

Level 1/2/3 NVQ Certificate & Diplomas in Hairdressing and Barbering (6008)

October 2015 Version 1.3

Assessor Guide

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Version and date	Change detail	Section
1.2 August 2015	Added guidance on Realistic Working Environments and CPD requirements Added extra information about cross-unit knowledge tests Added definition of 'AH' to FAQs	Assessor Guidance, Frequently Asked Questions, Appendix 3
1.3 October 2015	Amended Appendix 2 – changed service times to “recommended service times”	Appendix 2

1 Assessor guidance

For the qualifications, candidates will be required to complete:

- a portfolio of evidence (logbook) for each unit
- the knowledge and understanding requirements.

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and habia. It outlines the principles and requirements to be applied to assessment of performance, knowledge and understanding for this qualification.

Before starting work towards the qualification, candidates will need support and guidance to enable them to

- identify which level of, in some cases which route within, the qualification is best suited to their needs
- identify any training needs and how to access development
- understand the assessment process and identify the people who will be involved
- understand how to identify evidence from their performance at work
- understand how to compile their portfolio of evidence

A blank Candidate skill scan form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

The purpose of assessment is to judge whether a candidate can consistently perform to the standard specified in the units and national occupational standards and meet the assessment requirements. The qualifications may be candidate-led, assessor-led or a combination of the two, in order to decide when candidates have gathered sufficient evidence to demonstrate that they can competently perform a particular task and are therefore ready to be assessed.

Assessment planning and review

Effective planning for assessment by the candidate and their assessor is essential if the candidate is to succeed within an appropriate timescale. The purpose of assessment planning is to help candidates identify how and when they will provide the evidence required to demonstrate their competence. Planning should be a joint activity between the candidate and the assessor.

Assessment planning will identify opportunities for evidence generation and assessment that occur naturally as the candidate carries out work and where opportunities might need to be created to allow the candidate to demonstrate competence. This could mean arranging with their manager for a candidate to exchange tasks with a colleague. The assessor will negotiate and agree with the candidate the types of work-based activity that will be observed and the products of that activity (eg articles, forms, reports) that will be presented as evidence. It is important that a realistic timescale is set for achievement of the first units or elements.

When planning assessments, the assessor should aim to identify opportunities for holistic assessment, that is, to assess across elements, a full unit or clusters of units. Assessing criterion by criterion is not good practice.

Approach to assessment

These qualifications are likely to call for a variety of assessment methods and the units and national occupational standards define what is to be assessed. Evidence produced by candidates must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are valid, 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

The evidence requirements detail how many performances and aspects of the range must be demonstrated. These are detailed in the supporting information section of each unit within the qualification handbook.

Workplace assessment

Candidates 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 candidate 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 candidate 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 candidate is not placed under more, or less, pressure than found normally in the workplace during assessment. It could be the case the candidate may feel more pressure simply because he or she is being assessed.

Realistic Working Environment (RWE)

Learners 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:

- centres must develop realistic management procedures that incorporate a 'salon/barber shop 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

The RWE must adhere to the following principles:

- all assessments must be carried out under realistic commercial pressures and on clients, not other learners within the same cohort. Clients used should vary in age and hair classification
- all services performed must be completed in a commercially acceptable timescale
- learners must be able to achieve a realistic volume of work
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- a reception facility must be provided where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available
- a retail facility must be provided, stocked with products that relate to the clients' needs and complements the services offered
- 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.

Continuous Professional Development (CPD) requirements

Assessors, Internal Quality Assurers and External Quality Assurers 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.

For Assessors, Internal Quality Assurers and External Quality Assurers a minimum of 30 hours CPD is required per annum (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the organisation they work for.

Logbooks

City & Guilds supplies a specific candidate logbooks for each qualification that contain evidence recording and summary sheets. An example of completed logbook pages can be found in Appendix 1. Centres may develop and use an alternative logbook, but it must include information equivalent to that recorded in the City & Guilds logbook, and must be approved by the centre's external verifier before use.

Service times

Candidates should be working towards service times that are agreed upfront and are commercially acceptable for the salon that the candidate is working in. As a guide we have added the pre-existing habia service times to Appendix 2.

Simulation

Simulation is not acceptable for any units within these qualifications.

