

## HAIR PROFESSIONAL APPRENTICESHIP STANDARDS

### EMPLOYER’S OCCUPATIONAL BRIEF

#### HAIRDRESSING

**See separate employer’s occupational brief for Barbering**

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**This document must be read in conjunction with the Hair Professional apprenticeship standards.**

## **SECTION 1 DIPLOMA FOR HAIR PROFESSIONALS (HAIRDRESSING)**

Achievement of the Diploma for Hair Professionals is a mandatory part of the apprenticeship standards for Hair Professionals, available for hairdressing or barbering routes.

This document sets out the qualification units which provide underpinning skills, knowledge and understanding required for apprentices working towards the Diploma for Hair Professionals (Hairdressing). A separate Employer’s Occupational brief is available for the Diploma for Hair Professionals (Barbering).

### **Diploma for Hair Professionals (Hairdressing) - 6 units to be completed plus the final unit (end point assessment)**

#### **PART 1:**

##### **Mandatory:**

- Professionalism and values – embedded within units
- Behaviours and communication – embedded within units
- Safe working practices – embedded within units

Unit 1 Consultation

#### **PART 2:**

##### **Mandatory**

- Unit 2 Shampoo, condition and treat the hair and scalp
- Unit 3 Cut hair using a range of techniques to create a variety of looks
- Unit 4 Style and finish hair using a range of techniques to create a variety of looks
- Unit 5 Colour and lighten hair using a range of techniques

**Options** - The apprentices in liaison with their employer and training provider will choose one optional unit:

- Unit 6 Perming hair
- Unit 7 Hair relaxing treatments and techniques
- Unit 8 Hair extension services

#### **Final unit (end point assessment)**

The final unit includes a synoptic practical assessment where the apprentice will demonstrate the skills required across the mandatory units and be questioned to demonstrate their knowledge and understanding, including professionalism, values, behaviours, safe working practices and consultation skills.

**The content of the final unit (end point assessment) is contained in the Hair Professional assessment plan.**

This chart shows the content of the Diploma for Hair Professionals (Hairdressing) qualification mapped to the National Occupational Standards (2015)

**Qualification Structure**

	<b>Apprenticeship Standard unit</b>	<b>NOS standard (2015)</b>	<b>Existing/ new unit</b>
<b>Part 1 – Mandatory core skills and knowledge - hairdressing</b>			
	Professionalism and values	Embedded in each NOS	embedded in all the units
	Behaviours and communication	Embedded in each NOS	
	Safe working Practices	Embedded in each NOS	
Unit 1	Consultation	SKACHB9 - Advise and consult with clients	
<b>Part 2 – Mandatory units - hairdressing</b>			
Unit 2	Shampoo, condition and treat the hair and scalp	SKACHB11 - Shampoo, condition and treat the hair and scalp	new NOS unit
Unit 3	Cut hair using a range of techniques to create a variety of looks	SKACH3 - Cut hair using basic techniques / SKACH9 Creatively cut hair using a combination of techniques	new NOS unit
Unit 4	Style and finish hair using a range of techniques to create a variety of looks	SKACH1 Style and finish hair /SKACH8 Creatively style and dress hair SKACH7/ Attach hair to enhance a style	new NOS unit combined
Unit 5	Colour and lighten hair using a range of techniques	SKACH4 Colour and lighten hair SKACH10 Creatively colour and lighten hair	new NOS unit combined
<b>Option – Choose 1:</b>			
Unit 6	Perming hair	SKACH13 - Create a variety of permed effects	new NOS unit
Unit 7	Hair relaxing treatments and techniques	SKAAH2- Relax hair/ SKAAH7- Provide a variety of relaxing services	new NOS unit combined

Unit 8	Hair extension services	SKACHB8 Remove hair extensions/ SKACH12 Provide creative hair extension services	new NOS unit combined
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## SECTION 2 MANDATORY CORE SKILLS AND KNOWLEDGE

### Part 1 - Professionalism and values

#### The apprentice will be able to:

- Demonstrate professionalism
- Demonstrate a passion for the industry and industry knowledge
- Commitment to quality
- A positive attitude
- Work in a team
- Work under pressure
- Observe time management and self-management
- Show a willingness to learn
- Complete services in a commercially viable time and to a high standard
- Meet organisational and industry standards of appearance
- Observe professional ethics and conduct
- Ensure personal hygiene and protection meets accepted industry and organisational requirements
- Adherence to workplace, suppliers’ or manufacturers’ instructions for the safe use of equipment, materials and products

#### The apprentice will know and understand:

- Industry codes of practice and ethics
- Quality assurance systems
- Time management principles
- Self-management principles
- Commercially viable times for the completion of services
- Industry and organisational standards of appearance
- The importance of continuing professional development, equality and diversity

### Part 1– Behaviours and communication

#### The apprentice will be able to:

- Greet clients in a friendly manner
- Choose the most appropriate way of communicating with clients
- Be helpful and courteous at all times
- Adapt behaviour in response to each client
- Respond promptly to clients’ questions and comments and to clients seeking assistance

- Establish client expectations and needs
- Explain clearly any reasons why the client’s needs or expectations cannot be met
- Keeping the client informed
- Giving clients information about services or products offered by the salon
- Willingly undertake wider salon duties, including sales and reception duties when required
- Demonstrate good verbal and non-verbal communication skills
- Provide a positive impression of yourself and your organisation

**The apprentice will know and understand:**

- Industry and salon standards of behaviour
- How to meet and greet clients
- Verbal and non-verbal communication techniques
- Client care principles and practices
- How to maintain rapport with clients
- The role of the reception area
- Making appointments
- Taking payments
- Who to refer to with different types of enquiries or problems and when to seek advice
- Sale of Goods and Services Act and the Data Protection Act
- How to provide advice and recommendations on the products and services provided in the salon
- Customer care and the client journey, including reception, housekeeping, front of house skills
- Selling and recommendations (retail)

**Part 1– Safe working practices**

**The apprentice will be able to:**

- Maintain effective, hygienic and safe working methods
- Take health and safety considerations into account
- Maintain responsibilities for health and safety throughout the service
- Observe legal and industry requirements
- Adhere to workplace, suppliers’ or manufacturers’ instructions for the safe use of equipment, materials and products
- Meet legal and organisational requirements
- Maintain the client’s modesty, privacy and comfort
- Protect the client's clothing throughout the service
- Minimise risks of cross-infection, injury or fatigue
- Promote environmental and sustainable working practices
- Ensure personal hygiene and protection meets industry, organisational and local authority requirements
- Correctly use Personal Protective Equipment (PPE)
- Maintain posture and position whilst working to minimise fatigue and the risk of injury
- Keep work area clean and tidy throughout the service

- Use work methods that:
  - a. minimise the wastage of products
  - b. minimise the risk of cross-infection
  - c. make effective use of working time
  - d. ensure the use of clean resources
  - e. minimise the risk of harm or injury to self and others

**The apprentice will know and understand:**

- Legal and organisational requirements
- Use of tools, equipment, materials and products
- Adherence to workplace cleaning, disinfection, sterilisation, supplier or manufacturer’s instructions
- Current legal requirements and guidance relating to age restrictions for colouring and lightening services
- Reducing waste and managing waste (recycle, reuse, safe disposal)
- Client preparation and protection, protective clothing and products for self and clients
- Reducing risk of injury to self and others
- Maintaining posture and position whilst working to minimise fatigue and the risk of injury
- Standards of personal hygiene and protection to meet industry, organisational and local authority requirements
- Importance of using personal protective equipment
- What contact dermatitis is, and how to avoid developing it
- Why it is important to keep work area clean and tidy
- Hazards and risks which exist in the workplace and the safe working practices to follow
- Different working methods that promote environmental and sustainable working practices eg reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels), reducing water usage and other resources, preventing pollution
- Health and safety legislation and practice including:
  - Health and Safety at Work Act
  - The Reporting of Injuries, Diseases and Dangerous Occurrences 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

