation cut - is when the inner layers of the hair lengths are longer than the outline shape.</li> <li>• Uniform layer - is when all sections of the hair are the same length</li> </ul>
<b>Density</b>	The amount of hair follicles (individual hairs) in a given area.
<b>Dermatitis</b>	An allergic reaction to a chemical.
<b>Disinfection</b>	Reduces the growth of disease causing micro-organisms, using chemical agents.
<b>Factors influencing the service</b>	Anything which could affect the hairdressing service.
<b>Elasticity test</b>	A test to check the strength of the internal structure of the hair.
<b>Freehand</b>	The cutting of hair without holding it in place
<b>Hair growth patterns</b>	Double crown, widows peak, cow lick, nape whorl, natural parting
<b>Incompatibility</b>	This refers to chemicals which do not work together and may have an adverse reaction
<b>Legal requirements</b>	Laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained.
<b>Limits of own authority</b>	The level of your responsibility as determined by your own job description and workplace policies
<b>Lighteners</b>	Products that lighten the natural pigments of the hair, bleach or pre-lighteners.
<b>Manufacturers' instructions</b>	Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.
<b>Materials</b>	Used in colouring and lightening services, packets, foils, wraps, pots, clingfilm etc

Description	
<b>Massage techniques</b>	<p>Effleurage - A gentle stroking movement.</p> <p>Friction - A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.</p> <p>Petrissage - Slow, firm, kneading movement.</p> <p>Rotary - A firm circular movement using the pads of the fingers over the surface of the scalp.</p>
<b>People</b>	<p>Covers all persons entering the premises be they clients, potential clients, visitors (e.g. product representatives) and members of the general public making miscellaneous enquiries.</p> <p>Permanent colour – Mixed with oxidising agent last permanently / until it grows out</p>
<b>Personal presentation</b>	This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.
<b>Personal Protective Equipment (PPE)</b>	You are required to use and wear the appropriate protective equipment or clothing during colouring, perming and relaxing services. Protective gloves and apron are the normal requirement for you.
<b>Porosity</b>	The speed at which hair can absorb moisture and or liquid. This is dependent on the condition of the hair cuticle
<b>Potentially infectious condition</b>	A medical condition / state of health which may be transmitted to others.
<b>Pull test</b>	The pull test helps evaluate excessive and/or abnormal scalp hair loss; gently pulling small sections of hair whilst sliding the fingers from root to point on at least 3 areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of an abnormal hair growth condition.
<b>Quasi colour</b>	A colour that lasts up to 8-12 washes, mixed with low strength hydrogen peroxide.
<b>Resources</b>	Items used to aid the delivery and completion services; towels, gowns, equipment, consumable items).
<b>Responsible persons</b>	This could be a supervisor, line manager or your employer, the person or persons at work to whom you should report any issues, problems or hazards.
<b>Restyle</b>	This refers to a significant change in either length, shape, style, volume or weight.
<b>Rollers</b>	These can include rollers secured with pins, Velcro rollers, spiral rods, style formers, bendies, etc.
<b>Salon requirements</b>	Any hairdressing procedures or work rules issued by the salon management
<b>Salon services</b>	Covers all the services offered in your workplace.
<b>Scalp plaits</b>	These can also be known as a French Plait, a Canerow or Corn Row Plait
<b>Semi permanent colour</b>	A colour which lasts up to 8 shampoos, depending on the porosity of the hair.
<b>Serum</b>	A silicone based product used for styling.
<b>Sharps</b>	Hairdressing sharps include scissors, razors and razor blades.
<b>Skin test</b>	A test to determine if the client is allergic to the product being applied.
<b>Sterilisation</b>	The total destruction of microorganisms



# UG31G20

*Ensure responsibility for actions to reduce risks to health and safety*

*This unit is about providing you with the knowledge, understanding and skills to be responsible for health and safety in the workplace.*

*This unit applies to hairdressing and barbering salons.*

*The main outcomes of this unit are:*

- 1. identify and evaluate hazards in the workplace*
- 2. plan and agree a course of action to reduce the risks to health and safety in the workplace.*

**Based on National Occupational Standards 2009.**

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

Level

3

Credit value

4

GLH

38





# UG31 G20

*Ensure responsibility for actions to reduce risks to health and safety*

## Unit outcomes

On completion of this unit you will:

1. Be able to identify the hazards and evaluate the risks in the workplace;
2. Be able to reduce the risks to health and safety in the workplace
3. Know how to reduce risks to health and safety in the workplace

## Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.

## Assessment of performance and knowledge in the workplace

All evidence must come from your performance in the workplace or realistic working environment. Outcomes can be demonstrated by a combination of assessment methods drawn from:

- Direct observation of you in the workplace or realistic working environment;
- Witness testimony by colleagues and line managers of your successful performance of activities in the workplace;
- Documentary and other product-based evidence;
- A personal report by you endorsed by colleagues;
- Questions;
- Discussion;
- Professional discussion.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign off an outcome when all criteria have been competently achieved.

On occasions some assessment 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.

## Formative assessment

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



## Practical outcome 1

### Be able to identify the hazards and evaluate the risks in the workplace.

You can:

- a. Identify workplace instructions that are relevant to you and your job role
- b. Identify working practices and hazards in the workplace that could be harmful
- c. Evaluate the hazards and prioritise in risk order
- d. Report hazard(s) to the responsible person\*

\* Criteria that may be assessed through oral questioning

### *Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to reduce the risks to health and safety in the workplace

You can:

- a. Perform work activities at own level of competence in accordance with identified health and safety:
  - workplace policies
  - instructions and procedures
  - suppliers' and manufacturers' information
  - relevant legal requirements
- b. Manage hazards in accordance with workplace instructions and legal requirements
- c. Report any differences between workplace instructions and supplier / manufacturer instructions \*

**Notes:**

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\* Criteria that may be assessed through oral questioning.

### Outcome 2 Sign-off

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



## Range

There are no range statements that apply to this unit.



## Achieving knowledge and understanding outcomes

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:

- Portfolio of evidence
- Oral questioning

Where possible your assessor will assess knowledge and understanding outcomes alongside practical outcomes through oral questioning.



### Knowledge and understanding outcome 3

## Know how to reduce risks to health and safety in the workplace.

Knowledge requirements	Oral questioning (tick if used)	Portfolio reference
a. Explain your responsibility in remaining alert to hazards and risks		
b. Describe own responsibilities and scope for action in controlling risk		
c. Explain the importance of adhering to health and safety policies and practices		
d. Describe where and when to get additional health and safety assistance		
e. Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace		







# UG21G17

*Give customers a positive impression of yourself and your organisation*

*Excellent customer service is provided by people who are good with people. Your behaviour affects the impression that customers form of the service they are receiving.*

*This unit is all about communicating with customers and giving a positive impression whenever dealing with a customer. By doing this you will also be giving a positive impression of your organisation and the customer service it provides.*

*All of us enjoy the experience of good service if we feel that the person serving us really wants to create the right impression, respond to us and give us good information. Every detail of your behaviour when dealing with a customer counts.*

*The main outcomes of this unit are:*

- 1. establish effective rapport with customers*
- 2. respond appropriately to customers*
- 3. communicate information to customers*

**Based on National Occupational Standards 2009.**

G17 – Give customers a positive impression of yourself and your organisation.

Level

2

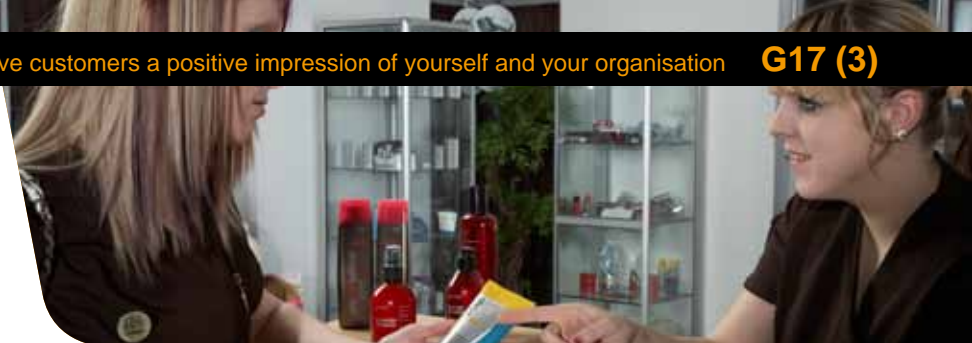
Credit value

5

GLH

20





# UG21G17

*Give customers a positive impression of yourself and your organisation*

## Unit outcomes

On completion of this unit you will:

1. Be able to establish rapport with customers
2. Be able to respond appropriately to customers
3. Be able to communicate information to customers
4. Know and understand how to give customers a positive impression of themselves and the organisation

## Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. No mandatory written questions required with this unit

## Formative assessment

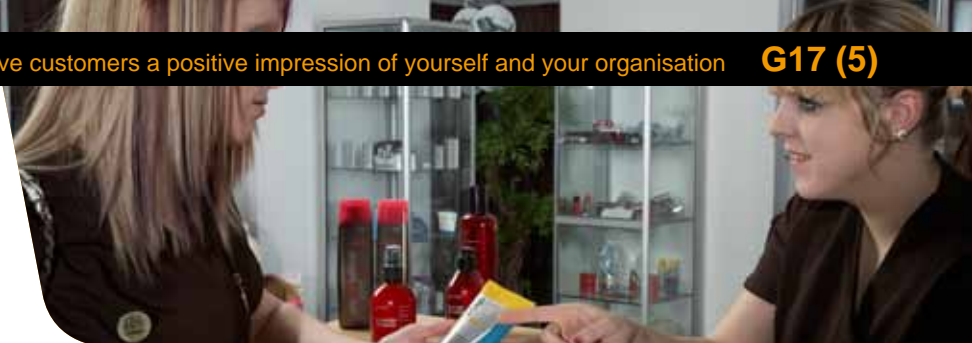
Your assessor will use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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.



## Practical outcome 1

### Be able to establish rapport with customers.

You can:

- a. Meet your organisation's standards of appearance and behaviour
- b. Greet your customer respectfully and in a friendly manner
- c. Communicate with your customer in a way that makes them feel valued and respected
- d. Identify and confirm your customer's expectations
- e. Treat your customer courteously and helpfully at all times
- f. Keep your customer informed and reassured
- g. Adapt your behaviour to respond to different customer behaviour

### *Outcome 1 Sign-off*

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



**Practical outcome 2**

**Be able to respond appropriately to customers.**

You can:

- a. Respond promptly to a customer seeking help
- b. Choose the most appropriate way to communicate with your customer
- c. Check with your customer that they have fully understood their expectations
- d. Respond promptly and positively to your customer's questions and comments
- e. Allow their customer time to consider your response and give further explanation when appropriate

**Notes:**

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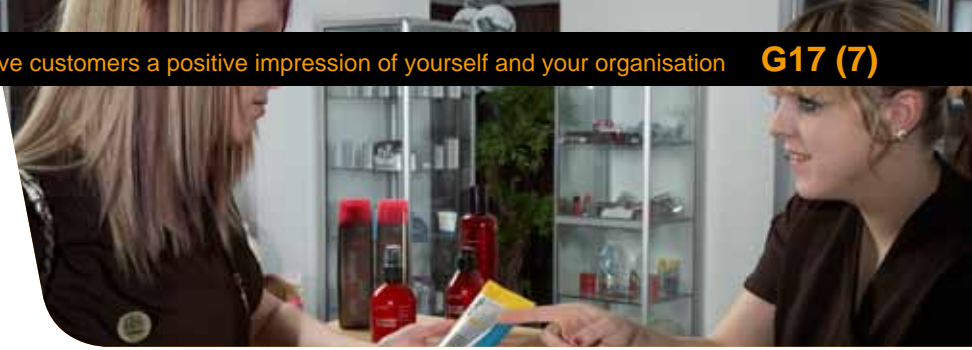
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*Outcome 2 Sign-off*

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



### Practical outcome 3

## Be able to communicate information to customers.

You can:

- a. Quickly find information that will help your customer
- b. Give your customer information they need about the services or products offered by their organisation
- c. Recognise information that your customer might find complicated and check whether they fully understand
- d. Explain clearly to your customers any reasons why their expectations cannot be met

### Notes:

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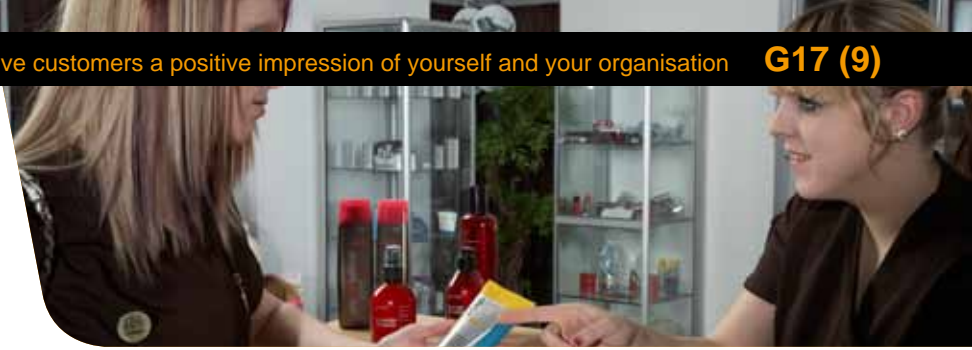
### *Outcome 3 Sign-off*

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



## Range

There is no specified range for this unit.



## Knowledge and understanding outcome 4

### Know and understand how to give customers a positive impression of themselves and the organisation.

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe your organisation's standards for appearance and behaviour		
b. Explain your organisation's guidelines for how to recognise what their customer wants and respond appropriately		
c. Identify your organisation's rules and procedures regarding the methods of communication they use		
d. Explain how to recognise when a customer is angry or confused		
e. Identify your organisation's standards for timeliness in responding to customer questions and requests for information		

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'.







# UG211G7

## *Advise and consult with clients*

*This unit is about the important skill of consulting with your clients to determine their ideas and requirements. Being able to make suitable recommendations based on this information and the results of carrying out your analysis of their hair, skin and scalp is an essential part of this unit.*

*The main outcomes of this unit are:*

- 1. identify what clients want*
- 2. analyse the hair, skin and scalp*
- 3. advise your client and agree services and products*

**Based on National Occupational Standards 2009.**

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

Level

**2**

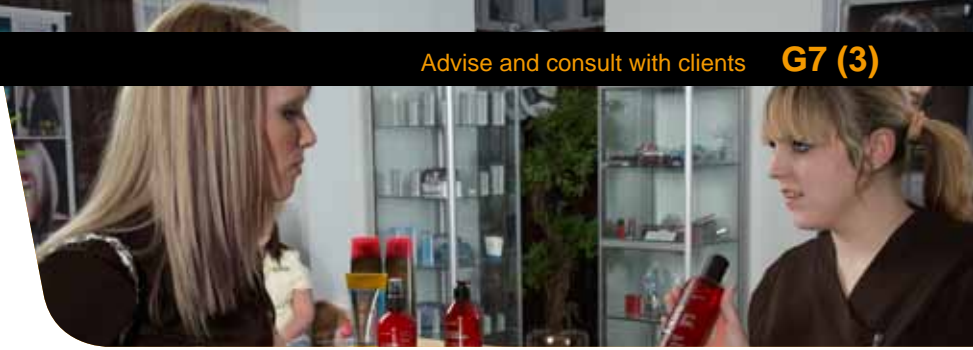
Credit value

**4**

GLH

**40**





# UG211G7

## *Advise and consult with clients*

### Unit outcomes

On completion of this unit you will:

1. Be able to identify what services clients want
2. Be able to analyse the hair, skin and scalp
3. Be able to advise clients and agree services and products
4. Understand salon and legal requirements
5. Understand salon services products and prices
6. Understand how to perform hair, skin and scalp analysis
7. Understand methods of communication

### Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

## Formative assessment

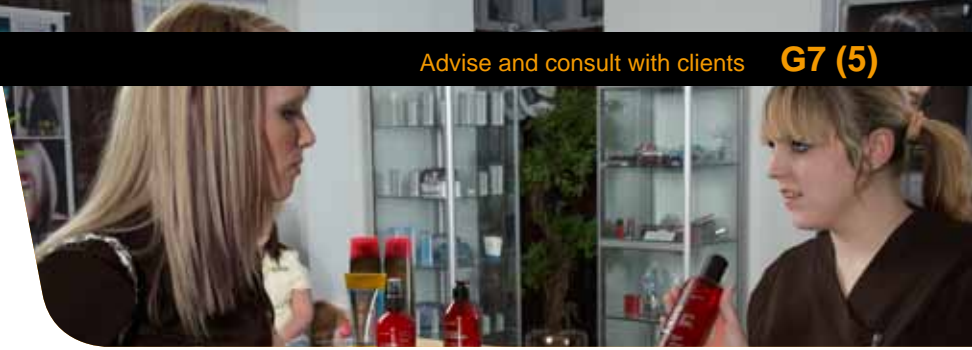
Your assessor will use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign off an outcome when all criteria have been competently achieved.

On occasions some assessment 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.



## Practical outcome 1

### Be able to identify what services clients want.

You can:

- a. Ask relevant questions in a way the client will understand and provide the client sufficient time to express their wishes.
- b. Use visual aids to present clients with suitable ideas to help them reach a decision.
- c. Clarify own understanding of the client's wishes and encourage the client to ask about areas of which they are unsure.
- d. Identify and clearly confirm the client's wishes for services and products.