Witnesses

It may not always be possible for the assessor to be present to observe a candidate's performance. For example, where their presence might be intrusive to the work being assessed or where an emergency incident occurs outside a planned assessment. In these cases a Witness Testimony, a

statement made by someone present while the candidate was performing an activity on-the-job, may be used as an alternative means of collecting evidence to support the assessment process.

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 candidate 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 candidate's ability to meet the evidence requirements will be the responsibility of the Assessor.

The role of the Witness is to submit evidence to the Assessor regarding the competence of the candidate in meeting the standards identified in any given unit. This evidence must directly relate to the candidate'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, regarding of the source.

The status of the witness is important to consider as this determines how much weight their statement has and what other supplementary evidence might be needed to infer competence.

The status of the witnesses can be judged against the following criteria:

- 1 = qualified assessor and occupational expert who is familiar with award standards
- 2 = occupational expert and familiar with standards
- 3 = occupational expert not familiar with standards
- 4 = non-expert

A status 1 or 2 witness is more able to make an accurate judgement about a candidate's competence than a status 3 or 4 witness; therefore their testimonies would usually require less additional evidence to allow the assessor to infer competence.

Witness status lists should be provided by centres as a standard part of the candidate portfolio. Witness testimonies should identify the unit/learning outcome/assessment criteria being claimed. An Assessor and Witness Status List form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

Assessment of knowledge and understanding

City & Guilds have provided assessments for all units. It is important that these assessment materials are used for summative assessment when the candidate has begun to demonstrate competence in the relevant unit.

The assessment strategy set by habia for these hairdressing and barbering qualifications specifies that candidates must sit **externally set questions** for the units listed below.

This means that centres must use either the online tests or the short answer questions papers that are provided by City & Guilds to assess their candidates' knowledge and understanding. The question papers and marking schemes can be found in separate password protected documentation on the City & Guilds website.

City & Guilds Unit Number	NOS Reference	Level	Unit Title
690	n/a	2	Cross unit knowledge test
204	CH4	2	Colour and lighten hair
205	CHB9	2	Advise and consult with clients
206	CHB11	2	Shampoo, condition and treat the hair and scalp
208	AH2	2	Relax hair
209	CH5	2	Perm and neutralise hair
219	CB6	2	Colour and lighten men's hair
790	n/a	3	Cross unit knowledge test
303	CH10	3	Creatively colour and lighten hair
304	CHB14	3	Provide hairdressing consultation services
305	AH7	3	Provide a variety of relaxing services
306	CH12	3	Provide creative hair extension services
307	CH13	3	Provide a variety of permed effects
311	CB10	3	Provide shaving services
401	CH11	4	Hair colour correction services
403	CHB16	4	Provide specialist hair and scalp treatments

For the remaining units centres can devise their own assessments or use City & Guilds assessments. All centre devised assessments must be checked by the External Quality Assurer.

We have provided online and paper based multiple choice question papers all level 1 units.

We have provided online tests and short answer question papers for all units at level 2 and 3 apart from the three units listed below. For these we have provided assignments that have been designed to assess both the practical and knowledge for each of the units. These can be found in the same password protected document as the question papers.

City & Guilds Unit Number	NOS Reference	Level	Unit Title
308	CHB18	3	Contribute to the financial effectiveness of the business
402	CHB15	4	Develop, enhance and evaluate your creative hairdressing skills
404	CHB17	4	Contribute to the planning, implementation and evaluation of promotional activities

Cross unit knowledge tests

Cross Unit Knowledge tests have been devised to reduce the burden of over-assessment and repetition for candidates. They have been produced as both online and paper based tests. It is recommended that the Cross Unit Knowledge test is taken **before** any other technical unit test. A separate cross-unit test has been produced for level 2 and level 3. There is **no** Cross Unit Knowledge test for level 1. The level 1 qualification covers the cross unit knowledge content of the optional level 2 units within its structure. The Cross Unit Knowledge tests at level 2 and 3 can be used for Barbering as well as Hairdressing.

The mapping that shows how the cross unit knowledge tests links to each individual unit can be found in Appendix 3.

Test conditions and Invigilation requirements

All tests, whether taken online or via short answer question papers are required to be sat in **closed book conditions**, so notes or text books **cannot** be used. Tests should be taken under supervised conditions, this means that all activities will be completed with an invigilator present. Strict exam regulations do not apply; candidates may take the questions in their normal learning environment and the tutor may act as the invigilator. The invigilation of these tests is the same for both online and the paper based tests. Candidates should on no account be allowed to take question papers or answers away with them, and copies of question papers and marking schemes should be kept securely by the centre at all times.