- Trade Descriptions Act
- Consumer Protection legislation

## **PART 1 UNIT 1 CONSULTATION**

### **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.

#### **Identify the requirements of the client**

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

#### **Examine the hair, skin and scalp**

- ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- identify from your client's previous records, when available, any factors likely to affect future services
- promptly identify and report any problems which cannot be dealt with to the relevant person

#### **Advise your client and agree services and products**

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

### **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.

**Identify the requirements of the client**

- why effective communication is important for your salon's business
- how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
- the questioning and listening skills you need in order to find out information
- why it is important to encourage and allow time for clients to ask questions
- salon rules for maintaining confidentiality and privacy
- the different types of visual aids that can support client consultation
- your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation
- the importance of not discriminating against clients with illnesses and disabilities and why

**Examine the hair, skin and scalp**

- your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- salon procedures and manufacturers' instructions in relation to conducting tests
- how and when tests are carried out on hair
- the importance of carrying out tests and the potential consequences of failing to do so
- why it is important to identify factors that may limit or affect services and products which can be used
- how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, can limit or affect the services and products that can be offered to clients
- how to recognise hair, skin and scalp problems
- how to identify suspected infections and infestations which need reporting and who to report them to

**Advise your client and agree services and products**

- the different types of hair characteristics
- the different hair types of hair classifications
- the basic structure of hair and skin
- the growth cycle of hair
- the services and products available for use in your salon
- your legal responsibilities for describing the features and benefits of products and services
- your salon's pricing structure
- how to calculate the likely charge for services
- inform your client of the likely duration of the service
- the importance of giving the client realistic expectations
- the importance of providing advice and recommendations on the products and services provided in the salon
- how to complete the client records used in your organisation and the importance and reasons for gaining client consent

**Range**

**Client**

- new

- regular

### Identify

- question
- observation

### 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

### Problems

- suspected infections
- suspected infestations

### Hair characteristics

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

### Hair classification

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

### Advice and recommendations

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

## **PART 1 UNIT 1 CONSULTATION**

### **Qualification Standardised Assessment**

#### **On Programme – Diploma for Hair Professionals (Hairdressing)**

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

The learner will need to demonstrate in their everyday work that they have met the standard for client consultation.

The Assessor will observe these aspects of the learner performance as part of all technical observations and will be recorded on **at least 2 occasions within any of the following units:**

- Unit 3 Cut hair using a variety of techniques
- Unit 5 Colour and lighten hair using a range of techniques

Or one of:

- Unit 6 Perming hair
- Unit 7 Hair relaxing treatments and techniques
- Unit 8 Hair extension services

From the range, learners must show they 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
- worked on **3 of the 4** hair classifications
- given **all** advice and recommendations

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

### SECTION 3 – MANDATORY HAIRDRESSING SKILLS

#### Part 2 Unit 2 Shampoo, condition and treat the hair

**The apprentice will be able to competently:**

Use products and tools; use massage techniques; and use shampoo and conditioning products.

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

- ask your client questions to identify if they have contra-indications to hair and scalp treatment services
- use products, tools and equipment suitable for your client’s hair condition and scalp condition
- adapt your shampooing massage techniques to meet the needs of your client’s:
  - hair length and density
  - hair condition and scalp condition
- adapt your shampooing massage techniques to ensure your client’s comfort
- adapt the water temperature and flow to suit the needs of your client’s hair, scalp and comfort
- comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
- apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
- monitor and time the development of the conditioning product and apply heat at the correct temperature, if required
- remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
- leave your client's hair and scalp:
  - clean and free from conditioning products, if required
  - free of excess water
- comb through your client's hair without causing damage to the hair and scalp
- give your client advice and recommendations on the service provided

**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.

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

- how to identify hair and scalp conditions and their causes
- how and why the contra-indications can affect the service
- how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
- how shampoo and water act together to cleanse the hair

- when and how massage techniques should be used when conditioning different lengths and densities of hair
- the effects of water temperature on the scalp and structure of the hair
- the importance of de-tangling the hair from point to root
- how the pH value of the products used affects the current state of the hair
- how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
- how shampoos and conditioning products affect the hair and scalp
- types of available shampooing and conditioning products and equipment
- when and how to use different shampooing, conditioning and treatment products
- when the shampooing process should be repeated
- what may happen if the incorrect shampooing and conditioning products are used
- when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
- the purpose and benefits of scalp massage
- how to use and handle equipment used during conditioning and treatment processes
- the importance of removing conditioning and treatment products, when required
- the importance of removing excess water from the hair at the end of the service
- how heat affects the hair during the conditioning treatment
- the importance of providing advice and recommendations on the products and services provided in the salon

## Range

### Hair condition

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

### Scalp condition

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

### Shampooing massage techniques

- effleurage
- rotary
- friction

### Conditioning products

- surface
- penetrating
- scalp treatment

### Conditioning massage techniques

- effleurage
- petrissage

**Advice and recommendations**

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

**PART 2 UNIT 2 SHAMPOO, CONDITION AND TREAT THE HAIR**

**Qualification Standardised Assessment**

**On Programme - Diploma for Hair Professionals (Hairdressing)**

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

Learners must practically demonstrate in their everyday work that they have met the standard for shampooing, conditioning and treating the hair and scalp.

The Assessor will observe these aspects of the learner’s performance on at **least 2 occasions**.

From the range, learners must show that they have:

- adapted their shampooing techniques for **3 out of the 5** hair conditions
- adapted their 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

If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.

**PART 2 UNIT 3 CUT HAIR USING A RANGE OF TECHNIQUES TO CREATE A VARIETY OF LOOKS**

**The apprentice will be able to competently:**

Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering techniques, graduation and clipper work.

**Cut hair to achieve a variety of looks**

- establish the factors likely to influence the service
- confirm with your client the look agreed at consultation prior to commencing the cut
- create and follow the cutting guideline(s) to achieve the required look

- control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- use cutting techniques suitable for your client's hair type and to achieve the desired look
- adapt your cutting techniques to take account of the factors that influence the service
- change your own position and that of your client to help you ensure the accuracy of the cut
- crosscheck the cut to establish accurate distribution of weight, balance and shape
- remove any unwanted hair outside the desired outline shape
- consult with your client during the cutting process to confirm the desired look
- make a final visual check of the hair to ensure the finished cut is accurate
- confirm your client’s satisfaction with the finished cut
- give your client advice and recommendations on the service provided

### **Creatively restyle hair**

- explore the variety of looks with your client using relevant visual aids
- recommend a look that is suitable for your client
- base your recommendations on an accurate evaluation of your client’s hair and its potential to achieve the look
- prepare your client’s hair prior to cutting
- confirm with your client the look agreed at consultation before commencing the cut
- create and follow the cutting guideline(s) to achieve the required look
- personalise your cutting techniques and effects to take account of factors that will influence the desired look
- combine and adapt your cutting techniques and effects to achieve the desired look
- change your own position and that of your client to help you ensure the accuracy of the cut
- cross check the cut to establish accurate distribution of weight, balance and shape
- create outline shapes that are accurate, defined and achieve the look required by your client
- remove any unwanted hair outside the desired outline shape
- consult with your client during the cutting service to confirm the desired look
- take suitable remedial action to resolve any problems arising during the cutting service
- make a final visual check to ensure the finished cut is accurate
- use creative finishing techniques that complement the cut
- ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon
- confirm your client's satisfaction with the finished look
- give your client advice and recommendations on the service provided

