Apprenticeship Logbook
Level 2 Diploma for Hair Professionals

Hairdressing

City & Guilds
A City & Guilds Group Business

Apprenticeship Logbook
Level 2 Diploma for Hair Professionals

Hairdressing

Apprentice name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

IQA name:

EQA name:

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Introduction and useful words

Welcome to your City & Guilds Apprenticeship Logbook. It is designed to help you work towards your hairdressing qualification, by:

- showing you what you need to achieve
- helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your qualification. You'll also find helpful pictures, hints, tips and more from leading people in hairdressing – all designed to make the qualification simple to understand and more fun to do!

We're sure that you will have lots of questions about your qualification, and this introduction should answer some of them. Of course, your assessor should also be on hand to explain things and be your guide, but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

You are taking the Level 2 Diploma for Hair Professionals – Hairdressing. The units in this qualification are based on the National Occupational Standards (NOS) for Hairdressing. This means that work you do to achieve the qualification is mainly about practical hairdressing skills and real work activities.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser.

To achieve this qualifcation, you need to meet the qualification structure, which is included in the 'Summary of unit achievement' section. The qualifcation structure is made up of mandatory, optional and elective units. Mandatory units are units that you must complete. There are also optional and elective units, where you can select the units that match your interests and the needs of your salon. The elective unit is not compulsory and will not contribute to the achievement of the qualifcation.

L'Oréal Professionnel

What's in a unit?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Hairdressing, which describe the standard of performance (Performance criteria) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding you will need in order to work in a salon. These standards have been mapped to the 'What you must do', 'What you must cover' and 'What you must know' sections of the units. The NOS has been mapped to the outcomes and criteria listed in the logbooks, full mapping can be found in the qualification handbook.

In your logbook you will see outcomes and criteria, generally the first outcome covers the performance criteria of the NOS and lists what you must do as well as what you must cover. This is included in the observation sign-off sheet. The remaining outcomes cover the knowledge and understanding requirements and are included in the knowledge sign-off sheet located towards the end of each unit. This section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge range. More details on the knowledge range can be found in either the 'Useful words' section (pages 8–9) or the 'More information' section (pages 159–170). The performance and knowledge ranges are also listed in the unit sections of the qualification handbook.

Wella

Who will decide whether I have achieved the standards?

Within these standards you are either 'competent' or 'not yet competent'. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

1 Your assessor
A person who is very experienced and qualified in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your salon. Your assessor will be overseeing your work towards the qualification on a day-to-day basis.

2 Internal Quality Assurer (IQA)
A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

3 External Quality Assurer (EQA)
Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you're not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ.

Cheynes

How long will it take?

There is no time limit set by City & Guilds for you to complete your Level 2 Diploma for Hair Professionals – Hairdressing, but your centre may have some requirements that they will explain to you.

Where do I go if I need more information about my assessments and qualification?

The most important sources of information you are likely to need are listed below:

- Your tutor/assessor is the most important source of information about your qualification.
- Your centre's student handbook or prospectus will provide more details.

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800). Calls to our 01924 numbers cost your telephone operator's access charge.

The Habia website (www.habia.org.uk).

Denham

www.thechapel.co.uk

Useful words

Here are some words that you may hear over the course of doing your Level 2 Diploma for Hair Professionals – Hairdressing. You may want to refer back to this page if you hear a word and can't remember what it means.

Assessment plan
An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

Assessor
A person qualified and experienced in hairdressing who will help you plan your work and assessments and organise your evidence. Your assessor will be responsible for judging if you are competent and will give you feedback.

Candidate
A person working towards a qualification, ie, yourself.

Candidate appeals procedure
A system within a centre designed to help you have your evidence checked again if you disagree with the outcome of an assessment. Your centre will explain this procedure to you when you start. You may also find out at any time by asking your assessor or Internal Quality Assurer (IQA).

Centre
A place where training and/or assessment towards qualifications is carried out, which may be a college, training centre or work place. Only 'approved centres' that meet strict standards can offer City & Guilds qualifications.

City & Guilds
An awarding organisation for hairdressing and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

Competent
This means being able to do your work well. You are competent in a Level 2 Diploma when you show that you can work consistently to the required standards in a real work situation, and that you know and understand the correct way to do your job.

Evidence
Generally speaking, this is something that builds towards proof of your competence. In a Level 2 Diploma for Hair Professionals – Hairdressing, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

External Quality Assurer (sometimes called an EQA)
An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly, and that it was all the systems and equipment in place.

Habia (Hairdressing and Beauty Therapy Industry Authority)
The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your NVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

Internal Quality Assurer (sometimes called an IQA)
A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

Observation
Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

Outcome
An outcome states what you should know, understand or be able to do as the result of a process of learning.

Performance criteria
This term is used to describe the practical requirements of the Level 2 Diploma for Hair Professionals. These are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook.

Portfolio
The place where you keep all the evidence you collect to show that you are competent. Usually this is a ringbinder where you can put the hole-punched sheets of this logbook. Your portfolio needs to be clearly organised and all your evidence referenced to the units.

Range
There are two types of range in your NVQ: performance range and knowledge and understanding range. The term 'performance range' is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found in the 'More information' section. Areas with knowledge range are shown in bold in the 'What you must know' part of the unit. The knowledge range as further breakdown to the areas of knowledge such as legislation listed in 'What you must know'. You could be tested on any area listed in the knowledge range in your knowledge assessment.

Standards (also known as National Occupational Standards, sometimes called NOS)
These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards have been used to create your qualification.

Unit (mandatory and optional)
The main building blocks of your award: each unit describes one aspect of your work.

Vocational
An NVQ is a vocational award because it is based on skills and knowledge that you need in order to work and build a career in hairdressing.

www.thechapel.co.uk

About the author

Melanie Mitchell

I started working in a hairdressing salon as part of my work experience placement at school. During the week that I started, the Saturday person left and I was lucky enough to be offered the position. The company had both a hairdressing and a beauty salon and I worked between the two. This gave me valuable experience as, when I was 17, I started studying at college on the combined hair and beauty course. However, all along, my passion and career path was always going to be in hairdressing.

When I left college, I worked for a short period of time in a local salon before moving on to a large corporate hairdressing group which had salons nationally within large department stores. Soon after this, I became one of their Regional Training Managers. It was during this time that I was asked to join City & Guilds as, what was known at the time, as an External Verifier and I combined the roles very successfully.

Eventually, I decided that I wished to stay working with City & Guilds but that I also wanted the flexibility of self-employment. Therefore, I left the department store salons and established myself as a consultant.

I am currently the Technical Director for Cheynes Training, a national hairdressing training provider and I manage the field team and sub-contractors, along with all areas to do with the systems and quality of assessment, teaching and learning.

I am still with City & Guilds and I have recently been appointed as the Hairdressing Standardisation External Quality Assurer. This involves overseeing all of the Hairdressing External Qualification Assurers and standardising their reports to centres, training and information providing. I am still an External Qualification Assurer myself, covering colleges, private training providers, schools and prisons whilst I also carry out various other roles for City & Guilds, to include being the SmartScreen Expert, carrying out exam audits and undertaking systems visits.