Pass requirements

100% achievement is required for Cross Unit Knowledge tests, however, once 70% has been achieved in one sitting, alternative methods of assessment may be used to demonstrate the remaining knowledge. Alternative methods may include oral questioning. Closed book conditions still apply.

Each technical unit test has a 70% pass mark, this must be achieved in one sit and once achieved there is no requirement to assess the remaining knowledge.

It is advisable that the candidate has sufficient time to prepare for these tests. If a candidate completes any test and does **not pass** (or reached achieved or partially achieved for CUK tests), then they must re-sit the **full test**.

Online test entry and score reports

Candidates can be registered for online tests on Walled Garden using the (evolve) three digit test numbers listed in the Assessment section of the qualification handbook.

On completion of an online test, a score report is produced. The score report will indicate whether the candidate has passed or failed (or not achieved, partially achieved or achieved for the CUK tests), the overall percentage achieved for the test and details a candidate's performance against each specified knowledge area. This more detailed breakdown can be used to identify areas of knowledge that candidates have not achieved.

The knowledge areas on the score report are displayed in numerical (alpha) order, this does not necessarily follow the same order as the questions in the test or the candidates' logbook. The knowledge areas in the test are mapped to the Knowledge (K) statements and/or assessment criteria in the units section of the qualification handbook.

For each knowledge area the score report will display the % the candidate has achieved for that area. If it displays as 100% it shows that a candidate has achieved all questions within that knowledge area, some areas of the test may require the candidate to answer more than one question, in these cases if a candidate has only achieved some of the questions this will be displayed as a weighted proportion (e.g. 50%).

Some tests will display a overall test result lower than 70% but still indicate that a candidate has passed the test, this is because we have taken into account that for some tests 70% will not be a whole mark, so when setting pass marks we have rounded to the nearest whole mark below 70%. The % pass mark is set by habia at knowledge criteria level, and does not account for further breakdown within those areas of knowledge, we have accounted for this when setting the raw marks.

An example of a score report can be found in Appendix 4.

How to use and mark paper tests

The paper tests are intended to be completed by the candidate in writing; however at the assessor's discretion the questions may be completed through oral questioning where this method of assessment is more suitable for the candidate. If an electronic recording device is used during oral questioning:

- the assessor and candidate must identify themselves at the start of the recording
- the questions asked and candidate's responses must be clearly recorded
- the data files must be saved and filed in a manner that assures their security and ease of retrieval for quality assurance purposes.

New assessors using oral questioning to cover the written questions must make brief notes directly onto the answer paper in order to record the quality of the candidate's responses. The online test score report can also be used to record evidence of oral questioning.

The paper tests should be photocopied along with their cover sheets and handed out to candidates immediately before they take the test. Centres can photocopy the paper test and hold a stock securely within the centre. The cover sheets include a recommended test duration, these have been added for guidance and do **not** have to be adhered to.

Short answer questions

The model answers for the paper tests, which are supplied in the marking scheme documents, are not exhaustive and whilst assessors should try to follow the guide as much as possible, they should use their discretion as to whether an answer given by a candidate is acceptable. This is particularly so where questions demand an answer that involves salon policy. Assessors should consult their Internal Quality Assurer for guidance in cases of doubt, who in turn should consult their External Quality Assurer, as required.

Multiple-choice answer sheets

City & Guilds has provided a generic multiple choice answer sheet to be used by all candidates for all the hairdressing multiple choice question papers. This multiple choice answer sheet should be used by candidates during tests to record their responses, and should then be marked by the centre against the relevant keys in question paper and marking scheme document. The answer sheets provide the evidence required to show that the candidate has sat and passed the knowledge tests, and therefore should be held securely.

It is expected that centres will print a stock of multiple choice answer sheets to use as required.

Assignments or projects

Assignments can be developed by centres for some areas of the essential knowledge and understanding component of the standards that are not required to be covered by externally set questions. Centres wishing to develop their own assignments must ensure they are checked by their External Quality Assurer before using. Centres should be careful not to develop additional assessment materials for judging competency where other forms of assessment may more readily and efficiently provide this. Assignments are generally carried out over a period of time and will not be continuously observed. A project may cover aspects of work outside the candidate's responsibility such as assessing health and safety hazards in the workplace (Levels 1 or 2) or reviewing a department's operating procedures and making recommendations to management (Level 3 or 4).