### *Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to analyse the hair, skin and scalp.

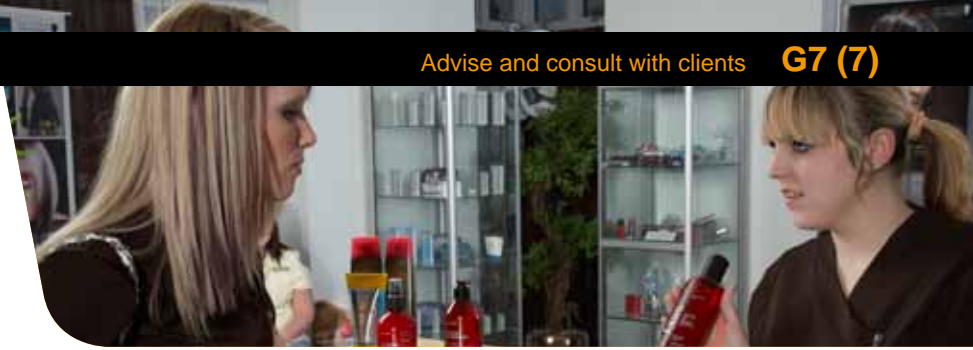
You can:

- a. Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures.
- b. Identify factors that may limit or affect services and the choice of products and refer to the client's previous records, when available.
- c. Promptly identify and report any problems which cannot be dealt with to the relevant person \*.

\* Criteria that may be assessed through oral questioning.

### Outcome 2 Sign-off

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



## Practical outcome 3

### Be able to advise clients and agree services and products.

You can:

- a. Make recommendations that are suitable for the client.
- b. Agree services, products and outcomes that are acceptable to the client and meet their needs and state the likely cost and duration of the agreed services.
- c. Communicate with the client in a manner that maintains goodwill, trust and confidentiality.
- d. Keep the client records up-to-date, accurate, easy to read and complete.

**Notes:**

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### *Outcome 3 Sign-off*

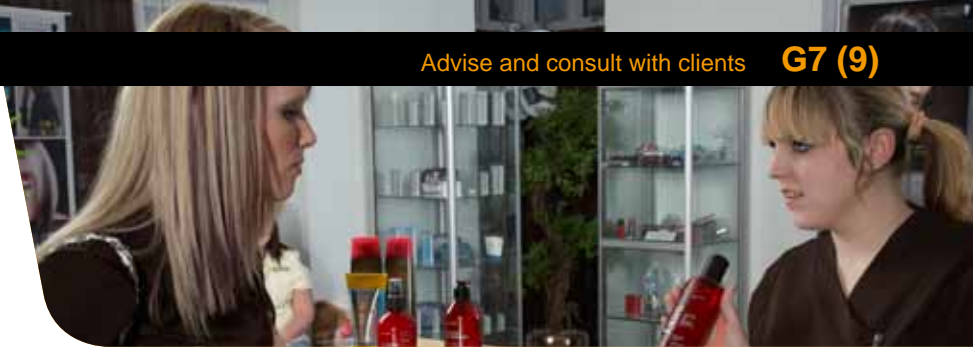
Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Range

You must cover the following ranges:

R1	Clients:	Date & Portfolio reference	Assessor signature
a	New		
b	Regular		
R2	Identifying by:	Date & Portfolio reference	Assessor signature
a	Questioning		
b	Observation		
c	Testing		
R3	Factors that limit or affect services:	Date & Portfolio reference	Assessor signature
a	Adverse hair, skin and scalp conditions		
b	Incompatibility of previous services and products used		
c	Lifestyle		
R4	Problems:	Date & Portfolio reference	Assessor signature
a	Suspected infections		
b	Suspected infestations		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 4

**Understand salon and legal requirements.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe own responsibilities under the Data Protection legislation and the salon rules for maintaining confidentiality.			
b. Describe own legal responsibilities for describing the features and benefits of products and services.			
c. Describe the salon procedures and manufacturers' instructions in relation to conducting tests.			

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 outcome 5

### Understand salon services products and prices.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the services and products available for use in the salon.			
b. Explain the salon's pricing structure.			
c. Explain how to calculate the likely charge for services.			

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'.



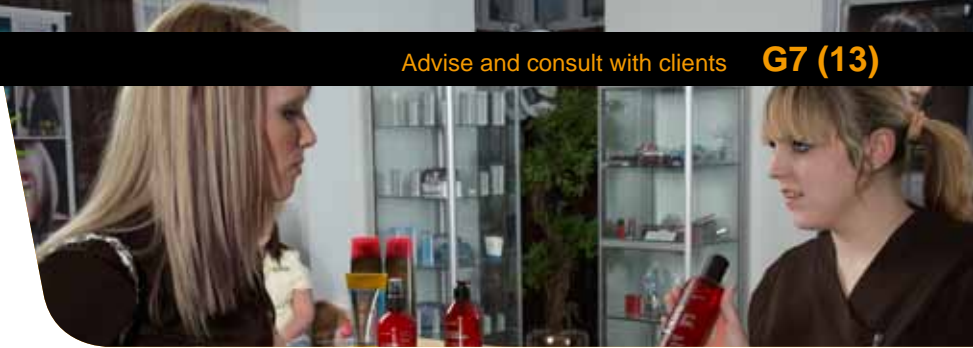
Knowledge and understanding outcome 6

Understand how to perform hair, skin and scalp analysis.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe why it is important to identify factors that may limit or affect services and products which can be used.			
b. Describe how: lifestyle; adverse hair, skin and scalp conditions; incompatibility of previous services, and products used - may limit or affect the services and products that can be offered to clients.			
c. Describe the indications of suspected infections and infestations and disorders visible to the naked eye.			
d. Explain how and when tests are carried out on hair, their importance and the potential consequences of failing to do so.			
e. Describe the basic structure of hair and skin, the growth cycle of hair and the characteristics of different hair types and textures.			
f. Describe the general factors that contribute to healthy hair (e.g. health, environment, chemicals).			
g. Describe the likely causes of adverse hair and scalp conditions visible to the naked eye.			

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 outcome 7

Understand methods of communication.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain why effective communication is important for the salon's business.			
b. Explain the importance of confidentiality and what might happen if this is not observed.			
c. Explain how to adapt own contributions to suit different situations.			
d. Explain how to communicate effectively and responding appropriately (ask questions to show interest).			
e. Explain how to move the discussion forward.			

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'.

Notes:

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# UN20GH8

## *Shampoo, condition and treat the hair and scalp*

*This unit is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included. This unit applies to both hairdressing and barbering salons.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when shampooing, conditioning and treating the hair and scalp*
- 2. shampoo hair and scalp*
- 3. condition and treat the hair and scalp*
- 4. provide aftercare advice*

**Based on National Occupational Standards 2009.**

**GH8 – Shampoo, condition and treat the hair and scalp.**

Level

**2**

Credit value

**4**

GLH

**36**





# UN20GH8

## *Shampoo, condition and treat the hair and scalp*

### Unit outcomes

On completion of this unit you will:

1. Be able to use effective and safe working methods when shampooing, conditioning and treating the hair and scalp
2. Be able to shampoo hair and scalp
3. Be able to condition and treat the hair and scalp
4. Know the salon and legal requirements
5. Know how to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp
6. Know basic science for shampooing, conditioning and treating the hair and scalp
7. Know products, equipment and their use
8. Know shampooing, conditioning and treatment techniques
9. Know how to communicate and provide aftercare advice for clients

### Service times

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



### Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

### Formative assessment

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

### Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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** occasions.



## Practical outcome 1

### Be able to use effective and safe working methods when shampooing, conditioning and treating the hair and scalp.

You can:

- a. Protect the client's clothing throughout the service
- b. Use personal protective equipment when required
- c. Clean and tidy the work area throughout the service
- d. Position client's and adopt postures that minimise fatigue, discomfort and injury risk
- e. Use working methods that:
  - minimise the wastage of products
  - minimise the risk of cross-infection
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to yourself and clients
- f. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- g. Identify the condition of the hair and scalp using suitable visual, verbal and manual checks
- h. Refer any unrecognised hair or scalp condition(s) to the relevant person(s) \*
- i. Use tools and equipment that are safe and fit for purpose
- j. Identify and report products that need re-ordering to the relevant person (s) \*
- k. Ensure the service is completed in a commercially viable time
- l. Remove waste immediately at the end of the service
- m. Produce up to date client records at the end of the service

\* Criteria that may be assessed through oral questioning.

### Outcome 1 Sign-off

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



## Practical outcome 2

### Be able to shampoo hair and scalp.

You can:

- a. Use products, tools and equipment suitable for the client's hair and scalp condition
- b. Adapt shampooing massage techniques to meet the needs of the client:
  - comfort
  - hair length and density
  - hair condition and scalp condition
- c. Adapt the water temperature and flow to meet the client's hair, scalp and comfort needs
- d. Clean the client's hair and scalp of shampoo and remove excess water
- e. Comb through the hair prior to the next part of the service, without causing damage to the hair and scalp

#### Notes:

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### *Outcome 2 Sign-off*

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



### Practical outcome 3

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

You can:

- a. Use client questioning to identify contraindications to hair and scalp services and record the client's responses
- b. Apply conditioning products to meet the needs of the client's hair and scalp, following the salon's and manufacturers' instructions
- c. Adapt conditioning massage techniques to meet the needs of the client's hair and scalp condition, following manufacturer's instructions
- d. Monitor and time the development of the conditioning product, applying heat at the correct temperature
- e. Remove the conditioning product and excess water, avoiding disturbance to the direction of the cuticle
- f. Comb through the client's hair prior to the next part of the service, without causing damage to the hair and scalp
- g. Provide the client with suitable aftercare advice

#### Notes:

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### Outcome 3 Sign-off

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



## Range

You must cover the following ranges:

You must assess and adapt shampooing techniques for **three** of the **five** following hair conditions:

R1	Hair condition	Date & Portfolio reference	Assessor signature
a	Chemically damaged		
b	Heat damaged		
c	Environmentally damaged		
d	Product build up		
e	Normal		

You must assess and adapt shampooing techniques for **three** of the **five** following scalp conditions:

R2	Scalp condition	Date & Portfolio reference	Assessor signature
a	Dandruff affected		
b	Oily		
c	Dry		
d	Product build up		
e	Normal		

R3	Shampooing massage technique	Date & Portfolio reference	Assessor signature
a	Effleurage		
b	Rotary		



R4		Hair length	Date & Portfolio reference	Assessor signature
a	Above shoulders; <i>Shampoo, condition/treat</i> <i>(excluding development time)</i> 10 minutes			
b	Below shoulders; <i>Shampoo, condition/treat</i> <i>(excluding development time)</i> 15 minutes			
R5		Contra-indication	Date & 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 & Portfolio reference	Assessor signature
a	Surface			
b	Penetrating			
c	Scalp treatment			
R7		Conditioning massage technique	Date & Portfolio reference	Assessor signature
a	Effleurage			
b	Petrissage			

You must assess and adapt conditioning massage techniques with regard to **three** out of the **five**



**Range** (Continued)

following hair conditions:

R8	Hair condition	Date & Portfolio reference	Assessor signature
a	Chemically damaged		
b	Heat damaged		
c	Environmentally damaged		
d	Product build up		
e	Normal		

You must assess and adapt conditioning massage techniques with regard to **three** out of the **five** following scalp conditions:

R9	Scalp condition	Date & Portfolio reference	Assessor signature
a	Dandruff affected		
b	Oily		
c	Dry		
d	Product build up		
e	Normal		

R10	Advice	Date & Portfolio reference	Assessor signature
a	Correct combing and brushing techniques		
b	Frequency of use of shampoos and conditioning products		
c	Suitable shampoos and conditioning products and how to use them		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 4

**Know the salon and legal requirements.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon's expected service times for shampooing, conditioning and treating the hair and scalp			
c. Describe when and how to complete client records			
d. State the person(s) to whom unrecognised hair and scalp conditions should be reported			
e. State the person(s) to whom low levels of resources should be reported			
f. State personal responsibilities in relation to shampooing and conditioning services under current legislation and regulations: - Data Protection legislation - Control of Substances Hazardous to Health Regulations - Electricity at Work Regulations			

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 outcome 5

### Know how to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the types of protective clothing and products that should be available for clients and yourselves			
b. Describe types of personal protective equipment available and their importance			
c. Define the condition contact dermatitis and how to avoid developing it whilst carrying out shampooing and conditioning services			
d. Describe how own and client positioning can affect the desired outcome and reduce fatigue and injury risk			
e. Outline the safety considerations which must be taken into account when shampooing, conditioning and treating the hair and scalp			
f. Describe why it is important to keep the work area clean and tidy			
g. Compare safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation			
h. Describe why it is important to position tools and equipment for ease of use			
i. Outline the importance of personal hygiene			



Knowledge and understanding outcome 5 (Continued)

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
j. Outline the importance of reporting unrecognised hair and scalp conditions			
k. Outline the importance of thoroughly rinsing hair to remove shampoos and conditioning products at the end of the service			
l. Describe how and why it is important to check electrical equipment used to aid conditioning and treatment processes			
m. Clarify the importance and legal significance of questioning clients to identify contra-indications to hair and scalp services and of recording client responses			

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 outcome 6

### Know basic science for shampooing, conditioning and treating the hair and scalp.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the direction in which the hair cuticle lies and its importance when disentangling wet hair			
b. Describe how to identify hair and scalp conditions and their causes			
c. Describe how and why contra-indications can affect the scalp massage service			
d. Describe how shampoo and water act together to cleanse the hair			
e. Describe how the pH value of the products used affects the current state of the hair			
f. Describe the effects of water temperature on the scalp and structure of the hair			
g. Describe how the 'build up' of products can affect the hair, scalp and the effectiveness of other services			
h. Compare how the formulations of shampoos and conditioning products vary to suit different hair conditions			
i. Describe how heat affects the hair during the conditioning treatment			
j. Describe how shampoos and conditioning products affect the hair and scalp			
k. Outline the purpose and benefits of scalp massage			

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 outcome 7

**Know products, equipment and their use.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe available shampooing and conditioning products and equipment			
b. Outline the importance of following manufacturers' instructions when using shampooing and conditioning products in the salon			
c. Describe when and how to use shampoos and conditioning products to treat different hair and scalp conditions			
d. State when the shampooing process should be repeated			
e. Describe the consequences of using incorrect shampooing and conditioning products			
f. Describe how to use equipment during conditioning and treatment processes			

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 outcome 8

### Know shampooing, conditioning and treatment techniques.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the use of rotary, effleurage and petrissage massage techniques when shampooing and conditioning different hair lengths and densities			
b. Describe when and how to apply conditioning products			
c. Outline the importance of removing conditioning products			
d. Outline the importance of removing excess water from the hair at the end of the service			
e. Outline the importance of de-tangling the hair from point to root			
f. Outline the importance of using shampoos and conditioning products cost effectively			

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 outcome 9

**Know how to communicate and provide aftercare advice for clients.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe how to give advice and recommendations to clients			
b. Describe how to use combs and brushes from point to root			
c. Describe how often to shampoo, condition and treat the hair, according to hair and scalp condition and lifestyle			
d. Describe beneficial and unsuitable products for client home use			

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'.





# UN20GH9

## *Change hair colour*

*This unit is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This unit covers the ability to colour a full head, re-growth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when colouring and lightening hair;*
- 2. prepare for colouring and lightening hair;*
- 3. colour and lighten hair;*
- 4. provide aftercare advice.*

**Based on National  
Occupational  
Standards 2009.**

GH9 – Change hair  
colour.

Level

**2**

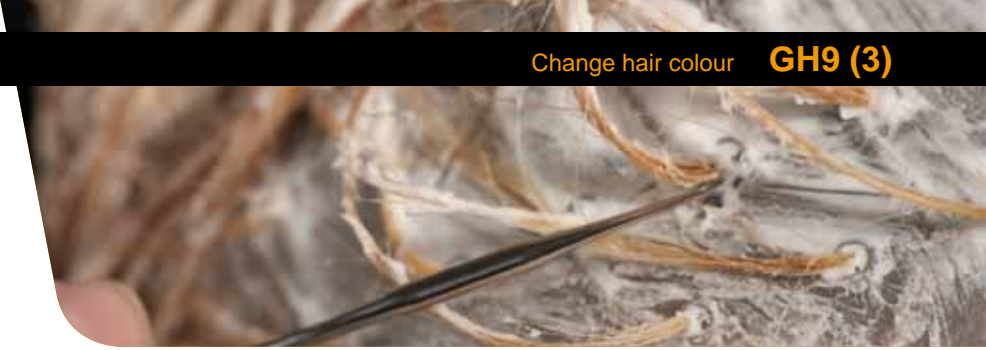
Credit value

**11**

GLH

**105**





# UN20GH9

## *Change hair colour*

### Unit outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when colouring and lightening hair
2. Be able to prepare for colouring and lightening services
3. Be able to colour and lighten hair
4. Understand salon and legal requirements
5. Understand how to work safely, effectively and hygienically when colouring hair
6. Understand the purpose of colour tests and the testing procedures
7. Understand the basic science for colouring and lightening services
8. Understand colouring products, equipment and their use
9. Understand colouring techniques
10. Understand the aftercare advice to provide clients

### Service times

Maximum services times for this unit

- Re-growth application of permanent colour  
25 minutes
- Partial head pulled through highlights and/or lowlights covering at least 20% of the head  
15 minutes
- Full head pulled through highlights and/or lowlights  
35 minutes
- Woven highlights and/or lowlights  
75 minutes



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

## Formative assessment

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

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign off an outcome when all criteria have been competently achieved.

On occasions some assessment 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 **seven** separate occasions, which must include observation of; **one** re-growth application of permanent colour, **one** full head application of permanent colour and **two** applications of woven highlights and / or lowlights. **One** of these must be carried out on a full head.