I have been fortunate enough to have had a very varied and rewarding career and one which has taken me in a number of directions, ranging from the salon floor to senior education and training management. Little did I realise how many different avenues would be open to me when I entered the hairdressing industry 30 years ago.

Foreword

A few words from Sophia Hilton

I think the greatest thing about hairdressing is it can be whatever you want it to be. Even though, when you first start out, you may think there is only one career path, once you get going suddenly you start to see all the possibilities around you. I have friends that use hairdressing as the perfect job while raising a family, and I've got friends that work in spectacular day spas in Barbados. I've got friends that own their own salons, friends that teach in academies, friends that work on cruise ships and friends in fashion. My own career path meant that I spent a long time doing competition work to build a name for myself and now I work in Central London and do hair shows all over the world!

Now lets get one thing straight: your Level 2 diploma is a starting point. It's your initial introduction to all aspects of hairdressing – and it's fantastic. But after you have qualified, it is up to you take yourself to the next level and that means constant education. You need to be going on a hairdressing course every year. Whatever career path you want to take, you need to be the best you can be.

In hairdressing you will always work hard for your money, it's a physically and mentally tiring job. But believe me, if you work a little bit 'smarter not harder', by reinvesting in your education, you will become a great hairdresser and all that hard work will pay off tenfold.

Trust me.

Sophia Hilton is an international educator, teaching in over seven countries worldwide. Now one of L'Oréal's most sought-after UK educators and the artistic co-ordinator of Brooks and Brooks Hairdressing, she is positively obsessed with hairdressing. The face of the Hairdressing Council, winner of the L'Oréal Colour Trophy and the British Hairdressing Awards, at the age of 27 she's really taken the UK by storm.

Summary of unit achievement

By signing this summary of unit achievement we are confirming that all the performance criteria, ranges and essential knowledge and understanding requirements for these units have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Apprentice name:

Candidate enrolment number:

Centre name:

Centre number:

Qualification outcomes	Date achieved	Assessor signature	Apprentice signature	IQA signature (if sampled)
Mandatory units				
201: Consultation				
202: Shampoo, condition and treat the hair and scalp				
203: Cut hair using a range of techniques to create a variety of looks				
204: Style and finish hair using a range of techniques to achieve a variety of looks				
205: Colour and lighten hair using a range of techniques				
Optional units (the apprentices, in liaison with their employer and training provider, will choose **one** optional unit from either Group A or Group B)				
Group A				
206: Perming hair				
Group B				
207: Hair relaxing treatments and techniques				
Elective unit This unit is not compulsory and does not count towards the achievement of the qualification.				
208: Hair extension services				

IQA signature: Date:

Complete list of units

Mandatory units

All units must be achieved from this group.

Unit number	Unit title	Level	GLH
201	Consultation	2	63
202	Shampoo, condition and treat the hair and scalp	2	40
203	Cut hair using a range of techniques to create a variety of looks	3	180
204	Style and finish hair using a range of techniques to achieve a variety of looks	3	180
205	Colour and lighten hair using a range of techniques	3	180

Optional/elective units

One unit must be achieved from either Group A or B.

Unit number	Unit title	Level	GLH
Group A			
206	Perming hair	2	93
Group B			
207	Hair relaxing treatments and techniques	3	82
Elective unit This unit is not compulsory and does not count towards the achievement of the qualification.			
208	Hair extension services	3	90

Wella

Tracking your progress

On this page and the following two pages, you can tick off when you have achieved:

- each observation
- each outcome
- all of 'What you must cover'
- all the 'Knowledge and understanding'.

Once you have ticked this off, you will know you've achieved the unit and your assessor can check and sign. You can refer back to these pages at any time to check which units you have achieved and which still need to be achieved.

You may find it useful to keep track of how you're progressing through the units.

Mandatory units

201: Consultation

Observations 1 ○ 2 ○ 3 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

202: Shampoo, condition and treat the hair and scalp

Observations 1 ○ 2 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

203: Cut hair using a range of techniques to create a variety of looks
Part A: Cut hair using basic techniques

Observations 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 5 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

203: Cut hair using a range of techniques to create a variety of looks
Part B: Creatively cut hair using a combination of techniques

Observations 1 ○ 2 ○
Outcomes achieved 1 ○ 2 ○ 4 ○ 5 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

204: Style and finish hair using a range of techniques to achieve a variety of looks
Part A: Styling and finishing hair

Observations 1 ○ 2 ○ 3 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 8 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

204: Style and finish hair using a range of techniques to achieve a variety of looks
Part B: **Creatively set and dress hair**

Observations 1 ○ 2 ○ 3 ○ 4 ○ 5 ○
Outcomes achieved 1 ○ 5 ○ 6 ○ 7 ○ 8 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

205: Colour and lighten hair using a range of techniques

Observations 1 ○ 2 ○ 3 ○ 4 ○ 5 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○ 7 ○ 8 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

Optional/elective units

Highlight the optional unit that you've chosen to do.

206: Perming hair

Observations 1 ○ 2 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

207: Hair relaxing treatments and techniques

Observations 1 ○ 2 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 5 ○ 6 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

208: Hair extension services

Observations 1 ○ 2 ○ 3 ○
Outcomes achieved 1 ○ 2 ○ 3 ○ 4 ○ 6 ○
All 'What you must cover' achieved ○
All 'Knowledge and understanding' achieved ○

Sign: _____ Date: _____

Mandatory units

Wella

Unit 201: Consultation

Consulting with your client is an essential part of every hairdressing service. To become a successful hairdresser or barber, you will need to master these skills, one of the most important of which is good communication. You need to find out about a client's lifestyle, job and hobbies, as well as their hair characteristics and classifications.

In this unit, you will learn how to analyse any hair, skin and scalp problems, perform tests and identify suspected infections and infestations. You will also learn how to give advice and recommendations on aftercare so that the client can maintain their looks between appointments and so they can purchase suitable individual retail products for their use at home.

What is this unit about?

Unit 201: Consultation

Mandatory

This unit has **six** outcomes.

Outcome 1
Identify the requirements of the client

Outcome 2
Examine the hair, skin and scalp

Outcome 3
Advise your client and agree services and products

Outcome 4
Know how to identify the requirements of the client

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

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

Djomas/Shutterstock.com

Evidence requirements

You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance as part of all technical observations and they will be recorded on at least **three** occasions. These observations will be recorded on at least **two** occasions within any of the following units:

- Unit 203: Cut hair using a range of techniques to create a variety of looks
- Unit 205: Colour and lighten hair using a range of techniques,

and **one** of the following, depending on the optional unit chosen:

- Unit 206: Perming hair
- Unit 207: Hair relaxing treatments and techniques.