### **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.

**Cut hair to achieve a variety of looks**

- the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
- the factors which should be considered when cutting wet hair and dry hair
- the importance of controlling your tools and equipment to reduce the risk of damage to your client’s hair and scalp
- the importance of consulting with clients throughout the cutting process
- the importance of applying the correct degree of tension to the hair when cutting
- how and why to use club, freehand, texturising and scissor over comb cutting techniques
- how and why to use different cutting techniques
- how to personalise and adapt cutting techniques
- the effects that can be created by combining and adapting different cutting techniques
- the reasons for establishing and following guidelines
- how to create and follow guidelines
- how different cutting angles will impact on weight distribution, balance and the degree of graduation
- how to create the different looks
- how to crosscheck and balance the cut
- the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
- the importance of providing advice and recommendations on the products and services provided in the salon

**Range**

**Factors**

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

**Look**

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

**Techniques**

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

### Tools & Equipment

- Scissors
- Clippers
- Razors

### Advice and recommendations

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

## PART 2 UNIT 3 CUT HAIR USING A RANGE OF TECHNIQUES TO CREATE A VARIETY OF LOOKS

### Qualification Standardised Assessment

#### On Programme – Diploma for Hair Professionals (Hairdressing)

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

Learners must practically demonstrate in their everyday work that they have met the standard for Cut hair using a range of techniques to create a variety of looks on **3 hair classifications**.

The Assessor will observe the learner’s 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, and
- a short graduation incorporating the use of scissor over comb/ clipper over comb.

From the range, learners must show that they have:

- adapted their cutting techniques to take into account the factors
- achieved all the looks
- used all the cutting techniques
- used all tools and equipment
- given all advice and recommendations

The Assessor will observe the learner’s performance on at least 2 occasions, using at least 3 techniques for:

- [a creative restyle x 2 \(level 3\)](#)
- [Cutting x 6 \(level 2\)](#)

[Each has to be completed on a different client.](#)

If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.

## PART 2 UNIT 4 STYLE AND FINISH HAIR USING A RANGE OF TECHNIQUES

### The apprentice will be able to competently:

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

Due to the content of this unit, it is presented in two parts which are assessed separately:

- Unit 4A Style and finish hair
- Unit 4B Creatively set and dress hair

### Unit 4A Style and finish hair

#### The apprentice will be able to competently:

Use a range of styling tools and equipment to create a look including blow drying, and finger drying

#### Blow dry hair into shape

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

#### Finger dry hair into shape

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

#### Finish hair

- use heated styling equipment, when necessary, that is at the correct temperature for your client’s hair and the desired look
- 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
- take sections of hair which suit the size of the heated styling equipment, when used
- use back combing and back brushing techniques, when required to achieve the desired look
- apply and use suitable products, when required, to meet manufacturers’ instructions
- ensure the finished look takes into account relevant styling factors influencing the service
- ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
- confirm the client’s satisfaction with the finished look
- give your client advice and recommendations on the service provided

#### 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

### **Blow dry and finger dry hair into shape**

- why hair should be kept damp during the blow drying and finger drying process
- the effects of humidity on hair
- the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
- the types of products and equipment used for styling and finishing hair
- the manufacturers’ instructions on the use of the specific styling and finishing products in your salon
- 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
- current techniques for blow drying, finger drying and finishing hair
- how different factors affect the styling process and the finished look
- how to manage different hair lengths when styling the hair
- 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
- why the direction of the air flow when drying is important to achieve the desired look
- why hair needs to be sectioned for styling
- 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
- the effects that can be achieved by curling on and off base

### **Finish hair**

- why temperature of equipment should be adapted to suit different hair types
- how the incorrect application of heat can affect the hair and scalp
- why hair should be allowed to cool prior to finishing
- when and how to apply different back combing and back brushing techniques to achieve the desired look
- the importance of providing advice and recommendations on the products and services provided in the salon

### **Range**

#### **Techniques to include:**

- blow drying
- finger drying

### **Heated styling equipment**

- straighteners
- tongs

**Hair length**

- above shoulder
- below shoulder
- one length
- layered

**Tools and equipment**

- hand dryer
- attachments
- round brush
- flat brush

**Blow dry finish**

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

**Factors**

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

**Products**

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

**Advice and recommendations**

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

**UNIT 4A STYLE AND FINISH HAIR**

**Qualification Standardised Assessment**

**On Programme – Diploma for Hair Professionals (Hairdressing)**

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

Learners must practically demonstrate in their everyday work that they have met the standard for Style and finish hair

The Assessor will observe the learner’s performance on **at least 3 occasions, each on different clients.**

The learner must show that they have completed:

- a one length blow dry
- a curly look blow dry using a round brush
- a finger dry

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 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

If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.

#### Unit 4B Creatively set and dress hair

##### **The apprentice will be able to competently:**

Use a range of styling tools and equipment to create a look including hair-up styles, setting and dressing, plaiting/braiding and twisting and using additional hair.

##### **Set hair**

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

- ensure your setting techniques achieve the desired look

#### **Dress hair**

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

#### **Temporary added hair**

- select and use added hair which is:
  - of a suitable texture
  - of a suitable colour
  - of a suitable length
- prepare the added hair to meet the manufacturer's instructions, when required
- prepare your client's hair in a way suitable for the technique to be used
- confirm with your client the look agreed at consultation prior to starting the service
- part the sections cleanly and evenly to meet the requirements of the temporary attachment systems to be used
- section the hair in a way that will allow the added hair to lie in the direction required
- ensure added hair is secure
- add hair in a way that avoids potential damage to the client's hair
- check the comfort of your client at regular intervals throughout the service

#### **Finish hair**

- use heated styling equipment, when necessary, that is at the correct temperature for your client’s hair and the desired look
- 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
- take sections of hair which suit the size of the heated styling equipment, when used
- use back combing and back brushing techniques, when required, to achieve the desired look
- apply and use suitable products, when required, to meet manufacturers’ instructions
- ensure the finished look takes into account relevant styling factors influencing the service
- ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
- confirm the client’s satisfaction with the finished look
- give your client advice and recommendations on the service provided

**The apprentice will know and understand:**

Current techniques for hair-up styles, setting and dressing, plaiting/braiding and twisting, and using additional hair

**Set and dress hair**

- the range of tools, equipment and products available for setting and dressing
- the manufacturers' instructions on the use of the specific setting and dressing products in your salon
- why and how to use the different types of tools and equipment for setting and dressing
- how different factors affect the setting and dressing processes and the finished look
- why and when to use different types of setting techniques
- how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
- why and how to use the different types of sectioning and winding techniques
- why and how to use different dressing techniques
- how the angle of winding influences the volume and direction of the hair
- why set hair sections need to be brushed out thoroughly
- methods of handling, controlling and securing hair to achieve curls and rolls
- the importance of maintaining the correct tension throughout the setting process
- the effects of humidity on hair
- the physical effects of setting on the hair structure
- how the incorrect application of heat can affect the hair and scalp
- why hair should be kept damp during the setting process
- how heat protectors act to protect the hair
- the importance of confirming the required style requirements with the client
- the removal and or take-down requirements for the hairstyle
- the importance of providing advice and recommendations on the products and services provided in the salon

**Temporary added hair**

- how and why the client's hair should be prepared for the temporary hair
- methods of applying temporary hair
- how the intended style can affect the choice and placement of temporary hair
- the advantages and disadvantages of temporary hair
- how to give effective advice and recommendations