City & Guilds has provided assignments that have been designed to assess both the practical and knowledge for 3 units across the qualifications. The tasks should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of each task. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

The tasks candidates have been set for this qualification should not prevent access unfairly. If a task is thought to prevent unfair access due to the type of evidence required, advice should be sought from the External Quality Assurer on providing the evidence in a different format. For example if a task requires the candidate to provide information as a poster, then unless the design of the poster is being assessed, an alternative format such as an information sheet or report may be acceptable. Note however, that the requirements of the task must still be met in full and the marking/grading criteria applied without change.

Security and storage of assessment materials

Portfolios

The candidate owns the portfolio throughout the assessment and quality assurance process and after certification. Assessors may review the portfolio at the centre following an assessment, returning it later to the candidate. It will be held at the centre for internal quality assurance.

Portfolios of evidence may be returned to candidates after certification. The City & Guilds External Quality Assurer may however wish to see the portfolio during the visit that follows the award of the certificate. The centre must tell candidates that their portfolio may need to be retained by the centre or made available to the centre for this visit.

Question packs and Marking guides

Question pack and Marking guide documentation must be stored securely by centres at all times.

Candidate's completed written answer sheets for questions **must** be retained securely by centres for quality assurance purposes following certification. Currently this is for a period of **three** years from the date of certification, this may be in electronic format. After this time the papers may be securely destroyed. They **must** not be given to the candidate.

Question paper header sheets and online test score reports can and should be included in the candidates' portfolio.

2 Frequently asked questions

1. Can men be used in the CH4 Colour and Lighten Hair?

Yes - the term Hairdressing covers both men and women, as long as the requirement of the range and the performance criteria is met.

2. In the technical units it states that different clients need to be used, can you use the same client across different units?

Yes, clustering of assessments is good practice, to make the most of an assessment opportunity.

3. Can a Flat topper be used to carry out a Flat top at Level 2?

Yes.

4. Does "pulled through" in the L2 colouring units have to be a cap?

No, it could be combs, spatula, foil or film pull through strips, colour cups, colour cones or cap.

5. Once you achieve 70% in the Cross Unit Knowledge test, can the remaining questions be carried out in open book conditions?

No - you can orally question candidates, but if you choose to resit the written test or on line evolve test then this need to be carried out in closed book conditions.

6. In CHB14 - Provide consultation services, the evidence requirements state '5 occasions', these recorded observations must cover different technical services.

What if the optional units you chose are non technical units and the learner on then carries out 3 different technical services?

The observations need to be carried out across the range of technical services chosen.

7. In CHB9 and CHB14 consultation units, can a candidate still achieve the consultation observation if the technical unit was not successful?

Yes, as long as it meets the full requirement of the unit.

8. Is there a separate route for e-evolve testing?

No, all qualifications are built with the option of doing either paper based tests, evolve on line tests or a mixture of both, depending on the needs of the candidate.

9. What do CHB/CB/CH/AH stand for?

The 'CH' in the unit number means 'classification of hair' types; this covers hair classifications from straight to very curly hair. Units that start with 'CH' are hairdressing units, units that start with 'CB' are barbering units and those starting with 'CHB' are combined hairdressing and barbering units. For example, CHB11 is combined hairdressing and barbering – this is the 'Shampooing, condition and treat the hair and scalp' unit, and CH4 is hairdressing – this is the 'Colour and lighten hair' unit and CB2 is barbering – this is 'Cut hair using basic barbering techniques'. 'AH' stands for African-type hair.

10. Can CHB13 and CB2 be APLeD from Level 2 to Level 3?

Yes. However, this could lead to reduction in funding.

11. Now that the service times are flexible and Assessors can use their own professional discretion, do they need to be recorded?

Yes, the service times should be agreed a head of the assessment with the candidate and it is good practice in case of a candidate Appeal etc.

12. When can witness testimonies be used?

A witness testimony can be used as long as the pre-stated number of observations have been completed by an Assessor.

13. Must an Assessor have achieved or be working towards the Level 3 Certificate in Assessing Vocational Achievement or hold A1/D33) to sign off the 'unit sign off' at the end of each unit?

Yes.