You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

> "First class: the daily challenge and thrill of being better today than yesterday."
> Lesley Spears, **Moroccan Oil**

What you must cover

Unit 201: Consultation

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Consulted the following types of clients:

- new
- regular

Used all of the following means of identifying clients' wishes:

- questioning
- observation

Adapted your advice to take into account all of the following factors limiting or affecting services:

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

Identified or can describe the following problems:

- suspected infections
- suspected infestations

Taken into account all of the following hair characteristics:

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

Used three of the following four classifications:

- type 1 – straight hair
- type 2 – wavy hair
- type 3 – curly hair
- type 4 – very curly hair

Given all the following advice and recommendations:

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

Values and behaviours
Always make sure that your client is comfortable and ask if they would like refreshments and a magazine to read.

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Useful words

Unit 201: Consultation

Adverse hair, skin and scalp conditions
Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have a lot of harsh chemicals used on their hair.

Client's lifestyle
What they do for a job, hobbies and interests; also their age, etc.

Confidential information
This may include personal aspects of conversations with clients and colleagues, contents of client records, client and staff personal details, addresses and telephone numbers, financial aspects of the business and even gossip.

Consumer Protection legislation
This gives customers protection against unfair selling practices.

Hair characteristics
Each person's hair is made up differently due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture), etc.

Hair classification
Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Health and safety legislation
Rules and regulations that keep you and your clients safe at work.

Infections
Infection can result in red and inflamed skin, or the development of puss. If you suspect that your client has an infection, you should report it to your supervisor.

Infestations
A condition where parasites, such as head lice, move onto a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Manufacturers' instructions
Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

Tests
Tests can be on the hair or scalp. An example of a skin test would be that performed prior to a colour service to make sure that a client wasn't allergic to the product; a hair test could be an incompatibility check to see if there are any metallic salts in the hair.

Make sure you always clarify the main points of the consultation before you move onto another topic.

Big Yin Salon

Observation sign-off sheet

Unit 201: Consultation

What you must do

Outcomes 1, 2 and 3

Be able to consult with and advise clients

a Prepare to consult with and advise clients
b Apply safe and hygienic methods of working throughout services
c Carry out consultation services
d Carry out relevant tests
e Provide clients with advice and recommendations

Within your work, you must show your assessor that you can do the following. You will be observed a number of times as part of all technical observations (as a guide, on at least **three** occasions). These recorded observations must cover different technical units. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Big Yin Salon

Values and behaviours

Once you have completed the consultation, always recap on the service you are going to complete to ensure that your client fully understands.

Observation sign-off sheet Continued

Unit 201: Consultation

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1, 2 and 3.

Clients

Tick the types of clients consulted in each observation. You must consult with **both** types of clients.

	1	2	3		
New	○	○	○	○	○
Regular	○	○	○	○	○

Identify

Tick the means of identifying clients' wishes used in each observation. You must use **both** means of identification.

	1	2	3		
Questioning	○	○	○	○	○
Observation	○	○	○	○	○

Factors that limit or affect services

Tick the factors for which you have adapted your advice in each observation. You must take into account **all** of the factors.

	1	2	3		
Adverse hair, skin and scalp conditions	○	○	○	○	○
Incompatibility of previous services and products used	○	○	○	○	○
Client's lifestyle	○	○	○	○	○
Test results	○	○	○	○	○
Hair classifications	○	○	○	○	○

Problems

Tick the problems **identified** or described in each observation. You must identify or describe **both** of the following problems.

	1	2	3		
Suspected infections	○	○	○	○	○
Suspected infestations	○	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 201: Consultation

Hair characteristics

Tick the hair characteristics taken into account in each observation. You must take into account **all** of the hair characteristics.

	1	2	3		
Hair density	○	○	○	○	○
Hair texture	○	○	○	○	○
Hair elasticity	○	○	○	○	○
Hair porosity	○	○	○	○	○
Hair condition	○	○	○	○	○
Hair growth patterns	○	○	○	○	○

Hair classification

Tick the hair classifications seen in each observation. You must see **three** of the **four** classifications.

	1	2	3		
Type 1 – straight hair	○	○	○	○	○
Type 2 – wavy hair	○	○	○	○	○
Type 3 – curly hair	○	○	○	○	○
Type 4 – very curly hair	○	○	○	○	○

Advice and recommendations

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

	1	2	3		
How to maintain their look	○	○	○	○	○
Time interval between services	○	○	○	○	○
Present and future products and services	○	○	○	○	○
Consumer Protection legislation	○	○	○	○	○

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit 201: Consultation

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

Values and behaviours
During the consultation, make sure that you are at eye level with your client. This could mean that you need to sit on a cutting stool next to your client.

Big Yin Salon

Knowledge sign-off sheet

Unit 201: Consultation

What you must know

Outcome 4 Know how to identify the requirements of the client		
4.1	**Describe how to communicate effectively when carrying out consultation services**	
4.1a	why effective communication is important for your salon's business	Mandatory knowledge
4.1b	how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	Mandatory knowledge
4.1c	the questioning and listening skills you need in order to find out information	Inferred knowledge
4.1d	why it is important to encourage and allow time for clients to ask questions	Mandatory knowledge
4.1e	the different types of visual aids that can support client consultation	Inferred knowledge
4.2	**Explain the importance of following current relevant legislation**	
4.2a	salon rules for maintaining confidentiality and privacy	Mandatory knowledge
4.2b	the importance of not discriminating against clients with illnesses and disabilities, and why	Mandatory knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Use visual aids to help communicate and support your client's consultation.

Knowledge sign-off sheet Continued

Unit 201: Consultation

Outcome 5 Know how to examine the hair, skin and scalp		
5.1	**Outline responsibilities for health and safety in own role**	
5.1a	our responsibilities under current relevant health and safety legislation, standards and guidance such as the Health and Safety at Work etc Act 1974 and other relevant legislation	Cross-unit knowledge
5.1b	your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	Inferred knowledge
5.1c	salon procedures and manufacturers' instructions in relation to conducting tests	Inferred knowledge
5.2	**Describe when and how tests are carried out**	
5.2a	how and when tests are carried out on hair	Inferred knowledge
5.3	**Explain how test results influence services**	
5.3a	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
5.4	**Explain why it is important to identify factors that may limit or affect services**	
5.4a	why it is important to identify factors that may limit or affect services and products which can be used	Mandatory knowledge
5.5	**Explain how factors may limit or affect services and choice of products**	
5.5a	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	Mandatory knowledge
5.6	**Describe how to recognise hair, skin and scalp problems and necessary actions to take**	
5.6a	how to recognise hair, skin and scalp problems	Mandatory knowledge
5.6b	how to identify suspected infections and infestations which need reporting and who to report them to	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 201: Consultation

Outcome 6 Know how to advise your client and agree services and products		
6.1	**Identify the different hair characteristics and classifications**	
6.1a	the different types of hair characteristics	Mandatory knowledge
6.1b	the different hair types of hair classifications	Mandatory knowledge
6.2	**Describe the basic structure of hair and skin**	
6.2a	the basic structure of hair and skin	Mandatory knowledge
6.3	**Describe the growth cycle of hair**	
6.3a	the growth cycle of hair	Mandatory knowledge
6.4	**Explain the services and products available for use in your salon**	
6.4a	the services and products available for use in your salon	Inferred knowledge

