Level 2 Diploma for Hair Professionals - Hairdressing (7002-02)

November 2017 (Version 1.3)

Qualification Handbook

Qualification at a glance

Subject area	Hairdressing
City & Guilds number	7002
Age group approved	16-19, 19+
Entry requirements	None
Assessment types	On-programme : Portfolio, Multiple Choice test, SAQs, End-point assessment: Practical observation and oral questioning
Approvals	Fast track approval
Support materials	Fast track approval forms; Candidate logbook; Qualification handbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Diploma for Hair Professionals - Hairdressing	693	850	7002-02	603/1379/1

Version and date	Change detail	Section
1.1 June 17	On-programme removed from title.	Front cover and footer
1.2 August 17	Unit 204 Learning outcome 5 Range for 5.1a/k title updated Setting and dressing Evidence Requirements range updated.	Units
1.3 November 17	CPD requirments updated	Resource requirements
	Unit 203 Evidence requirements updated	Units

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	The Level 2 Diploma for Hair Professionals - Hairdressing is a newly created qualification based on employer needs and has been designed by employers for learners wishing to gain an apprenticeship within the Hair Professional arena. The Diploma will lead to the achievement of the Hair Professional Apprenticehip Standard alongside the relevant functional skills. This a qualification designed for learners who are at least 16 years old and who wish to develop the skills and knowledge needed to begin to work as a Hairdresser. They may have previously completed a Level 1 qualification in the relevant subject area. Learners wishing to complete these qualifications will be doing so as an employed, apprentice in a real work environment.
What does the qualification cover?	The Diploma for Hair Professionals - Hairdressing covers all of the core knowledge and skills needed to become a competent Hairdresser, providing the learner with the opportunity to develop different skills by choosing from a selection of optional units. This qualification also includes an element of End-Point Assessment (EPA) which is assessed by a City & Guilds Independent End-point Assessor.
What opportunities for progression are there?	Learners achieving the Diploma for Hair Professionals – Hairdressing can gain employment in a salon as a Hairdresser, carrying out day to day tasks such as: • customer service • shampooing hair • cutting • styling and finishing hair • colouring services.
Who did we develop the qualification with?	The Level 2 Diploma for Hair Professionals - Hairdressing has been newly created based on employer need and designed by employers for learners wishing to gain an apprenticeship within the Hair Professional arena.
Is it part of an apprenticeship framework or initiative?	This Diploma will lead to the achievement of the Hairdressing Professional Standard alongside the relevant functional skills.

Structure

To achieve the **Level 2 Diploma for Hair Professionals - Hairdressing**, learners must achieve five mandatory units, 201-205, plus one optional unit from 206-208, plus achieve the end-point assessment .

City & Guilds unit number	Unit title	GLH
Mandatory		
7002-201	Consultation	60
7002-202	Shampoo, condition and treat the hair and scalp	40
7002-203	Cut hair using a range of techniques to create a variety of looks	180
7002-204	Style and finish hair using a range of techniques to achieve a variety of looks	140
7002-205	Colour and lighten hair using a range of techniques	180
Optional		
7002-206	Perming hair	93
7002-207	Hair relaxing treatments and techniques	82
7002-208	Hair extension services	90

Total Qualification Time

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

Title and level	GLH	TQT
Level 2 Diploma for Hair Professionals - Hairdressing	693	850

2 Centre requirements

Approval

If your Centre is approved to offer the qualification 6008-02 Level 2 NVQ Diploma in Hairdressing 6008-03 Level 3 NVQ Diploma in Hairdressing then you can apply for the new 7002-02 Level 2 Diploma for Hair Professionals - Hairdressing approval using the fast track approval form, available from the City & Guilds website.

Centres should use the fast track form if:

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

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

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the Centre Manual - Supporting Customer Excellence for further information.

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

Resource requirements

Centre staffing

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

- be occupationally competent or technically knowledgeable in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

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

The assessor and IQAs must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- Hold an NVQ in Hairdressing at Level 3 or equivalent
  The Assessor must have sufficient operational experience within the hairdressing and barbering industry that can be evidenced, is current and relevant to the qualification. Experience could be gained through time in a role in the hairdressing industry which could include, but is not limited to: Stylist, Technician/specialist; Salon manager; Trainer; Lecturer; Verifier
- A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a commercial environment (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the

individual's, not the centre they work for. The other 20 hours could be from a range of activities such as:

- Standardisation meetings
- Updating knowledge or skills through the internet, television and other media Industrial updating through visits, placements, secondments or shadowing
- Attending briefings by awarding bodies and colleagues

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

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

Learner entry requirements

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

Age restrictions

City & Guilds cannot accept any registrations for learners under 16 as these qualifications are not approved for learners under 16.

On-programme quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance of the on-programme stage of the qualification.

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in *City & Guilds centre manual* and *Our quality assurance requirements*. This document also explains the tasks, activities and responsibilities of quality assurance staff.

External quality assurance

External quality assurers (EQA) are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that there is validity, reliability and good practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- carry out quality assurance activities to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and City & Guilds.

External quality assurance for the qualifications will be provided by the usual City & Guilds quality assurance process.

3 Delivering the qualification

Initial assessment and induction

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

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.

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

Support materials

The following resources are available for these qualifications:

Description	How to access
Fast track approval forms	www.cityandguilds.com
Candidate logbook	www.cityandguilds.com
On-programme Assessor Guide	www.cityandguilds.com
Question papers and mark scheme	www.cityandguilds.com
End-Point Assessment Pack for centres	Coming soon

Recording documents

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

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

4 Assessment

Summary of assessment methods

For the on-programme stage of the qualification candidates must:

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

For the end-point assessment stage of the qualification candidates must

- have completed a practical observation and answered oral questions around the mandatory skills, knowledge and understanding

The on-programme stage of the qualification is assessed by centre assessors and is pass/fail only
The end-point assessment stage of the qualification is assessed by a City & Guilds Independent End-Point Assessor and is graded pass/distinction. The grade achieved for the end-point assessment will be the grade for the overall qualification

On-programme assessment

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Online test OR short answer question test	Online test number **690** Short answer papers and marking guides available on City & Guilds website
201	Consultation	Portfolio and Online test OR short answer question test	Online test number **601** Short answer papers and marking guides available on City & Guilds website
202	Shampoo, condition and treat the hair and scalp	Portfolio and Online test OR short answer question test	Online test number **602** Short answer papers and marking guides available on City & Guilds website
203	Cut hair using a range of techniques to create a variety of looks	Portfolio and	Online test number **603** Short answer

Unit	Title	Assessment method	Where to obtain assessment materials
		Online test OR short answer question test	papers and marking guides available on City & Guilds website
204	Style and finish hair using a range of techniques to create a variety of looks	Portfolio and Online test OR short answer question test	Online test number **604** Short answer papers and marking guides available on City & Guilds website
205	Colour and lighten hair using a range of techniques	Portfolio and Online test OR short answer question test	Online test number **605** Short answer papers and marking guides available on City & Guilds website
206	Perming hair	Portfolio and Online test OR short answer question test	Online test number **606** Short answer papers and marking guides available on City & Guilds website
207	Hair relaxing treatments and techniques	Portfolio and Online test OR short answer question test	Online test number **607** Short answer papers and marking guides available on City & Guilds website
208	Hair extension services	Portfolio and Online test OR short answer question test	Online test number **608** Short answer papers and marking guides available on City & Guilds website

Assessment strategy

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

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from

the strategy can be found in this Qualification Handbook and the Assessor Guide documents, in addition a full copy of the strategy can be downloaded from the Habia website.

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

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

City & Guilds Unit Number	Level	Unit Title
690	2	Cross unit knowledge test
201	2	Consultation
202	2	Shampoo, condition and treat the hair and scalp
205	2	Colour and lighten hair using a range of techniques
206	2	Perming hair
207	3	Hair relaxing treatments and techniques

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

For more information on how this qualification is assessed, please refer to the on-programme Assessor Guide document and the End-Point Assessment Pack for centres.

5 Units

Availability of units

All of the units can be found in this document.

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Learning outcomes, which are comprised of a number of assessment criteria

Centres must deliver the full breadth of the range. Specialist equipment or commodities may not be available to all centres, so centres should ensure that their delivery covers their use. This may be covered by a practical demonstration (e.g. video). For the practical assessments for this qualification, centres should ensure that there are sufficient resources to complete the task but are not required to use all the equipment or commodities in the range.

Units

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

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

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

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

Unit 201 Consultation

Unit level:	2
GLH:	60
Unit aim:	The apprentice will be able to: Creatively assess the client's requirements; examine the hair, skin and scalp; facial characteristics including face shape, skin tone, hair colour, lifestyle and suitability; conduct visual checks and any necessary tests on the hair, skin and scalp; advise clients on services or products; identify the client's hair characteristics and hair classification; and advise clients on hair maintenance and management. The apprentice will know and understand: Visual aids for client consultation; salon procedures and manufacturers' instructions for conducting tests; the types and purposes of tests; how lifestyle factors limit or affect services; incompatibility of previous services and products used; hair, skin and scalp problems; suspected infections or infestations; hair characteristics and classifications; basic structure of hair and skin; the growth cycle of hair; services or products available for use in the salon or for retail; legal responsibilities; and salon pricing structures.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Identify the requirements of the client

Practical skills

You must be able to:

1.1 Carry out consultation services

a. consult with your client to determine their requirements
b. allow your client sufficient time to express their wishes
c. ask relevant questions in a way your client will understand
d. use visual aids to present clients with suitable alternative ideas to help them reach a decision
e. encourage your client to ask about areas of which they are unsure
f. identify and confirm your client's wishes for services and products

Range

(1.1) Client:

- new
- regular

(1.1 f) Identify:

- question
- observation

Learning outcome

2. Examine the hair, skin and scalp

Practical skills

You must be able to:

2.1 Apply safe and hygienic methods of working throughout services

a. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

2.2 Carry out relevant tests

a. conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures

b. identify from your client's previous records, when available, any factors likely to affect future services

c. promptly identify and report any problems which cannot be dealt with to the relevant person

Range

(2.2 b) Factors that limit or affect services:

- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
- client's lifestyle
- test results
- hair classification

(2.2 c) Problems:

- suspected infections
- suspected infestations
- Hair characteristics:
- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition
- hair growth patterns

Learning outcome

3. Advise your client and agree services and products

Practical skills

You must be able to:

3.1 Provide clients with advice and recommendations

a. make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification
b. explain how their hair characteristics may impact on the hairdressing services in a way your client can understand
c. agree services, products and outcomes that are acceptable to your client and meet their needs
d. state the likely cost and duration of the agreed products and services to your client
e. conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
f. give your client advice and recommendations on the service provided

Range

(3.1 a) Hair classification:

- Type 1 – Straight Hair
- Type 2 – Wavy Hair
- Type 3 – Curly Hair
- Type 4 – Very Curly Hair

(3.1 f) Advice and recommendations:

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

Learning outcome

4. Know how to identify the requirements of the client

Knowledge and understanding

You will know and understand:

4.1 Describe how to communicate effectively when carrying out consultation services

a. why effective communication is important for your salon's business
b. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
c. the questioning and listening skills you need in order to find out information
d. why it is important to encourage and allow time for clients to ask questions

4.2 Explain the importance of following current relevant legislation

a. salon rules for maintaining confidentiality and privacy
b. the importance of not discriminating against clients with illnesses and disabilities and why

4.3 The different types of visual aids that can support client consultation

Range

(4.2) Health and safety:

Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

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

Learning outcome

5. Know how to examine the hair, skin and scalp

Knowledge and understanding

You will know and understand:

5.1 Outline responsibilities for health and safety in own role

   a. your responsibilities under current relevant health and safety legislation, standards and guidance such as health and safety at work act and other relevant legislation
   b. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
   c. salon procedures and manufacturers' instructions in relation to conducting tests

5.2 Describe when and how tests are carried out

   a. how and when tests are carried out on hair

5.3 Explain how test results influence services

   a. the importance of carrying out tests and the potential consequences of failing to do so

5.4 Explain why it is important to identify factors that may limit or affect services

   a. why it is important to identify factors that may limit or affect services and products which can be used

5.5 Explain how factors may limit or affect services and choice of products

   a. how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients

5.6 Describe how to recognise hair, skin and scalp problems and necessary actions to take

   a. how to recognise hair, skin and scalp problems
   b. how to identify suspected infections and infestations which need reporting which need reporting and who to report them to

Range

(5.4, 5.5) Factors that limit or affect services:

- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
- client's lifestyle
- test results
- hair classification

(5.6 a) Problems:

- suspected infections
- suspected infestations
- hair characteristics:
- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition
- hair growth patterns

Learning outcome

6. Know how to advise your client and agree services and products

Knowledge and understanding

You will know and understand:

6.1 Identify the different hair characteristics and classifications
   a. the different types of hair characteristics
   b. the different hair types of hair classifications

6.2 Describe the basic structure of hair and skin
   a. the basic structure of hair and skin

6.3 Describe the growth cycle of hair
   a. the growth cycle of hair

6.4 Explain the services and products available for use in your salon
   a. the services and products available for use in your salon

6.5 Explain your legal responsibilities for describing the features and benefits of products and services
   a. your legal responsibilities for describing the features and benefits of products and services

6.6 Describe your salon's pricing structure
   a. your salon's pricing structure

6.7 Describe how to calculate the likely charge for services
   a. how to calculate the likely charge for services

6.8 Explain the importance of providing clients with advice and recommendations

a. the importance of giving the client realistic expectations

b. the importance of providing advice and recommendations on the products and services provided in the salon

6.9 Explain how to complete the client records used in your organisation and the importance and reasons for gaining client consent

a. how to complete the client records used in your organisation and the importance and reasons for gaining client consent

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Range

(6.1 b) Hair classification:

- Type 1 – Straight Hair
- Type 2 – Wavy Hair
- Type 3 – Curly Hair
- Type 4 – Very Curly Hair

(6.8) Advice and recommendations:

- how to maintain their look
- time interval between services
- present and future products and services
- consumer Protection legislation

Unit 201 Consultation

Supporting Information

Evidence requirements (Hairdressing)

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 3 occasions** within any of the following units:
   - Unit 203 Cut hair using a range of techniques
   - Unit 205 Colour and lighten hair using a range of techniques

and one of:

   - Unit 206 Perming hair
   - Unit 207 Hair relaxing treatments and techniques
   - Unit 208 Hair extension services
4. From the range, you must show you have:
   - consulted with **new and regular** clients
   - used **all** means of identifying clients' wishes
   - adapted your advice to take into account the factors limiting or affecting services
   - identified or can describe the problems
   - taken into account **all** hair characteristics
   - used **3 of the 4** classifications
   - given **all** the advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 202 Shampoo, condition and treat the hair and scalp

Unit level:	2
GLH:	40
Unit aim:	The apprentice will be able to: Use products and tools; use massage techniques; and use shampoo and conditioning products. The apprentice will know and understand: How shampoos and conditioning products affect the hair and scalp: when and how to use different massage techniques; and the various effects of conditioning treatments
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Apply safe working practices when shampooing, conditioning and treating the hair and scalp

Practical skills

You will be able to:

1.1 Prepare for shampooing, conditioning and treatment services
   a. prepare your client to meet salon's requirements
   b. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

1.2 Apply safe and hygienic methods of working throughout services
   a. maintain your responsibilities for health and safety throughout the service
   b. wear personal protective equipment, if required
   c. position your client to meet the needs of the service without causing them discomfort
   d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
   e. keep your work area clean and tidy throughout the service
   f. use working methods that minimise the risk of damage to tools
   g. use working methods that minimise the risk of cross-infection
   h. use working methods that ensure the use of clean resources
   i. use working methods that minimise the risk of harm or injury to yourself and others
   j. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
   k. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
   l. dispose of waste materials

1.3 Carry out shampooing, conditioning and treatment services

a. protect your client's clothing throughout the service
b. use working methods that make effective use of your working time
c. use working methods that promote environmental and sustainable working practices
d. complete the service within a commercially viable time

Learning outcome

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

Knowledge and understanding

2.1 Outline own responsibilities for health and safety

a. your responsibilities for health and safety as defined by any specific legislation covering your job role
b. the range of protective clothing that should be available to yourself and clients
c. the importance of personal hygiene and presentation in maintaining health and safety in your workplace

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

a. the hazards and risks which exist in your workplace and the safe working practices which you must follow

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

a. your salon's requirements for client preparation
b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
c. the different types of working methods that promote environmental and sustainable working practices
d. the correct methods of waste disposal

2.4 Describe contact dermatitis and how it can be prevented

a. what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services

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

a. the importance of questioning clients to establish any contra-indications to hair and scalp treatment services

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

a. why it is important to keep your work area clean and tidy
b. why it is important to avoid cross-infection and infestation
c. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
d. methods of cleaning, disinfecting and sterilisation used in salons

Range

(2.1 a) Health and safety:

Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

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

Learning outcome

3. Shampoo, condition and treat the hair and scalp

Practical skills

The learner will be able to:

3.1 Consult with clients about services and outcomes of tests

a. ask your client questions to identify if they have contra-indications to hair and scalp treatment services

3.2 Select suitable products, tools and equipment

a. use products, tools and equipment suitable for your client's hair condition and scalp condition

3.3 Carry out shampooing, conditioning and treatment services

a. adapt your shampooing massage techniques to meet the needs of your client's hair length and density and hair condition and scalp condition
b. adapt your shampooing massage techniques to ensure your client's comfort
c. adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
d. comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
e. apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
f. adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
g. monitor and time the development of the conditioning product and apply heat at the correct temperature, if required
h. remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
i. leave your client's hair and scalp clean and free from conditioning products, if required, and free of excess water
j. comb through your client's hair without causing damage to the hair and scalp

3.4 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

(3.3 a, 3.3 a, 3.3 f) Hair condition:

- damaged
- product build up
- normal
- oily
- dry

(3.3 a, 3.3 a, 3.3 f) Scalp condition:

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

(3.3 a, 3.3 b) Shampooing massage techniques:

- effleurage
- rotary
- friction

(3.2) Conditioning products:

- surface
- penetrating
- scalp treatment

(3.3f) Conditioning massage techniques:

- effleurage
- petrissage

(3.4) Advice and recommendations:

- correct detangling techniques
- suitable shampoos, conditioning products
- time interval between services
- present and future products and services

Learning outcome

4. Know how to shampoo, condition and treat the hair and scalp

Knowledge and understanding

You will know and understand:

4.1 Explain hair and scalp conditions and their causes

a. how to identify hair and scalp conditions and their causes
b. how and why the contra-indications can affect the service
c. how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products

4.2 Explain the science which underpins the services provided

a. how shampoo and water act together to cleanse the hair
b. the effects of water temperature on the scalp and structure of the hair
c. how the ph value of the products used affects the current state of the hair
d. how the `build up' of products can affect the hair, scalp and the effectiveness of other services
e. how to use and handle equipment used during conditioning and treatment processes

4.3 Explain the massage techniques used during shampooing and conditioning
   a. when and how massage techniques should be used when conditioning different lengths and densities of hair
   b. when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
   c. the purpose and benefits of scalp massage

4.4 Explain the importance of detangling the hair from point to root
   a. the importance of de-tangling the hair from point to root

4.5 Describe the range of products available
   a. how shampoos and conditioning products affect the hair and scalp
   b. types of available shampooing and conditioning products and equipment
   c. when and how to use different shampooing, conditioning and treatment products

4.6 Outline the importance of using products cost effectively
   a. when the shampooing process should be repeated

4.7 Describe the potential effects of using an incorrect products
   a. what may happen if the incorrect shampooing and conditioning products are used

4.8 State the importance of removing conditioning and treatment products, when required
   a. the importance of removing conditioning and treatment products, when required

4.9 Outline the importance of removing excess water from the hair at the end of the service
   a. the importance of removing excess water from the hair at the end of the service

4.10 Explain how heat affects the hair during the conditioning treatment
   a. how heat affects the hair during the conditioning treatment