**Finish hair**

- why temperature of equipment should be adapted to suit different hair types
- how the incorrect application of heat can affect the hair and scalp
- why hair should be allowed to cool prior to finishing
- when and how to apply different back combing and back brushing techniques to achieve the desired look
- give your client advice and recommendations on the service provided

**Range**

**Creative set and dress techniques to include:**

- hair up
- setting
- plaiting/braiding/ knots and twisting

- dressing hair
- adding hair to enhance a style

**Tools and equipment**

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

**Temporary added hair**

- freehand
- clip in
- strand
- fringe

**Factors**

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

**Products**

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

**Setting techniques**

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

**Section and wind**

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

**Dressing techniques and effects**

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

**Advice and recommendations**

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

**UNIT 4B CREATIVELY SET AND DRESS HAIR**

**Qualification Standardised Assessment**

**On Programme – Diploma for Hair Professionals (Hairdressing)**

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

Learners must practically demonstrate in their everyday work that they have met the standard for **creatively setting and dressing hair**

The Assessor will observe the learner’s performance on **at least 5 occasions, each on different clients.**

The learner must show that they have completed:

- a wet set
- a dry set
- a hair up style
- a look using plaiting or twisting techniques
- a look incorporating added hair

From the range, the learner must show that they have:

- used all creative set and dress techniques
- used all the types of tools and equipment
- used 3 out of 4 temporary added hair
- taken into account all factors
- used 4 out of the 8 products
- used a 4 out of 5 setting techniques
- used all sectioning and winding techniques
- used all dressing techniques and effects
- given all advice and recommendations

If the range **requirement** has not been fully covered by these observations the learner can provide additional **observed** evidence.

## **PART 2 UNIT 5 COLOUR AND LIGHTEN HAIR USING A RANGE OF TECHNIQUES**

### **The apprentice will be able to competently:**

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.

### **Prepare for colouring and lightening**

- ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
- record your client’s responses to questions
- conduct all necessary tests following manufacturers’ instructions and recognised industry procedures
- record the outcomes of tests on the client’s record card
- 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
- base your recommendations on an accurate evaluation of your client’s hair and its potential to achieve the effect required
- inform your client of the likely cost, duration and expected outcome of the service
- choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service
- prepare materials to meet the application requirements, when necessary
- prepare products to meet manufacturers’ instructions
- prepare your client’s hair and protect their skin, where necessary, prior to service

### **Colour and lighten hair**

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

- give your client advice and recommendations on the service provided

### **Resolve basic colouring problems**

- Use methods to:
  - assess the condition of the hair
  - identify the colouring problem
  - identify suitable **colour products**
  - identify suitable **colour techniques**
- explain to your client the options available for resolving their colour problem
- refer your client for specialist colour correction work, if necessary
- use colour techniques effectively to achieve the required colour

### **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.

### **Prepare for colouring and lightening**

- the legal significance of client questioning and the recording of client’s responses to questioning
- the importance of recognising any contra-indications to colouring and lightening services
- the types and purposes of tests
- the importance of following manufacturers’ instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- when and how tests should be carried out and the importance of recording test results
- how the results of tests can influence the colouring and lightening services
- the courses of action to take in the event of adverse reactions to tests
- the importance of informing your client of the likely cost, duration and expected outcome of the service
- the principles of colour selection, including the International Colour Chart (ICC)
- how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
- the effect of different colouring and lightening products on the hair structure
- when to use the different types of lighteners and toners available
- how the different strengths of hydrogen peroxide influence colouring and lightening
- how porosity levels can affect the choice and application of products and the final results
- effects of temperatures on the application and development of colouring and lightening products
- the importance of constantly monitoring the development of lightening products
- how and why contra-indications can affect the delivery of colouring and lightening services
- the types of colouring, lightening and toning products available, including temporary colours
- the types of tools, materials and equipment used for colouring and lightening

- the different colour, lowlighting and highlighting techniques
- how to prepare materials to meet the application requirements
- the dangers associated with the inhalation of powder lighteners
- the importance of preparing your client’s hair and protecting their skin prior to service

### **Colour and lighten hair**

- the importance of confirming the desired effect with your client prior to the application of products
- the importance of sectioning hair accurately when colouring and lightening
- how different factors may impact on your colouring and lightening service
- the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
- when and why to carry out colour refreshing techniques on the mid lengths and ends
- the importance of following manufacturers’ instructions when measuring, mixing and timing colouring and lightening products
- 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
- why it is important to emulsify colour prior to removal
- methods of applying and removing colouring and lightening products
- the importance of using products economically
- the importance of restoring the hair’s pH balance after the colouring and lightening process
- why it is important to avoid disturbing areas still processing when removing products from developed areas
- the types and causes of colouring and lightening problems that may occur during processing
- ways of resolving simple colouring and lightening problems that may occur during processing
- the potential risks of using lightening products on previously chemically treated hair
- the precautions that must be taken when using powder and other lighteners
- the limits of your authority for resolving colouring and lightening problems
- the person to whom you should report problems you cannot resolve
- the importance of confirming the client’s satisfaction
- the importance of providing advice and recommendations on the products and services provided in the salon

### **Resolve basic colouring problems**

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

### **Range**

#### **Products**

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

#### **Tests**

- skin
- incompatibility
- porosity
- elasticity
- colour

**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

**Colouring 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

**Change depth and tone techniques**

- restoring depth and tone
- neutralising colour tone
- colouring resistant hair.

**Advice and recommendation**

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

**PART 2 UNIT 5 COLOUR AND LIGHTEN HAIR USING A RANGE OF TECHNIQUES**

**Qualification Standardised Assessment**

**On Programme – Diploma for Hair Professionals (Hairdressing)**

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

Learners must practically demonstrate in their everyday work that they have met the standard for **Colour and lighten hair using a range of techniques.**

The Assessor will observe the learner’s performance on **at least 5 occasions, each on different clients.**

One observation must include:

- A change in depth and tone

From the range, learners must show that they have:

- used **4 of the 5** types of products
- carried out **all** the tests
- taken into account **all** the factors
- used **all** colour and lightening techniques
- given **all** advice and recommendations

If the range **requirement** has not been fully covered by these observations the learner can provide additional **observed** evidence.

## SECTION 4 - OPTIONAL UNITS – Choose one

### PART 2 UNIT 6 PERMING HAIR

#### The apprentice will be able to competently:

Use a range of products and techniques including sectioning and winding, taking into account critical influencing factors.