Continues on next page

KMS California

Knowledge sign-off sheet Continued

Unit 201: Consultation

6.5	**Explain your legal responsibilities for describing the features and benefits of products and services**	
6.5a	your legal responsibilities for describing the features and benefits of products and services	Mandatory knowledge
6.6	**Describe your salon's pricing structure**	
6.6a	your salon's pricing structure	Inferred knowledge
6.7	**Describe how to calculate the likely charge for services**	
6.7a	how to calculate the likely charge for services	Inferred knowledge
6.8	**Explain the importance of providing clients with advice and recommendations**	
6.8a	the importance of giving the client realistic expectations	Mandatory knowledge
6.8b	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
6.9	**Explain how to complete the client records used in your organisation and the importance and reasons for gaining client consent**	
6.9a	how to complete the client records used in your organisation and the importance and reasons for gaining client consent	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test	◯ Date
Tick if mandatory knowledge was covered by a written test	◯ Date
Tick if cross-unit knowledge test was an online test	◯ Date
Tick if cross-unit knowledge test was a written test	◯ Date

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.

Hints and tips

Ask open-ended questions when communicating with your client. These are usually questions that start with 'how', 'when', 'who', 'what', 'why'.

Always check for suspected infections and infestations. Impetigo comprises yellow crusty spots on the skin and is very infectious; therefore, no salon service should be offered.

Science Photo Library/Dr P. Marazzi

Supplementary notes

Unit 201: Consultation

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Cheynes

Unit 202: Shampoo, condition and treat the hair and scalp

The shampoo and conditioning treatments are the first services that the client experiences in the salon and they can set the tone for the rest of their visit. Correct shampooing and conditioning clean the hair and scalp, help keep them healthy and are essential to make sure that the hairdressing services which follow work properly and give the best results. In this unit, you will learn to treat different hair and scalp conditions using shampoos and conditioners. You will also learn to use massage movements correctly when shampooing and conditioning hair.

What is this unit about?

Unit 202: Shampoo, condition and treat the hair and scalp

Mandatory

This unit has **four** outcomes.

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

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

Outcome 3
Shampoo, condition and treat the hair and scalp

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

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on at least **two** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

www.thechapel.co.uk

> When shampooing very curly hair, prior to adding water, use a lightweight oil to detangle the hair.
>
> Shelly Dalton

What you must cover

Unit 202: Shampoo, condition and treat the hair and scalp

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Adapted your shampooing techniques for three out of the following five hair conditions:

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

Adapted your shampooing techniques for three out of the following five scalp conditions:

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

Used two out of the following three shampooing massage techniques:

- effleurage
- rotary
- friction

Used all the following conditioning products:

- surface
- penetrating
- scalp treatment

Used both of the following conditioning massage techniques:

- effleurage
- petrissage

Given all of the following advice and recommendations:

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

KMS California

Values and behaviours

If you see that the shampoo and conditioner stock needs replenishing, then follow the salon's procedures to replace.

Hints and tips

Always thoroughly dry your hands after shampooing and conditioning to help prevent dermatitis.

Useful words

Unit 202: Shampoo, condition and treat the hair and scalp

Conditioning products
These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cross-infection
When disease is passed from one person to another, due to poor hygiene.

Cross-infestation
When an infestation of parasites, such as head lice, is passed from one person to another.

Dermatitis (sometimes called 'contact dermatitis')
A skin condition that can be sore, red and itchy. Hairdressers sometimes suffer from this, in between the fingers, from using chemicals in products such as perm solutions and shampoos. Prevented by using a barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Effleurage
A gentle stroking movement.

Environmental and sustainable working practices
Practices which reduce harm to the environment and also wastage of resources.

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

Penetrating conditioners
Products designed to repair and strengthen the physical structure of the hair.

Petrissage
Slow and firm kneading movement.

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

Surface conditioning products
Products designed to add moisture to the hair in order to improve shine and texture.

iStock/EP Artography

Observation sign-off sheet

Unit 202: Shampoo, condition and treat the hair and scalp

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, on at least **two** occasions). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

Outcomes 1 and 3

Be able to shampoo, condition and treat the hair and scalp

a Prepare for shampooing, conditioning and treatment services
b Apply safe and hygienic methods of working throughout services
c Consult with clients about services and outcomes of tests
d Select suitable products, tools and equipment
e Carry out shampooing, conditioning and treatment services
f Provide clients with advice and recommendations on the service(s) provided

	1	2		
Observation	◯	◯	◯	◯
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Hints and tips

When combing wet hair, begin at the ends and remember to work through the hair very carefully to make sure you don't cause the client discomfort from pulling the hair.

REDKEN

Observation sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 3.

Hair condition

Tick the hair conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** hair conditions.

	1	2		
Damaged	○	○	○	○
Product build-up	○	○	○	○
Normal	○	○	○	○
Oily	○	○	○	○
Dry	○	○	○	○

Scalp condition

Tick the scalp conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** scalp conditions.

	1	2		
Dandruff affected	○	○	○	○
Oily	○	○	○	○
Dry	○	○	○	○
Product build-up	○	○	○	○
Normal	○	○	○	○

Shampooing massage techniques

Tick the shampooing massage techniques used in each observation. You must carry out **two** out of the **three** shampoo massage techniques.

	1	2		
Effleurage	○	○	○	○
Rotary	○	○	○	○
Friction	○	○	○	○

Conditioning products

Tick the products used in each observation. You must use **all** of the products.

	1	2		
Surface	○	○	○	○
Penetrating	○	○	○	○
Scalp treatment	○	○	○	○

Conditioning massage techniques

Tick the conditioning massage techniques used in each observation. You must carry out **both** of the conditioning massage techniques.

	1	2		
Effleurage	○	○	○	○
Petrissage	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.			
	1	2		
Correct detangling techniques	○	○	○	○
Suitable shampoos and conditioning products	○	○	○	○
Time interval between services	○	○	○	○
Present and future products and services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

> Dandruff is an oily, not dry, scalp – so don't rub oils into the scalp to remove it. Apply specific anti-dandruff scalp toners instead.
>
> Phillip Kingsley

Phillip Kingsley

Comment form

Unit 202: Shampoo, condition and treat the hair and scalp

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Anne Butterly/Easydry

Knowledge sign-off sheet

Unit 202: Shampoo, condition and treat the hair and scalp

What you must know

Outcome 2 Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services		
2.1	**Outline own responsibilities for health and safety**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available to yourself and clients	Inferred knowledge
2.1c	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3d	the correct methods of waste disposal	Inferred knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

"Use a fresh, new towel for every client, every time. Disposable towels guarantee absolute hygiene and show you take no chances with clients' health or comfort."