## Practical outcome 1

### Be able to use safe and effective methods of working when colouring and lightening hair.

You can:

- a. Protect the client's clothing, skin and hair effectively throughout the service
- b. Position the client to meet the needs of the service without causing discomfort
- c. Keep the work area clean and tidy throughout the service
- d. Remove waste immediately at the end of the service
- e. Use working methods that:
  - minimise the wastage of products
  - minimise the risk of cross-infection
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to themselves and others
- f. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to clients and colleagues
- g. Use products and equipment identified as a result of consultation with the client
- h. Identify and report promptly any products that need ordering to the relevant person(s) \*
- i. Complete the service within a commercially viable time
- j. Complete client records accurately

\* Criteria that may be assessed through oral questioning.

### Outcome 1 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)				



## Practical outcome 2

### Be able to prepare for colouring and lightening services.

You can:

- a. Identify any contra-indications to colouring and/or lightening services by questioning the client and recording the responses accurately \*
- b. Conduct the necessary tests following manufacturers' instructions and recognised industry procedures
- c. Record the outcomes of tests accurately on the client's record card
- d. Seek assistance from the relevant person(s) when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for the client
- e. Recommend a service based on an accurate evaluation of the client's hair and its potential to achieve the effect required and inform the client of the likely cost, duration and expected outcome of the service
- f. Select products, tools and equipment based on the results of necessary tests, consultation with the client and relevant factors influencing the service
- g. Prepare materials and products to meet the application requirements and manufacturers' instructions

\* Criteria that may be assessed through oral questioning.

### Outcome 2 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)				



### Practical outcome 3

#### Be able to colour and lighten hair.

You can:

- a. Confirm the desired effect with the client prior to the application of products
- b. Section the hair cleanly and evenly to assist the accurate application of products
- c. Apply products accurately taking into account relevant factors influencing the service
- d. Use colour application techniques suitable for achieving the desired look and following manufacturers' instructions
- e. Time the development of products following manufacturers' instructions
- f. Confirm the required result has been achieved by conducting strand tests at suitable times throughout the process
- g. Massage the hair and scalp to emulsify the colour prior to removal, following manufacturers' instructions
- h. Leave the hair and scalp free of products and materials after the desired effect is achieved
- i. Identify any problems during the service and resolve them within the limits of own authority \*
- j. Refer problems which cannot be resolved promptly to the relevant persons(s) \*
- k. Achieve the desired effect to the satisfaction of the client
- l. Give the client suitable aftercare advice on the maintenance of the hair colour

\* Criteria that may be assessed through oral questioning.

#### Outcome 3 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)				



## Range

You must cover the following ranges:

You must use **three** out of the **four** following products:

R1	Products:	Date & Portfolio Reference	Assessor signature
a	Semi-permanent		
b	Quasi-permanent		
c	Permanent		
d	Lighteners		

R2	Contra-indications:	Date & 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 & Portfolio Reference	Assessor signature
a	Skin		
b	Incompatibility		
c	Porosity		
d	Elasticity		
e	Colour test		



R4		Factors:	Date & 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		
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 –</i> <i>Partial head – 15 mins</i> <i>Full head - 35 mins</i>		
e		Woven highlights and/or lowlights <i>Max service time – 75 mins</i>		

**Range** (Continued)

<b>R6</b>	<b>Advice</b>	<b>Date &amp; Portfolio Reference</b>	<b>Assessor signature</b>
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		
e	Colour test		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 4**

**Understand salon and legal requirements.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. State the salon's expected service times for basic colouring work			
c. Describe how to complete client records effectively			
d. State the salon's and legal requirements for disposal of waste materials			
e. Outline the limits of own authority for resolving colouring and lightening problems			
f. State the person to whom problems that cannot be resolved should be reported to			
g. Explain own responsibilities under current Data Protection legislation			
h. Outline own responsibilities under the current Electricity at Work Regulations			
i. Describe own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of colouring and lightening products			

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 outcome 5

### Understand how to work safely, effectively and hygienically when colouring hair.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe contact dermatitis and how to avoid developing it whilst carrying out colouring services			
b. List the protective equipment that should be available			
c. Explain why it is important to use personal protective equipment			
d. Explain how the position of the client and themselves can affect the desired outcome and reduce fatigue and the risk of injury			
e. State why it is important to position tools and equipment for ease of use			
f. Outline the dangers associated with the inhalation of powder lighteners			
g. Describe the precautions that must be taken when using powder and other lighteners			
h. State why it is important to keep the work area clean and tidy			
i. Describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			
j. Explain the importance of maintaining personal hygiene			



**Knowledge and understanding outcome 5 (Continued)**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
k. Explain why it is important to check electrical equipment used to aid the colouring and lightening process			
l. Compare the methods of cleaning, disinfecting and sterilisation used in salons			
m. Explain the importance of identifying any contra-indications to colouring and/or lightening services			
n. Explain why it is important to record client responses to questioning and the legal significance of questioning and recording of client's responses			

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 outcome 6

### Understand the purpose of colour tests and the testing procedures.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the types and purposes of tests for hair colouring			
b. Explain the importance of following manufacturers' instructions for skin testing			
c. Describe when and how tests should be carried out and the expected results			
d. Explain how the results of tests can influence the colouring and lightening service			
e. Explain the potential consequences of failing to carry out tests			
f. Outline the courses of action to take in the event of adverse reactions to tests (e.g. what type of reactions that must be reported to another, more senior person)			
g. Explain why it is important to record test results			

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 outcome 7**

**Understand the basic science for colouring and lightening services.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the principles of colour selection, including the International Colour Chart (ICC)			
b. Describe how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten			
c. Compare the effect of different colouring and lightening products on the hair structure			
d. Explain how the different strengths of hydrogen peroxide influence colouring and lightening			
e. Describe how porosity levels can affect the choice and application of products and the results of the colouring process			
f. Outline how the factors can affect the choice of colouring and lightening products and application techniques			
g. Explain the effects of temperature on the application and development of colouring and lightening products			
h. Describe how to dilute hydrogen peroxide to form different strengths of solutions			
i. Explain the importance of restoring the hair's pH balance after the colouring and lightening process			



Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
j. Explain why it is important to avoid disturbing areas still processing when removing products from developed areas			
k. Explain why it is important to emulsify colour prior to removal			
l. Explain why it is important to leave the hair and scalp free of colouring and lightening products			
m. Describe how and why contra- indications can affect the delivery of colouring services to clients			

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 outcome 8**

**Understand colouring products, equipment and their use.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Outline the types of colouring and lightening products available, including temporary colours			
b. Explain the importance of following manufacturers' instructions for the use of specific colouring and lightening products in the salon			
c. Describe how to accurately measure and mix colour and lightening products			
d. List the types of tools, materials and equipment used for highlighting and lowlighting hair			
e. Describe when and how shampoos and conditioners should be used when colouring and lightening hair			
f. State the importance of using products economically			

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 outcome 9

### Understand colouring techniques.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain the importance of sectioning hair accurately when colouring and lightening			
b. Describe the methods of applying and removing colouring and lightening products			
c. Describe techniques for highlighting and lowlighting hair			
d. Describe when to use the different types of lighteners and toners available			
e. Describe the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look			
f. Describe how to handle the hair when weaving to maintain an even tension and to secure the materials to prevent seepage			
g. Describe the types and causes of colouring and lightening problems that may occur during processing (e.g. skin staining, deterioration of hair condition and product seepage)			
h. Outline ways of resolving simple colouring and lightening problems that may occur during processing			
i. State the potential risks of using lightening products on previously chemically treated 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'.



# UN2GH10

## *Style and finish hair*

*This unit is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when styling and finishing hair*
- 2. blow dry hair into shape*
- 3. finger dry hair into shape*
- 4. finish hair*
- 5. provide aftercare advice.*

**Based on National  
Occupational  
Standards 2009.**

GH10 – Style and  
finish hair.

Level

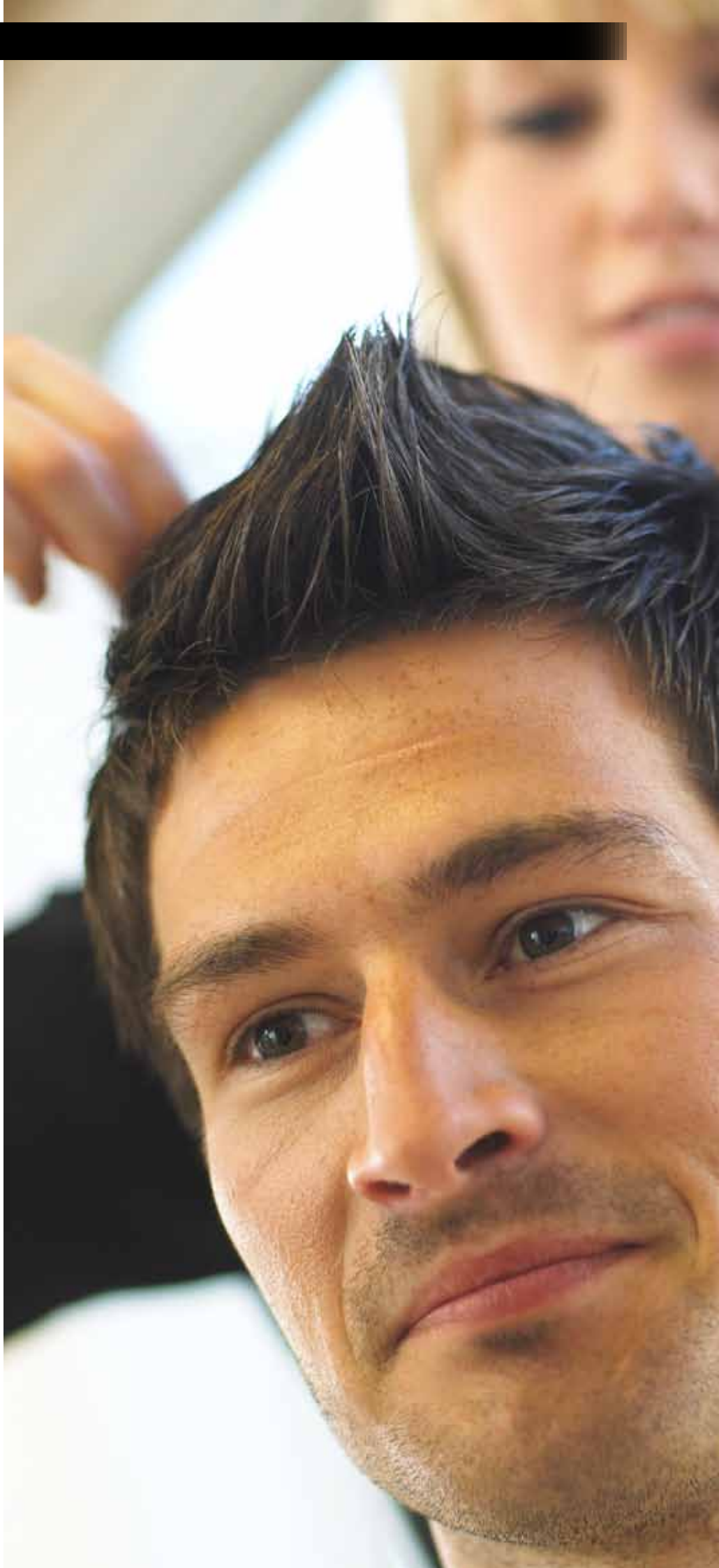
2

Credit value

6

GLH

50





# UN2GH10

## *Style and finish hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when styling and finishing hair
2. Be able to blow dry hair into shape
3. Be able to finger dry hair into shape
4. Be able to finish the hair
5. Know salon and legal requirements
6. Understand how to work safely, effectively and hygienically when styling
7. Understand the effect of styling and finishing techniques on the hair
8. Understand how to use product and equipment to style and finish hair
9. Understand blow drying and styling techniques and methods
10. Understand how to communicate with and provide aftercare advice to clients

### 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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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** occasions each on different clients, which must include: blow drying with a brush to create volume, blow drying with a round brush to create curl, straightening and smoothing with a brush and use of heated styling equipment.

## Formative assessment

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



**Practical outcome 1**

**Be able to use safe and effective methods of working when styling and finishing hair.**

You can:

- a. Protect the client’s clothing throughout the service
- b. Wear personal protective equipment, if required
- c. Keep work area clean and tidy throughout the service
- d. Use working methods that:
  - minimise the risk of damage to tools and equipment
  - minimise the risk of cross-infection
  - minimise the wastage of products
  - make effective use of working time
  - ensure the use of clean resources
  - minimise harm or injury to self and others
- e. Maintain personal standards of health and hygiene to minimise the risk of cross-infection, infestation and offence to clients and colleagues
- f. Complete the styling and finishing services within a commercially viable time

*Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to blow dry hair into shape.

You can:

- a. Consult with the client to confirm the look agreed at consultation prior to and during styling
- b. Apply suitable products, as required, following manufacturers' instruction
- c. Control the styling tools to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
- d. Take meshes of hair which suit the size of the styling tools
- e. Maintain an even tension throughout the styling process
- f. Keep the hair damp throughout the styling process
- g. Control the hair during the styling process, taking account of influencing factors

### *Outcome 2 Sign-off*

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



**Practical outcome 3**

**Be able to finger dry hair into shape.**

You can:

- a. Consult with the client to confirm the look agreed at consultation prior to and during styling
- b. Apply suitable products, as required, following manufacturers' instructions
- c. Keep the hair damp throughout the styling process
- d. Control the hair during the finger styling process, taking account of influencing factors

**Notes:**

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*Outcome 3 Sign-off*

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



## Practical outcome 4

### Be able to finish the hair.

You can:

- a. Use heated styling equipment, when necessary, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- b. Use back combing and back brushing techniques, when required, to achieve the desired look
- c. Apply suitable products, as required, following manufacturers' instructions
- d. Control the hair during the finishing process, taking account of influencing factors
- e. Achieve the intended shape, direction, balance and volume agreed with the client
- f. Confirm the client's satisfaction with the finished look
- g. Give the client suitable aftercare advice on the maintenance of their style and hair condition

#### Notes:

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### *Outcome 4 Sign-off*

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



## Range

You must cover the following ranges:

You must show that you have used **four out of the seven** products listed:

R1	Products:	Date & Portfolio reference	Assessor signature
a	Heat protectors		
b	Sprays		
c	Mousse		
d	Creams		
e	Gels		
f	Lotions		
g	Serums		

R2	Heated styling equipment:	Date & Portfolio reference	Assessor signature
a	Straighteners		
b	Tongs		

R3	Hair:	Date & Portfolio reference	Assessor signature
a	Curly		
b	Straight		
c	Above shoulder length <i>Maximum service time – Blow-dry and finish - 35 minutes</i>		
d	Below shoulder length <i>Maximum service time – Blow-dry and finish - 45 minutes</i>		
e	One length		
f	Layered		



**Range** (Continued)

R4		Factors:	Date & Portfolio reference	Assessor signature
a		Hair cut		
b		Hair growth patterns		
c		Hair elasticity		
d		<i>Head and face shape</i>		
e		Hair texture		
f		Hair length		
g		Hair density		
R5		Blow drying tools and equipment:	Date & Portfolio reference	Assessor signature
a		Hand dryer		
b		Round brush		
c		Flat brush		
d		<i>Diffuser</i>		
e		Nozzle		
R6		Blow dry finishes:	Date & Portfolio reference	Assessor signature
a		Straightening		
b		Smoothing		
c		Creating volume		
d		<i>Creating movement</i>		
e		Creating curl		
R7		Advice covers:	Date & Portfolio reference	Assessor signature
a		Suitable aftercare products and their use		
b		Safe use of heated styling equipment and hand dryers		
c		How to recreate and maintain the style		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 5**

**Know salon and legal requirements.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon's expected service times for styling and finishing hair			
c. Describe own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of products for styling and finishing hair			
d. Describe own responsibilities under the current Electricity at Work Regulations			

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 outcome 6

### Understand how to work safely, effectively and hygienically when styling.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe contact dermatitis and how to avoid developing it whilst carrying out styling and finishing services			
b. Identify the protective clothing that should be available for clients			
c. Explain the personal protective equipment available, when and why it should be worn			
d. Describe how the position of the client and themselves can affect the desired outcome, reduce fatigue and the risk of injury			
e. Identify the safety considerations which must be taken into account when styling and finishing hair			
f. Explain why it is important to check for infestation and avoid cross-infection			
g. Explain why it is important to keep the work area clean and tidy			
h. Describe the methods of cleaning, disinfecting and/or sterilisation used in salons			
i. Explain the importance of positioning equipment for ease of use			
j. Describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			



**Knowledge and understanding outcome 6 (Continued)**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
k. Explain the importance of personal hygiene			
l. Explain why it is important to check electrical equipment used to aid the styling and finishing process			
m. Explain the importance of using products economically			
n. Explain the reasons why tools and heated styling equipment should be kept free from excess oils and product build up			

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 outcome 7

### Understand the effect of styling and finishing techniques on the hair.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the effects of humidity on hair			
b. Explain the physical effects of the blow drying, finger drying and heated styling processes on the hair structure			
c. Explain how the incorrect application of heat can affect the hair and scalp			
d. Explain why hair should be allowed to cool prior to finishing			
e. Explain why hair should be kept damp during the blow drying and finger drying processes			
f. Explain how heat protectors act to protect the 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'.