14. What qualifications does an Assessor have to hold to assess 6008?

To assess the practical only - Level 3 Award in Assessing Competence in the Work Environment or *D32 / A2 / A1.

To assess the practical and all aspects of 'What you should know' - Level 3 Certificate in Assessing Vocational Achievement or *D32/D33 or A1.

* Holders of A1 and D32/33 must work to the revised National Occupational Standards for Learning Development.

Appendix 1 Logbook examples



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to style and finish hair

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

Observation	1 ✓	2 ✓	3 ✓	4 ✓		
Date achieved	2/6/15	9/6/15	18/6/15	22/6/15		
Candidate signature	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>		
Assessor signature	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>		
IQA signature (if sampled)						
EQA signature (if sampled)						



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER



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

Products

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

	1	2	3	4		
Heat protectors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sprays	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mousse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serums	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Heated styling equipment

Tick the heated styling equipment used in each observation. You must use **both** types of heated styling equipment.

	1	2	3	4		
Straighteners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tongs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hair length

Tick the hair length styled in each observation. You must style **all** hair lengths.

	1	2	3	4		
Above shoulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Below shoulder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One length	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layered	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Hairdressing is a fashion industry. Therefore, your personal appearance is important. Always make sure that your hair is freshly washed and styled, that your nails are neatly presented, your dress code meets the requirements of your salon and that your footwear is clean.



HINTS AND TIPS

Before you use your hairdryer, check that the filter is clean and in place.



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER (CONTINUED)

Tools and equipment

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

	1	2	3	4		
Hand dryer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attachments	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Round brush	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flat brush	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Factors

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

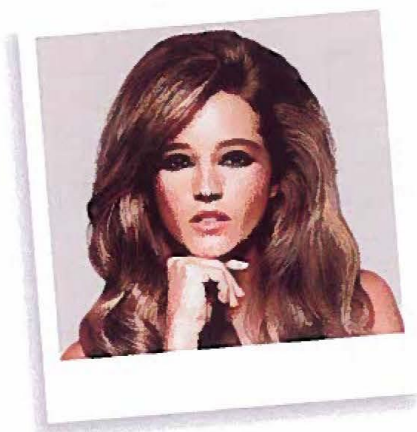
	1	2	3	4		
Hair characteristics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair classifications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair cut	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair growth patterns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Head and face shape	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Blow dry finish

Tick the blow dry finishes used in each observation. You must produce **all** of the blow dry finishes.

	1	2	3	4		
Straightening	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoothing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating volume	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating movement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating curl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continues on next page



Always ask open-ended questions so that your client doesn't just give you one-word answers. Open-ended questions usually start with 'When', 'Why', 'What', 'Who' and 'How'.



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER (CONTINUED)



Advice and recommendations

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

How to maintain their look
Time interval between services
Present and future products and services

1	2	3	4		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2	3	4		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2/6/15	9/6/15	18/6/15	22/6/15		
<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>		
<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>	<i>[Signature]</i>		



HINTS AND TIPS

To achieve a straight, shiny look, the air flow from the blow dryer needs to be directed 'down' the hair shaft from the roots until the ends, as this helps to smooth the cuticle.



KNOWLEDGE SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Richard Ward

K32	why temperature of equipment should be adapted to suit different hair types	Mandatory knowledge
K33	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge
K34	why hair should be allowed to cool prior to finishing	Mandatory knowledge
K35	when and how to apply different back combing and back brushing techniques to achieve the desired look	Mandatory knowledge
5.5	Outline the importance of using products cost effectively	Cross-unit knowledge

MORE INFORMATION

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

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

K36	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

Tick if mandatory knowledge was covered by an online test	<input checked="" type="checkbox"/> Date	4/6/15
Tick if mandatory knowledge was covered by a written test	<input type="checkbox"/> Date	
Tick if cross-unit knowledge test was an online test	<input checked="" type="checkbox"/> Date	29/6/15
Tick if cross-unit knowledge test was a written test	<input type="checkbox"/> Date	



Keep the hairdryer moving to avoid applying too much heat in a single spot.

Image courtesy of Dwa Pro



Blow-drying – why the finished look is important. I cannot emphasise how important it is to work really hard on getting the very best finish to your work. A great blow dry shows your client just what can be achieved with the haircut you have created and gives the client that all important 'first impression' of their new cut.