#### Prepare for perming and neutralising

- ask your client relevant questions to identify if they have any contra-indications to perming services
- record your client's responses to questioning
- conduct necessary tests following manufacturers' instructions and recognised industry procedures
- record the outcomes of tests on the client's record card
- 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
- choose products, tools and equipment based on the results of necessary tests, consultation with your client and factors influencing the service
- prepare products following manufacturers' instructions
- protect your client's hair and skin prior to perming

#### Perm and neutralise hair

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

- give your client advice and recommendations on the service provided

**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.

**Prepare for perming and neutralising**

- the legal significance of client questioning and the recording of client’s responses to questioning
- the types and purposes of tests
- when and how tests should be carried out and the expected results
- how the results of tests can influence the perming service
- potential consequences of failing to test
- the courses of action to take in the event of adverse reactions to tests
- why it is important to record test results
- how and why the contra-indications can affect the delivery of perming services
- the manufacturers' instructions for the specific perming and neutralising products in your salon
- the active ingredients in perming and neutralising products
- the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure
- how temperature affects the perming process
- the types and purposes of equipment used during the perm development process
- the different types and uses of perm lotions, chemical re-arrangers and neutralisers

**Perming and neutralising hair**

- how different factors can affect your choice of perming and neutralising products
- when to use different types of sectioning techniques and why
- the different factors that influence the use of different sized perm rods
- why and when chemical re-arranging of the hair is necessary
- why different applicators are used when chemically re-arranging and their effect on the hair and scalp
- how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
- the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the re-arranging process
- the importance of accurate timing and thorough rinsing of products
- when and why it is important to use pre-perm treatments
- methods of applying perm lotions and neutralisers
- the effects of overlapping products on previous chemically treated hair
- method of checking curl development by taking development test curls
- the importance of considering water temperature during the neutralising process
- the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- the types and uses of post-perm conditioners
- the importance of using products economically
- confirm the required degree of curl has been achieved

- types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
- the importance of providing advice and recommendations on the products and services provided in the salon

### **Range**

#### **Products**

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

#### **Tests**

- strand
- development
- elasticity
- porosity
- incompatibility

#### **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

## **PART 2 UNIT 6 PERMING HAIR**

### **Qualification Standardised Assessment**

#### **On Programme – Diploma for Hair Professionals (Hairdressing)**

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

Learners must practically demonstrate in their everyday work that they have met the standard for perming and neutralising hair

The Assessor will observe these aspects of the learner’s performance on at least 2 occasions each on a different client.

From the range, the learner must show that they have:

- 1 of the observed performances must be carried out on a full head
- used 3 out of the 6 the products
- carried out 4 out of the 5 tests
- taken into account all the factors
- carried out 1 out of the 3 sectioning techniques
- given all the advice and recommendations

If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.

## **PART 2 UNIT 7 HAIR RELAXING TREATMENTS AND TECHNIQUES**

### **The apprentice will be able to competently:**

Use a range of products and techniques including sectioning, winding, relaxing and post relaxing products.

#### **Prepare for relaxing hair**

- ask your client questions to identify if they have any contra-indications to relaxing services
- record your client's responses to questioning
- conduct all necessary tests following manufacturers’ instructions and recognised industry procedures
- record the outcomes of tests on the client’s record card
- 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
- base your recommendations on the evaluation of your client’s hair and its potential to achieve the required effect
- choose products and tools based on the factors, results of your tests and a consultation with your client
- select, prepare and use relaxing products following the manufacturer’s instructions
- protect the hairline and scalp prior to the relaxing service

#### **Relax hair**

- apply a suitable pre-relaxing treatment
- section the hair, when required, cleanly and evenly to assist with the even application of the relaxer
- apply products taking into account the factors and results of your tests for the relaxing service
- use tools to avoid damage to the scalp

- apply the relaxer in a way that minimises the risk of the product being spread to your client’s skin, clothes and surrounding area
- accurately time the application and development of the relaxer following manufacturer’s instructions
- 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
- monitor the comfort of your client at regular intervals throughout the relaxing process
- remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer’s instructions
- leave the relaxed hair free of all visible traces of relaxing product
- restore the hair’s pH balance using a suitable post relaxing treatment
- normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
- resolve any problems occurring during the relaxing process within the limits of your own authority
- refer problems you cannot resolve to the relevant person
- achieve the required degree of straightness that is anticipated
- give your client advice and recommendations on the service provided

**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.

**Prepare for relaxing hair**

- the legal significance of client questioning and the recording of client's responses to questioning
- the importance of identifying the hair factors through conducting a detailed hair and scalp examination
- how the hair and scalp examination can affect the choice of products
- the types and purposes of tests
- when and how tests should be carried out and the expected results
- how the results of tests can influence the relaxing service
- potential consequences of failing to conduct tests
- why it is important to record test results
- the courses of action to take in the event of adverse reactions to tests
- how the contra-indications can affect the relaxing service
- the circumstances when hair may need to be cut prior to a service
- how to recognise Trichorrhhexis Nodosa and how to deal with this condition
- how different factors affect your choice of relaxer
- the effects of relaxing products on the hair structure
- the effect of relaxers on white hair
- the active ingredients in relaxing products
- why different tools are used in the relaxing service and their effect on the hair and scalp
- the factors that should be considered when selecting sodium or non-sodium relaxing products
- the different types and strengths of available relaxers and when to use them
- the potential effects of using relaxing products on chemical services such as hair lightening
- the different types and use of pre and post relaxing treatments and when to use them

- the importance of following manufacturers’ instructions when using relaxing products
- how to use scalp protectors and why they are important

### **Relax hair**

- the effects of relaxer pre and post treatments on the hair structure
- how to texturise hair
- the method of checking development when texturising
- the method of checking relaxer development
- the method and sequence of application of relaxing and normalising products
- the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
- how to adapt the water temperature, pressure and direction to protect the hair condition
- how neutralising shampoos work and their effect on the hair structure
- how the different influencing factors can affect the relaxing process
- the effect of overlapping products on to previously chemically treated hair
- why accurate timing and thorough rinsing of products is necessary
- the effects and possible effects of temperature on relaxing products
- how to deal with scalp irritation during the relaxing process
- the importance and effects of restoring the hair’s pH balance after the relaxing process
- the importance of using products economically
- types and causes of problems that can occur during the relaxing and texturising process
- methods of resolving relaxing problems
- the importance of providing advice and recommendations on the products and services provided in the salon

### **Range**

#### **Products**

- scalp protectors
- sodium relaxer
- non-sodium relaxer
- pre-relaxing treatments
- post-relaxing treatments
- normalising shampoo

#### **Tests**

- elasticity
- porosity
- strand

#### **Tools**

- tail combs
- wide tooth combs
- hands
- tint brushes

#### **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

**Application**

- top and bottom
- top
- hand

**Relaxing process**

- virgin application
- re-growth application between 4 to 8 weeks
- re-growth application up to 12 weeks

**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

**PART 2 UNIT 7 HAIR RELAXING TREATMENTS AND TECHNIQUES**

**Qualification Standardised Assessment**

**On Programme – Diploma for Hair Professionals (Hairdressing)**

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

The learner will need to demonstrate in their everyday work that they have met the standard for Hair relaxing treatments and techniques.

The Assessor will observe these aspects of the learner’s performance on **at least 2 occasions for relaxing processes.**

From the range, the learner must show that they 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 **3 out of the 4** areas listed in the range
- given **all** advice and recommendations

If the range **requirement** has not been fully covered by these observations the learner can provide additional **observed** evidence.

## PART 2 UNIT 8 HAIR EXTENSION SERVICES

### The apprentice will be able to competently:

Attach a range of extensions; cutting and finishing extensions; and maintaining and removing extensions.