**Knowledge and understanding outcome 8**

**Understand how to use product and equipment to style and finish hair.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the products and equipment available for styling and finishing hair			
b. Explain the importance of following manufacturers' instructions on the use of the specific styling and finishing products in the salon			
c. Describe why and how to use the different types of: <ul style="list-style-type: none"> <li>- styling brushes when blow drying</li> <li>- attachments when blow drying</li> <li>- heated styling equipment when styling and finishing</li> <li>- products and when to apply them</li> </ul>			

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 outcome 9

### Understand blow drying and styling techniques and methods.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe current techniques for blow drying, finger drying and finishing hair			
b. Describe how different factors affect the styling process and the finished look			
c. Describe how the finished result of blow drying is affected by: <ul style="list-style-type: none"> <li>- tension</li> <li>- size of hair mesh</li> <li>- size of brush</li> <li>- the angle at which the brush is held</li> <li>- not allowing the hair to cool before removing the hair mesh from the brush</li> </ul>			
d. Explain why the direction of the air flow when drying is important to achieve the desired look			
e. Describe why hair needs to be sectioned for styling			
f. Describe how to carry out the styling techniques			
g. Explain the effects that can be achieved by curling on and off base			

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 outcome 10**

**Understand how to communicate with and provide aftercare advice to clients.**

<b>Knowledge requirements</b>	<b>Mandatory written paper</b> (date achieved)	<b>Oral questioning</b> (date achieved)	<b>Portfolio reference</b> (other forms of evidence)
a. Describe the equipment and products for home use that will benefit the client and those to avoid and why			
b. Describe the advice to give to clients prior to the use of heated styling equipment at home			
c. Explain how the continual use of heated equipment can affect the hair			
d. Explain the different ways of maintaining a style			
e. Describe how lifestyle can influence the choice of style			
f. Explain how to give effective aftercare advice and recommendations to clients			

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*'.





# UN2GH11

## *Set and dress hair*

*This unit is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools is required. A high degree of manual dexterity will be necessary.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when setting and dressing hair*
- 2. set hair*
- 3. dress hair*
- 4. provide aftercare advice*

**Based on National  
Occupational  
Standards 2009.**

GH11 – Set and  
dress hair.

Level

**2**

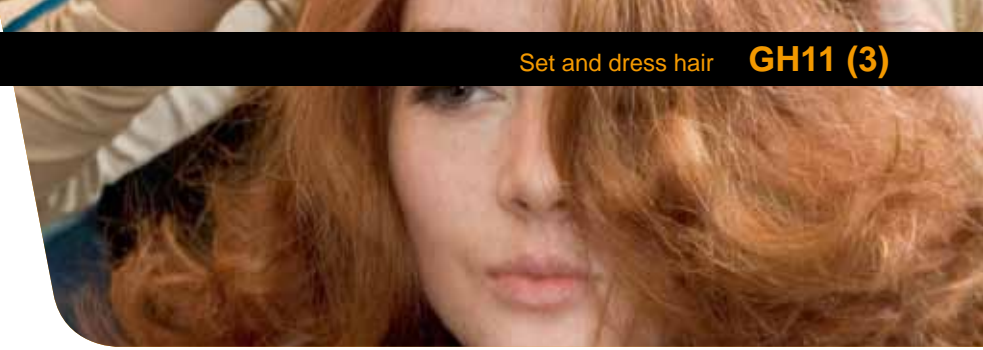
Credit value

**6**

GLH

**50**





# UN2GH11

## *Set and dress hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to use effective and safe working methods when setting and dressing hair
2. Be able to set hair
3. Be able to dress hair
4. Know salon and legal requirements
5. Know how to work safely, effectively and hygienically when setting and dressing hair
6. Understand the basic science of setting and dressing hair
7. Know about products, equipment and their use
8. Know about setting and dressing techniques and effects
9. Know about aftercare advice for clients

### Service times

Set and dress above shoulder length  
(excluding drying) 35 minutes

Set and dress below shoulder length  
(excluding drying) 45 minutes



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

## Formative assessment

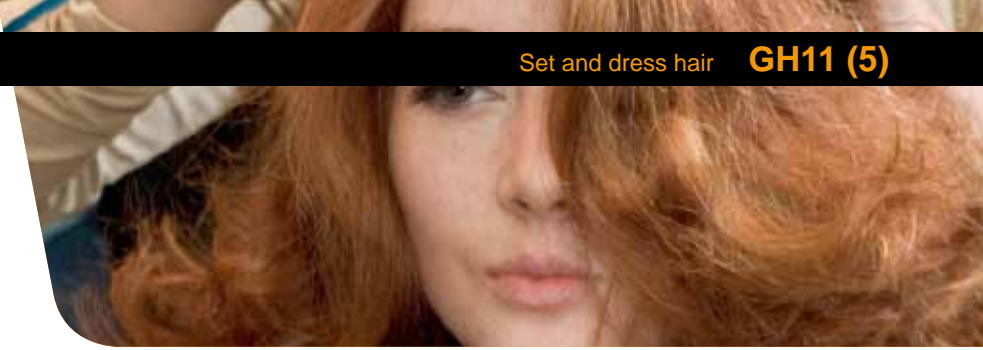
Your assessor will use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign off an outcome when all criteria have been competently achieved.

On occasions some assessment 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** occasions which must include observation of a curled effect, smooth effect and rolled effect. At least one of the observations must be of a set using rollers secured with pins.



## Practical outcome 1

### Be able to use effective and safe working methods when setting and dressing hair.

You can:

- a. Protect the client's clothing throughout the service
- b. Use personal protective equipment when required
- c. Clean and tidy the work area throughout the service
- d. Position client's and adopt postures that minimise fatigue, discomfort and injury risk
- e. Use working methods that:
  - minimise the wastage of products
  - minimise the risk of damage to tools and equipment
  - minimise the risk of cross-infection
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to self and clients
- f. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- g. Use safe and suitable tools, equipment, techniques and products based on consultation with the client
- h. Use tests to check the temperature of heated equipment prior to use and continually throughout the service
- i. Clean tools and equipment so they are free of product build up
- j. Complete the setting and dressing service in a commercially viable time

### *Outcome 1 Sign-off*

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



## Practical outcome 2

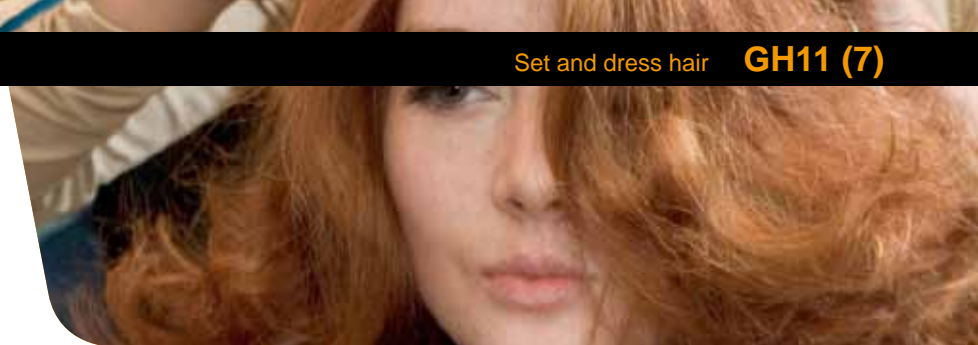
### Be able to set hair.

You can:

- a. Confirm the agreed look with the client during consultation prior to commencing the cut
- b. Control tools and equipment to minimise the risk of damage to the hair and scalp and client discomfort
- c. Use meshes of hair which suit the size of the tools and equipment
- d. Use sectioning and winding techniques to achieve the desired look
- e. Secure wound rollers so they sit on or off base to meet the style requirements
- f. Maintain the tension throughout the setting process
- g. Maintain damp hair throughout the setting process, when required
- h. Apply suitable products according to manufacturers' instructions
- i. Control the client's hair throughout the setting process taking account of influencing factors
- j. Remove items used for setting, avoiding discomfort to the client
- k. Confirm that the setting techniques achieve the desired look

### *Outcome 2 Sign-off*

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



### Practical outcome 3

#### Be able to dress hair.

You can:

- a. Remove all section marks from the client's hair
- b. Use heated equipment at the correct temperature for the client's hair and the desired look
- c. Control tools and equipment to minimise the risk of damage to the hair and scalp and client discomfort
- d. Secure the hair so that pins and grips are not visible \*
- e. Apply and use suitable products according to manufacturers' instructions
- f. Check that the finished look achieves the intended shape, direction and volume agreed with the client, taking account of influencing factors
- g. Confirm the client's satisfaction with the finished look
- h. Provide the client with suitable aftercare advice

#### Notes:

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\* Criteria that may be assessed through oral questioning.

### Outcome 3 Sign-off

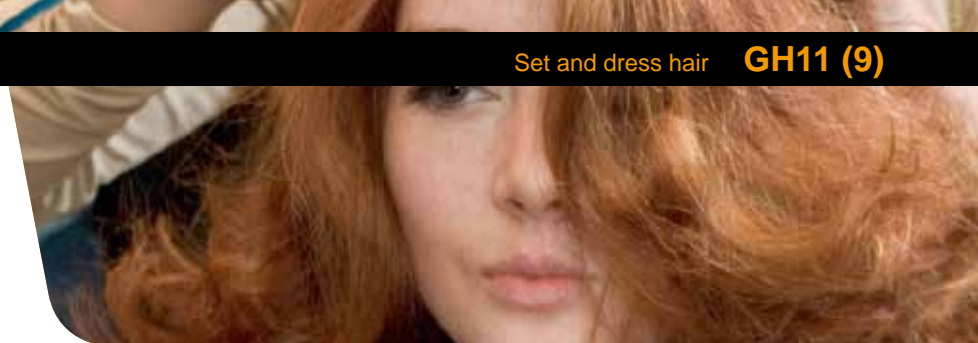
Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



## Range

You must use **cover the following ranges:**

R1	Product	Date & Portfolio reference	Assessor signature
a	Setting lotion		
b	Gel		
c	Mousse		
d	Serums		
e	Creams		
f	Sprays		
g	Wax		
R2	Tool / equipment	Date & Portfolio reference	Assessor signature
a	Rollers		
b	Combs		
c	Pin curl clips		
d	Brushes		
e	Grips and pins		
f	Heated rollers		
g	Tongs		
h	Straighteners		
R3	Setting technique	Date & Portfolio reference	Assessor signature
a	Rollering		
b	Spiral curling		
c	Pin curling to give volume		
d	Pin curling to give flat movement		
R4	Hair type	Date & Portfolio reference	Assessor signature
a	Above shoulder length <i>Set &amp; dress (excluding drying) - 35 mins</i>		
b	Below shoulder length <i>Set &amp; dress (excluding drying) - 45 mins</i>		



R5		Date & Portfolio reference	Assessor signature
	<b>Sectioning / winding technique</b>		
a	Point to root		
b	Root to point		
c	On base		
d	Off base		
e	Directional		
f	Brick		
R6		Date & Portfolio reference	Assessor signature
	<b>Factor</b>		
a	Hair cut		
b	Hair growth pattern		
c	Hair length		
d	Hair density		
e	Head and face shape		
f	Hair texture		
g	Hair elasticity		
h	The occasion for which the style is required		
R7		Date & Portfolio reference	Assessor signature
	<b>Dressing technique / effect</b>		
a	Curls		
b	Rolls		
c	Smoothing		
d	Back-combing		
e	Back-brushing		
R8		Date & Portfolio reference	Assessor signature
	<b>Advice</b>		
a	Suitable aftercare products and their use		
b	Use of heated styling equipment		
c	How to recreate and maintain the style		



## Achieving knowledge and understanding outcomes

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

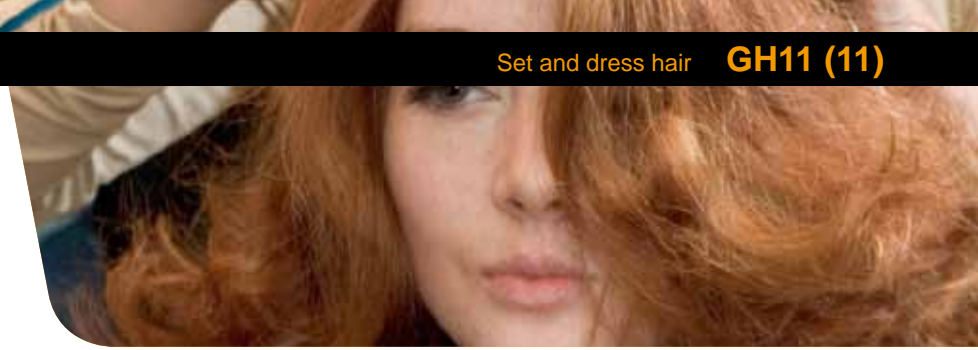
Where possible your assessor will assess knowledge and understanding outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 4

### Know salon and legal requirements.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon's expected service times for cutting hair			
c. State personal responsibilities under current regulations in relation to setting and dressing services: <ul style="list-style-type: none"> <li>- Control of Substances Hazardous to Health Regulations</li> <li>- Electricity at Work Regulations</li> </ul>			

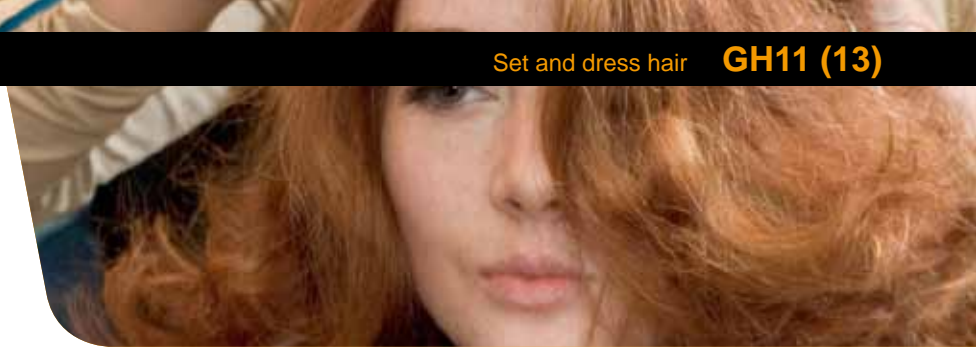
For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



**Knowledge and understanding outcome 5**

**Know how to work safely, effectively and hygienically when setting and dressing hair.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Outline the types of personal protective equipment available for clients and themselves and its importance			
b. Describe contact dermatitis and state how to avoid developing it during the setting and dressing service			
c. Describe how own and client positioning can affect the desired outcome and reduce fatigue and injury risk			
d. Describe why it is important to position tools and equipment for ease of use			
e. Outline the safety considerations which must be taken into account when setting and dressing hair			
f. Describe why it is important to keep the work area clean and tidy			
g. Compare safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation			
h. Describe the importance of personal hygiene			
i. Outline the importance of using products economically			
j. State why it is important to check electrical equipment used to aid setting and dressing processes			



Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
k. Describe the reasons why tools and equipment should be kept free from excess oils, product build up and hair			

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*'.



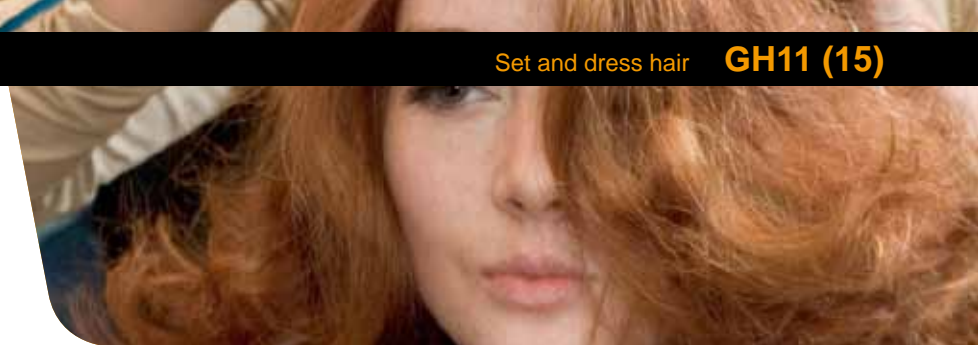
**Knowledge and understanding outcome 6**

**Understand the basic science of setting and dressing hair.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the effects of humidity on hair			
b. Describe the physical effects of setting on hair structure			
c. Explain how the incorrect application of heat can affect the hair and scalp			
d. Explain why hair should be allowed to cool prior to dressing			
e. Explain why hair should be kept damp during the setting process			
f. Explain how heat protectors act to protect the 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'.



## Knowledge and understanding outcome 7

### Know about products, equipment and their use.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Compare different types of tools, equipment and products available for setting and dressing			
b. Describe the importance of following manufacturers' instructions for setting and dressing products in the salon			
c. Describe the use of different tools, equipment and products for setting and dressing hair			

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'.

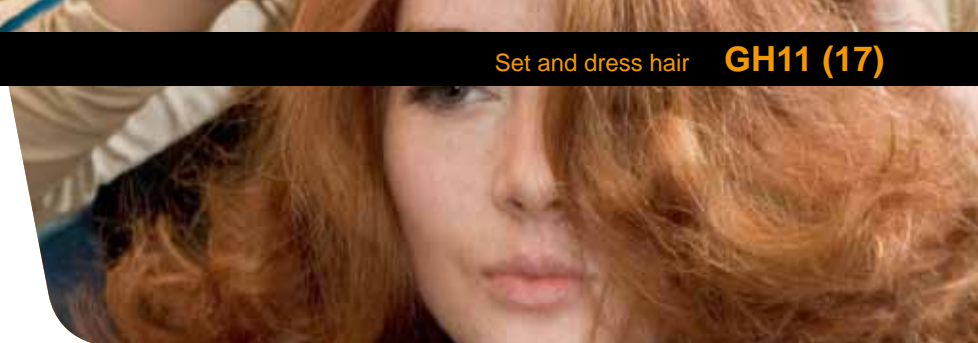


**Knowledge and understanding outcome 8**

**Know about setting and dressing techniques and effects.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the use of current techniques for setting and dressing hair			
b. Describe how different factors affect the setting and dressing processes and the finished look			
c. Compare the use the different types of sectioning and winding techniques			
d. Describe why and how to use smoothing, back-combing and back-brushing techniques			
e. Describe how the angle of winding on and off base influences the volume and direction of the hair movement			
f. Describe why set hair sections need to be brushed out thoroughly			
g. Describe methods of handling, controlling and securing hair to achieve curls and rolls			

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 outcome 9

### Know about aftercare advice for clients.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Compare suitable and unsuitable products for the client's home use and the reasons			
b. Describe how the continual use of heated equipment can affect the hair			
c. Describe the different ways of maintaining a style			

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'.