4.11 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
   a. the importance of providing advice and recommendations on the products and services provided in the salon

Range

(4.1) Hair condition:

- damaged
- product build up
- normal
- oily
- dry

(4.1) Scalp condition:

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

(4.5a, 4.5b, 4.7) Conditioning products:

- surface
- penetrating
- scalp treatment

(4.11) Advice and recommendations:

- correct detangling techniques
- suitable shampoos, conditioning products
- time interval between services
- present and future products and services

Unit 202 Shampoo, condition and treat the hair and scalp

Supporting Information

Evidence requirements

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

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 203 Cut hair using a range of techniques to create a variety of looks

Unit level:	3
GLH:	180
Unit aim:	The apprentice will be able to: Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering techniques, graduation and clipper work. The apprentice will know and understand: How and when to use different cutting techniques and relevant tools and the effects achieved; weight distribution and working with the natural growth patterns of the hair; cutting angles and resulting weight distribution; and balance and the degree of graduation.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Apply safe working practices when cutting hair

Practical skills

You will be able to:

1.1 Prepare for cutting services

a. prepare your client to meet salon's requirements

1.2 Apply safe and hygienic methods of working throughout services

b. maintain your responsibilities for health and safety throughout the service

c. protect your client's clothing throughout the service

d. keep your client's skin free of excess hair cuttings throughout the service

e. position your client to meet the needs of the service without causing them discomfort

f. ensure your own posture and position whilst working minimises fatigue and the risk of injury

g. keep your work area clean and tidy throughout the service

h. use working methods that:

- minimise the risk of damage to tools
- minimise the risk of cross-infection
- make effective use of your working time
- ensure the use of clean resources
- minimise the risk of harm or injury to yourself and others
- promote environmental and sustainable working practices

i. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
j. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
k. dispose of waste materials

1.3 Select suitable products, tools and equipment

1.4 Carry out cutting services

a. complete the service within a commercially viable time

1.5 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

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Range

(1.3) Tools and equipment:

- scissors
- clippers
- razors

(1.5) Advice and recommendations

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

(1.2h) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices

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

Learning outcome

2. Understand how health and safety policies and procedures affect cutting services

Knowledge and understanding

You will know and understand:

2.1 Outline responsibilities for health and safety in own role

   a. your responsibilities for health and safety as defined by any specific legislation covering your job role
   b. the range of protective clothing that should be available for clients
   c. the importance of personal hygiene and presentation in maintaining health and safety in your workplace

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

   a. the hazards and risks which exist in your workplace and the safe working practices which you must follow

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

   a. the different types of working methods that promote environmental and sustainable working practices
   b. your salon's requirements for client preparation
   c. why it is important to protect clients from hair clippings
   d. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
   e. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
   f. the correct methods of waste disposal

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

   a. why it is important to avoid cross-infection and infestation
   b. why it is important to keep your work area clean and tidy
   c. methods of cleaning, disinfecting and sterilisation used in salons
   d. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

Range

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

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

(2.3 a) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices

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

Learning outcome

3. Cut hair to achieve a variety of looks

Practical skills

You will be able to:

3.1 Consult with clients to confirm the desired look

a. establish the factors likely to influence the service

b. confirm with your client the look agreed at consultation prior to commencing the cut

3.2 Carry out cutting services

a. create and follow the cutting guideline(s) to achieve the required look

b. control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look

c. use cutting techniques suitable for your client's hair type and to achieve the desired look

d. adapt your cutting techniques to take account of the factors that influence the service

e. change your own position and that of your client to help you ensure the accuracy of the cut

f. crosscheck the cut to establish accurate distribution of weight, balance and shape

g. remove any unwanted hair outside the desired outline shape

h. consult with your client during the cutting process to confirm the desired look

i. make a final visual check of the hair to ensure the finished cut is accurate

j. confirm your client's satisfaction with the finished cut

3.3 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

(3.1 a, 3.2 d) Factors:

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

(3.1 b, 3.2 a, 3.2 b, 3.2 c) Look:

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

(3.2 c, 3.2 d) Techniques:

- club cutting
- freehand
- scissors over comb
- texturizing (could include razoring)
- fringe cutting
- clipper work

(3.3) Advice and recommendations

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

Learning outcome

4. Creatively restyle hair

Practical skills

You will be able to:

4.1 Consult with clients to confirm the desired look

a. explore the variety of looks with your client using relevant visual aids

b. recommend a look that is suitable for your client

c. base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look

4.2 Prepare for creative hair cutting services

a. prepare your client's hair prior to cutting

4.3 Carry out creative hair cutting services

a. confirm with your client the look agreed at consultation before commencing the cut

b. create and follow the cutting guideline(s) to achieve the required look

c. personalise your cutting techniques and effects to take account of factors that will influence the desired look

d. combine and adapt your cutting techniques and effects to achieve the desired look

e. change your own position and that of your client to help you ensure the accuracy of the cut

f. cross check the cut to establish accurate distribution of weight, balance and shape

g. create outline shapes that are accurate, defined and achieve the look required by your client
h. remove any unwanted hair outside the desired outline shape
i. consult with your client during the cutting service to confirm the desired look
j. take suitable remedial action to resolve any problems arising during the cutting service
k. make a final visual check to ensure the finished cut is accurate
l. use creative finishing techniques that complement the cut
m. ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon
n. confirm your client's satisfaction with the finished look

4.4 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

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Range

(4.3 c) Factors:

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

(4.3 c, 4.3 d, 4.3 l) Techniques:

- club cutting
- freehand
- scissors over comb
- texturizing (could include razoring)
- precision cutting techniques (including disconnection)

(4.4) Advice and recommendations

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

Learning outcome

5. Know how to cut hair to achieve a variety of looks.

Knowledge and understanding

You will know and understand:

5.1 Explain the factors that may influence the services

a. the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

b. the factors which should be considered when cutting wet hair and dry hair

5.2 Explain the importance of applying correct techniques during services

a. the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp

b. the importance of applying the correct degree of tension to the hair when cutting

c. how and why to use club, freehand, texturising and scissor over comb cutting techniques

d. the reasons for establishing and following guidelines

e. how different cutting angles will impact on weight distribution, balance and the degree of graduation

f. how to create the different looks

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

a. the importance of consulting with clients throughout the cutting process

5.4 Explain the importance of applying correct technique during services

a. how and why to use different cutting techniques

b. how to create and follow guidelines

c. how to personalise and adapt cutting techniques

d. the effects that can be created by combining and adapting different cutting techniques

e. how to cross check and balance the cut

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

a. the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible

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

a. the importance of providing advice and recommendations on the products and services provided in the salon

Range

(5.1) Factors:

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

(5.2 f) Look:

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

(5.2 c, 5.4 a, 5.4 c, 5.4 d) Techniques:

- club cutting
- freehand
- scissors over comb
- texturizing (could include razoring)
- precision cutting techniques (including disconnection)
- fringe cutting
- clipper work

(5.2 a) Tools and equipment:

- scissors
- clippers
- razors

(5.6) Advice and recommendations

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

Unit 203 Cut hair using a range of techniques to create a variety of looks

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cut hair using a range of techniques to create a variety of looks on **3 hair classifications**.
3. Your Assessor will observe your performance on **at least 8 occasions 2 for each cutting look** (fringes can be incorporated into any of the cutting looks). These looks must include:
   - a one length above the shoulder
   - a short graduation incorporating the use of scissor over comb/clipper over comb.
4. From the range, you must show that you have:
   - adapted your cutting techniques to take into account the factors
   - achieved **all** the looks
   - used **all** the cutting techniques
   - used **all** tools and equipment
   - given **all** the advice and recommendations
5. Your Assessor will observe your performance on **at least 2 occasions**, **using at least 3** techniques for:
   - a creative restyle x 2 (level3):
   - cutting x 6 (level 2)

   Each has to be completed on a different client.
6. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 204 Style and finish hair using a range of techniques to achieve a variety of looks

Unit level:	2
GLH:	140
Unit aim:	The apprentice will be able to: Use a range of styling tools and equipment to create a look including blow drying, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting and using additional hair. The apprentice will know and understand: Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men and women's hair. Current techniques for hair-up styles, setting and dressing, plaiting/braiding and twisting, and using additional hair.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Apply safe working practices when styling and finishing hair

Practical skills

You will be able to:

1.1 Prepare for styling and finishing services
   a. prepare your client to meet salon's requirements

1.2 Apply safe and hygienic methods of working throughout services
   a. maintain your responsibilities for health and safety throughout the service
   b. protect your client's clothing throughout the service
   c. position your client to meet the needs of the service without causing them discomfort
   d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
   e. use working methods that:
      - minimise the wastage of products
      - minimise the risk of damage to tools, equipment and heated styling equipment
      - minimise the risk of cross-infection
      - make effective use of your working time
      - ensure the use of clean resources
      - minimise the risk of harm or injury to yourself and others
      - promote environmental and sustainable working practices

f. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
g. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
h. dispose of waste materials
i. apply and use suitable products, when required, to meet manufacturers' instructions

1.3 Carry out styling and finishing services
a. complete the service within a commercially viable time
b. apply suitable products, when used, following manufacturers' instructions

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Range

(1.2 e) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices:

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

Learning outcome

2. Understand how health and safety policies and procedures affect styling and finishing services

Knowledge and understanding

You will know and understand:

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

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
a. the hazards and risks which exist in your workplace and the safe working practices which you must follow

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

a. the different types of working methods that promote environmental and sustainable working practices

b. your salon's requirements for client preparation

c. the correct methods of waste disposal

2.4 Describe contact dermatitis and how it can be prevented

a. what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services

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

a. the importance of questioning clients prior to and during services

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

a. why it is important to avoid cross-infection and infestation

b. why it is important to keep your work area clean and tidy

c. methods of cleaning, disinfecting and sterilisation used in salons

d. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

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Range

(2.1 a, 2.1 d) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

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

Learning outcome

3. Style and finish hair

Practical skills

You will be able to:

3.1 Blow dry hair into shape

a. apply suitable products, when used, following manufacturers' instructions
b. control your styling tools to minimise the risk of damage to the hair length, client discomfort and to achieve the desired look
c. take sections of hair which suit the size of the styling tools
d. maintain an even tension throughout the blow drying process
e. keep the hair damp throughout the blow drying process
f. test the temperature of heated styling equipment throughout the service
g. control the hair length during the blow drying process taking account of factors influencing the service
h. use tools and equipment in a way that achieves the desired blow dry finish

3.2 Finger dry hair into shape

a. apply suitable products, when used, following manufacturers' instructions
b. keep the hair damp throughout the styling process
c. control the hair during the styling process taking account of factors influencing the service
d. ensure that finger drying achieves the direction, volume and balance for the desired look

3.3 Finish hair

a. use heated styling equipment, when necessary, that is at the correct temperature for your client's hair and the desired look
b. control your use of heated styling equipment, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
c. take sections of hair which suit the size of the heated styling equipment, when used
d. use back combing and back brushing techniques, when required, to achieve the desired look
e. apply and use suitable products, when required, to meet manufacturers' instructions
f. ensure the finished look takes into account relevant styling factors influencing the service
g. ensure the finished look meets the intended shape, direction, balance and volume agreed with your client

3.4 Consult with clients to confirm the desired look

a. confirm the client's satisfaction with the finished look

3.5 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

Techniques to include:

- blow drying
- finger drying

(3.1 f, 3.3 a, 3.3 b) Heated styling equipment:

- straighteners
- tongs

(3.1b, 3.1g) Hair length:

- above shoulder
- below shoulder
- one length
- layered

(3.1h) Tools and equipment:

- hand dryer
- attachments
- round brush
- flat brush

(3.1h) Blow dry finish:

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

(3.3f) Factors:

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

(3.3e) Products:

- heat protectors
- sprays
- mousse
- creams
- gels
- serums
- wax

(3.5) Advice and recommendations:

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

Learning outcome

4. Know how to blow dry and finger dry hair into shape

Knowledge and understanding

You will know and understand:

4.1 Explain how to blow dry and finger dry hair into shape

a. why hair should be kept damp during the blow drying and finger drying process
b. the effects of humidity on hair
c. the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
d. the types of products and equipment used for styling and finishing hair
e. the manufacturers' instructions on the use of the specific styling and finishing products in your salon
f. why and how to use the different types of:
   - styling brushes when blow drying
   - attachments when blow drying
   - heated styling equipment when styling and finishing
   - products and when to apply them
g. current techniques for blow drying, finger drying and finishing hair
h. how different factors affect the styling process and the finished look
i. how to manage different hair lengths when styling the hair
j. how the finished result of blow drying is affected by:
   - tension
   - size of hair mesh
   - size of brush
   - the angle at which the brush is held
   - not allowing the hair to cool before removing the hair mesh from the brush
k. why the direction of the air flow when drying is important to achieve the desired look
l. why hair needs to be sectioned for styling
m. how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement
n. the effects that can be achieved by curling on and off base

4.2 Explain how to finish hair

a. why temperature of equipment should be adapted to suit different hair types
b. how the incorrect application of heat can affect the hair and scalp
c. why hair should be allowed to cool prior to finishing
d. when and how to apply different back combing and back brushing techniques to achieve the desired look

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

a. the importance of providing advice and recommendations on the products and services provided in the salon

Learning outcome

5. Creatively set and dress hair

Practical skills

5.1 Set hair:

a. confirm and agree with your client the setting techniques and look required
b. control your tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
c. apply and use suitable products to meet manufacturers' instructions
d. control your client's hair throughout the setting process taking account of factors influencing the service
e. take sections of hair which suit the size of the tools and equipment
f. keep the hair damp throughout the setting process, when necessary
g. section and wind the hair cleanly and evenly to achieve the desired look
h. ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
i. maintain the correct tension throughout the setting process
j. remove any items used for setting, avoiding discomfort to your client
k. ensure your setting techniques achieve the desired look

5.2 Dress hair

a. leave your client's hair free of all section marks as necessary
b. use heated equipment, as necessary, at the correct temperature for your client's hair and the desired look
c. control your tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
d. apply and use suitable products to meet manufacturers' instructions
e. ensure the finished look takes into account relevant factors influencing the service
f. ensure your dressing techniques and effects achieve the intended shape, direction and volume agreed with your client
g. confirm your client's satisfaction with the finished look

5.3 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

5.4 Work with temporary added hair

a. select and use added hair which is of a suitable:
    - texture
    - colour
    - length
    - width
b. prepare the added hair to meet the manufacturer's instructions, when required
c. prepare your client's hair in a way suitable for the technique to be used

5.5 Consult with clients to confirm the desired look

a. confirm with your client the look agreed at consultation prior to starting the service
b. part the sections cleanly and evenly to meet the requirements of the temporary attachment systems to be used
c. section the hair in a way that will allow the added hair to lie in the direction required
d. add hair in a way that takes into account the factors influencing the service and avoiding potential damage to the client's hair
e. check the comfort of your client at regular intervals throughout the service

5.6 Finish hair

a. use heated styling equipment, when necessary, that is at the correct temperature for your client's hair and the desired look
b. control your use of heated styling equipment, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
c. take sections of hair which suit the size of the heated styling equipment, when used
d. use back combing and back brushing techniques, when required, to achieve the desired look
e. apply and use suitable products, when required, to meet manufacturers' instructions
f. ensure the finished look takes into account relevant styling factors influencing the service
g. ensure the finished look meets the intended shape, direction, balance and volume agreed with your client

5.7 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

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Range

(5.1 a, 5.1 k) Creative set and dress techniques to include:

- hair up
- setting
- plaiting/braiding/knots and twisting
- dressing hair
- adding hair to enhance a style

(5.1 b, 5.1 e, 5.2 c) Tools and equipment:

- hood dryer
- rollers
- Combs
- pin curl clips
- brushes
- grips and pins
- heated equipment

(5.4) Temporary added hair

- freehand
- clip in
- strand
- fringe

(5.1 d, 5.2 e, 5.5 d, 5.6f) Factors:

- hair characteristics
- hair classification
- test results
- clients own hair length
- quantity of added hair
- hair cut
- hair length
- head and face shape
- finished look
- the occasion for which the style is required

(5.1c, 5.2d, 5.6e) Products:

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

(5.1 a, 5.1 k) Setting techniques:

- rollering
- spiral curling
- wrap setting (optional)
- pin curling to give volume
- pin curling to give flat movement

(5.1 g) Section and wind:

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

(5.2 f) Dressing techniques and effects:

- curls
- rolls
- smoothing
- back-combing
- back-brushing
- twists/knots
- plaits/braids

(5.7) Advice and recommendations:

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

Learning outcome

6. Know how to set and dress hair

Knowledge and understanding

You will know and understand:

6.1 Identify the tools, equipment and products available and the effects they achieve
   a. the range of tools, equipment and products available for setting and dressing
   b. why and how to use the different types of tools and equipment for setting and dressing

6.2 Explain the manufacturers' instructions on the use of the specific setting and dressing products in your salon
   a. the manufacturers' instructions on the use of the specific setting and dressing products in your salon

6.3 Explain how different factors affect the setting and dressing processes and the finished look
   a. how different factors affect the setting and dressing processes and the finished look

6.4 Explain the importance of applying correct techniques during setting and dressing services
   a. why and when to use different types of setting techniques
   b. how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
   c. why and how to use the different types of sectioning and winding techniques
   d. why and how to use different dressing techniques
   e. how the angle of winding influences the volume and direction of the hair
   f. why set hair sections need to be brushed out thoroughly
   g. methods of handling, controlling and securing hair to achieve curls and rolls
   h. the importance of maintaining the correct tension throughout the setting process
   i. how the incorrect application of heat can affect the hair and scalp
   j. how heat protectors act to protect the hair
   k. the removal and or take-down requirements for the hairstyle

6.5 Explain the effects of humidity on hair
   a. the effects of humidity on hair

6.6 Explain the physical effects of setting on the hair structure
   a. the physical effects of setting on the hair structure

6.7 Explain why hair should be kept damp during setting
   a. why hair should be kept damp during the setting process

6.8 Explain the importance of questioning clients prior to and during services
   a. the importance of confirming the required style requirements with the client

6.9 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
   a. the importance of providing advice and recommendations on the products and services provided in the salon

Learning outcome

7. Know how to work with temporary added hair

Knowledge and understanding

7.1 Explain why it is important to prepare the hair prior to attaching hair
   a. how and why the client's hair should be prepared for the temporary attachment systems

7.2 Describe the different methods of attaching, maintaining and removing hair attachments
   a. methods of applying temporary hair attachment systems
   b. how the intended style can affect the choice and placement of temporary hair attachment systems
   c. the advantages and disadvantages of temporary hair attachment systems

7.3 Explain the importance of providing advice and recommendations to the client on the service(s) provided and products available
   a. how to give effective advice and recommendations

Learning outcome

8. Know how to finish hair

Knowledge and understanding

8.1 Explain how to finish hair
   a. why temperature of equipment should be adapted to suit different hair types
   b. how the incorrect application of heat can affect the hair and scalp
   c. why hair should be allowed to cool prior to finishing
   d. when and how to apply different back combing and back brushing techniques to achieve the desired look

Unit 204 Style and finish hair using a range of techniques to achieve a variety of looks

Supporting Information

Evidence requirements

Styling and finishing hair

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for styling and finishing hair.
3. Your Assessor will observe your performance on **at least 3 occasions, each on different clients**.
4. You must show that you have completed:
   - A one length blow dry
   - A curly look blow dry using a round brush
   - A finger dry
5. From the range, the learner must show that they have:
   - used **4 out of the 8** products
   - used **all** the types of tools and equipment
   - taken into account **all** the factors
   - used **both** the types of heated styling equipment
   - styled **all** hair lengths
   - used **all** the blow drying tools and equipment
   - produced **all** the blow dry finishes
   - given **all** advice and recommendations
6. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Evidence requirements