#### Plan to add hair extensions

- examine the hair and scalp to identify any factors that may affect the service
- ask your client appropriate questions to establish any known contra-indications to the hair extension service
- record your client’s responses to questioning
- conduct a range of tests on your client’s hair and skin following manufacturers’ instructions and recognised industry procedures
- take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client
- select attachment systems and hair extensions which are of a:
  - suitable texture
  - suitable colour
  - suitable length
  - suitable width
- confirm service requirements prior to ordering attachment systems and hair extensions

#### Prepare and attach hair extensions

- prepare the attachment systems and hair extensions to avoid wastage, tangling and to meet the manufacturer's instructions
- prepare your client's hair in a way that is suitable for the attachment system to be used
- ensure the availability of assistance, where required
- confirm with your client the look agreed at consultation prior to starting the service
- part the sections cleanly and evenly to meet the requirements of the attachment systems to be used
- section the hair in a way that will allow the hair extensions to lie in the direction required
- secure any hair not being extended to keep each section clearly visible

- use attachment systems that secure hair extensions into your client’s hair to meet style requirements
- add and attach hair in a way that takes into account the factors influencing the service
- maintain even tension throughout the attachment process
- check the comfort of your client at regular intervals and give suitable reassurance, if necessary
- identify and resolve any problems occurring during the service
- ensure, on completion, that the hair extensions give a balanced and well-proportioned finished look

#### **Cut and finish hair with extensions**

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

#### **Maintain and remove hair extensions**

- maintain and remove hair extensions following manufacturers' instructions
- use the correct tools to minimise damage to your client's hair
- use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair
- leave your client's hair free of residue and product build up
- leave your client's hair clean and prepared ready for the next service
- give your client advice and recommendations on the service provided

#### **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.

#### **Plan, prepare and attach hair extensions**

- how to conduct an examination of the hair and scalp to recognise factors which will affect the hair attachment system
- the factors that must be taken into consideration prior to adding and attaching hair extensions
- the hair growth cycle
- the importance of questioning clients to establish any contra-indications to hair extension services
- how contra-indications can affect or restrict the delivery of hair extension services
- the legal significance of client questioning and of recording the client's responses
- your salon’s policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
- the types and purposes of tests

- how the results of tests can influence all aspects of the service
- the potential consequences of failing to carry out tests and the importance of recording test results
- the types of hair extension systems available and their advantages and disadvantages
- the principles for selecting the correct hair attachment systems
- the principles for blending added hair
- the general differences in preparation requirements between human hair and artificial extensions
- how the client's hair should be prepared for each of the hair attachment systems
- how to mix a number of added hair colours to give block colour and highlighting effects
- the importance of following manufacturer's instructions for different hair attachment systems
- the hair attachment systems with which you may need assistance
- how to estimate the length of time the hair attachment systems can take
- methods of applying short term and long term hair attachment systems
- how to judge the quantity of hair to be added to achieve a balanced and well-proportioned finished look
- how the intended style can affect the choice and placement of different hair attachment systems
- why it is important to maintain a correct and even tension when adding hair extensions
- the tools and equipment necessary for each attachment method and how these are used
- the types of problems that can occur when adding hair extensions and how to remedy them
- the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding
- how to help relieve client anxieties in a reassuring way
- the types of finishing products and techniques suitable for use with hair extensions

#### **Cut and finish hair extensions**

- how to carry out creative cutting techniques to blend the client’s own hair and different hair attachment system to suit the finished look
- how to adapt cutting techniques to suit different types of hair extensions such as artificial and human
- the importance of cross checking the cut for accuracy

#### **Maintain and remove hair extensions**

- the importance of providing advice and recommendations on the products and services provided in the salon
- how to maintain and remove the hair attachment system
- the recommended time interval between services
- how lifestyle will affect the maintenance and longevity of each hair attachment system
- the types of products and tools used to remove different hair attachment systems
- why it is important to remove hair attachment residue and product build up as part of the extension removal process

#### **Range**

##### **Cutting tools**

- scissors
- thinning scissors

- razors

**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

**Attachment systems**

- short term
- long term

**Hair extensions types**

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

**Add and attach**

- full head
- partial head

**Cutting techniques**

- point cutting
- tapering
- freehand
- razoring
- texturising

**Creative finishing techniques**

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

**Advice and recommendations**

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

**PART 2 UNIT 8 HAIR EXTENSION SERVICES**

### Qualification Standardised Assessment

#### On Programme – Diploma for Hair Professionals (Hairdressing)

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

The Learner will need to demonstrate in their everyday work that they have met the standard for providing hair extension services.

The Assessor will observe the learner’s performance on **3 occasions, each on different clients.**

From the range, the learner must show they have:

- used **2 out of the 3** cutting tools
- taken account of **all** the factors
- used **both** the attachment systems
- used **both** types of 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

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

## **SECTION 5 ASSESSMENT OF THE DIPLOMA FOR HAIR PROFESSIONALS (HAIRDRESSING)**

**The following information applies to the first 6 units of the Diploma for Hair Professionals (Hairdressing), Parts 1 and 2.**

**It does NOT apply to the final unit (end point assessment) – please refer to the assessment plan for information on independent end point assessment.**

The Hair Professional standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering hairdressing training within the sector. These have been chosen from extensive consultation with Awarding Organisations and education and training providers to ensure deliverability.

### **B. External quality control of assessment**

The monitoring and standardisation of assessment decisions must be achieved through robust assessment, internal and external quality assurance systems. These must be reliable, transparent and fit for purpose and, must comply with the requirements of the qualifications regulator.

#### **B1. Internal Verification**

Centres must, in line with regulatory guidance, have an effective internal verification strategy and processes in place to ensure Apprentices are assessed fairly and consistently, and that standards are being met.

To ensure all assessment activities are valid and effective, and that Assessors’ decisions are accurate a Centres internal verification process should:

- Identify internal Verifiers who are responsible for implementing these processes. If necessary identify a coordinating Internal Verifier who manages the process
- Produce an effective internal verification policy
- Produce and maintain a clear audit trail of decision making and action
- Produce an internal verification schedule of assessment activities and assessment decisions
- Produce a training and standardisation plan for all those involved in internal verification

Internal Verifiers should observe Assessors performing apprentice assessments at regular intervals according to awarding organisation guidelines, risk rating and experience of the Assessor. The reliability, validity and authenticity of evidence must be checked during these observations.

An Internal Verifier cannot internally verify either assessment activities they have produced or assessment decisions they have made.

#### **B2 External Verification**

To ensure successful monitoring and standardisation of the assessment activities conducted by a Centre, the assessment decisions made by Assessors and the Centres internal verification processes an awarding organisation must have in place a robust external verification system with clear and

effective arrangements to ensure consistency in quality. The mechanisms required to achieve this are outlined by the qualification regulator.

In addition to the qualification regulators requirements all external quality assurance reports and other data relating to a Centre must be reviewed by the awarding organisation. Where any risks are identified relating to the quality control of assessment the awarding organisation must have in place an effective risk management and rating system to determine, depending on a centres level for risk, the appropriate external quality assurance, monitoring, support and control that should be put in place.

### **B3. Risk Assessment**

All awarding organisations are required to implement effective risk management and rating systems to help protect the integrity of the qualification, safeguard assessment and verification processes and ensure standards are maintained. These systems should also focus on:

- Conflict of interest  
Any personal or professional relationship between Apprentices, Assessors, Internal Verifiers and External Verifiers should be declared.
- Adherence to Centre approval criteria  
Centres should be continually monitored in addition to its delivery to ensure that the integrity of the qualification is maintained.

Where risk is identified through these systems, awarding organisations will need to act accordingly to ensure the Centre is performing to an acceptable level. This may include, but is not limited to:

- Inspection/spot visit(s)
- Additional monitoring of assessment activities and/or internal verification processes
- Verifying a sample of Apprentices work from each Assessor over an agreed period of time
- Appointment of Independent Verifiers
- Training and development
- Or other action appropriate to the risk.

Awarding organisations should be able to demonstrate a risk assessment has been carried out for each Centre and a strategy to minimise any risk identified has been implemented.

### **B4. Workplace assessment**

Apprentices are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the apprentice is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the apprentice meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the apprentice is not placed under more, or less, pressure than found normally in the workplace during assessment.