# UN2GH12

## *Cut hair using basic techniques*

*This unit is about creating a variety of basic looks for women using club cutting, freehand and scissors-over-comb techniques. You are required to use these techniques to produce one length above the shoulder, uniform layer, short graduation and long graduation looks on straight and curly hair.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when cutting hair*
- 2. cut hair to achieve a variety of looks*
- 3. provide aftercare advice*

**Based on National  
Occupational  
Standards 2009.**

GH12 – Cut  
hair using basic  
techniques.

Level

2

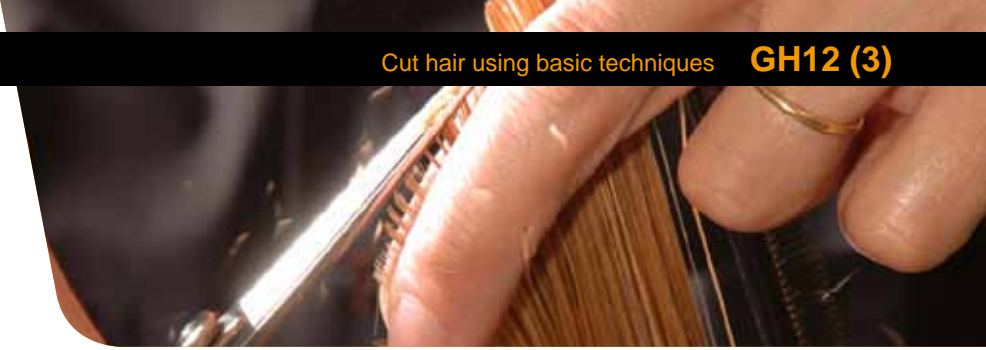
Credit value

8

GLH

80





# UN2GH12

## *Cut hair using basic techniques*

### Unit outcomes

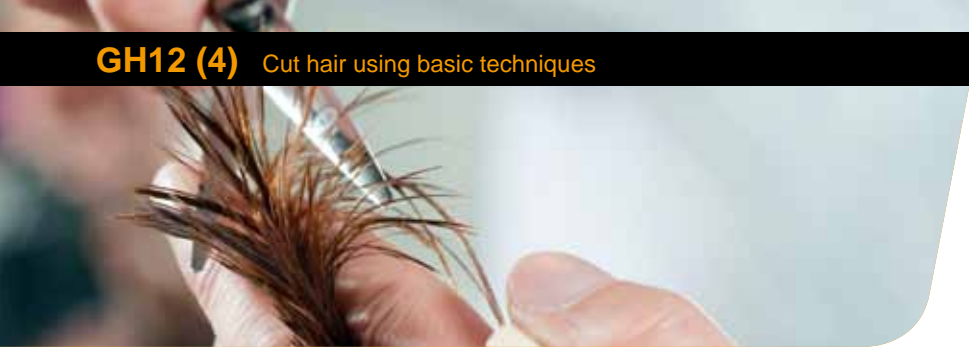
On completion of this unit you will:

1. Be able to use safe and effective methods of working when cutting hair
2. Be able to use cutting techniques to achieve a variety of looks
3. Understand salon and legal requirements
4. Understand how to work safely, effectively and hygienically when cutting hair
5. Understand factors that can affect the service
6. Understand hair cutting techniques
7. Understand the aftercare advice to provide for clients

### Service times

Maximum services times for this unit

Cut hair - all techniques      45 minutes



### Evidence requirements

1. The evidence for this unit must be gathered in the workplace.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. No mandatory written questions required with this unit

### Formative assessment

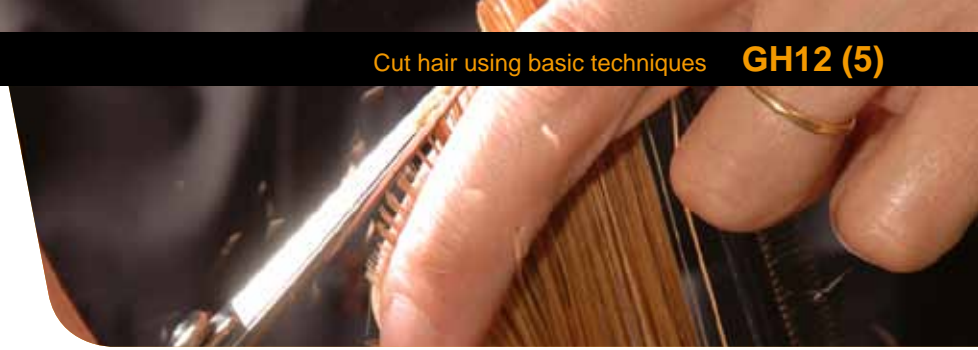
Your assessor will use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

### Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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 - 2 for each cutting look (fringes can be incorporated into any of the cutting looks). These 4 looks must include: a one length above the shoulder, and a short graduation incorporating the use of scissor over comb.



## Practical outcome 1

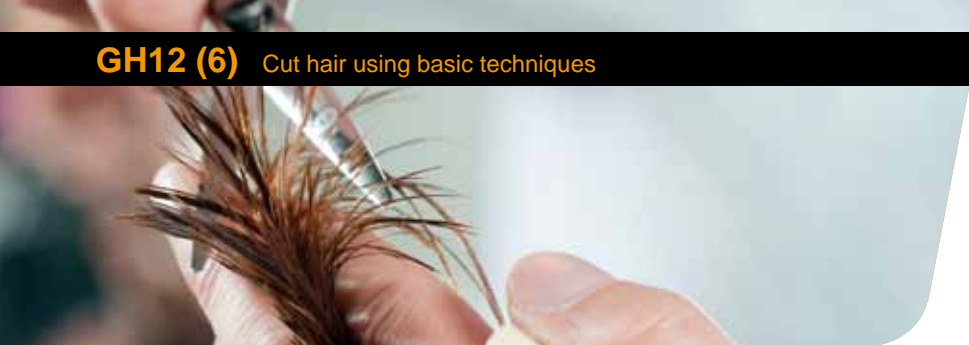
### Be able to use safe and effective methods of working when cutting hair.

You can:

- a. Protect the client's clothing and keep their skin free of excess hair cuttings throughout the service
- b. Keep the work area clean and tidy throughout the service
- c. Remove waste immediately at the end of the service
- d. Use working methods that:
  - minimise the risk of damage to tools
  - minimise the risk of cross-infection
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to yourself and others
- e. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to clients and colleagues
- f. Complete the service within a commercially viable time

### *Outcome 1 Sign-off*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				
Observation	5	6	7	8
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				



## Practical outcome 2

### Be able to use cutting techniques to achieve a variety of looks.

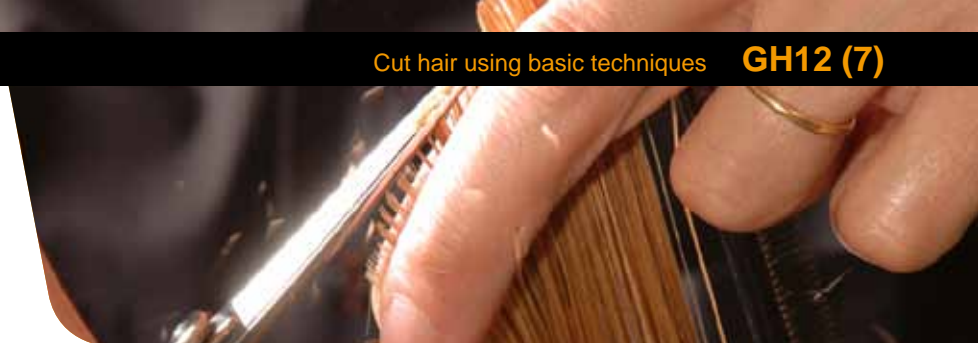
You can:

- a. Establish the factors likely to influence the service
- b. Confirm the client's satisfaction with the agreed look at consultation during, and on completion of, the service
- c. Establish and follow the cutting guideline(s) accurately to achieve the required look
- d. Control tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- e. Use cutting techniques which take account of the influencing factors
- f. Position yourself and the client to help ensure the accuracy of the cut
- g. Use cross checking techniques to ensure accurate distribution of weight, balance and shape
- h. Remove any unwanted hair outside the desired outline shape \*
- i. Check the finished cut is accurate and the desired look has been achieved
- j. Give the client suitable advice on the maintenance of the look

\* Criteria that may be assessed through oral questioning.

### Outcome 2 Sign-off

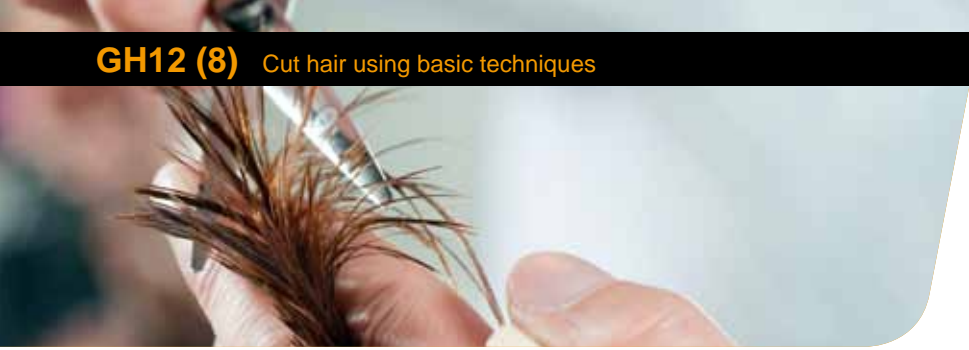
Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				
Observation	5	6	7	8
Criteria questioned orally				
Date achieved				
Learner signature				
Assessor signature				
IV signature (if sampled)				



## Range

You must cover the following ranges:

R1	Factor:	Date & 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 & Portfolio reference	Assessor signature
a	One length <i>Maximum service time - 45 min</i>		
b	Uniform layer <i>Maximum service time - 45 min</i>		
c	Short graduation <i>Maximum service time - 45 min</i>		
d	Long graduation <i>Maximum service time - 45 min</i>		
e	With a fringe		
R3	Techniques:	Date & Portfolio reference	Assessor signature
a	Club cutting		
b	Freehand		
c	Scissors-over-comb		
R4	Hair types:	Date & Portfolio reference	Assessor signature
a	Curly		
b	Straight		
R5	Advice:	Date & Portfolio reference	Assessor signature
a	How to maintain their look		
b	Time interval between services		

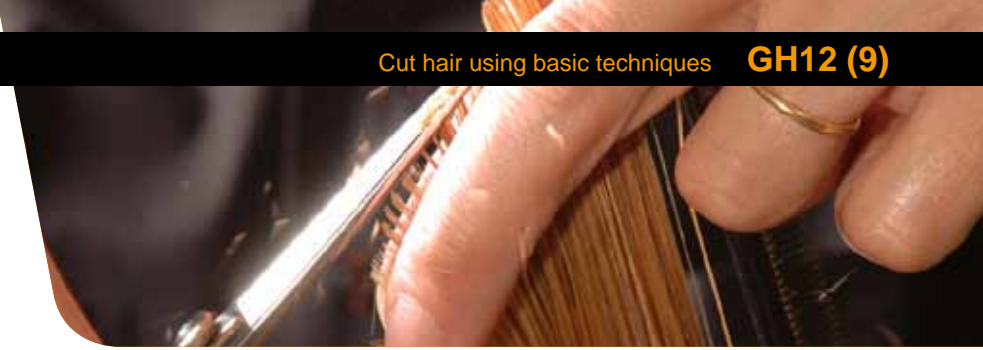


## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

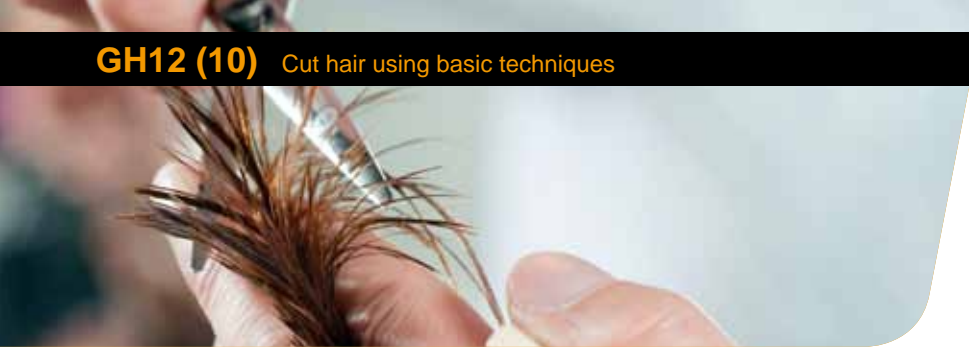


### Knowledge and understanding outcome 3

#### Understand salon and legal requirements.

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation		
b. State the salon's expected service times for a range of looks		
c. Describe the salon's and legal requirements for disposal of waste materials		

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'.

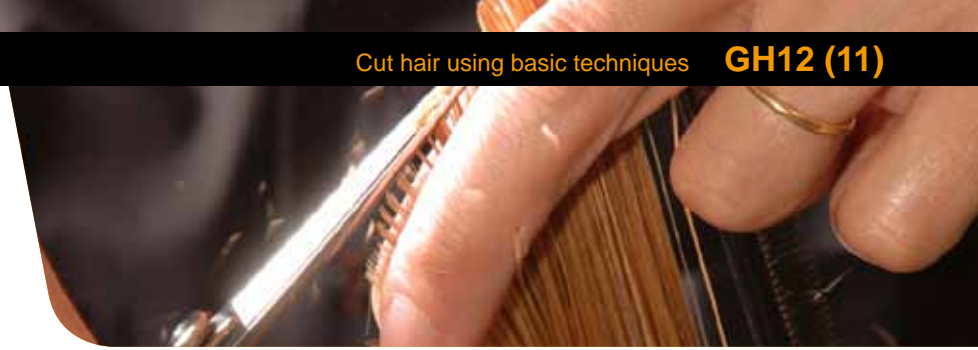


**Knowledge and understanding outcome 4**

**Understand how to work safely, effectively and hygienically when cutting hair.**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. List the protective equipment that should be available		
b. Explain why it is important to protect clients from hair clippings		
c. Describe how the position of the client and themselves can affect the desired outcome and reduce fatigue and the risk of injury		
d. Identify the safety considerations which must be taken into account when cutting hair		
e. Explain why it is important to avoid cross-infection and infestation		
f. Explain why it is important to keep the work area clean and tidy		
g. Explain why it is important to position cutting tools for ease of use		
h. Compare methods of cleaning, disinfecting and sterilisation used in salons		
i. Describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation		
j. Explain the correct use and maintenance of cutting tools		
k. Explain the importance of maintaining personal hygiene		

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'.

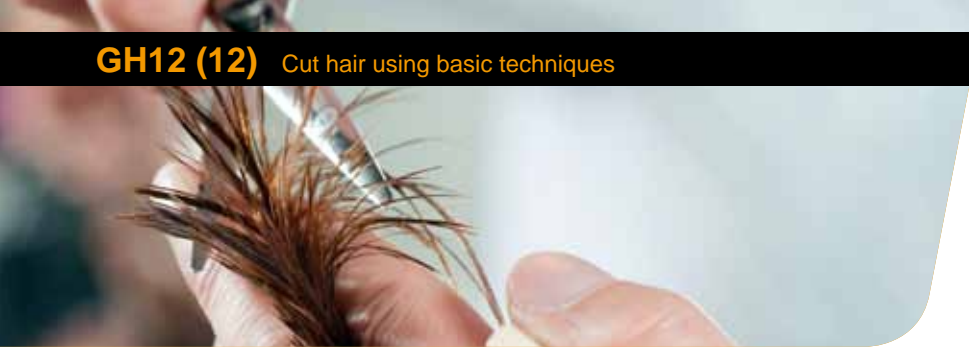


## Knowledge and understanding outcome 5

### Understand factors that can affect the service.

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Outline the factors that must be taken into consideration prior to and during cutting (e.g. hair types, hair density, hair growth patterns etc.) and how these affect the service		
b. Identify the factors which should be considered when cutting wet and dry hair		
c. State the average rate of hair growth		

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'.

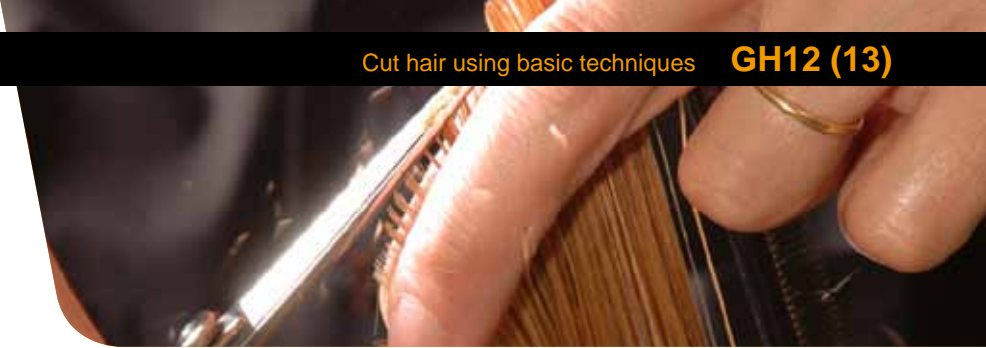


**Knowledge and understanding outcome 6**

**Understand hair cutting techniques.**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain why it is important to check the hair before and after shampooing prior to cutting		
b. Explain the importance of consulting with clients throughout the cutting process		
c. Explain the importance of applying the correct degree of tension to the hair when cutting		
d. Describe how and why to use club, freehand and scissors-over-comb cutting techniques		
e. Explain the reasons for establishing and following guidelines		
f. Describe how to create and follow a guideline for one length, uniform layer, short graduation and long graduation looks		
g. Explain how the angle at which the hair is held will affect the weight distribution, balance and degree of graduation of the cut		
h. Explain how to create a range of looks		
i. Explain the importance of working with the natural fall of the hair when considering the weight distribution within a haircut		
j. Explain the importance of crosschecking the cut		
k. Describe how to crosscheck and balance the cut		

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 outcome 7**

**Understand the aftercare advice to provide for clients.**

Knowledge requirements	Oral questioning <small>(date achieved)</small>	Portfolio reference <small>(other forms of evidence)</small>
a. State the importance of having regular cuts		
b. State the recommended time interval between cuts		
c. Explain how to give effective advice and recommendations to clients		

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'.