Jennifer Cheyne, OBE

SUPPLEMENTARY NOTES**UNIT 201 STYLE AND FINISH HAIR (CH1)**

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

Comments**Date**

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

22/06/2015

Assessor signature

Date

22/6/2015

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date

Appendix 2 Service times

Range of Service Times for Level 2 NVQ Hairdressing.

The recommended service times quoted below have been developed for NVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the Level 2 NVQ Hairdressing standards only.

Service	Minutes (recommended)
Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
Applying shampoo and treatments to chemically treated hair (i.e. permed, relaxed or coloured hair)	15
Set and dress hair – above shoulder (excluding drying)	35
Set and dress hair – below shoulder (excluding drying)	45
Blow dry and finish – above shoulders	35
Blow dry and finish – below shoulders	45
Blow dry to a finish using electric tongs – short hair	50
Blow dry to a finish using electric tongs – long hair	60
Styling using heated and thermal equipment only	30
Cut hair only	45
Mix and apply colour - re-growth, permanent colour	25
Pulled through highlights/lowlights (including preparation and application) – full head	35
Pulled through highlights/lowlights (including preparation and application) – at least 20% of the head	15
Woven highlights/lowlights (including preparation and application) – full head	75
French plait, fishtail plait	30
Twists and/or cornrows to cover 50% of the head	45
Perm (winding only)	45

Range of Service Times for Level 2 NVQ Barbering.

The recommended service times quoted below have been developed for NVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the Level 2 NVQ Barbering standards only.

Service	Minutes (recommended)
Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
Cut, blow dry/dry and finish (men's) hair	30
Mix and apply a full head application of quasi-permanent colour	20
Mix and apply colour - full head virgin application permanent colour or lightener	45
Mix and apply colour - re-growth, permanent colour or lightener	25
Perm (Winding only)	45
Cut full beards	15
Cut moustaches	5

Range of Service Times for Level 3 NVQ Hairdressing and Level 3 NVQ Barbering Services.

Owing to the nature of many of the services in the Level 3 NVQ, it is not possible to set a precise time for completion. Times for critical aspects of perming services are quoted below.

Service	Minutes (recommended)
Perm (winding only)	
a. piggy back	60
b. spiral	90
c. weaving	45
d. root	25
e. hopscotch	60
f. double	60
Thermal pressing (straightening)	45
Thermal styling (excluding spiral curls)	30

Appendix 3 Cross unit knowledge

Level 2 Cross Unit Knowledge Test mapped to Level 2 Diploma in Hairdressing

Knowledge Requirements	Unit numbers and NOS reference													
	201 CH1	202 CH2	203 CH3	204 CH4	205 CHB9	206 CHB11	207 CHB12	208 AH2	209 CH5	210 CH6	211 CH7	212 CHB8	213 CHB13	214 CB2
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)					K1								K11	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling Act/Trade Descriptions Act/Consumer Protection Legislation)					K1									
how the position of your client and yourself can affect the desired outcome	K6	K6	K6	K4		K4		K4	K7	K4	K4	K3		K36

how the position of your client and yourself can affect fatigue and the risk of injury	K6	K6	K6	K4		K4		K4	K7	K4	K4	K3		K6
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K15	K14	K14	K13		K12		K14	K14	K13	K15	K10		K17
the hazards and risks which exist in your workplace	K12	K12	K12	K10		K10		K8	K12	K11	K13	AC2.2		K16
the safe working practices which you must follow in your workplace	K12	K12	K12	K10		K10		K8	K12	K11	K13			K16
the different types of working methods that promote environmental and sustainable working practices	K2	K2	K2	K11		K11		K9	K13	K12	K14			K10
what is contact dermatitis	K5	K5		K14		K5			K5		K5	K5		
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services	K5	K5		K14		K5		AC2.4	K5		K5	K5		
Explain the importance of questioning clients prior to and during services	AC 2.5	AC 2.5	K20					K18						
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids		K34		K42										K25
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration		K34		K42										K25
why is it important to keep your work area clean, tidy and well organised	K8	K8	K8	K6		K6		K5	K8	K5	K6	K8		K13
why it is important to avoid cross-infection and infestation	K7	K7	K7			K7				K7	K9			K11
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K11	K11	K11	K8		K8		K7	K9	K8	K10	K9		K15
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K10	K10	K10	K9		K9		K6	K11	K10	K12			K14
the importance of following manufacturers' instructions for products, tools and equipment								K39			K20			
the importance of following manufacturers' instructions when carrying out tests											K20			
the importance of using products economically and minimising waste	AC 5.5	AC 5.5		K51				K55	K47	K25				AC 4.4
the importance of providing advice and recommendations on the products and services provided in your workplace	K36	K36	K27	K61	K26	K37		K58	K50	K31	K45			K49