Setting and dressing hair

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for styling and finishing hair.
3. Your Assessor will observe your performance on **5 occasions which must be carried out on different clients**.
4. You must show that you have completed a:
   - wet set
   - dry set
   - hair up style
   - look using plaiting or twisting techniques
   - look incorporating added hair
5. From the range, you must show that you have:
   - used **all** creative set and dress techniques
   - used **all** the types of tools and equipment
   - used **3** out of the **4** temporary added hair
   - taken into account **all** factors
   - used **4** out of **8** products
   - used **4** out of **5** setting techniques
   - used **all** sectioning and winding techniques
   - used **all** dressing techniques and effects
   - given **all** advice and recommendations
6. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 205 Colour and lighten hair using a range of techniques

Unit level:	2
GLH:	180
Unit aim:	The apprentice will be able to: Complete a range of woven highlights including T-section, half head. Full head using temporary, semi-permanent, quasi-permanent, permanent colour application, and basic colour change (depth and tone) techniques. The apprentice will know and understand: The principles of colour selection, how the natural pigment within hair affects the choice of colour and colouring products, the effect of different colouring and lightening products on the hair structure, and when to use the different types of lighteners and toners available.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Apply safe working practices when colouring and lightening

Practical skills

You must be able to:

1.1 Prepare for colouring and lightening services
   a. prepare your client to meet salon's requirements
   b. protect your client's clothing throughout the service
   c. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

1.2 Apply safe and hygienic methods of working throughout services
   a. maintain your responsibilities for health and safety throughout the service
   b. wear personal protective equipment when using colouring and or lightening chemicals
   c. position your client to meet the needs of the service without causing them discomfort
   d. ensure your own posture and position whilst working minimise fatigue and the risk of injury
   e. keep your work area clean and tidy throughout the service

f. use working methods that:
   - minimise the wastage of products
   - minimise the risk of cross-infection
   - make effective use of your working time
   - ensure the use of clean resources
   - minimise the risk of harm or injury to yourself and others
   - promote environmental and sustainable working practices

g. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

h. dispose of waste materials

i. constantly monitor:
   - colouring and lightener development
   - condition of the hair
   - scalp sensitivity
   - condition of the lightener

1.3 Consult with clients about services and outcomes of tests

a. explore the variety of looks possible with your client using relevant visual aids

1.4 Confirm with clients the desired effect

1.5 Assess any colouring problems and implement suitable action

a. adapt your techniques taking account of the factors which will influence the achievement of the required effect

b. resolve any problems occurring during the colouring and lightening process using the relevant corrective action

1.6 Carry out colouring and lightening services

a. complete the service within a commercially viable time

b. use colouring and lightening effects in an innovative way to achieve the required look

c. use lightening application techniques suitable for achieving the desired look and following manufacturer's instructions

d. combine and place products in a way that complements the hair style

e. use techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas

f. apply lightener

g. take strand and elasticity tests at frequent and regular intervals

h. ensure the application of toners to lightened hair achieves the desired effect, when used

i. achieve the desired colouring or lightening effects which is to the satisfaction of your client

j. remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp

k. ensure the application of toners to lightened hair achieves the desired effect, when required

Range

(1.5 a) Factors:

- hair classifications
- hair characteristics
- temperature
- existing colour of hair
- percentage of white hair
- test results
- strength of hydrogen peroxide
- hair length
- skin tone
- time interval from last perm or relaxer
- recent removal of hair extensions

(1.2 f) Environmental and sustainable working practices:

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

Learning outcome

The learner will:

2. Know how health and safety policies and procedures affect colouring and lightening services

Knowledge and understanding

You need to know and understand:

2.1 Explain responsibilities for health and safety in own role

a. Your responsibilities for health and safety as defined by any specific legislation covering your job role

b. The range of protective clothing and products that should be available to yourself and clients

c. why it is important to use personal protective equipment

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

e. The importance of personal hygiene and presentation in maintaining health and safety in your workplace

f. Which colouring and lightening services should not be carried out on minors under 16 years of age

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
   a. the hazards and risks which exist in your workplace and the safe working practices which you must follow
   b. the dangers associated with the inhalation of powder lighteners
2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
   a. your salon's requirements for client preparation
   b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
   c. the different types of working methods that promote environmental and sustainable working practices
   d. the correct methods of waste disposal
   e. the importance of preparing your client's hair and protect their skin prior to service
   f. the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
   g. the precautions that must be taken when using powder and other lighteners
2.4 Describe contact dermatitis and how it can be prevented
   a. what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
2.5 Explain the importance of questioning clients prior to and during services
   a. the importance of confirming the desired effect with your client prior to the application of products
2.6 Explain the importance of preventing cross-infection and cross-infestation
   a. why it is important to keep your work area clean and tidy
   b. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
   c. the different methods of cleaning, disinfecting and sterilisation used in salons

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Range

(2.1 a, 2.1 d) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

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

Learning outcome

The learner will:

3. Prepare for colouring and lightening

Practical skills

3.1 Consult with clients about services and outcomes of tests
   a. ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
   b. record your client's responses to questions
   c. conduct all necessary tests following manufacturers' instructions and recognised industry procedures
   d. record the outcomes of tests on the client's record card
   e. seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client

3.2 Provide clients with advice and recommendations on the service(s) provided
   a. base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
   b. inform your client of the likely cost, duration and expected outcome of the service
   c. prepare your client's hair and protect their skin, where necessary, prior to service

3.3 Select suitable products, tools and equipment
   a. choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service
   b. prepare materials to meet the application requirements, when necessary
   c. prepare products to meet manufacturers' instructions

Range

(3.3 a, 3.3 c) Products:

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

(3.1 c, 3.1 d, 3.1 e) Tests:

- Skin
- incompatibility
- porosity
- elasticity
- colour

(3.3a) Factors:

- hair classifications
- hair characteristics
- temperature
- existing colour of hair
- percentage of white hair
- test results
- strength of hydrogen peroxide
- hair length
- skin tone
- time interval from last perm or relaxer
- recent removal of hair extensions

Learning outcome

4. Colour and lighten hair

Practical skills

You must be able to:

4.1 Carry out colouring and lightening services

a. confirm the desired effect with your client prior to the application of products
b. section the hair cleanly and evenly to assist the accurate application of products
c. apply products taking into account relevant factors influencing the service
d. use colour and lightening techniques suitable for achieving the desired look and following manufacturers' instructions
e. apply products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
f. time the development of products following manufacturers' instructions
g. confirm the required result has been achieved by taking strand tests at suitable times throughout the process
h. massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions
i. remove from the hair products that have developed, avoiding disturbance to areas still processing
j. remove colouring or lightening materials from hair with minimum discomfort to your client
k. leave the hair and scalp free of products after the desired effect is achieved
l. identify any problems during the services and resolve them within the limits of your own authority
m. refer problems which cannot be resolved to the relevant person
n. achieve the desired effect to the satisfaction of your client

4.2 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

(4.1 d) Colour and lightening techniques:

- full head application of quasi-permanent
- regrowth application of permanent colour
- full head application of permanent colour
- woven highlights and or lowlights
- sliced highlights

(4.2) Advice and recommendations:

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

Learning outcome

5. Resolve basic colouring problems

Practical skills

You must be able to:

5.1 Assess any colouring problems and implement suitable actions

a. use methods to:
   - assess the condition of the hair (P39.1)
   - identify the colouring problem (P39.2)
   - identify suitable colour correction products (P39.3)
   - identify suitable colour correction techniques (P39.4)

b. explain to your client the options available for resolving their colour problem

c. refer your client for specialist colour correction work, if necessary

d. use colour correction techniques effectively to achieve the required colour

Range

(5.1 a, 5.1 d) Change depth and tone techniques

- restoring depth and tone
- neutralizing colour tone
- colouring resistant hair

Learning outcome

The learner will:

6. Know how to prepare for colouring and lightening services

Knowledge and understanding

You need to know and understand:

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

a. the legal significance of client questioning and the recording of client's responses to questioning

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

a. the importance of recognising any contra-indications to colouring and lightening services

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

a. the types and purposes of tests

b. the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test

c. when and how tests should be carried out and the importance of recording test results

d. how the results of tests can influence the colouring and lightening services

e. the courses of action to take in the event of adverse reactions to tests

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

a. the importance of informing your client of the likely cost, duration and expected outcome of the service

6.5 Explain the principles of colour selection

a. the principles of colour selection, including the international colour chart (icc)

b. how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten

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

a. the effect of different colouring and lightening products on the hair structure

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

a. when to use the different types of lighteners and toners available

b. how the different strengths of hydrogen peroxide influence colouring and lightening

c. how porosity levels can affect the choice and application of products and the final results

d. effects of temperatures on the application and development of colouring and lightening products

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

a. the importance of constantly monitoring the development of lightening products

b. how and why contra-indications can affect the delivery of colouring and lightening services

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

a. the types of colouring, lightening and toning products available, including temporary colours

b. the types of tools, materials and equipment used for colouring and lightening

6.10 Describe the different methods of applying and removing colouring and lightening products

a. the different colour, lowlighting and highlighting techniques

b. how to prepare materials to meet the application requirements

c. the dangers associated with the inhalation of powder lighteners

d. the importance of preparing your client's hair and protect their skin prior to service

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Learning outcome

7. Know how to colour and lighten hair

Knowledge and understanding

You need to know and understand:

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

a. the importance of confirming the desired effect with your client prior to the application of products

7.2 Describe the different methods of applying and removing colouring and lightening products

a. the importance of sectioning hair accurately when colouring and lightening

7.3 Describe ways of dealing with any influencing factors

a. how different factors may impact on your colouring and lightening service
b. the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look

7.4 Describe ways of dealing with colouring and lightening problems

a. when and why to carry out colour refreshing techniques on the mid lengths and ends
b. the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
c. the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
d. why it is important to emulsify colour prior to removal
e. methods of applying and removing colouring and lightening products
f. the importance of using products economically
g. the importance of restoring the hair's ph balance after the colouring and lightening process
h. why it is important to avoid disturbing areas still processing when removing products from developed areas

