

End-point Assessment Review **7002 (Hair Professional)**

December 2020

Lead Independent End-point Assessor Report

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1. Introduction

The purpose of this document to provide EPA customers with feedback on the performance of apprentices for 7002 (Hair Professional).

It is designed to be used as a feedback tool for customers who have apprentices on the above named standard. It highlights areas of good performance, as well as offering recommendations and advice.

2. Overall Performance

This report covers the period from June 2019 - December 2020.

| Results – 7002-52 – Hairdressing | | |
|----------------------------------|---------------|-------------|
| | Grade awarded | |
| | Pass | Distinction |
| June 2019 - December 2020. | 61% | 22% |

| Results – 7002-53 – Barbering | | |
|-------------------------------|---------------|-------------|
| | Grade awarded | |
| | Pass | Distinction |
| June 2019 - December 2020 | 47% | 38% |

2.1 Areas of good performance

Practical Observation

- Majority of apprentices have coped well with the additional pressures of Covid-19, extra time has been allowed for cleaning and disinfecting areas, tools and equipment in-between clients.
- Apprentices that created a detailed appointment schedule/service plan which covered the services, products and techniques being used, were fully prepared and fully covered the range requirements of the End-point Assessment (EPA).
- Most apprentices showed that they could work in a methodical manner, which led to the completion of all services required.
- Most apprentices communicated well with their clients, keeping the clients fully informed throughout the service and demonstrating a professional manner throughout.
- Most apprentices have shown good practice where they have performed in line with commercial working patterns and demonstrated the ability to work within realistic service times.
- Apprentices who achieved a distinction in “Customer Service” imbedded their aftercare advice throughout the services, rather than solely giving it at the end of the service. This showed the apprentice was constantly interacting with the client and demonstrates they are confident in giving aftercare advice.

- Apprentices who achieved a distinction in “Consultation” assessed their client’s requirements in full; conducted visual checks and tests on the hair and advised their clients on hair maintenance and management.
- Apprentices who achieved a distinction in “Ways of working” worked well under pressure; maintained time management and self-management, optimised time efficiently both during and between services.

701 - Hairdressing

- The more prepared apprentices demonstrated confidence in most practical skills and showed a consistent approach to the personalisation of each finished look.
- Apprentices who had practiced the hair up and styling techniques produced a more polished, finished look and were able to achieve a distinction grade for styling.
- The majority of apprentices that have adopted the agreed dispensation in line with the government guidelines and completed a hair-up style, curly blow dry and setting technique on a mannequin block head, did this successfully.
- Where the apprentices achieved an overall distinction, they demonstrated consistent levels of skills across all the services. The finished looks were accurate, balanced and showed a good level of finesse and polish.
- Apprentices who achieved a distinction in “Consultation” responded and reacted to clients in professional way throughout the service.

702 – Barbering

- Good standard of hair cutting skills have been observed.
- Some excellent shaving skills have been observed, with apprentices showing a combination of forehand and backhand techniques with confidence and precision.

Oral questions

- Overall apprentices have performed well during the oral questioning section. They have been able confidently talk through their services and techniques.
- Apprentices that achieved a distinction in theme of “Understanding”, were well prepared and able to give full explanations of their services, products and techniques used. They were also able to link their choices of products back to scientific principles.

2.2 Recommendations / Advice for EPA customers

Practical Observation

- More apprentices are experiencing their clients cancelling at the last minute and in some cases alternative clients have not met the full range requirements of the EPA.
- In some cases, there has been insufficient evidence of skin testing.
- In some cases, appointment schedules have not been completed.
- Some apprentices have failed to carry out an Elasticity or Porosity tests and when questioned were unsure of how these were performed.
- Some apprentices failed to carry out all necessary test and checks on the hair and scalp on the day. Often, this was because they knew their client and what they were having done.
- Apprentices who achieved a pass in “Customer Service” gave aftercare advice, but this was limited to mainly products, rather than how to manage their hair at home and when the next service should be etc.