**Notes:**

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# UG211G4

## *Fulfil salon reception duties*

*This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this unit.*

*The main outcomes of this unit are:*

- 1. maintain the reception area*
- 2. attend to clients and enquiries*
- 3. make appointments for salon services*
- 4. handle payments from clients*

**Based on National Occupational Standards 2009.**

**G4 – Fulfil salon reception duties.**

Level

**2**

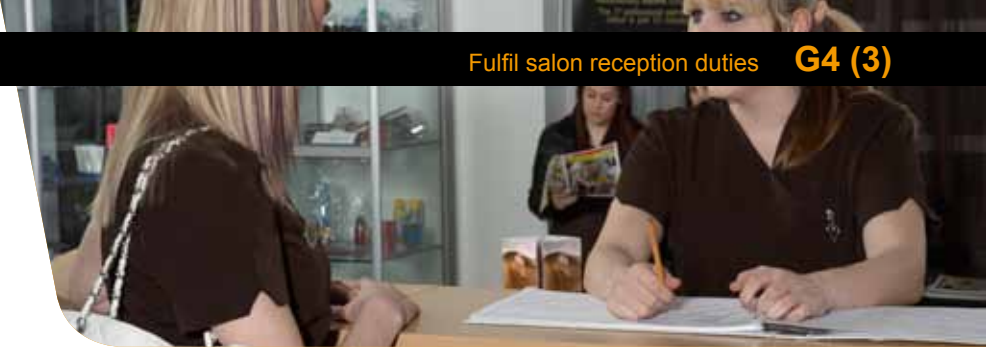
Credit value

**3**

GLH

**24**





# UG211G4

## *Fulfil salon reception duties*

### Unit outcomes

On completion of this unit you will:

1. Be able to maintain the reception area
2. Be able to attend to clients and enquiries
3. Be able to make appointments for salon services
4. Be able to handle payments from clients
5. Understand salon and legal requirements;
6. Understand communication methods
7. Understand salon services, products and pricing
8. Understand how to calculate and take payments
9. Understand how to make appointments

### Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. No mandatory written questions required with this unit

## Formative assessment

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

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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** occasions. These observations must cover all four main outcomes of this unit.



## Practical outcome 1

### Be able to maintain the reception area.

You can:

- a. Keep the reception area clean and tidy at all times
- b. Maintain agreed levels of stock of reception stationery and product displays \*
- c.
- d. Offer clients hospitality to meet the salon's client care policies

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

### *Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to attend to clients and enquiries.

You can:

- a. Attend to people promptly in a polite manner giving information clearly
- b. Identify the purpose of the enquiry
- c. Confirm appointments and promptly inform the relevant person
- d. Refer enquiries promptly that cannot be dealt with to the relevant person for action \*
- e. Record messages and pass to the relevant person
- f. Give confidential information only to authorised people
- g. Balance the needs of all individuals for attention

\* Criteria that may be assessed through oral questioning.

### *Outcome 2 Sign-off*

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



### Practical outcome 3

## Be able to make appointments for salon services.

You can:

- a. Make appointments for the service requested
- b. Identify client requirements and schedule appointments in a way that satisfies the client and stylist, making most productive use of salon time
- c. Record appointment details accurately, clearly and to meet the salon's requirements

### *Outcome 3 Sign-off*

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



## Practical outcome 4

### Be able to handle payments from clients.

You can:

- a. Total charges and inform clients clearly and in a courteous manner
- b. Inspect purchases for condition and quality as they are processed for payment \*
- c. Establish the client's method of payment and process the payment giving change and receipt when required
- d. Record information about the sale accurately, clearly and to meet the salon's requirements
- e. Gain authorisation for accepting non-cash payments when the value exceeds agreed limit \*
- f. Tactfully inform clients when authorisation cannot be obtained for non-cash payments \*
- g. Identify and resolve, where possible, any discrepancies in payments within the limits of own authority \*
- h. Refer payment discrepancies which cannot be resolved promptly to the relevant person for action \*
- i. Follow cash point security procedures at all times
- j. Identify and report low levels of change in time to avoid shortages \*

#### Notes:

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\* Criteria that may be assessed through oral questioning.

### Outcome 4 Sign-off

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



## Range

You must cover the following ranges:

You must deal with **at least three of the four** following types of people:

R1	Type of person	Date & Portfolio reference	Assessor signature
a	Who have different needs and expectations		
b	Who may appear angry		
c	Who may be confused		
d	Who have a complaint		

You must handle **at least two of the three** following types of enquiry:

R2	Type of enquiry	Date & Portfolio reference	Assessor signature
a	In person		
b	By telephone		
c	Electronically		

R3	Type of appointment	Date & Portfolio reference	Assessor signature
a	In person		
b	By telephone		

R4	Appointment information	Date & Portfolio reference	Assessor signature
a	Client's name		
b	Client's contact details		
c	Service required		
d	Estimated price		
e	Date		
f	Time		
g	Member(s) of staff booked for service		



**Range** (Continued)

<b>R5</b>	<b>Method of payment</b>	<b>Date &amp; Portfolio reference</b>	<b>Assessor signature</b>
a	Cash		
b	Cash equivalents		
c	Cheque		
d	Payment cards		

<b>R6</b>	<b>Type of discrepancy</b>	<b>Date &amp; Portfolio reference</b>	<b>Assessor signature</b>
a	Invalid currency		
b	Invalid card		
c	Incorrect completion of cheque		
d	Suspected fraudulent use of payment card		
e	Payment disputes		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.



**Knowledge and understanding outcome 5**

**Understand salon and legal requirements.**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
<p>a. Summarise the salon’s procedures for:</p> <ul style="list-style-type: none"> <li>- maintaining confidentiality</li> <li>- taking messages</li> <li>- making and recording appointments</li> <li>- dealing with suspected fraud</li> <li>- authorising non-cash payments when these are ‘over limit’</li> <li>- client care at reception</li> </ul>		
<p>b. Explain limits of own authority when:</p> <ul style="list-style-type: none"> <li>- maintaining the reception area</li> <li>- attending to people and enquiries</li> <li>- making appointments</li> <li>- dealing with payments and discrepancies</li> </ul>		
<p>c. Describe the consequences of breaking confidentiality</p>		
<p>d. Identify who to refer to with different types of enquiries or reception problems</p>		
<p>e. Describe relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act</p>		

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 outcome 6

### Understand communication methods.

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain the importance of taking messages and passing them on to the right person at the right time.		
b. Explain the importance of effective communication to the salon's business.		
c. Describe how and when to ask questions.		
d. Explain how to balance giving attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods.		
e. Explain how to show they are listening closely to what people are saying.		

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 outcome 7**

**Understand salon services, products and pricing**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain the services available, their duration and cost.		
b. Describe the products available for sale and their cost		
c. Describe how to identify any defects in products as they are being processed for sale.		
d. Explain how to identify any current discounts and special offers.		
e. Identify what and how much stationery should be kept at the reception area.		

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 outcome 8

### Understand how to calculate and take payments.

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe common methods of calculating payments including point of sale technology and physical calculations.		
b. Describe how to keep cash and other payments safe and secure.		
c. Describe the types of payment that they are authorised to accept.		
d. Explain how to gain electronic authorisation for payment cards.		
e. Explain how to identify suspected counterfeit payments stolen cheques, credit cards and payment cards.		
f. Describe how to deal with customers offering suspect tender or suspect non-cash payments.		
g. Describe the consequences of failure to handle payments correctly.		

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 outcome 9**

**Understand how to make appointments.**

<b>Knowledge requirements</b>	<b>Oral questioning</b> <small>(date achieved)</small>	<b>Portfolio reference</b> <small>(other forms of evidence)</small>
a. Explain the importance of making appointments correctly.		
b. Describe the common systems available for making appointments within the hairdressing 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'.





**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:

# UG21G18

## *Promote additional services or products to customers*

*Services or products are continually changing in salons to keep up with client's expectations. By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. It is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.*

*This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.*

*The main outcomes of this unit are:*

- 1. identify additional services or products that are available*
- 2. inform clients about additional services or products*
- 3. gain client commitment to using additional services or products*

**Based on National Occupational Standards 2009.**

G18 – Promote additional services or products to customers.

Level

2

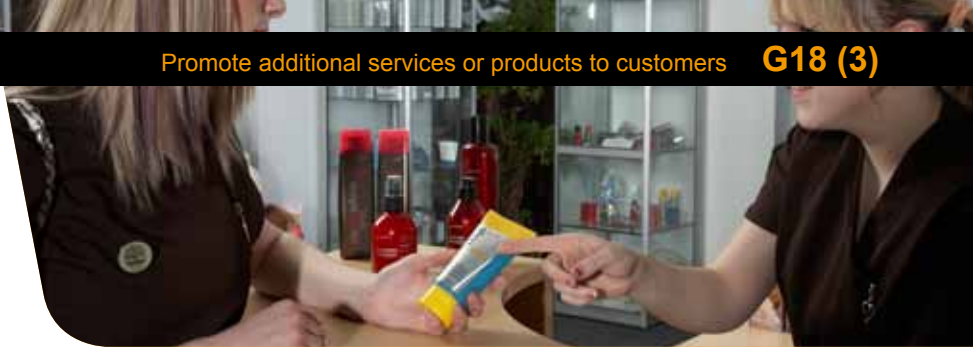
Credit value

6

GLH

40





# UG21G18

## *Promote additional services or products to customers*

### Unit outcomes

On completion of this unit you will:

1. Be able to identify additional services or products that are available
2. Be able to inform customers about additional services or products
3. Be able to gain customer commitment to using additional services or products
4. Understand how to promote additional services or products to customers

### Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. No mandatory written questions required with this unit

## Formative assessment

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

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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.



## Practical outcome 1

### Be able to identify additional services or products that are available.

You can:

- a. Update and develop their knowledge of their organisation's services or products
- b. Check with others when they are unsure of a new service or product detail
- c. Identify appropriate services or products that may interest their customer
- d. Spot opportunities for offering their customer additional services or products that will improve their customer experience \*

\* Criteria that may be assessed through oral questioning.

### *Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to inform customers about additional services or products.

You can:

- a. Choose the most appropriate time to inform their customer about additional services or products
- b. Choose the most appropriate method of communication to introduce their customer to additional services or products
- c. Give your customer accurate and sufficient information to enable them to make a decision about the additional services or products
- d. Give your customer time to ask questions about the additional services or products

**Notes:**

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### *Outcome 2 Sign-off*

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



**Practical outcome 3**

**Be able to gain customer commitment to using additional services or products.**

You can:

- a. Close their discussion appropriately if their customer shows no interest
- b. Give relevant information to move the situation forward when their customer shows interest
- c. Secure customer agreement and check customer understanding of the delivery of the service or product
- d. Take action to ensure prompt delivery of the additional services or products to their customer
- e. Refer your customer to others or to alternative sources of information if the additional services or products are not their responsibility

**Notes:**

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*Outcome 3 Sign-off*

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



## Range

There is no specified range for this unit.



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.



**Knowledge and understanding outcome 4**

**Understand how to promote additional services or products to customers.**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the organisation's procedures and systems for encouraging the use of additional services or products		
b. Explain how additional services or products will benefit your customers		
c. Explain how your customers' use of additional services or products will benefit their organisation		
d. Identify the main factors that influence customers to use their services or products		
e. Explain how to introduce additional services or products to customers outlining their benefits, overcoming reservations and agreeing to provide the additional services or products		
f. State how to give appropriate, balanced information to customers about services or products		

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'.





# UG211G8

*Develop and maintain effectiveness at work*

*This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.*

*The main outcomes of this unit are:*

- 1. Improve your personal performance at work.*
- 2. Work actively as part of a team.*

**Based on National Occupational Standards 2009.**

**G8 – Develop and maintain effectiveness at work.**

Level

**2**

Credit value

**3**

GLH

**30**





# UG211G8

## *Develop and maintain effectiveness at work*

### Unit outcomes

On completion of this unit you will:

1. Be able to improve personal performance at work
2. Be able to work effectively as part of a team
3. Understand salon roles, procedures and targets
4. Understand how to improve performance
5. Understand how to work with others

### Service times

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



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work that you have met the required standard for this unit.
4. All outcomes, assessment criteria and range statements must be achieved.
5. No mandatory written questions required with this unit

## Formative assessment

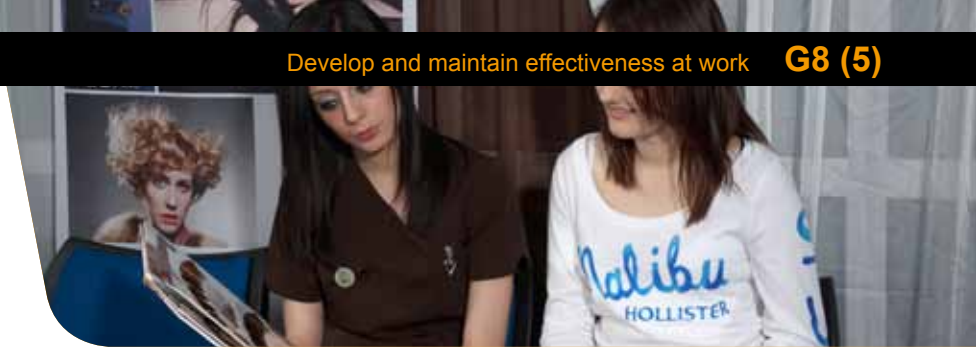
Your assessor will use the observation sheets at the end of this book to provide you with feedback if an outcome has not been met.

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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 **one** occasion.



## Practical outcome 1

### Be able to improve personal performance at work.

You can:

- a. Identify own strengths and weaknesses and discuss them with the relevant person(s) and seek feedback from relevant people about how to improve own performance.
- b. Find out more information from relevant people to perform a task when the instructions are unclear. \*
- c. Ask colleagues for help and take opportunities to learn when you are available or seek help from relevant people when they are unable to obtain learning opportunities relating to own work. \*
- d. Regularly review developments in hairdressing and related areas.
- e. Agree realistic work targets with the relevant person(s), review own progress towards achieving agreed targets and use the results of the reviews to develop own personal development plan.

\* Criteria that may be assessed through oral questioning.

### Outcome 1 Sign-off

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



## Practical outcome 2

### Be able to work effectively as part of a team.

You can:

- a. Agree ways of working together to achieve objectives, ask for help and information from own colleagues, when necessary and respond to requests for assistance from colleagues willingly.
- b. Anticipate the needs of others and promptly offer assistance within own capabilities and make effective use of the time throughout own working day.
- c. Report problems likely to affect salon services to the relevant person(s) promptly and accurately. \*
- d. Be friendly, helpful and respectful with colleagues and resolve any misunderstandings with colleagues at the time they happen.

#### Notes:

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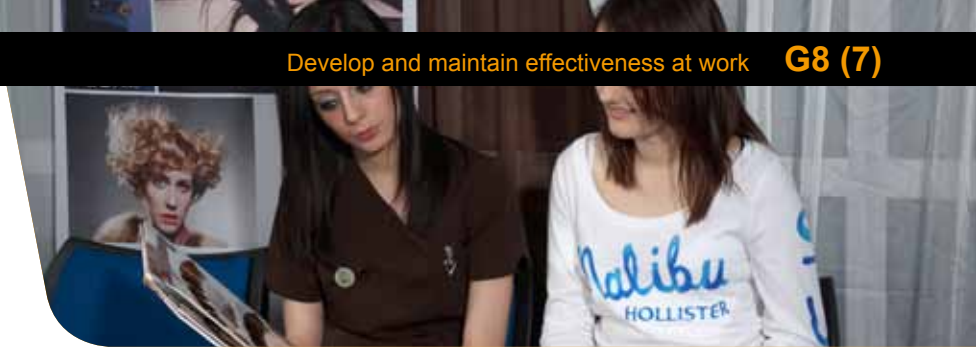
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\* Criteria that may be assessed through oral questioning.

### Outcome 2 Sign-off

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



## Range

You must cover the following ranges:

R1	Opportunity to learn	Date & Portfolio Reference	Assessor signature
a	From colleagues and other relevant people		
b	Active participation in training and development activities		
c	Active participation in salon activities		
R2	Development target	Date & Portfolio Reference	Assessor signature
a	Productivity		
b	Personal development		
R3	Assistance is given	Date & Portfolio Reference	Assessor signature
a	On a one-to-one basis		
b	In a group		

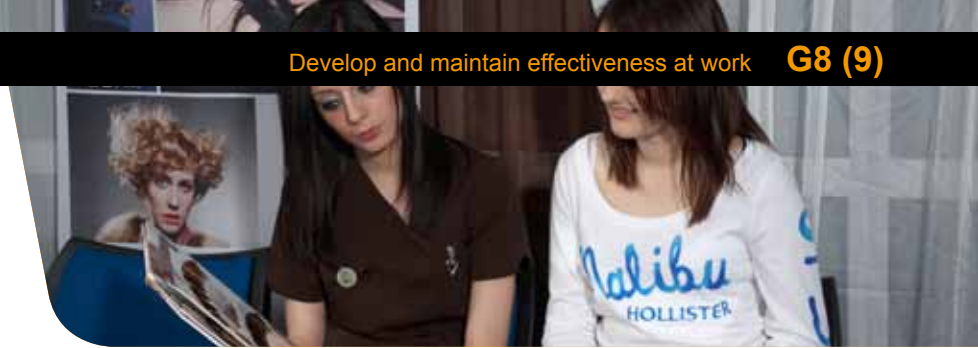


## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.