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

a. the types and causes of colouring and lightening problems that may occur during processing
b. ways of resolving simple colouring and lightening problems that may occur during processing
c. the potential risks of using lightening products on previously chemically treated hair
d. the precautions that must be taken when using powder and other lighteners
e. the limits of your authority for resolving colouring and lightening problems
f. the person to whom you should report problems you cannot resolve
g. the importance of confirming the clients satisfaction
h. the importance of providing advice and recommendations on the products and services provided in the salon

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Learning outcome

The learner will:

8. Know how to resolve basic colouring problems

Knowledge and understanding

You need to know and understand:

8.1 Explain the types and causes of colouring and lightening problems

a. the types and causes of colouring and lightening problems and how to rectify them
b. the reasons for pre-softening and pre-pigmenting hair
c. methods of pre-softening and pre-pigmenting hair

Unit 205 Colour and lighten hair using a range of techniques

Supporting Information

Evidence requirements

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

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 206 Perming hair

Unit level:	2
GLH:	93
Unit aim:	The apprentice will be able to: Use a range of products and techniques including sectioning and winding, taking into account critical influencing factors. The apprentice will know and understand: The effects of perms and neutralisers on the hair structure, products and equipment, and contra-indications to perming hair and tests required throughout the perming and neutralising processes.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning Outcome

1. Apply safe working practices when perming hair

Practical skills:

You must be able to:

1.1 Prepare for perming and neutralising services
   a. prepare your client to meet salon's requirements
   b. protect your client's clothing throughout the service
   c. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

1.2 Apply safe and hygienic methods of working throughout services
   a. maintain your responsibilities for health and safety throughout the service
   b. wear personal protective equipment when using perming and neutralising chemicals
   c. position your client to meet the needs of the service without causing them discomfort
   d. ensure your own posture and position whilst working minimises fatigue and the risk of injury
   e. keep your work area clean and tidy throughout the service
   f. use working methods that minimise the risk of cross-infection
   g. use working methods that ensure the use of clean resources
   h. minimise the risk of harm or injury to yourself or others
   i. promote environmental and sustainable working practices
   j. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
   k. dispose of waste materials

1.3 Confirm with clients the desired effect

1.4 Carry out perming and neutralising services

a. use working methods that minimise wastage of products
b. use working methods that make effective use of your working time
c. complete the service within a commercially viable time

Range

(1.2 j) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices:

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

Learning outcome

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

Knowledge and understanding

You will know and understand:

2.1 Outline responsibilities for health and safety in own role

a. your responsibilities for health and safety as defined by any specific legislation covering your job role
b. the range of protective clothing and products that should be available to yourself and clients
c. why it is important to use personal protective equipment
d. the importance of personal hygiene and presentation in maintaining health and safety in your workplace

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

a. the hazards and risks which exist in your workplace and the safe working practices which you must follow

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

a. your salon's requirements for client preparation
b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
c. why it is important to position your tools and equipment for ease of use

d. the different types of working methods that promote environmental and sustainable working practices
e. the correct methods of waste disposal

2.4 Describe contact dermatitis and how it can be prevented

a. what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services

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

a. why it is important to keep your work area clean and tidy
b. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
c. the different methods of cleaning, disinfecting and sterilisation used in salons

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Range

(2.1 a, 2.1 d) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role:

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

(2.3 d) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices:

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

Learning Outcome

3. Prepare for perming and neutralising

Practical skills:

You must be able to:

3.1 Consult with clients about services and outcomes of tests

a. ask your client relevant questions to identify if they have any contra- indications to perming services
b. record your client's responses to questioning
c. conduct necessary tests following manufacturers' instructions and recognised industry procedures
d. record the outcomes of tests on the client's record card
e. seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client

3.2 Select suitable products, tools and equipment

a. choose products, tools and equipment based on the results of necessary tests, consultation with your client and factors influencing the service
b. prepare products following manufacturers' instructions
c. protect your client's hair and skin prior to perming

Range

(3.2) Products:

- barrier cream
- pre-perm treatments
- chemical re-arranger
- perm lotions
- neutralisers
- post-perm treatments

(3.1 c) Tests:

- strand
- development
- elasticity
- porosity
- incompatibility

(3.2 a) Factors:

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

Sectioning techniques:

- basic
- directional
- brick

Advice and recommendations:

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

Learning Outcome

4. Perm and neutralise hair

Practical skills:

You must be able to:

4.1 Carry out perming and neutralising services

a. use the correct sectioning techniques so that the hair is sectioned cleanly and evenly to achieve the desired look
b. use products and techniques taking into account factors influencing the service
c. confirm straightening has been achieved by the rearranging process, if required
d. leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
e. take meshes of hair which suit the size of the perm rod
f. maintain an even tension throughout the winding process
g. ensure all wound perm rods sit on their own base
h. follow manufacturers' instructions when applying perming lotion and neutralisers evenly to all wound hair (p28.1)
i. follow manufacturers' instructions when monitoring and timing the development of the perming and neutralising processes (p28.2)
j. follow manufacturers' instructions when applying suitable conditioners, if necessary (p28.3)
k. confirm the required degree of curl has been achieved
l. ensure the water temperature and flow suit your client's hair, scalp and comfort needs
m. leave the hair free of perm lotion when the desired degree of curl is achieved
n. remove excess moisture before neutralising without disturbing the wound hair
o. effectively apply the neutraliser to the hair, taking care not to disturb the wound hair
p. remove the perm rods without disturbing the curl formation
q. leave the hair free of neutraliser after the final rinse
r. identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
s. refer problems you cannot resolve to the relevant person
t. achieve the correct degree of curl necessary for the final, desired look

4.2 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

(4.1b) Factors:

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

Sectioning techniques:

- basic
- directional
- brick

(4.2) Advice and recommendations:

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

Learning Outcome

5. Know how to prepare for perming and neutralising

Knowledge and understanding

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

a. the legal significance of client questioning and the recording of client's responses to questioning

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

a. the types and purposes of tests

b. when and how tests should be carried out and the expected results

5.3 Explain how test results influence the perming, neutralising and chemically rearranging service

a. how the results of tests can influence the perming service

b. potential consequences of failing to test

c. the courses of action to take in the event of adverse reactions to tests

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

a. why it is important to record test results

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

a. the importance of recognising any contra-indications to perming and neutralising services

b. how and why the contra-indications can affect the delivery of perming services

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

a. the manufacturers' instructions for the specific perming and neutralising products in your salon

5.7 State the active ingredients in perming and neutralising products

a. the active ingredients in perming and neutralising products

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

a. the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure

5.9 Explain the effects that temperature has on the perming process

a. how temperature affects the perming process

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

a. the types and purposes of equipment used during the perm development process
b. the different types and uses of perm lotions, chemical rearrangers and neutralisers

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Learning Outcome

6. Know and understand how to perm and neutralise hair

Knowledge and understanding

You need to know and understand:

6.1 Explain the factors that may influence the services

a. how different factors can affect your choice of perming and neutralising products

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

a. when to use different types of sectioning techniques and why
b. why different applicators are used when chemically rearranging and their effect on the hair and scalp
c. when and why it is important to use pre-perm treatments
d. methods of applying perm lotions and neutralisers
e. the types and uses of post-perm conditioners

6.3 Explain the factors that may influence the services

a. the different factors that influence the use of different sized perm rods
b. how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair

6.4 Explain why and when chemical re-arranging of the hair is necessary

a. why and when chemical re-arranging of the hair is necessary

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

a. the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process

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

a. the importance of accurate timing and thorough rinsing of products

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

a. the effects of overlapping products on previous chemically treated hair
b. types and causes of problems that can occur during the perming and neutralising processes and how to resolve them

6.8 Describe when and how perming and neutralising tests are carried out
   a. method of checking curl development by taking development test curls
   b. confirm the required degree of curl has been achieved
6.9 Explain the effects that temperature has on the perming process
   a. the importance of considering water temperature during the neutralising process
6.10 Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair
   a. the importance and effects of restoring the hair's ph balance after the perming and neutralising process
6.11 Outline the importance of using products cost effectively
   a. the importance of using products economically
6.12 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
   a. the importance of providing advice and recommendations on the products and services provided in the salon

Unit 206 Perming hair

Supporting Information

Evidence requirements

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

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 207 Hair relaxing treatments and techniques

Level:	2
GLH:	82
Unit aim:	The apprentice will be able to: Use a range of products and techniques including sectioning, winding, relaxing and post relaxing products. The apprentice will know and understand: The effects of relaxers on the hair structure, products and equipment, application and development of relaxers and post relaxing products; contra-indications to relaxing hair and tests required before and throughout the relaxing and post relaxing processes.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

The learner will:

1. Apply safe working practices when relaxing hair

Practical skills

The learner will be able to:

1.1 Apply safe and hygienic methods of working throughout services

a. maintain your responsibilities for health and safety throughout the service
b. prepare your client to meet salon's requirements
c. protect your client's clothing throughout the relaxing service
d. position your client to meet the needs of the service without causing them discomfort
e. ensure your own posture and position whilst working minimises fatigue and the risk of injury
f. keep your work area clean and tidy throughout the service
g. use working methods that:
   - minimise the wastage of products
   - minimise the risk of cross-infection
   - make effective use of your working time
   - ensure the use of clean resources
   - minimise the risk of harm or injury to yourself and clients
   - promote environmental and sustainable working practices
h. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

i. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
j. dispose of waste materials
k. accurately time the application and development of the relaxer following manufacturer's instructions
l. monitor the comfort of your client at regular intervals throughout the relaxing process
m. refer problems you cannot resolve to the relevant person

1.2 Consult with clients about services and outcomes of tests
a. complete the relaxing service within a commercially viable time

1.3 Confirm with clients the desired effect

1.4 Carry out relaxing services
a. protect your client's clothing throughout the relaxing service
b. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
c. complete the relaxing service within a commercially viable time

1.5 Provide clients with advice and recommendations on the service(s) provided
a. record the outcomes of tests on the client's record card

Range

(1.1 g) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices

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

Learning outcome

The learner will:

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

Knowledge and understanding

The learner can:

2.1 Outline responsibilities for health and safety in own role
   a. your responsibilities for health and safety as defined by any specific legislation covering your job role
   b. the range of protective clothing and products that should be available for clients
   c. regulations in relation to the use of relaxing and normalising products
   d. the importance of personal hygiene and presentation in maintaining health and safety in your workplace