Anne Butterly, **creator of Easydry towels – the Better Way to Dry**

L'Oréal Professionnel

Unit 202: Shampoo, condition and treat the hair and scalp

2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	Cross-unit knowledge
2.5	**Explain the importance of questioning clients prior to and during services**	
2.5a	the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	Mandatory knowledge
2.6	**State the importance of preventing cross-infection and cross-infestation**	
2.6a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.6b	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
2.6c	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
2.6d	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
Outcome 4 Know how to shampoo, condition and treat the hair and scalp		
4.1	**Explain hair and scalp conditions and their causes**	
4.1a	how to identify hair and scalp conditions and their causes	Mandatory knowledge
4.1b	how and why the contra-indications can affect the service	Mandatory knowledge
4.1c	how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products	Mandatory knowledge
4.2	**Explain the science which underpins the services provided**	
4.2a	how shampoo and water act together to cleanse the hair	Mandatory knowledge
4.2b	the effects of water temperature on the scalp and structure of the hair	Mandatory knowledge
4.2c	how the ph value of the products used affects the current state of the hair	Mandatory knowledge
4.2d	how the 'build-up' of products can affect the hair, scalp and the effectiveness of other services	Mandatory knowledge
4.2e	how to use and handle equipment used during conditioning and treatment processes	Inferred knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

4.3	**Explain the massage techniques used during shampooing and conditioning**	
4.3a	when and how massage techniques should be used when conditioning different lengths and densities of hair	Mandatory knowledge
4.3b	when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair	Mandatory knowledge
4.3c	the purpose and benefits of scalp massage	Mandatory knowledge
4.4	**Explain the importance of detangling the hair from point to root**	
4.4a	the importance of detangling the hair from point to root	Mandatory knowledge
4.5	**Describe the range of products available**	
4.5a	how shampoos and conditioning products affect the hair and scalp	Mandatory knowledge
4.5b	types of available shampooing and conditioning products and equipment	Inferred knowledge
4.5c	when and how to use different shampooing, conditioning and treatment products	Inferred knowledge
4.6	**Outline the importance of using products cost effectively**	
4.6a	when the shampooing process should be repeated	Inferred knowledge

Continues on next page

Hints and tips

Always make sure that you do not wet the towel around the client's neck when shampooing.

Moroccan Oil

Unit 202: Shampoo, condition and treat the hair and scalp

4.7	**Describe the potential effects of using incorrect products**	
4.7a	what may happen if the incorrect shampooing and conditioning products are used	Mandatory knowledge
4.8	**State the importance of removing conditioning and treatment products, when required**	
4.8a	the importance of removing conditioning and treatment products, when required	Mandatory knowledge
4.9	**Outline the importance of removing excess water from the hair at the end of the service**	
4.9a	the importance of removing excess water from the hair at the end of the service	Mandatory knowledge
4.10	**Explain how heat affects the hair during the conditioning treatment**	
4.10a	how heat affects the hair during the conditioning treatment	Mandatory knowledge
4.11	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
4.11a	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	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

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.

REDKEN

Supplementary notes

Unit 202: Shampoo, condition and treat the hair and scalp

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Cheynes

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

This unit is comprised of two parts:

- Part A: Cut hair using basic techniques
- Part B: Creatively cut hair using a combination of techniques

You must complete both Part A and Part B.
Across Part A and Part B different clients **must** be used.

Cutting is the most popular service in a salon; clients visit the salon for a cut more than for any other service. A good haircut is the basis of every great hairstyle and can completely change the client's image. As a professional stylist, you can inspire your client with your eye for design, taking your cutting to the extreme, or toning it down to suit the individual's needs and lifestyle. In this unit, you will use a range of cutting tools and techniques to create styles of precision, disconnected cuts for fashion, and classical styles. You will use a range of advanced cutting skills to create a personalised and individual restyle look for your client.

What is Part A about?

Unit 203 – Part A: Cut hair using basic techniques

Mandatory

Part A has **two** outcomes.

Outcome 1
Apply safe working practices when cutting hair

Outcome 3
Cut hair to achieve a variety of looks

Wella

> There is no doubt that cutting is the most important skill a professional hairdresser has. It really does set a true professional apart from the rest. Anyone can cut hair but only a really well-trained person can cut hair really well.
>
> Jennifer Cheyne, **OBE**

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for cutting hair using basic techniques. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on at least **six** occasions. These looks must include a one length above the shoulder and a short graduation incorporating the use of scissor over comb. These looks must be carried out on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Values and behaviours
Once you have mastered the basic haircuts, you will be able to develop your creative hairdressing skills further to enhance your career.

What you must cover

Unit 203 – Part A: Cut hair using basic techniques

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Adapted your cutting techniques to take into account the following factors:

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

Achieved all of the following looks:

- one length
- one length above the shoulder
- uniform layer
- uniform layer
- short graduation incorporating the use of scissor or clipper over comb
- long graduation
- with a fringe

Achieved three out of the four classifications:

- Type 1 – straight hair
- Type 2 – wavy hair
- Type 3 – curly hair
- Type 4 – very curly hair

Used all of the following cutting techniques:

- clipper work
- club cutting
- freehand
- scissor over comb
- texturising (could be razor)

Given all of the following advice and recommendations:

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

Denman

Cheynes

Values and behaviours

When carrying out a consultation with a client, always use language that they will understand, for example, when speaking about a cut, do not talk about cutting angles but show and explain using visual aids.

Useful words

Unit 203 – Part A: Cut hair using basic techniques

Cheynes

Basic uniform layer
All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors.

Club cutting
The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Factors
You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Freehand cutting
The cutting of hair without holding it in place, so there is no tension. An example is when cutting a fringe.

Cheynes

Long graduation
The inner layers of the hair length are shorter than the outline shape.

Cheynes

One length cut
The hair is cut at the same outside length.

Scissor over comb
The cutting of hair using the comb as a guide for the scissors. This is often used when cutting short hair.

Cheynes

Short graduation
The inner layers of the hair lengths are longer than the outline shape.

Texturising
Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift. Also known as freehand cutting. This technique can be used when tension is not required, such as with fringes or allowing for the natural fall of the hair over the ears when cutting one length. Scissors or a razor can be used for this.

Uniform layer
All sections of the hair are cut to the same length.

Always keep your sections neat and tidy

Observation sign-off sheet

Unit 203 – Part A: Cut hair using basic techniques

What you must do

Outcomes 1 and 3

Be able to cut hair using basic techniques

a Prepare for cutting services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out cutting services
f Provide clients with advice and recommendations on the service(s) provided

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **six** occasions. These looks must include a one length above the shoulder and a short graduation incorporating the use of scissor over comb. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3	4	5	6		
Observation	○	○	○	○	○	○	○	○
Date achieved								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

Hints and tips

When not using your scissors, make sure that the blades are closed and that you store them securely.

Observation sign-off sheet Continued

Unit 203 – Part A: Cut hair using basic techniques

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 3.

Factors

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

	1	2	3	4	5	6		
Hair classifications	○	○	○	○	○	○	○	○
Hair characteristics	○	○	○	○	○	○	○	○
Head, face and body shape	○	○	○	○	○	○	○	○
Hair growth patterns	○	○	○	○	○	○	○	○

Looks

Tick the looks achieved in each observation. You must achieve **all** the looks (fringes can be incorporated into any of the cutting looks).