Level 2 Cross Unit Knowledge Test mapped to Level 2 Diploma in Barbering

Knowledge Requirements	Unit numbers and NOS reference												
	214 CB2	215 CB3	216 CB4	217 CB5	205 CHB9	207 CHB12	208 AH2	218 CB1	219 CB6	209 CH5	210 CH6	211 CH7	213 CHB13
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)					K1								K11
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling Act/Trade Descriptions Act/Consumer Protection Legislation)					K1								
how the position of your client and yourself can affect the desired outcome	K36	K5	K4	K5			K4	K5	K4	K7	K4	K4	
how the position of your client and yourself can affect fatigue and the risk of injury	K6	K5	K4	K5			K4	K5	K4	K7	K4	K4	
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K17	K15	K11	K14			K14	K13	K15	K14	K13	K15	
the hazards and risks which exist in your workplace	K16	K13	K9	K13			K8		K8	K12	K11	K13	
the safe working practices which you must follow in your workplace	K16	K13	K9	K13			K8	K11	K8	K12	K11	K13	
the different types of working methods that promote environmental and sustainable working practices	K10	K14	K10				K9		K11	K13	K12	K14	
what is contact dermatitis			K12					K10	K14	K5		K5	

how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services			K12				AC2.4	K10	K14	K5		K5	
Explain the importance of questioning clients prior to and during services							K18						
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids	K25	K21	K16	K24					K39				
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration	K25		K16	K24					K39				
why is it important to keep your work area clean, tidy and well organised	K13	K8	K5	K6			K5	K6		K8	K5	K6	
why it is important to avoid cross-infection and infestation	K11			K8							K7	K9	
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K15	K12	K8				K7	K9	K6	K9	K8	K10	
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K14	K11	K7	K12			K6		K9	K11	K10	K12	
the importance of following manufacturers' instructions for products, tools and equipment			K19				K39	K14				K20	
the importance of following manufacturers' instructions when carrying out tests			K19					K14				K20	
the importance of using products economically and minimising waste			AC 5.5				K55		K7/ K51	K47	K25		
the importance of providing advice and recommendations on the products and services provided in your workplace	K49	K36	K34	K36	K26		K58		K61	K50	K31	K45	

Level 3 Cross Unit Knowledge Test mapped to Level 3 Diploma in Hairdressing

Knowledge Requirements	Unit numbers and NOS reference											
	301 CH8	302 CH9	303 CH10	304 CHB14	305 AH7	306 CH12	307 CH13	308 CHB18	401 CH11	402 CHB15	403 CHB16	404 CHB17
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR))	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)				K30					K1			
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling)				K12					K1			

your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Disability Discrimination Act)				K12								
how the position of your client and yourself can affect the desired outcome	K4	K5	K5		K4	K5	K5		K1		K4	
how the position of your client and yourself can affect fatigue and the risk of injury	K4	K5	K5		K4	K5	K5		K5		K4	
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K13	K13	K12		K11	K12	K12		K13		K11	
the hazards and risks which exist in your workplace	K11	K11	K10		K8				K9		K9	
the safe working practices which you must follow in your workplace	K11	K11	K10		K8		K8		K9		K9	
the different types of working methods that promote environmental and sustainable working practices	K12	K12	K11		K9	K6	K11		K10		K10	
what is contact dermatitis	K5		K13			K4	K10		K14			
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services	K5		K13		AC2.4	K4	K10		K14			
Explain the importance of questioning clients prior to and during services	AC 2.5	AC 2.4										
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids			K25									
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration			K25									
why it is important to keep your work area clean, tidy and well organised	K6	K6	K6		K5	K7	K6		K6		K5	
why it is important to avoid cross-infection and infestation	K8	K8										

methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K9	K9	K8		K10	K11	K9		K8			
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K10	K10	K9		K7	K10	K8		K7		K8	
the importance of following manufacturers' instructions for products, tools and equipment						K32				AC 4.2		
the importance of following manufacturers' instructions when carrying out tests						K32				AC 4.2		
the importance of using products economically and minimising waste	AC 5.6		K50		K36		AC 5.5		K59			
the importance of providing advice and recommendations on the products and services provided in your workplace	K34	K35	K60	K32	K58	K47	K48		K64		K42	