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services
   a. the hazards and risks which exist in your workplace and the safe working practices which you must follow

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services
   a. your salon's requirements for client preparation
   b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
   c. the different types of working methods that promote environmental and sustainable working practices
   d. the safety considerations which must be taken into account when relaxing hair
   e. the correct methods of waste disposal

2.4 Describe contact dermatitis and how it may be prevented
   a. what contact dermatitis is, and how to avoid developing it whilst carrying out services

2.5 State the importance of preventing cross-infection and cross-infestation
   a. why it is important to keep your work area clean and tidy
   b. methods of cleaning, disinfection and sterilisation used in salons
   c. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

Range

(2.1 a, 2.1 d) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role

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

- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

Learning outcome

The learner will:

3. Prepare for relaxing hair

Practical skills

The learner will be able to:

3.1 Consult with clients about services and outcomes of tests
   a. ask your client questions to identify if they have any contra-indications to relaxing services
   b. record your client's responses to questioning
   c. conduct all necessary tests following manufacturers' instructions and recognised industry procedures
   d. seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the relaxing service for your client
   a. base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect

3.2 Select suitable products, tools and equipment
   a. choose products and tools based on the factors, results of your tests and a consultation with your client
   b. select, prepare and use relaxing products following the manufacturer's instructions
   c. protect the hairline and scalp prior to the relaxing service

Range

(3.2 a) Products:
- scalp protectors
- sodium relaxer
- non-sodium relaxer
- pre-relaxing treatments
- post-relaxing treatments
- normalising shampoo

(3.1 c) Tests:
- elasticity
- porosity
- strand

(3.2 a) Tools:
- tail combs
- wide tooth combs
- hands
- tint brushes

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

Learning outcome

The learner will:

4. Relax hair

Practical skills

The learner will be able to:

4.1 Carry out relaxing services
   a. apply a suitable pre-relaxing treatment
   b. section the hair, when required, cleanly and evenly to assist with the even application of the relaxer
   c. apply products taking into account the factors and results of your tests for the relaxing service
   d. use tools to avoid damage to the scalp
   e. apply the relaxer in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
   f. accurately time the application and development of the relaxer following manufacturer's instructions
   g. confirm the required degree of straightening has been achieved by taking strand tests on different areas of the head at suitable times throughout the relaxing process
   h. monitor the comfort of your client at regular intervals throughout the relaxing process
   i. remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer's instructions
   j. leave the relaxed hair free of all visible traces of relaxing product
   k. restore the hair's ph balance using a suitable post relaxing treatment
   l. normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
   m. resolve any problems occurring during the relaxing process within the limits of your own authority
   n. refer problems you cannot resolve to the relevant person
   o. achieve the required degree of straightness that is anticipated

4.2 Provide clients with advice and recommendations on the service(s) provided
   a. give your client advice and recommendations on the service provided

Range

(4.1 b) Application:
- top and bottom
- top
- hand

(4.1 g) Relaxing process:
- virgin application
- re-growth application between 4 to 8 weeks
- re-growth application up to 12 weeks

(4.2) Advice and recommendations:
- how to maintain their look
- time interval between services
- additional products
- additional services

Techniques to include:
- relaxing/straightening treatments
- straightening
- smoothing systems

Learning outcome

The learner will:

5. Understand how to prepare for relaxing hair

Knowledge and understanding

The learner will know and understand how to:

5.1 Explain the importance of questioning clients prior to and during services
   a. the legal significance of client questioning and the recording of clients' responses to questioning

5.2 Explain the factors that may influence the services
   a. the importance of identifying the hair factors through conducting a detailed hair and scalp examination
   b. the circumstances when hair may need to be cut prior to a service
   c. how different factors affect your choice of relaxer
   d. the factors that should be considered when selecting sodium or non-sodium relaxing products

5.3 Describe how to recognise contra-indications and how they affect relaxing services
   a. how the contra-indications can affect the relaxing service
   b. how to recognise trichorrhexis nodosa and how to deal with this condition

5.4 Explain why it is important to test the hair and scalp prior to and during relaxing services
   a. potential consequences of failing to conduct tests
   b. why it is important to record test results

5.5 Describe when and how relaxing tests are carried out
   a. the types and purposes of tests
   b. when and how tests should be carried out and the expected results

5.6 Explain how test results influence the relaxing service
   a. how the hair and scalp examination can affect the choice of products
   b. how the results of tests can influence the relaxing service
   c. the courses of action to take in the event of adverse reactions to tests

5.7 Explain the effects on the hair structure when relaxing hair
   a. the effects of relaxing products on the hair structure
   b. the effect of relaxers on white hair

5.8 State the active ingredients in relaxing products
   a. the active ingredients in relaxing products

5.9 Describe the range of products, tools and equipment available for the relaxing service
   a. why different tools are used in the relaxing service and their effect on the hair and scalp
   b. the different types and strengths of available relaxers and when to use them
   c. the different types and use of pre- and post-relaxing treatments and when to use them
   d. how to use scalp protectors and why they are important

5.10 Explain the importance of providing advice and recommendations to clients
   a. the potential effects of using relaxing products on chemical services such as hair lightening
   b. the importance of following manufacturers' instructions when using relaxing products

Learning outcome

The learner will:

6. Understand the process for relaxing hair

Knowledge and understanding

The learner will know and understand how to:

6.1 Explain the effects on the hair structure when relaxing hair
   a. the effects of relaxer pre- and post-treatments on the hair structure
   b. how to texturise hair

6.2 Describe when and how relaxing tests are carried out
   a. the method of checking development when texturising
   b. the method of checking relaxer development

6.3 Describe methods of applying relaxing products
   a. the method and sequence of application of relaxing and normalising products

6.4 Explain the importance of questioning clients prior to and during services
   a. the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being

6.5 Explain the effects and possible effects of temperature on relaxing products
   a. how to adapt the water temperature, pressure and direction to protect the hair condition
   b. the effects and possible effects of temperature on relaxing products

6.6 Explain the effects on the hair structure when relaxing hair
   a. how neutralising shampoos work and their effect on the hair structure
   b. the importance and effects of restoring the hairs ph balance after the relaxing process

6.7 Explain the factors that may influence the services
   a. how the different influencing factors can affect the relaxing process

6.8 Identify the types of problems and causes that may occur during services
   a. the effect of overlapping products on to previously chemically treated hair
   b. types and causes of problems that can occur during the relaxing and texturising process

6.9 State the importance of following salon and manufacturers' instructions during relaxing services
   a. why accurate timing and thorough rinsing of products is necessary
   b. methods of resolving relaxing problems

6.10 Describe ways of dealing with relaxing problems
   a. your own limits of authority for resolving relaxing problems
   b. the person you should report problems to that you cannot resolve
   c. how to deal with scalp irritation during the relaxing process

6.11 Outline the importance of using products cost effectively
   a. the importance of using products economically

6.12 Explain the importance of providing advice and recommendations to clients
   a. the importance of providing advice and recommendations on the products and services provided in the salon

Unit 207 Hair relaxing treatments and techniques

Supporting Information

Evidence requirements

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

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Unit 208 Hair extension services

Unit level:	3
GLH:	90
Unit aim:	The apprentice will be able to: Attach a range of extensions; cutting and finishing extensions; and maintaining and removing extensions. The apprentice will know and understand: Hair growth, influencing factors and contra-indications, types of hair extensions and products, application and removal techniques and principles for blending hair.
Assessment type:	Portfolio and an **externally set** online test OR paper-based short answer question test.

Learning outcome

1. Apply safe working practices when working with hair extensions

Practical skills

The learner will be able to:

1.1 Prepare for hair extension services
   a. protect your client's clothing throughout the service

1.2 Apply safe and hygienic methods of working throughout services
   a. position your client to meet the needs of the service without causing them discomfort
   b. ensure your own posture and position whilst working minimises fatigue and the risk of injury
   c. keep your work area clean and tidy throughout the service
   d. use working methods that:
      - minimise the risk of damage to cutting tools
      - minimise the risk of cross-infection
      - make effective use of your working time
      - ensure the use of clean resources
      - minimise the risk of harm or injury to yourself and others
      - promote environmental and sustainable working practices
   e. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
   f. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
   g. dispose of waste materials

1.3 Carry out hair extension services
   a. complete the service within a commercially viable time

Range

(1.2 d) Cutting tools:

- scissors
- thinning scissors
- razors

(1.2 d) Environmental and sustainable working practices:

The different types of working methods that promote environmental and sustainable working practices

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

Learning outcome

2. Understand how health and safety polices and procedures affect hair extension services

Knowledge and understanding

You will know and understand:

2.1 Outline responsibilities for health and safety in own role

a. your responsibilities for health and safety as defined by any specific legislation covering your job role
b. the range of protective clothing that should be available for clients
c. the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace

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

a. your salon's requirements for client preparation
b. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
c. the different types of working methods that promote environmental and sustainable working practices
d. why it is important to position your tools, products and equipment for ease of use
e. the correct methods of waste disposal
f. what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems
g. why it is important to keep your work area clean and well organised
h. methods of cleaning, disinfecting and sterilisation used in salons
i. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation

Range

(2.1a) Health and safety:

Your responsibilities for health and safety as defined by any specific legislation covering your job role

Health and Safety at Work Act

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

Learning outcome

3. Carry out hair extension services

Practical skills

The learner will be able to:

3.1 Plan to add hair extensions

a. examine the hair and scalp to identify any factors that may affect the service

b. ask your client appropriate questions to establish any known contra-indications to the hair extension service

c. record your client's responses to questioning

d. conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures

e. take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client

f. select attachment systems and hair extensions which are of a:

- suitable texture
- suitable colour
- suitable length
- suitable width

3.2 confirm service requirements prior to ordering attachment systems and hair extensions

a. Prepare and attach hair extensions

b. prepare the attachment systems and hair extensions to avoid wastage, tangling and to meet the manufacturer's instructions

c. prepare your client's hair in a way that is suitable for the attachment system to be used

d. ensure the availability of assistance, where required

3.3 Consult with clients to confirm desired look

a. confirm with your client the look agreed at consultation prior to starting the service

b. check the comfort of your client at regular intervals and give suitable reassurance, if necessary