	1	2	3	4	5	6		
One length	○	○	○	○	○	○	○	○
One length above the shoulder	○	○	○	○	○	○	○	○
Uniform layer	○	○	○	○	○	○	○	○
Uniform layer	○	○	○	○	○	○	○	○
Short graduation incorporating the use of scissor or clipper over comb	○	○	○	○	○	○	○	○
Long graduation	○	○	○	○	○	○	○	○
With a fringe	○	○	○	○	○	○	○	○

Continues on next page

Sometimes it is better to wait until the hair is dry to cut the fringe.

Hints and tips

Remember that hair stretches when wet.

microvecto/Shutterstock.com

Cheynes

Observation sign-off sheet Continued

Unit 203 – Part A: Cut hair using basic techniques

Hair classifications

Tick the hair classifications seen in each observation. You must see **three** out of the four classifications.

	1	2	3	4	5	6		
Type 1 – straight hair	○	○	○	○	○	○	○	○
Type 2 – wavy hair	○	○	○	○	○	○	○	○
Type 3 – curly hair	○	○	○	○	○	○	○	○
Type 4 – very curly hair	○	○	○	○	○	○	○	○

Techniques

Tick the techniques used in each observation. You must carry out **all** the techniques.

	1	2	3	4	5	6		
Clipper work	○	○	○	○	○	○	○	○
Club cutting	○	○	○	○	○	○	○	○
Freehand	○	○	○	○	○	○	○	○
Scissor over comb	○	○	○	○	○	○	○	○
Texturising (could be razor)	○	○	○	○	○	○	○	○

Advice and recommendations

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

	1	2	3	4	5	6		
How to maintain their look	○	○	○	○	○	○	○	○
Time interval between services	○	○	○	○	○	○	○	○
Present and future products and services	○	○	○	○	○	○	○	○

	1	2	3	4	5	6		
Observation	○	○	○	○	○	○	○	○
Date achieved								
Candidate signature								
Assessor signature								
IQA signature (if sampled)								
EQA signature (if sampled)								

Comment form

Unit 203 – Part A: Cut hair using basic techniques

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	
4	
5	
6	

What is Part B about?

Unit 203 – Part B: Creatively cut hair using a combination of techniques

Mandatory

Part B has **four** outcomes.

Outcome 1
Apply safe working practices when cutting hair

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

Outcome 4
Creatively restyle hair

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

JOICO salon I-Deas, hair by JOICO

> Creativity is power: when unleashed, it will change your life forever.
>
> Stell Andrew/Rush

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of techniques. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on at least **two** occasions. Each observation must be of a different **creative restyle** on different clients and must include a creative restyle. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Values and behaviours
Hairdressing is part of the fashion industry and, therefore, you must always look the part. This includes hair, make-up and clothes.

What you must cover

Unit 203 – Part B: Creatively cut hair using a combination of techniques

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following tools and equipment:

- scissors
- clippers
- razors

Used three out of the following five cutting techniques and effects to create a creative style:

- club cutting
- scissors over comb
- freehand, could include razoring
- texturising
- precision cutting technique including disconnection

Taken into account all of the following factors:

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

Given all of the following advice and recommendations:

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

> Mastering precision technique forms the foundation of the Sassoon education system. Our educators deliver our philosophy with confidence and creativity, they teach the rules of freedom – knowing the rules and then how to break them.
>
> Sassoon

Values and behaviours

Always double-check with the client how much hair you are going to cut. Once you have made the cut, there is no going back!

Rush

Useful words

Unit 203 – Part B: Creatively cut hair using a combination of techniques

Asymmetric
An uneven balance; for example, a side parting, with a larger volume of hair on one side of the head.

Classic look
A style of timeless appeal, such as a 'bob' haircut.

Current look
A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

Disconnected cut
When one or more sections of the haircut do not connect, link or blend with adjacent sections.

Freehand cutting
Without holding the hair in place, so there is no tension. An example is when cutting a fringe.

Precision cut
A cut that uses strong, accurate, clearly defined lines, such as a geometric cut.

Texturising
Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift. Also known as freehand cutting. This technique can be used when tension is not required, such as with fringes or allowing for the natural fall of the hair over the ears when cutting one length. Scissors or a razor can be used for this.

Hints and tips

Scissors will need to be serviced on a regular basis in order to ensure that they maintain balance and sharpness for a clean precision cut.

KKulikov/Shutterstock.com

Goldwell

Observation sign-off sheet

Unit 203 – Part B: Creatively cut hair using a combination of techniques

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, on at least **two** occasions, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

What you must do

Outcomes 1 and 4

Be able to cut hair using a combination of techniques

a Prepare for creative hair cutting services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out creative hair cutting services
f Provide clients with advice and recommendations on the service(s) provided

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Denman

Hints and tips

Personalising a haircut is the key to a regular client.

Values and behaviours

Always invest in good quality cutting tools. You can have a great technique, but with poor quality tools the haircut will be compromised.

Observation sign-off sheet Continued

Unit 203 – Part B: Creatively cut hair using a combination of techniques

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 4.

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the tools and equipment listed.

	1	2		
Scissors	○	○	○	○
Clippers	○	○	○	○
Razors	○	○	○	○

Creative cutting techniques and effects

Tick the cutting techniques and effects used in each observation. You must use **all** cutting techniques and effects.

	1	2		
Club cutting	○	○	○	○
Scissors over comb	○	○	○	○
Freehand, could include razoring	○	○	○	○
Texturising	○	○	○	○
Precision cutting technique, including disconnection	○	○	○	○

Factors

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

	1	2		
Hair classifications	○	○	○	○
Hair characteristics	○	○	○	○
Head, face and body shape	○	○	○	○
Hair growth patterns	○	○	○	○

Continues on next page

> A great haircut is the foundation for all successful hairdressing work. Apart from client consultation, the haircut is the most important part of the whole hairdressing process and underpins all other hairdressing services.
>
> Jennifer Cheyne, **OBE**

Observation sign-off sheet Continued

Unit 203 – Part B: Creatively cut hair using a combination of techniques

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** advice and recommendations.			
	1	2		
How to maintain their look	○	○	○	○
Time interval between services	○	○	○	○
Present and future products and services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Values and behaviours
Always make sure that, between cuts, you have closed your scissor blades and that you are safely holding your scissors in your hand. Otherwise, you could easily stab yourself, your client or a colleague.

Avlon

Comment form

Unit 203 – Part B: Creatively cut hair using a combination of techniques

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Knowledge sign-off sheet

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

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

What you must know

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

2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for clients	Inferred knowledge
2.1c	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge

Continues on next page

Values and behaviours
Some clients will see a picture and want to look like that person. You will need to explain that, if their hairline does not sit correctly for the cut, the look would not suit their face shape or they may not be able to recreate the look due to their lifestyle.