701 - Hairdressing

- A few apprentices who completed their hair-up style and setting technique on a mannequin head, left the rollers/pin curls in the hair while shampooing off their colour client and completing their restyle. If using a mannequin head the apprentice needs to treat it as close as possible to a real client, for the Independent End-point Assessor to assess the “Ways of working” element.
- A few apprentices who completed their round brush blow-dry and hair-up style on a mannequin head have struggled to achieve a curl with the blow-dry due to the poor quality of the hair on the head block.
- Some apprentices have chosen clients with long, straight hair for the round brush blow-dry and have subsequently struggled to achieve a curl and the service has then taken longer than planned.
- Apprentices who were not so well prepared showed an attempt at being creative, however the end result lacked precision and personalisation in some of the services, especially the hair up section.
- The T section **must** include the hair from top of the head and the sides and must be woven in the roots.
- Some apprentices have carried out over complicated colours, which has caused them either overdevelop the lightener or has taken them longer than planned, resulting in the apprentice having to rush other services.
- For the re-style, some apprentices didn’t change the shape of the client’s haircut
- In some cases the restyle has been rushed and no cross checking performed, resulting in an uneven result.
- In some cases the blow dry did not create volume, movement and curl.
- Apprentices must style hair that is above and below the shoulder length.
- Some apprentices when using a lightener/bleach, have not followed manufacturer’s instructions.

702 - Barbering

- When cutting facial hair some apprentices only cut the outside edge of the beard and did not blend the internal layers.
- Some apprentices did not cover both neckline shapes.
- Some apprentices were unsure of what the manufacturers' instructions were for the sterilising methods used.

Oral questions

- Some apprentices were unsure when asked about any “influencing factors”
- In order for the apprentices to meet the distinction grade they need to be able to give full explanations of the service procedures and products and techniques used on their clients and to be able to justify their product choices to the Independent End-point assessor.

Choice of models/clients – this is key for the apprentice to perform well on the day. The apprentice can choose their models and the customer needs to make sure that the chosen models are going to give the apprentice the best opportunity to showcase their skills.

The customer needs to check that the models are suitable to meet the requirement of the End-point Assessment, including the full range that is specified in the assessment plan.

It is now an optional requirement for the customer to upload their appointment schedules to Learning Assistant/EPA pro prior to the End-point Assessment day. However, the apprentice always needs to have the appointment schedule on the day of the End-point Assessment for the Independent End-point assessor, as these are needed to be able to assess “Ways of working” and that the apprentice is capable of managing and running a column within expected service times.

It is recommended that the Independent End-point assessor arrives 30 minutes prior to the agreed start time. This gives them time to introduce themselves to the apprentices to put them at ease and to check each appointment schedule to ensure the full requirements of the End-point Assessment is being covered.

If using a mannequin head as part of the agreed dispensations, the hair should be of good quality, so as not to disadvantage the apprentice.

If using a mannequin head, it should be treated as close as possible to a real client, for the Independent End-point assessor to assess the “Ways of working” element.

Hair professional EPA flexibilities and dispensations explained:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/covid-19/01-adaptations/hairstyling-vrqnvg-adaptation-document-pdf.ashx?la=en&hash=E7C697FC8E6B2A010C1564599977B898DF023DE8>

Links to IfATE standards and dispensation guidance

<https://www.instituteforapprenticeships.org/apprenticeship-standards/hair-professional-v1-1>

NHBF guidance:

<https://www.nhbf.co.uk/documents/hba-d2-hair-apprenticeship-trailblazer-statement/>

Frequently Asked Questions – please familiarise yourself with the latest FQA's.

<https://www.cityandguilds.com/qualifications-and-apprenticeships/hairstyling/hairstyling/7002-diplomas-for-the-hair-professionalhairstyling-and-barbering#tab=documents>

3. Additional Information

<https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service>

For additional EPA support materials, for both providers and apprentices, please login to www.smartscreen.co.uk and refer to the specific standard in the EPA Preparation section on the site.

Should you need a reminder of your password for SmartScreen, you can access this here: https://www.smartscreen.co.uk/login/forgot_password.php

Apprentices can also be given access to the EPA support resources on SmartScreen. Please follow this link for a reminder of how to do this:

<https://www.cityandguilds.com/-/media/cityandguilds-site/documents/what-we-offer/centres/smartscreen/smartscreen-user-guide-pdf.ashx?la=en&hash=2FADF624DC100C4C8949ACA3648A79895B667B68>