3.4 Carry out hair extension services

a. part the sections cleanly and evenly to meet the requirements of the attachment systems to be used
b. section the hair in a way that will allow the hair extensions to lie in the direction required
c. secure any hair not being extended to keep each section clearly visible
d. use attachment systems that secure hair extensions into your client's hair to meet style requirements
e. add and attach hair in a way that takes into account the factors influencing the service
f. maintain even tension throughout the attachment process
g. identify and resolve any problems occurring during the service
h. ensure, on completion, that the hair extensions give a balanced and well-proportioned finished look

3.5 Cut and finish hair with extensions

a. establish and follow cutting guidelines suitable to achieve the finished look
b. adapt your cutting techniques to take account of factors which influence working on hair extensions
c. adapt your cross checking methods to suit the fall of the hair extensions
d. adapt your posture and position to ensure the accuracy of the cut (P33
e. combine and adapt your cutting techniques to achieve the finished look
f. make final checks to ensure the cut is accurate
g. use creative finishing techniques that complement the finished look
h. use suitable styling and finishing products, when required to achieve the finished look
i. confirm that your client is satisfied with the finished look
j. give your client advice and recommendations on the service provided

3.6 Maintain and remove hair extensions

a. maintain and remove hair extensions following manufacturers' instructions
b. use the correct tools to minimise damage to your client's hair
c. use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair
d. leave your client's hair free of residue and product build up
e. leave your client's hair clean and prepared ready for the next service

3.7 Provide clients with advice and recommendations on the service(s) provided

a. give your client advice and recommendations on the service provided

Range

(3.1 a) Factors:

- hair characteristics
- hair classification
- test results
- attachment method
- direction and fall of the added hair
- client's own hair length
- evident hair damage
- quantity of added hair
- head and face shape
- finished look

(3.1 f) Attachment systems:

- short term
- long term

(3.4e) Add and attach:

- full head
- partial head

(3.3b, 2.3e) Cutting techniques:

- point cutting
- tapering
- freehand
- razoring
- texturising

(3.5g) Creative finishing techniques:

- drying
- product application
- setting
- use of heated styling equipment

(3.6) Hair extensions:

- artificial
- human
- clip in
- weft-weave in
- glue in

(3.7) Advice and recommendations:

- how to maintain the attachment system
- time interval between services
- present and future products and services

Learning outcome

4. Know how to plan, prepare and attach hair extensions

Knowledge and understanding

The learner will know and understand:

4.1 Explain the factors that may influence the services
   a. how to conduct an examination of the hair and scalp to recognise factors which will affect the hair attachment system
   b. the factors that must be taken into consideration prior to adding and attaching hair extensions
   c. how contra-indications can affect or restrict the delivery of hair extension services

4.2 Explain the hair growth cycle
   d. the hair growth cycle

4.3 Explain the importance of questioning clients prior to and during services
   a. the importance of questioning clients to establish any contra-indications to hair extension services
   b. the legal significance of client questioning and of recording the client's responses

4.4 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
   a. your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
   b. the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding
   c. how to help relieve client anxieties in a reassuring way

4.5 Describe when and how tests are carried out
   a. the types and purposes of tests

4.6 Explain how test results influence hair extensions
   a. how the results of tests can influence all aspects of the service

4.7 Explain the importance of testing the hair and scalp prior to during hair extension services
   a. the potential consequences of failing to carry out tests and the importance of recording test results

4.8 Explain the different types of hair attachment systems
   a. the types of hair extension systems available and their advantages and disadvantages
   b. the principles for selecting the correct hair attachment systems
   c. how to estimate the length of time the hair attachment systems can take
   d. methods of applying short term and long term hair attachment systems

4.9 Explain the principles of blending added hair
   a. the principles for blending added hair
   b. how to mix a number of added hair colours to give block colour and highlighting effects

4.10 Explain why it is important to prepare the hair prior to attaching hair extensions
   a. the general differences in preparation requirements between human hair and artificial extensions
   b. how the client's hair should be prepared for each of the hair attachment systems

4.11 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment
   a. the importance of following manufacturer's instructions for different hair attachment systems
   b. the hair attachment systems with which you may need assistance

4.12 Describe the different methods of attaching, maintaining and removing hair extensions
   a. how to judge the quantity of hair to be added to achieve a balanced and well proportioned finished look
4.13 Explain the different types of hair attachment systems
   a. how the intended style can affect the choice and placement of different hair attachment systems
4.14 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment
   a. why it is important to maintain a correct and even tension when adding hair extensions
   b. the tools and equipment necessary for each attachment method and how these are used
4.15 Explain the types and causes of hair extension problems
   a. the types of problems that can occur when adding hair extensions and how to remedy them
   b. the types of finishing products and techniques suitable for use with hair extensions

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Learning outcome

5. Know how to cut and finish hair extensions

Knowledge and understanding

The learner will know and understand:

5.1 Describe how and when to adapt cutting techniques to suit the finished look
   a. how to carry out creative cutting techniques to blend the client's own hair and different hair attachment system to suit the finished look
   b. how to adapt cutting techniques to suit different types of hair extensions such as artificial and human
   c. the importance of cross checking the cut for accuracy

Learning outcome

6. Know how to maintain and remove hair extensions

Knowledge and understanding

The learner will know and understand:

6.1 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available
   a. the importance of providing advice and recommendations on the products and services proved in the salon
   b. how to maintain and remove the hair attachment system
   c. the recommended time interval between services
   d. how lifestyle will affect the maintenance and longevity of each hair attachment system
   e. the types of products and tools used to remove different hair attachment systems
   f. why it is important to remove hair attachment residue and product build up as part of the extension removal process

Unit 208 Hair extension services

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for providing creative hair extension services.
3. Your Assessor will observe your performance on **3 occasions, each on different clients**.
4. From the range, you must show that you have:
   - used **2 out of the 3** cutting tools
   - taken account of **all** the factors
   - used **both** the attachment systems
   - used **all** hair extensions
   - carried out **both** full head and partial head extensions
   - used **3 out of the 5** cutting techniques
   - used **3 out of the 4** creative finishing techniques
   - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

- Projects/case studies
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written assignments
- Oral questions
- Assignments
- Case studies
- Professional discussion
- Reflective diary on own practice in an appropriate working environment
- Coursework

Appendix 1 Mandatory Core Skills and Knowledge

Professionalism and values

The Apprentice will be able to:

1 demonstrate professionalism
2 demonstrate a passion for the industry and industry knowledge
3 commitment to quality
4 a positive attitude
5 work in a team
6 work under pressure
7 observe time management and self-management
8 a positive attitude
9 show a willingness to learn
10 complete services in a commercially viable time and to a high standard
11 meet organisational and industry standards of appearance
12 observe professional ethics and conduct
13 ensure personal hygiene and protection meets accepted industry and organisational requirements
14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

The Apprentice will know and understand:

1 industry codes of practice and ethics
2 quality assurance systems
3 time management principles
4 self-management principles
5 commericially viable times for the completion of services
6 industry and organisational standards of appearance
7 the importance of continuing professional development, equality and diversity

Behaviours and communication

The apprentice will be able to:

1 greet clients in a friendly manner
2 choose the most appropriate way of communicating with clients
3 be helpful and courteous at all times
4 adapt behaviour in response to each client
5 respond promptly to clients' questions and comments and to clients seeking assistance
6 establish client expectations and needs
7 explain clearly any reasons why the client's needs or expectations cannot be met
8 keep the client informed
9 give clients information about services or products offered by the salon
10 willingly undertake wider salon duties, including sales and reception duties when required
11 demonstrate good verbal and non-verbal communication skills
12 provide a positive impression of yourself and your organisation

The apprentice will know and understand:

1 industry and salon standards of behaviour
2 how to meet and greet clients
3 verbal and non-verbal communication techniques
4 client care principles and practices
5 how to maintain rapport with clients
6 the role of the reception area
7 making appointments
8 taking payments
9 who to refer to with different types of enquiries or problems and when to seek advice
10 sale of Goods and Services Act and the Data Protection Act
11 how to provide advice and recommendations on the products and services provided in the salon
12 customer care and the client journey, including reception, housekeeping, front of house skills
13 selling and recommendations (retail)

Appendix 2 Glossary

Glossary

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

Adverse hair, skin and scalp conditions

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

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

Sectioning technique

Includes 6 section and 9 section perm

Conditioning products (examples)

These can include

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

Contra-indications

Conditions that indicate a service should not be carried out.

Cutting terminology

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

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

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

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

Disinfection

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

Effleurage

A gentle stroking movement.

Factors influencing services

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

Fishtail plait

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

Flat twist

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

Freehand

The cutting of hair without holding it in place.

French plait

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

Friction

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

Full neck line

Collar length hair

Hair characteristics

Includes the following:

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

Hair classification (this is a guideline only)

Type 1 – Straight hair

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

Type 2 – Wavy hair

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

Type 3 – Curly hair

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

Type 4 – Very curly hair

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

Heated equipment

eg Heated rollers, tongs, straighteners

Lightening products

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

Limits of own authority

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

Long term hair extensions

Hair extensions which last six weeks or longer

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

Manufacturers' instructions

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

Partial beard

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

Personal presentation

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

Personal Protective Equipment (PPE)

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

Petrissage

Slow, firm, kneading movement.

Pre-perm treatment

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

Quasi-permanent colour

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

Relevant person

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

Resources

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

Rotary

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

Salon requirements

Any hairdressing procedures or work rules issued by salon management

Semi-permanent colour

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

Sensitised hair

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

Special advice prior to visit

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

Sterilisation

The total destruction of microorganisms.

Straight razor

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

Strand test

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

Tapering

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

Temporary hair attachments

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

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

Tests

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

Texturising (by cutting)

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

Texturising (using chemicals)

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

Traction alopecia

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

Trimmers

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

Vibration

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

Wrap setting

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

Appendix 3 Useful Contacts

Useful contacts

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