Knowledge sign-off sheet Continued

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

2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3b	your salon's requirements for client preparation	Inferred knowledge
2.3c	why it is important to protect clients from hair clippings	Mandatory knowledge
2.3d	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3e	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
2.3f	the correct methods of waste disposal	Inferred knowledge
2.4	**State the importance of preventing cross-infection and cross-infestation**	
2.4a	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
2.4b	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.4c	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
2.4d	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Wella

Knowledge sign-off sheet Continued

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

Outcome 5 Know how to cut hair to achieve a variety of looks		
5.1	**Explain the factors that may influence the services**	
5.1a	the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	Mandatory knowledge
5.1b	the factors which should be considered when cutting wet hair and dry hair	Mandatory knowledge
5.2	**Explain the importance of applying correct techniques during services**	
5.2a	the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp	Mandatory knowledge
5.2b	the importance of applying the correct degree of tension to the hair when cutting	Mandatory knowledge
5.2c	how and why to use club, freehand, texturising and scissor-over-comb cutting techniques	Mandatory knowledge
5.2d	the reasons for establishing and following guidelines	Mandatory knowledge
5.2e	how different cutting angles will impact on weight distribution, balance and the degree of graduation	Mandatory knowledge
5.2f	how to create the different looks	Inferred knowledge

Continues on next page

Wella

Knowledge sign-off sheet Continued

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

5.3	**Explain the importance of questioning clients prior to and during services**	
5.3a	the importance of consulting with clients throughout the cutting process	Cross-unit knowledge
5.4	**Explain the importance of applying correct technique during services**	
5.4a	how and why to use different cutting techniques	Mandatory knowledge
5.4b	how to create and follow guidelines	Inferred knowledge
5.4c	how to personalise and adapt cutting techniques	Inferred knowledge
5.4d	the effects that can be created by combining and adapting different cutting techniques	Inferred knowledge
5.4e	how to cross check and balance the cut	Inferred knowledge
5.5	**Explain the types of problems that may occur during services and ways in which they can be resolved**	
5.5a	the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible	Mandatory knowledge
5.6	**Explain the importance of providing advice and recommendations on the service(s) provided and products available**	
5.6a	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	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

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.

Supplementary notes

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

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

Comments	Date

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

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 part.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Richard Ward

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

This unit is comprised of two parts. You must complete both Part A and Part B.

Part A: Styling and finishing hair

Styling and finishing hair is one of the most popular salon services. These skills are important because they create the overall finish that a client demands and it is also the end result that the client sees in the mirror. Blow drying, finger drying and finishing are all skills that you will need as a hairdresser, no matter what route you take in your hairdressing career. Hair can be finished in various different ways. It can be smoothed, straightened and curled, whilst movement and volume can be created by the use of various tools. By using heated styling equipment, such as straighteners and tongs, you will get a fabulous finish to your blow dry. As your skills, knowledge and confidence grow, you will see how you can create some amazing styles.

Part B: Creatively set and dress hair

Within this part, you will learn a variety of techniques which include dressing hair, setting, plaiting, braiding, adding knots and twists to the hair, along with adding hair to enhance a style. These techniques will inspire you to complete dramatic styles and make your client more likely to become a regular customer. As your confidence grows, you will be able to use these skills to develop your career further and you can enter competitions and complete photographic work.

What is Part A about?

Unit 204 – Part A: Styling and finishing hair

Mandatory

Part A has **five** outcomes.

Outcome 1
Apply safe working practices when styling and finishing hair

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

Outcome 3
Style and finish hair

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

Outcome 8
Know how to finish hair

Wella

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for styling and finishing hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on at least **three** occasions, each on different clients. You must show that you have completed a **one length blow dry, curly look blow dry using a round brush** and **finger dry**. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within Part A. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

> Always ensure that your thermal straightening tools are at the right temperature for the hair type – lower for finer hair, higher for thicker hair.
>
> Shelly Dalton

What you must cover

Unit 204 – Part A: Styling and finishing hair

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used four out of the following seven products:

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

Used both types of heated styling equipment:

- straighteners
- tongs

Styled all of the following hair lengths:

- above shoulder
- below shoulder
- one length
- layered

Used both techniques:

- blow drying
- finger drying

Used all of the blow drying tools and equipment:

- hand dryer
- attachments
- round brush
- flat brush

Taken into account all the factors:

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

Produced all the following blow dry finishes:

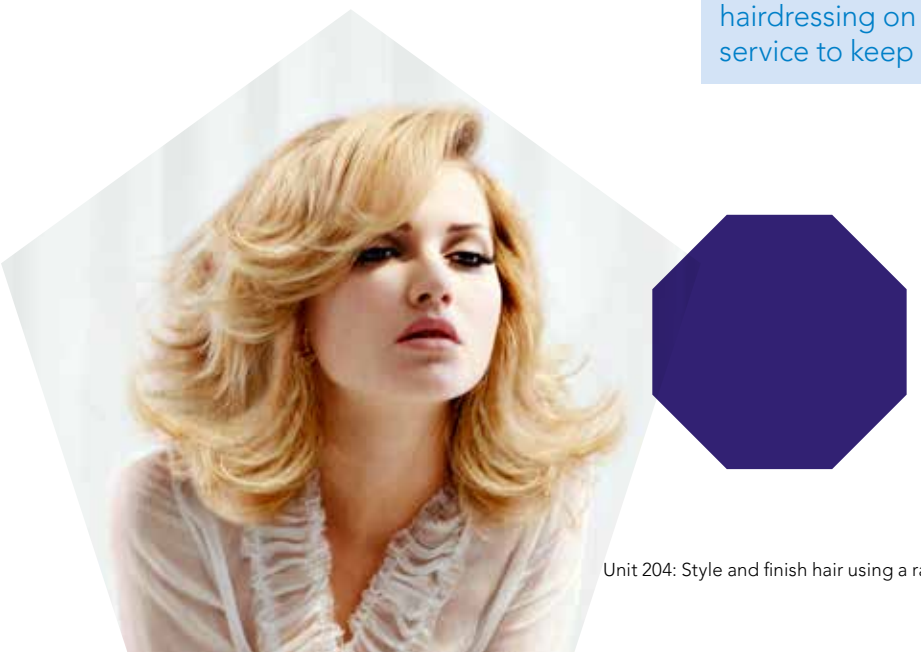
- straightening
- smoothing
- creating volume
- creating movement
- creating curl

Given all the following advice and recommendations:

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

Values and behaviours

Clients will expect you to carry out your hairdressing on time. It is not good customer service to keep clients waiting.



Richard Ward

Useful words

Unit 204 – Part A: Styling and finishing hair

Aftercare products
Products such as lotions, sprays or serums which are used to help maintain a style.

Creating curl
The size of the brush will determine how much curl is produced. The smaller the brush, the curlier the finish.

Creating movement
Determined by the direction of the style and the amount of waves and curls the style has.

Creating volume
Volume is created by the direction at which the hair is held at the roots when drying. The finished result will be bouncy at the roots.

Environmental and sustainable working practices
Practices which reduce harm to the environment and reduce wastage of resources.

Finger drying
Using the fingers and hands to lift, mould and style the hair into shape whilst drying it with a hand-held dryer.