### **B5. RWE Realistic working environment**

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:
<ul style="list-style-type: none"><li>Centres must develop realistic management procedures that incorporate a ‘salon image’ and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved.</li></ul>
<ul style="list-style-type: none"><li>All assessments must be carried out under realistic commercial pressures and on clients, not other Apprentices within the same cohort. Clients used should vary in age and ethnicity.</li></ul>
<ul style="list-style-type: none"><li>All services performed must be completed in a commercially acceptable timescale</li></ul>
<ul style="list-style-type: none"><li>Apprentices must be able to achieve a realistic volume of work</li></ul>
<ul style="list-style-type: none"><li>The space per working area confirms to current health and safety legislation and commercial practice</li></ul>
<ul style="list-style-type: none"><li>The range of services, professional products, tools, materials and equipment must be current and available for use.</li></ul>
<ul style="list-style-type: none"><li>A reception facility where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available.</li></ul>
<ul style="list-style-type: none"><li>A retail facility must be provided, stocked with products that relate to the clients need and compliments the services offered</li></ul>
<ul style="list-style-type: none"><li>All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account</li></ul>

### **B6 Simulation**

Simulation is not acceptable for any units within this qualification

### **B7 Witness Testimony**

A Witness testimony, a statement made by someone present while the apprentice was performing an activity on-the-job, may be used to support the assessment process and where permitted by the awarding organisation.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an Assessor.

Where Witnesses are used,

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with a apprentice must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice’s ability to meet the evidence requirements will be the responsibility of the Assessor.

### **c. Assessment of knowledge and understanding**

It is acknowledged that the assessment of knowledge and understanding may take place in a different environment, for example a college or another environment which is not the immediate workplace.

The knowledge and understanding required by an apprentice to support performance in the workplace is detailed within the knowledge and understanding criteria of the Hairdressing or Barbering NVQs.

#### **C.1. Supporting evidence**

Evidence produced by Apprentices must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment

#### **C.2. Mandatory External Assessment questions**

The use of mandatory questions, as one method of assessment will be applied to the following units:

Unit 1	Consultation
Unit 2	Shampoo, condition and treat the hair and scalp
Unit 5	Colour and lighten hair using a range of techniques
Unit 6	Perming hair
Unit 7	Hair relaxing treatments and techniques

These questions are to be developed by the awarding organisation in adherence to the respective regulatory framework, locally assessed by the Centre and moderated by an External Verifier.

Apprentices are expected to sit one paper per unit and must achieve a pass mark of 70%.

All mandatory questions must be carried out under closed book conditions. The confidentiality of the mandatory questions and answers must be maintained under secure conditions.

As a minimum requirement, Awarding Organisations are required to develop appropriate externally set questions to cover the critical areas of knowledge and understanding listed below:

**Route 1 - Hairdressing**

	Unit Title	Knowledge areas
<b>Unit 1</b>	Consultation	<ul style="list-style-type: none"> <li>K1 why effective communication is important for your salon's business</li> <li>K2 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender</li> <li>K4 why it is important to encourage and allow time for clients to ask questions</li> <li>K5 salon rules for maintaining confidentiality and privacy</li> <li>K8 the importance of not discriminating against clients with illnesses and disabilities and why</li> <li>K12 the importance of carrying out tests and the potential consequences of failing to do so</li> <li>K13 why it is important to identify factors that may limit or affect services and products which can be used</li> <li>K14 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</li> <li>K15 how to recognise hair, skin and scalp problems</li> <li>K16 how to identify suspected infections and infestations which need reporting which need reporting and who to report them to</li> <li>K17 the different types of hair characteristics</li> <li>K18 the different hair types of hair classifications</li> <li>K19 the basic structure of hair and skin</li> <li>K20 the growth cycle of hair</li> <li>K22 your legal responsibilities for describing the features and benefits of products and services</li> <li>K25 the importance of giving the client realistic expectations</li> <li>K27 how to complete the client records used in your organisation and the importance and reasons for gaining client consent</li> </ul>

<b>Unit 2</b>	Shampoo, condition and treat the hair and scalp	<p>K13 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services</p> <p>K17 how to identify hair and scalp conditions and their causes</p> <p>K18 how and why the contra-indications can affect the service</p> <p>K19 how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products</p> <p>K20 how shampoo and water act together to cleanse the hair</p> <p>K21 when and how massage techniques should be used when conditioning different lengths and densities of hair</p> <p>K22 the effects of water temperature on the scalp and structure of the hair</p> <p>K23 the importance of de-tangling the hair from point to root</p> <p>K24 how the pH value of the products used affects the current state of the hair</p> <p>K25 how the `build up' of products can affect the hair, scalp and the effectiveness of other services</p> <p>K26 how shampoos and conditioning products affect the hair and scalp</p> <p>K30 what may happen if the incorrect shampooing and conditioning products are used</p> <p>K31 when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair</p> <p>K32 the purpose and benefits of scalp massage</p> <p>K34 the importance of removing conditioning and treatment products, when required</p> <p>K35 the importance of removing excess water from the hair at the end of the service</p> <p>K36 how heat affects the hair during the conditioning treatment</p>
<b>Unit 5</b>	Colour and lighten hair using a range of techniques	<p>K5 the current legal requirements and guidance relating to age restrictions for colouring and lightening services</p> <p>K12 why it is important to use personal protective equipment</p> <p>K18 which colouring and lightening services should not be carried out on minors under 16 years of age</p> <p>K19 the legal significance of client questioning and the recording of client’s responses to questioning</p> <p>K20 the importance of recognising any contra-indications to colouring and lightening services</p> <p>K21 the types and purposes of tests</p> <p>K22 the importance of following manufacturers’ instructions for skin sensitivity tests and the</p>

	potential consequences of failing to carry out these test
K24	how the results of tests can influence the colouring and lightening services
K25	the courses of action to take in the event of adverse reactions to tests
K26	the importance of informing your client of the likely cost, duration and expected outcome of the service
K27	the principles of colour selection, including the International Colour Chart (ICC)
K28	how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
K29	the effect of different colouring and lightening products on the hair structure
K30	when to use the different types of lighteners and toners available
K31	how the different strengths of hydrogen peroxide influence colouring and lightening
K32	how porosity levels can affect the choice and application of products and the final results
K33	effects of temperatures on the application and development of colouring and lightening products
K34	the importance of constantly monitoring the development of lightening products
K35	how and why contra-indications can affect the delivery of colouring and lightening services
K40	the dangers associated with the inhalation of powder lighteners
K41	the importance of preparing your client’s hair and protect their skin prior to service
K43	the importance of sectioning hair accurately when colouring and lightening
K44	how different factors may impact on your colouring and lightening service
K45	the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
K46	when and why to carry out colour refreshing techniques on the mid lengths and ends
K47	the importance of following manufacturers’ instructions when measuring, mixing and timing colouring and lightening products
K48	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
K49	why it is important to emulsify colour prior to removal
K52	the importance of restoring the hair’s pH balance after the colouring and lightening process

		K53	why it is important to avoid disturbing areas still processing when removing products from developed areas
		K54	the types and causes of colouring and lightening problems that may occur during processing
		K55	ways of resolving simple colouring and lightening problems that may occur during processing
		K56	the potential risks of using lightening products on previously chemically treated hair.
		K57	the precautions that must be taken when using powder and other lighteners
		K58	the limits of your authority for resolving colouring and lightening problems
		K59	the person to whom you should report problems you cannot resolve
		K60	The importance of confirming the clients satisfaction
<b>Unit 6</b>	<b>Perming hair</b>	K4	why it is important to use personal protective equipment
		K6	the importance of recognising any contra-indications to perming and neutralising services
		K10	why it is important to position your tools and equipment for ease of use
		K18	the legal significance of client questioning and the recording of client’s responses to questioning
		K19	the types and purposes of tests
		K21	how the results of tests can influence the perming service
		K22	potential consequences of failing to test
		K23	the courses of action to take in the event of adverse reactions to tests
		K24	why it is important to record test results
		K25	how and why the contra-indications can affect the delivery of perming services
		K27	the active ingredients in perming and neutralising products
		K28	the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure
		K29	how temperature affects the perming process
		K32	how different factors can affect your choice of perming and neutralising products
		K33	when to use different types of sectioning techniques and why
		K34	the different factors that influence the use of different sized perm rods
		K35	why and when chemical re-arranging of the hair is necessary
		K36	why different applicators are used when chemically rearranging and their effect on the hair and scalp