### Knowledge and understanding outcome 3

## Understand salon roles, procedures and targets

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe your job role and responsibilities and explain the standards of behaviour that are expected of you when working in the salon		
b. Explain how to get information about your job, own work responsibilities and how this relates to the role of other team members		
c. Explain how to find out relevant information about other people's areas of responsibility		
d. Explain the questioning and listening skills you need in order to find out information		
e. Describe the limits of own authority and that of others in relation to giving assistance		
f. Describe why it is important to work within your job responsibilities and what might happen if you do not do so		
g. List the commercially viable range of times for the performance of hairdressing services offered		
h. Explain the importance of meeting work and productivity targets, development targets and timescales		
i. Explain how to manage time effectively		

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'.

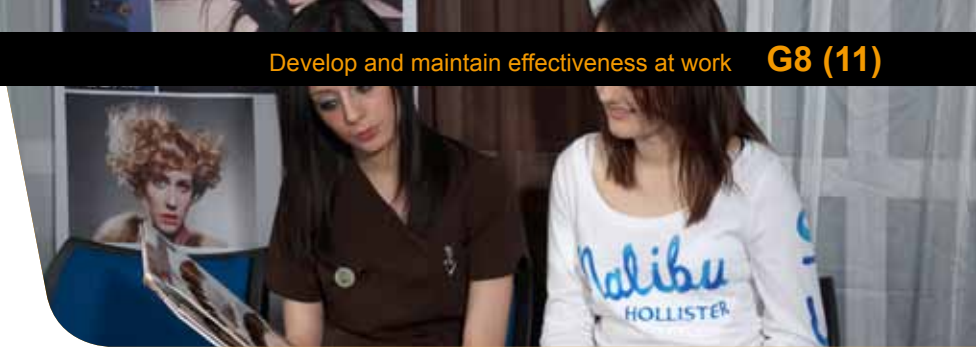


Knowledge and understanding outcome 4

**Understand how to improve performance**

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain how to identify your strengths and weaknesses		
b. Describe the importance of continuous professional development and how it affects your job role		
c. Explain who can help you identify and obtain opportunities for personal development/training and how using the National Occupational Standards for Hairdressing can help you identify development needs		
d. Explain how to access information on National Occupational Standards and qualifications, how to maintain awareness of current and emerging trends and developments within the hairdressing industry and why this is important		

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 outcome 5

### Understand how to work with others

Knowledge requirements	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain why harmonious working relationships are important and how they could support co-operative ways of working with others		
b. Describe how to react positively to reviews and feedback and why this is important		
c. Explain how to manage your time effectively		
d. Describe how to deal with relationship difficulties and conflicts when working with others and identify who to report to when having difficulties working with others		
e. Outline the salon's appeal and grievance procedures		

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'.



# UN2GH13

## *Plait and twist hair*

*This unit is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.*

*The main outcomes of this unit are:*

- 1. maintain safe and effective methods of working when plaiting and twisting*
- 2. plait and twist hair*
- 3. provide aftercare advice*

**Based on National  
Occupational  
Standards 2009.**

GH13 – Plait and  
twist hair.

Level

**2**

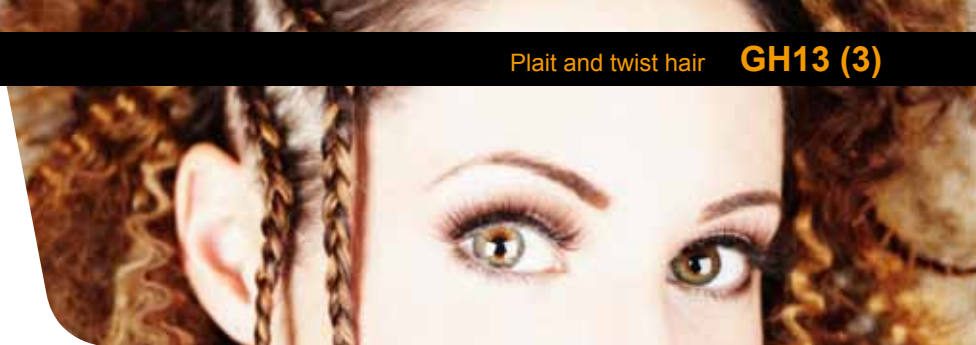
Credit value

**4**

GLH

**37**





# UN2GH13

## *Plait and twist hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when plaiting and twisting;
2. Be able to plait and twist hair
3. Understand salon and legal requirements
4. Understand how to work safely, effectively and hygienically when plaiting and twisting hair
5. Know the effect that plaiting and twisting has on hair
6. Understand how to use plaiting and twisting techniques
7. Understand how to use products to plait and twist hair
8. Understand how to communicate with and provide aftercare advice to clients.

### Service times

Maximum service times that apply to this unit.

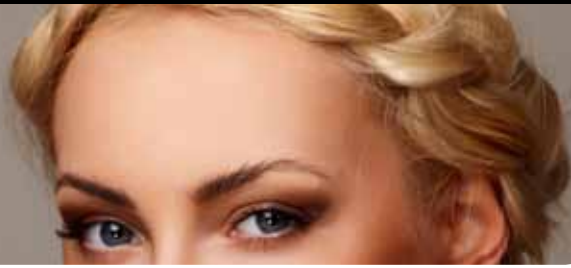
Multiple cornrows  
*Maximum service time (over 50%)*  
 – 45 minutes

French plait  
*Maximum service time – 30 minutes*

Fishtail plait  
*Maximum service time – 30 minutes*

Two strand twists  
*Maximum service time (over 50%)*  
 – 45 minutes

Flat twists  
*Maximum service time (over 50%)*  
 – 45 minutes



### Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

### Formative assessment

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

### Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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 **four** occasions. Each occasion must be of a different look.



## Practical outcome 1

### Be able to use safe and effective methods of working when plaiting and twisting.

You can:

- a. Protect the client's clothing throughout the service
- b. Wear personal protective equipment, if required \*
- c. Keep the work area clean and tidy throughout the service
- d. Use working methods that:
  - minimise the risk of damage to tools
  - minimise the risk of cross-infection
  - minimise the wastage of products
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise harm or injury to yourself and others
- e. Maintain personal standards of health and hygiene minimising the risk of cross-infection, infestation and offence to the clients and colleagues
- f. Complete the plaiting and twisting service within a commercially viable time

### *Outcome 1 Sign-off*

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



**Practical outcome 2**

**Be able to plait and twist hair.**

You can:

- a. Consult and confirm with the client the look agreed at consultation prior to, during and on completion of the service
- b. Control tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- c. Part the sections cleanly and evenly to achieve the direction of the plait(s) and twists
- d. Secure any hair not being plaited or twisted to keep the section clearly visible
- e. Maintain a suitable and even tension throughout the service
- f. Control and secure the client's hair throughout the plaiting and twisting processes, taking into account influencing factors
- g. When necessary, apply suitable products at the right time in the process to achieve the style requirements
- h. requirements Consult with the client during the service to ensure the tension is comfortable, adjusting the tension when necessary to avoid damage to the hair and avoiding discomfort to the client
- i. Maintain the correct direction and balance of the plait(s) and/or twists to achieve the desired look
- j. Give the client suitable advice on the maintenance of their style and hair condition

**Notes:**

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*Outcome 2 Sign-off*

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



## Range

You must cover the following ranges:

R1	Products:	Date & Portfolio reference	Assessor signature
a	Sprays		
b	Serums		
c	Gels		
R2	Plaits and twists:	Date & Portfolio reference	Assessor signature
a	Multiple cornrows <i>Max service time (over 50%)- 45 mins</i>		
b	French plait <i>Max service time - 30 mins</i>		
c	Fishtail plait <i>Max service time – 30 mins</i>		
d	Two strand twists <i>Max service time (over 50%)- 45 mins</i>		
e	Flat twists <i>Max service time (over 50%)- 45 mins</i>		
R3	Factors:	Date & Portfolio reference	Assessor signature
a	Hair density		
b	Hair texture		
c	Face and head shape		
d	Hair elasticity		
e	Hair length		
f	Scalp condition		
g	Desired look		
R4	Advice:	Date & Portfolio reference	Assessor signature
a	Suitable home care products and their use		
b	How to remove hair and twists		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 <small>(tick as appropriate)</small>		Assessor signature
		achieved	not achieved	
1				
2				
3				



### Knowledge and understanding outcome 3

#### Understand salon and legal requirements.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon and your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of products for plaiting and twisting hair			

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 outcome 4**

**Understand how to work safely, effectively and hygienically when plaiting and twisting hair.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe contact dermatitis and how to avoid developing it whilst carrying out plaiting and twisting services			
b. Identify the protective clothing that should be made available for clients			
c. Explain the personal protective equipment available, and when and why it should be used			
d. Describe how the position of yourself and the client can affect the desired outcome and reduce fatigue and the risk of injury			
e. Explain why it is important to keep the work area clean and tidy			
f. Describe the methods of cleaning, disinfecting and/or sterilisation used in salons			
g. Explain the importance of positioning equipment for ease of use			
h. Describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			
i. Explain the importance of personal hygiene			
j. Explain the importance of using covered hair bands for professional use			

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 outcome 5

### Know the effect that plaiting and twisting has on hair.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the potential consequences of excessive tension on the hair			
b. Describe how to identify the signs of traction alopecia			
c. Describe the physical effects on the hair structure of plaiting and twisting			

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 outcome 6**

**Understand how to use plaiting and twisting techniques.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe how hair texture affects the plaiting process and styling possibilities			
b. Describe how to create cornrows, a French plait, two strand twists, fishtail plaits and flat twists			
c. Explain the importance of sectioning hair accurately when plaiting and twisting			
d. Identify methods of securing the completed plaits and twists			
e. Describe how to handle the hair when plaiting and twisting to maintain a correct and even tension			
f. Describe how to adjust the tension of plaits and twists			
g. Describe how factors influence the choice and direction of plaited or twisted style			

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 outcome 7

### Understand how to use products to plait and twist hair.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Identify the products available for use with plaits and twists			
b. Explain when and why certain products would be used			
c. Explain the importance of using products economically			
d. Describe the importance of following the manufacturers' instructions relating to the use of the products			

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 outcome 8**

**Understand how to communicate with and provide aftercare advice to clients.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the products for home use that will benefit the client and those to avoid and why			
b. Describe how lifestyle can influence the choice of style			
c. Explain the removal requirements for plaits and twists			
d. Explain how to give effective advice and recommendations to clients			

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'.





# UN2GH14

## *Perm and neutralise hair*

*This unit is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.*

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

*The main outcomes of this unit are:*

- 1. maintain effective and safe methods of working when perming and neutralising hair*
- 2. prepare for perming and neutralising*
- 3. perm and neutralise hair*
- 4. provide aftercare advice*

**Based on National  
Occupational  
Standards 2009.**

**GH14 - Perm and  
neutralise hair**

Level

**2**

Credit value

**8**

GLH

**70**





# UN2GH14

## *Perm and neutralise hair*

### Unit outcomes

On completion of this unit you will:

1. Be able to use effective and safe working methods when perming and neutralising hair
2. Be able to prepare for perming and neutralising
3. Be able to perm and neutralise hair
4. Know the salon and legal requirements
5. Know how to work safely, effectively and hygienically when perming and neutralising hair
6. Know about the use of testing for perming and neutralising services
7. Know basic science for perming
8. Know products, equipment and their use
9. Know about perming and neutralising techniques and problems
10. Know how to communicate and provide aftercare advice to clients

### Service times

Maximum services times for this unit

Perm winding only (all methods) 45 minutes



## Evidence requirements

1. The evidence for this unit must be gathered in the workplace or realistic working environment.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

## Formative assessment

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

## Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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** occasions, **two** of the observed perms must be carried out on a full head.



**Practical outcome 1**

**Be able to use effective and safe working methods when perming and neutralising hair.**

You can:

- a. Protect the client's clothing throughout the service
- b. Use personal protective equipment when using perming and neutralising chemicals
- c. Clean and tidy the work area throughout the service
- d. Position client's and adopt postures that minimise fatigue, discomfort and injury risk
- e. Use working methods that:
  - minimise the wastage of products
  - minimise the risk of cross-infection
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to self and clients
- f. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to their clients and colleagues
- g. Use tools and equipment that are safe and fit for purpose
- h. Identify and report products that need re-ordering to the relevant person (s) \*
- i. Complete the perming and neutralising service in a commercially viable time
- j. Remove waste immediately at the end of the perming and neutralising service
- k. Produce up to date client records at the end of the service

\* Criteria that may be assessed through oral questioning.

*Outcome 1 Sign-off*

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



**Practical outcome 2**

**Be able to prepare for perming and neutralising**

You can:

- a. Use client questioning to identify contra-indications to perming services and record the client's responses
- b. Perform tests according to manufacturers' instructions and recognised industry procedures
- c. Record and interpret the outcomes of tests on the client's record card
- d. Seek assistance from the relevant person(s) when contra-indications or reactions to tests indicate the service may be unsuitable for the client \*
- e. Select products, tools and equipment based on the test results, client consultation and other influencing factors
- f. Prepare products following manufacturers' instructions
- g. Protect the client's hair and skin prior to perming and neutralising

**Notes:**

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\* Criteria that may be assessed through oral questioning.

*Outcome 2 Sign-off*

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



### Practical outcome 3

#### Be able to perm and neutralise hair

You can:

- a. Use products and techniques taking into account influencing factors
- b. Use sectioning and winding techniques to achieve the desired look
- c. Secure any hair not being wound to keep the section clearly visible, when required
- d. Use meshes of hair which suit the size of the perm rod
- e. Maintain tension throughout the winding process
- f. Position all wound perm rods so that they sit on their own base
- g. Follow manufacturers' instructions accurately when:
  - applying perming lotion and neutralisers to wound hair
  - monitoring and timing the development of the perming and neutralising processes applying suitable conditioners
- h. Perform development curl tests throughout the perming process to confirm the required degree of curl has been achieved
- i. Use and adapt water temperature and flow to meet the comfort needs of the client
- j. Remove perm lotion when the desired degree of curl is achieved
- k. Remove excess moisture before neutralising, without disturbing the wound hair
- l. Remove the perm rods without disturbing the curl formation
- m. Check that the hair is free of neutraliser after the final rinse
- n. Identify and resolve problems during the perming and neutralising processes, within the limits of own authority \*
- o. Refer problems that cannot be resolved to the relevant person(s) \*
- p. Confirm the correct degree of curl is achieved for the final look
- q. Provide the client with suitable aftercare advice

\* Criteria that may be assessed through oral questioning.

#### Outcome 3 Sign-off

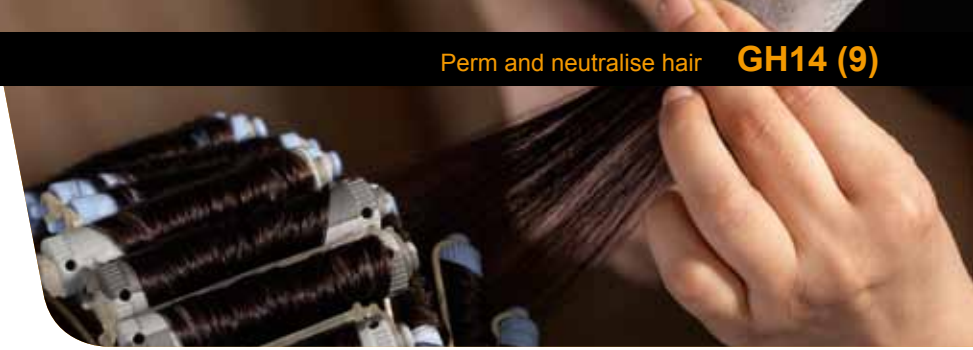
Observation	1	2	3
Criteria questioned orally			
Date achieved			
Learner signature			
Assessor signature			
IV signature (if sampled)			



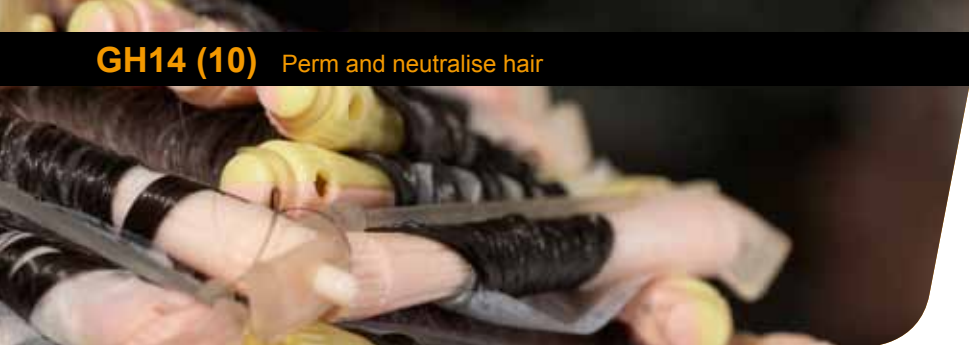
## Range

You must cover the following ranges:

R1	Product	Date & Portfolio Reference	Assessor signature
a	Barrier cream		
b	Pre-perm treatments		
c	Perm lotions		
d	Neutralisers		
e	Post-perm treatments		
R2	Contra-indication	Date & 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 & Portfolio Reference	Assessor signature
a	Elasticity		
b	Porosity		
c	Incompatibility		
d	Skin		
R4	Factor	Date & 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			
R5	Sectioning technique	Date & Portfolio Reference	Assessor signature
a	Directional <i>Max service times – 45 mins</i>		
b	9 section <i>Max service times – 45 mins</i>		
c	Brick <i>Max service times – 45 mins</i>		
R6			
R6	Advice	Date & 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		