Level 3 Cross Unit Knowledge Test mapped to Level 3 Diploma in Barbering

Knowledge Requirements	Unit numbers and NOS reference													
	304 CHB14	309 CB7	310 CB8	311 CB10	209 CH5	213 CHB13	219 CB6	305 AH7	308 CHB18	401 CH11	402 CHB15	403 CHB16	404 CHB17	405 CB9
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR))	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1

and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))													
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K12	K1	K1	K1	K1		K1	K1		K1		K1	K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)	K30									K1			
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling Act/Trade Descriptions Act/Consumer Protection Legislation)	K12									K1			
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Disability Discrimination Act)	K12												
how the position of your client and yourself can affect the desired outcome		K5	K6	K5	K6		K4	K4		K1		K4	K5
how the position of your client and yourself can affect fatigue and the risk of injury		K5	K6	K5	K6		K4	K4		K5		K4	K5
the importance of personal hygiene and presentation in maintaining health and safety in your workplace		K15	K14	K16	K14		K15	K11		K13		K11	K14
the hazards and risks which exist in your workplace		K14	K12	K13	K12		K8	K8		K9		K9	K12
the safe working practices which you must follow in your workplace		K14	K12	K13	K12		K8	K8		K9		K9	K10

the different types of working methods that promote environmental and sustainable working practices	K13	K13	K14	K13		K11	K9		K10		K10		K13
what is contact dermatitis				K5		K14			K14				
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services				K5		K14	AC2.4		K14				
Explain the importance of questioning clients prior to and during services	K24	AC 2.8	AC 2.4			AC 2.5							AC 2.4
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids		K18/20	K32			K39							K20
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration		K20	K32			K39							K20
why it is important to keep your work area clean, tidy and well organised	K6	K7	K9	K8		K5	K5		K6		K5		K9
why it is important to avoid cross-infection and infestation	K12	K9	K8										K8
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K11	K10	K15	K9		K6	K10		K8				
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K9	K11	K11	K11	K9		K7		K7		K8		K11
the importance of following manufacturers' instructions for products, tools and equipment						K36				AC 4.2			
the importance of following manufacturers' instructions when carrying out tests						K36				AC 4.2			
the importance of using products economically and minimising waste			K32	K47		K7/K51	K36		K59				
the importance of providing advice and recommendations on the products and services provided in your workplace	K32	K46	K34	K47	K50	K61	K58		K64		K42		K39

Appendix 4 Score report

Exam Reports

99ASQU - Assessment and Quality QA Centre
6008-610 Plait and twist hair (CH6)



Results Summary:

Candidate Name	Enrolment No.	ULN	Test Date	Result
			13/03/2015	Pass

Results Breakdown:

Plait and twist hair (CH6)	Percentage Correct of All Marks Available
AC 3.2 describe ways of dealing with any influencing factors	100.00
AC 4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment	0.00
K09 why it is important to position your equipment and tools for ease of use	100.00
K17 how different factors influence the choice and direction of plaited or twisted style	100.00
K18 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	0.00
K19 the importance of sectioning the hair accurately when plaiting and twisting	0.00
K20 methods of securing the completed plaits and twists	100.00
K22 the importance of checking client comfort during the plaiting and twisting process	100.00
K23 / K24 the types of products available for use with plaits and twists and when you would use them / when and why you would use different types of products	50.00
K28 the potential consequences of excessive tension on the hair	100.00
K29 the physical effects on the hair structure of plaiting and twisting	100.00
K30 the removal requirements for plaits and twist	0.00
Total	66.67
Exam Total	66.67

This is not a certificate.
All marks and results shown are subject to moderation by the awarding organisation.
Page 1 of 2

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International learners

General qualification information

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F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

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International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

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Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

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Employer

Employer solutions including, Employer Recognition: Endorsement, Accreditation and Quality Mark, Consultancy, Mapping and Specialist Training Delivery

T: +44 (0)207 294 8128

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Publications

Logbooks, Centre documents, Forms, Free literature

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