		K37	how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
		K38	the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process
		K39	the importance of accurate timing and thorough rinsing of products
		K40	when and why it is important to use pre-perm treatments
		K42	the effects of overlapping products on previous chemically treated hair
		K44	the importance of considering water temperature during the neutralising process
		K45	the importance and effects of restoring the hair's pH balance after the perming and neutralising process
		K49	types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
<b>Unit 7</b>	<b>Hair relaxing treatments and techniques</b>	K10	your own limits of authority for resolving relaxing problems
		K11	the person you should report problems to that you cannot resolve
		K13	the safety considerations which must be taken into account when relaxing hair
		K19	the importance of identifying the hair factors through conducting a detailed hair and scalp examination
		K20	how the hair and scalp examination can affect the choice of products
		K21	the types and purposes of tests
		K23	how the results of tests can influence the relaxing service
		K24	potential consequences of failing to conduct tests
		K25	why it is important to record test results
		K26	the courses of action to take in the event of adverse reactions to tests
		K27	how the contra-indications can affect the relaxing service
		K28	the circumstances when hair may need to be cut prior to a service
		K29	how to recognise Trichorrhexis Nodosa and how to deal with this condition
		K30	how different factors affect your choice of relaxer
		K31	the effects of relaxing products on the hair structure
		K32	the effect of relaxers on white hair
		K33	the active ingredients in relaxing products

- K34 why different tools are used in the relaxing service and their effect on the hair and scalp
- K35 the factors that should be considered when selecting sodium or non-sodium relaxing products
- K36 the different types and strengths of available relaxers and when to use them
- K37 the potential effects of using relaxing products on chemical services such as hair lightening
- K40 how to use scalp protectors and why they are important
- K41 the effects of relaxer pre and post treatments on the hair structure
- K46 the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
- K48 how neutralising shampoos work and their effect on the hair structure
- K49 how the different influencing factors can affect the relaxing process
- K50 the effect of overlapping products on to previously chemically treated hair
- K51 why accurate timing and thorough rinsing of products is necessary
- K52 the effects and possible effects of temperature on relaxing products
- K53 how to deal with scalp irritation during the relaxing process
- K54 the importance and effects of restoring the hair’s pH balance after the relaxing process
- K56 types and causes of problems that can occur during the relaxing and texturising process
- K57 methods of resolving relaxing problems

All externally set questions must be carried out under closed book conditions. The confidentiality of the questions and answers must be maintained under secure conditions.

### **C3. Non mandatory knowledge and understanding**

All non mandatory knowledge and understanding must be 70% achieved.

Centres must provide the Awarding Organisation with a matrix of how the internal assessment of the knowledge and understanding has been met.

### **C4. E-Assessment**

Where e-assessment is used, it must meet the requirements of the regulator and have prior approval from awarding organisations to ensure the criteria is assessed to the standard required and, the tool(s) utilised are reliable, sufficient, valid and current.

Awarding organisations must provide Centres with advice and guidance as to the hardware, operating systems and installation requirements and provide technical support to Centres upon request.

## **Occupational competence requirements for those involved in the assessment process**

The occupational expertise of Witnesses, Assessors and those responsible for the internal/external verification of this qualification is one of the key factors underpinning valid, fair and reliable assessment. Therefore, ensuring the integrity and professionalism of this workforce is of paramount importance and they must be given sufficient time to carry out their role effectively.

### **D.1 Witness**

The role of the Witness is to submit evidence to the Assessor regarding the competence of the apprentice in meeting the standards identified in any given unit. This evidence must directly relate to the apprentice’s performance in the work place which has been observed first hand by the Witness. Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Stylist; or
- Salon manager; or
- Receptionist; or
- Trainer; or
- Marketing director; or
- Client.

It is not necessary for Witnesses to hold an assessor qualification as it is the responsibility of the Assessor to make the final assessment decision(s) about the acceptability of all evidence submitted, regardless of source.

### **D.2 Assessor**

The Assessor must hold, or be working towards; a valid assessor’s qualification or equivalent

- Learning and Development Unit 9D – Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI – Assess workplace competences using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF)

or hold one of the following

- AI Assess candidates using a range of methods; or

- D32/33 Assess candidate performance, using differing sources of evidence

**NB:** Holders of AI and D32/33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The assessor must also be:

Occupationally competent

The Assessor must hold:

- 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; or
- Verifier.

Familiar with the qualification

The Assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.

Credible

The Assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.

A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills *in a ~~salon~~commercial environment* (1<sup>st</sup> September – 31<sup>st</sup> 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.

### Unqualified Assessors

Awarding organisations may approve individuals to assess this qualification who have not yet achieved an assessors qualification. However, these individuals must be working towards and achieve the qualification and meet the other requirements. Should an unqualified Assessor be used they must be fully supported and have their assessment decisions countersigned by a qualified Assessor to ensure the learner has achieved the required standard.

### D.3 Internal Verifier

The Internal Verifier must hold a valid assessor qualification and hold or be working towards a verifier qualification or equivalent

Assessing qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI – Assess workplace competences using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF); or
- AI Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifying qualifications:

- Learning and Development Unit 11 – Internal Quality Assurance; or
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF); or
- VI Conduct Internal Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process.

**NB:** Holders of AI, D32/33, VI and D34 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Internal Verifier must also be:

Occupationally competent	<p>The Internal Verifier must hold:</p> <ul style="list-style-type: none"><li>• NVQ in Hairdressing Level 3 or equivalent</li></ul> <p>The Internal Verifier must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors’ assessment processes and decisions.</p>
Familiar with the qualification	<p>The Internal Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>
Credible	<p>The Internal Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p>

A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills *in a salon* (1<sup>st</sup> September – 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for.

## Unqualified Internal Verifiers

Awarding organisations may approve individuals to verify this qualification who have not yet achieved a verifier qualification. However, these individuals must be working towards and achieve this qualification within and meet the other requirements. Should an unqualified Internal Verifier be used they must be fully supported and have their decisions countersigned by a qualified Internal Verifier.

### 5.4 External Verifier

The External Verifier must hold, a valid assessor and verifier qualification and hold or be working towards a valid external verifier qualification or equivalent:

Assessing qualifications:

- Learning and Development Unit 9D – Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI – Assess workplace competences using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF); or
- AI Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence.

Verifying qualifications:

- Learning and Development Unit 12 – External Quality Assurance; or
- Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (QCF), or
- Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice (QCF); or
- V1 Conduct Internal Quality Assurance of the Assessment Process; or
- V2 Conduct External Quality Assurance of the Assessment Process; or
- D34 Internally Verify the Assessment Process. or
- D35 Externally Verify the Assessment Process,

**NB:** Holders of V2 and D35 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The External Verifier must also be:

Definition

The External Verifier must hold:

Occupationally competent

- NVQ in Hairdressing at Level 3 or equivalent;

The External Verifier must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about internal verification and assessment processes and decisions.

Familiar with the qualification

The External Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.

Credible

The External Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.

A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills *in a salon* (1<sup>st</sup> September – 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for.