## Achieving knowledge and understanding outcomes

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

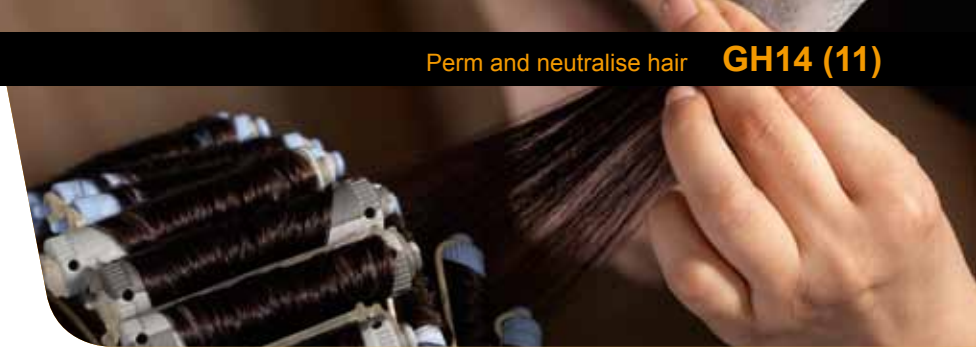
Where possible your assessor will assess knowledge and understanding outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 4

### Know the salon and legal requirements

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon's expected service times for basic perming and neutralising			
c. Describe when and how to complete client records			
d. Describe the salon's and legal requirements for disposal of waste materials			
e. Outline own limits of authority for resolving perming and neutralising problems			
f. State the person(s) to whom problems which cannot be resolved should be reported			
g. State personal responsibilities in relation to perming and neutralising services under current legislation and regulations: <ul style="list-style-type: none"> <li>- Data Protection legislation</li> <li>- Control of Substances Hazardous to Health Regulations</li> <li>- Electricity at Work Regulations</li> </ul>			

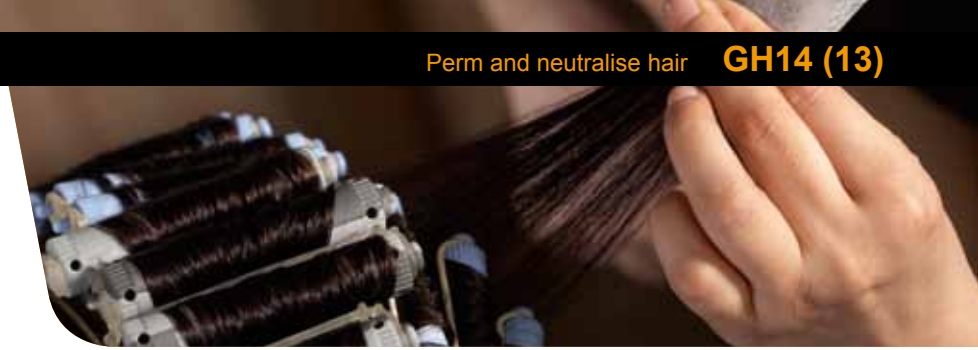
For guidance on portfolio reference (other forms of evidence) please refer to the section at the front of the record of assessment book entitled 'Creating a portfolio of evidence'.



**Knowledge and understanding outcome 5**

**Know how to work safely, effectively and hygienically when perming and neutralising hair**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the types of protective clothing and products that should be available for clients and themselves			
b. Describe types of personal protective equipment available and their importance			
c. Define the condition contact dermatitis and how to avoid developing it whilst carrying out perming services			
d. Describe how own and client positioning can affect the desired outcome and reduce fatigue and injury risk			
e. Outline the safety considerations which must be taken into account when perming and neutralising hair			
f. Describe why it is important to keep the work area clean and tidy			
g. Compare safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation			
h. Describe why it is important to position tools and equipment for ease of use			
i. Outline the importance of personal hygiene			



Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
j. Describe how and why it is important to check electrical equipment used to aid the perming process			
k. Clarify the importance and legal significance of questioning clients to identify contra-indications to perming and of recording client responses			

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'.



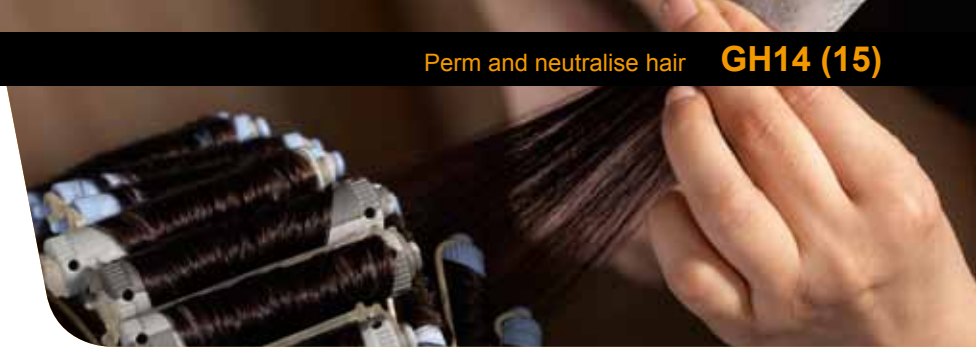
**Knowledge and understanding outcome 6**

**Know about the use of testing for perming and neutralising services**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the types and purposes of tests used for perming and neutralising services			
b. State when and how tests should be carried out and the expected results			
c. Describe how the results of tests can influence the perming service			
d. Describe the potential consequences of failing to test			
e. Outline the courses of action to take in the event of adverse reactions to tests			
f. Describe why it is important to record test results			

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 outcome 7

### Know basic science for perming

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the effects of perm lotions and neutralisers on hair structure			
b. Describe how temperature affects the perming process			
c. Outline the importance of accurate timing and thorough rinsing of products			
d. Outline the importance and effects of restoring the hair's pH balance after the perming and neutralising process			
e. Outline the importance of water temperature during the neutralising process			
f. Describe how different factors can affect the choice of perming and neutralising products			
g. Describe how and why contra-indications can affect the delivery of perming services			

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 outcome 8

**Know products, equipment and their use**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the types of equipment used during the perm development process			
b. Outline the importance of following the manufacturers' instructions for perming and neutralising products in the salon			
c. Describe when and why it is important to use pre-perm treatments			
d. Compare the different types and uses of available perm lotions, neutralisers and post-perm conditioners			
e. Outline the importance of using products economically			

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 outcome 9

### Know about perming and neutralising techniques and problems

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe when to use different types of sectioning techniques and why			
b. Describe the factors that influence the use of different sized perm rods			
c. Describe the method of checking curl development			
d. Describe methods of application of perming lotions and neutralising agents			
e. Describe the types and causes of problems during the perming and neutralising processes			
f. Describe methods of resolving perming problems			

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 outcome 10

**Know how to communicate and provide aftercare advice to clients**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe beneficial and unsuitable home products for use by the client			
b. Describe how the continual use of heated equipment can affect permed hair			
c. Estimate recommended time intervals between perming and other services			
d. Describe how lifestyle factors can affect the hair			
e. Describe how perming can affect other services			
f. Describe how to give effective advice and recommendations to clients			

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'.





# UN2GH15

## *Attach hair to enhance a style*

*This unit is about the skills required to attach and remove pieces of added human hair to an existing style using pre-prepared and pre-packaged pieces of hair, which are designed to last up to 24 hours (e.g. clip-ons) and from 24 hours to 4 weeks (e.g. self adhesive pieces).*

*These methods are used to enhance a style by increasing volume and adding colour. The ability to blend added hair into the existing style using basic cutting techniques is required.*

*The main outcomes of this unit are:*

- 1. maintain effective and safe methods of working when attaching hair*
- 2. plan and prepare to attach hair*
- 3. attach and blend pieces of hair*
- 4. remove pieces of hair*
- 5. provide aftercare advice*

**Based on National  
Occupational  
Standards 2009.**

GH15 – Attach hair to enhance a style.

Level

2

Credit value

3

GLH

22





# UN2GH15

## *Attach hair to enhance a style*

### Unit outcomes

On completion of this unit you will:

1. Be able to use safe and effective methods of working when attaching hair
2. Be able to plan and prepare to attach hair
3. Be able to attach and blend pieces of hair
4. Be able to remove pieces of hair
5. Be able to provide aftercare advice
6. Understand salon and legal requirements
7. Understand how to work safely, effectively and hygienically when attaching pieces of hair
8. Understand how to perform tests for hair extensions
9. Understand the factors that affect the hair, scalp and skin in relation to hair extension services
10. Understand how to prepare a client for hair extensions
11. Understand how to use different hair attachment systems
12. Know cutting techniques when working with extensions
13. Understand how to communicate with, and provide aftercare advice to, clients

### Service times

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



### Evidence requirements

1. The evidence for this unit must be gathered in the workplace.
2. Simulation is not allowed for any performance evidence within this unit.
3. You must practically demonstrate in your everyday work 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 and marked by VTCT.

### Formative assessment

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

### Achieving practical outcomes

Your assessor will observe your performance of a practical task. Your assessor will sign-off an outcome when all criteria have been competently achieved.

On occasions some assessment 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 on at least **two** occasions, which must include a removal of extensions.



## Practical outcome 1

### Be able to use safe and effective methods of working when attaching hair.

You can:

- a. Protect the client's clothing throughout the service
- b. Wear personal protective equipment, when required
- c. Keep the work area clean and tidy throughout the service
- d. Sequence their work in a way that is suitable for the attachment system used, the style and ease of working
- e. Use working methods that:
  - minimise the risk of damage to tools and equipment
  - minimise the risk of cross-infection
  - minimise the wastage of products
  - make effective use of the working time
  - ensure the use of clean resources
  - minimise harm or injury to themselves and others
- f. Maintain personal standards of health and hygiene to minimise the risk of cross-infection, infestation and offence to clients and colleagues
- g. Complete the attachment of hair within a commercially viable time
- h. Complete client records so that they are accurate, easy to read and up-to-date

### *Outcome 1 Sign-off*

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



## Practical outcome 2

### Be able to plan and prepare to attach hair.

You can:

- a. Identify any factors that may affect the hair attachment service
- b. Record any known contra-indication that the client has to hair attachment services
- c. Conduct tests on the client's hair and skin, following manufacturer's instructions and recognised industry procedures
- d. Report any problems to the relevant person(s) when contra-indications cause doubts as to the suitability of the service for the client \*
- e. Select and use added hair which is:
  - of a suitable texture
  - of a suitable colour
  - of a suitable length
  - of a suitable width
- f. Prepare the added hair to meet the manufacturer's instructions, when required
- g. Prepare the client's hair in a way suitable for the technique to be used

### Notes:

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\* Criteria that may be assessed through oral questioning.

### Outcome 2 Sign-off

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



### Practical outcome 3

#### Be able to attach and blend pieces of hair.

You can:

- a. Consult with the client to confirm the look agreed prior to starting, during and on completion of the service
- b. Part the sections cleanly and evenly to meet the requirements of the attachment system to be used
- c. Section the hair in a way that will allow the added hair to lie in the direction required
- d. Secure any added hair and hair not being extended to keep the section clearly visible, whilst keeping the attachment hidden
- e. Add hair in a way that takes into account the influencing factors and avoids potential damage to the client's hair
- f. Maintain a suitable and even tension throughout the process
- g. Check the comfort of the client at regular intervals throughout the service
- h. Adapt cutting techniques to take account of factors which influence working on added hair
- i. Identify and report any problems occurring during the service to the relevant person(s) \*
- j. Achieve the style enhancement agreed with the client

\* Criteria that may be assessed through oral questioning.

#### Outcome 3 Sign-off

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



## Practical outcome 4

### Be able to remove pieces of hair.

You can:

- a. Use the necessary products and tools to remove pieces of hair following manufacturer's instructions and avoiding damage to the client's hair
- b. Leave the client's hair free of product build up and debris prior to shampooing
- c. Leave the client's hair clean and prepared ready for the next service

#### Notes:

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### *Outcome 4 Sign-off*

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



**Practical outcome 5**

**Be able to provide aftercare advice**

You can:

- a. Give the clients suitable advice and recommendations on the maintenance of the added hair and style.

**Notes:**

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*Outcome 5 Sign-off*

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



## Range

You must cover the following ranges:

R1 Attachment systems:		Date & Portfolio reference	Assessor signature
a	Those designed to last up to 24 hours		
b	Those designed to last from 24 hours to 4 weeks		
R2 Factors:		Date & Portfolio reference	Assessor signature
a	Attachment method		
b	Direction and fall of the added hair		
c	The quantity of added hair		
d	The need to blend client's hair and added hair		
e	Head and face shape		
f	Hair growth pattern		
g	Hair texture		
h	Hair density		
i	Hair elasticity		
j	Evident hair damage		
k	Traction alopecia		
l	Lifestyle		
m	Hairstyle		
R3 Contra-indications:		Date & Portfolio reference	Assessor signature
a	Skin sensitivities		
b	History of previous allergic reactions		
c	Hair and scalp disorders		
d	Medical advice or instructions		



R4		Tests:	Date & Portfolio reference	Assessor signature
a		Pull		
b		Elasticity		
c		Skin		
R5		Advice covers:	Date & Portfolio reference	Assessor signature
a		Suitable homecare products and their use		
b		Hair care		
c		How to maintain their style		
d		Possibilities for style change		



## Achieving knowledge and understanding outcomes

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 outcomes alongside practical outcomes through oral questioning.

## 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. Whilst 100% 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 outcome 6**

**Understand salon and legal requirements.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the salon's requirements for client preparation			
b. Describe the salon's expected service times for attaching pieces of hair			
c. Describe salon and legal requirements for disposal of waste materials			
d. Describe own responsibilities under the current Electricity at Work Regulations			

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 outcome 7

**Understand how to work safely, effectively and hygienically when attaching pieces of hair.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe contact dermatitis and how to avoid developing it whilst carrying out hair attachment services			
b. Identify the protective clothing that should be available for clients			
c. Explain the personal protective equipment available, when and why it should be worn			
d. Explain why it is important to protect clients from hair clippings			
e. Describe how the position of the client and themselves can affect the desired outcome and reduce fatigue and the risk of injury			
f. Explain why it is important to check for infestation and avoid cross-infection			
g. Explain why it is important to keep the work area clean and tidy			
h. Describe the methods of cleaning, disinfection and/or sterilisation used in salons			
i. Describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			
j. Explain the importance of personal hygiene			



Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
k. Explain the importance of questioning clients to establish any contra-indications to hairdressing services and recording their responses			

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 outcome 8

**Understand how to perform tests for hair extensions.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the methods and purposes of performing different types of tests for hair extensions			
b. Explain the importance of following manufacturer's instructions for testing			
c. Describe when tests should be carried out and what the expected results are			
d. Describe how the results of tests can influence all aspects of the hair extension service			
e. Describe the potential consequences of failing to carry out tests prior to attaching hair extensions			
f. Explain the course of action to take in the event of adverse reactions to tests			
g. Explain why it is important to record test results			

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 outcome 9

### Understand the factors that affect the hair, scalp and skin in relation to hair extension services.

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe the different factors that must be taken into consideration prior to attaching pieces of hair			
b. State the average rate of hair growth			
c. Describe the potential consequences of excessive tension on the hair			
d. Describe how to identify the signs of traction alopecia			
e. Explain how the contra-indications related to hair, scalp and skin can affect the provision of the hair extensions service			

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 outcome 10

**Understand how to prepare a client for hair extensions.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Explain the importance of following the manufacturers' instructions for preparation of added hair			
b. Describe how the client's hair should be prepared for each of the hair attachment systems available			
c. Describe how to conduct an examination of the hair and scalp to recognise factors that may affect the service			
d. Explain how to estimate the length of time each of the different hair attachment processes are likely to take			

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 outcome 11**

**Understand how to use different hair attachment systems.**

Knowledge requirements	Mandatory written paper <small>(date achieved)</small>	Oral questioning <small>(date achieved)</small>	Portfolio reference <small>(other forms of evidence)</small>
a. Explain how the intended style can affect the hair attachment process used			
b. Explain how the different attachment systems secure added hair into the client's hair			
c. Describe the advantages and disadvantages of the different methods of hair attachment			
d. Describe the tools and equipment necessary for each hair attachment system and how these are used			
e. Describe the generally accepted sequences of working for different hair attachment systems			
f. Explain why it is important to maintain a correct and even tension when attaching 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'.



## Knowledge and understanding outcome 12

### Know cutting techniques when working with extensions.

Knowledge requirements	Mandatory written paper <small>(date achieved)</small>	Oral questioning <small>(date achieved)</small>	Portfolio reference <small>(other forms of evidence)</small>
a. Describe why and how freehand blending cutting techniques should be adapted when hair extensions are present			

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 outcome 13**

**Understand how to communicate with and provide aftercare advice to clients.**

Knowledge requirements	Mandatory written paper (date achieved)	Oral questioning (date achieved)	Portfolio reference (other forms of evidence)
a. Describe how to correctly detangle hair from point to root using specialised combs and brushes			
b. Explain the importance of following manufacturers' instructions when shampooing and conditioning the hair			
c. Describe products for home use that will benefit the client and those to avoid and why			
d. Describe how to protect the hair when sleeping and why			
e. Describe how lifestyle can affect the client's choice of style			
f. Explain how the use of artificial hair can affect styling possibilities			
g. Explain how clients can maintain their style			
h. Describe how long the hair extensions can be expected to last			
i. Describe the removal requirements for attached hair			
j. Explain how to give advice and recommendations to clients			
k. Describe how to help relieve client anxieties in a reassuring way			

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'.