Hair density
Whether the hair is sparse or abundant. This is a factor to consider when advising clients on hair styles.

Hair elasticity
An indication of the hair's strength which allows it to stretch and return to its original length without damage.

Hair texture
Individual hair thickness. Hair can be fine, medium or coarse.

Heat protector
A product that is applied to wet or dry hair to coat and protect it from damage caused by using heated styling/finishing equipment.

Reduce fatigue
What to do to help stop you getting tired.

Serum
A product applied to wet or dry hair to add moisture and shine. It can also be used during or after plaiting/twisting.

Smoothing
Working with the lie of the cuticle to ensure a smooth finish. This may be created when straightening, adding movement or volume to the hair.

Tools
Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.

KMS California

Observation sign-off sheet

Unit 204 – Part A: Styling and finishing hair

What you must do

Outcomes 1 and 3

Be able to style and finish hair

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

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 **three** times, each on different clients). You must show that you have completed a **one length blow dry, a curly look blow dry using a round brush** and a **finger dry**. Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Values and behaviours

Hairdressing is a fashion industry. Therefore, it is important that your personal appearance 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.

Observation sign-off sheet Continued

Unit 204 – Part A: Styling and finishing hair

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 3.

Products

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

	1	2	3		
Heat protectors	○	○	○	○	○
Sprays	○	○	○	○	○
Mousse	○	○	○	○	○
Creams	○	○	○	○	○
Gels	○	○	○	○	○
Serums	○	○	○	○	○
Wax	○	○	○	○	○

Heated styling equipment

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

	1	2	3		
Straighteners	○	○	○	○	○
Tongs	○	○	○	○	○

Continues on next page

> Don't be afraid to ask your client, 'how is that looking?' They can tell you if they want the style bigger or smaller. A great hairdresser should be able to combine their inspirational ideas with the client's expectations.
>
> Patrick Cameron

L'Oréal Professionnel

Observation sign-off sheet Continued

Unit 204 – Part A: Styling and finishing hair

Hair length

Tick the hair length used in each observation. You must use **all** of the following hair lengths.

	1	2	3		
Above shoulder	○	○	○	○	○
Below shoulder	○	○	○	○	○
One length	○	○	○	○	○
Layered	○	○	○	○	○

Techniques

Tick the technique used in each observation. You must use **both** types of technique.

	1	2	3		
Blow drying	○	○	○	○	○
Finger drying	○	○	○	○	○

Drying tools and equipment

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

	1	2	3		
Hand dryer	○	○	○	○	○
Attachments	○	○	○	○	○
Round brush	○	○	○	○	○
Flat brush	○	○	○	○	○

Continues on next page

Hints and tips

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

Kerasilk

Observation sign-off sheet Continued

Unit 204 – Part A: Styling and finishing hair

Factors

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

	1	2	3		
Hair characteristics	○	○	○	○	○
Hair classifications	○	○	○	○	○
Head and face shape	○	○	○	○	○
Test results	○	○	○	○	○

Blow dry finish

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

	1	2	3		
Straightening	○	○	○	○	○
Smoothing	○	○	○	○	○
Creating volume	○	○	○	○	○
Creating movement	○	○	○	○	○
Creating curl	○	○	○	○	○

Continues on next page

KMS California

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.

Observation sign-off sheet Continued

Unit 204 – Part A: Styling and finishing hair

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.				
	1	2	3		
How to maintain their look	○	○	○	○	○
Time interval between services	○	○	○	○	○
Present and future products and services	○	○	○	○	○

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Wella

L'Oréal Professionnel

Comment form

Unit 204 – Part A: Styling and finishing hair

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

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

Diva Pro

What is Part B about?

Unit 204 – Part B: Creatively set and dress hair

Mandatory

Part B has **five** outcomes.

Outcome 1
Apply safe working practices when styling and finishing hair

Outcome 5
Creatively set and dress hair

Outcome 6
Know how to set and dress hair

Outcome 7
Know how to work with temporary added hair

Outcome 8
Know how to finish hair

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for setting and dressing hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on at least **five** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within Part B. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

KMS California

Values and behaviours
Clients will expect the salon to be clean and tidy while they are having their hair styled.

> With all hair types, it is important that the hair is smooth over every roller before attempting to dry.
>
> Shelly Dalton

What you must cover

Unit 204 – Part B: Creatively set and dress hair

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used four of the following eight products:

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

Used all of the following types of tools and equipment:

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

Techniques to be used – you must show that you have completed one of each of the following:

- hair up style
- setting
- a look using plaiting/braiding/knots and twisting techniques
- dressing hair
- incorporating added hair
- wet set
- dry set

Taken into account all of the following factors:

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

Used all the following sectioning and winding techniques:

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

Used all of the following dressing techniques and effects:

- curls
- rolls
- smoothing
- backcombing
- backbrushing
- twists/knots
- plaits/braids

Used four of the five following creative setting techniques:

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

Used three of the four following temporary added hair techniques:

- freehand
- clip in
- strand
- fringe

Given all of the following advice and recommendations:

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

Hints and tips

Hair in its natural form is in an alpha keratin state and, when it is wet, stretched and dried, its new state is beta keratin.

Useful words

Unit 204 – Part B: Creatively set and dress hair

Backcombing
Backcombing is a way of creating additional volume to a style. Backcombing is achieved by repeatedly combing the hair towards the scalp, causing the hair to tangle and knot up.

Backbrushing
Backbrushing is achieved by brushing backwards from points of the hair in the direction of the roots. It is used to give height and volume to your hair styles.

Brick winding
A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

Directional winding
Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

Heated equipment
Includes heated rollers, tongs and straighteners.

Off-base winding
The hair is combed at a 45° angle with root dragged to create flatter curls.

On-base winding
The hair is combed directly upwards to create lift and volume.

Pin curling
A technique of winding hair into a series of curls or flat waves, which are pinned in place while drying.

Point to root
A method of creating curl movement in hair by winding rollers in the traditional way (tip to root).

Rollering
Velcro rollers or ones secured with pins are amongst the many types of rollers available. They are all used to create volume, curl and/or movement in the hair.

Rolls
A method of dressing medium–long hair to achieve a chignon, bouffant or vertical/horizontal roll.

Root to point
A method of creating curl movement in hair by winding hair onto spiral rollers or tongs, starting at the root and finishing at the ends. Pin curls can also be achieved with this method.

Spiral curling
A method of winding on rods or tongs from point to root, to achieve a corkscrew effect.

Tools
Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.

Wrap-setting
Hair is wound clockwise or anti-clockwise so that the contours of the head form the finished shape of the hair. Wet wrap setting is a method of styling and protecting excessively curly hair. Wet wraps work especially well on relaxed or straightened hair that can be brittle and prone to breakage.

Wella

Observation sign-off sheet

Unit 204 – Part B: Creatively set and dress hair

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 **five** times, each on different clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

What you must do

Outcomes 1 and 5

Be able to creatively set and dress hair

a Prepare for setting and dressing services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select products, tools and equipment
e Carry out setting and dressing services
f Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Values and behaviours

There are many different ways to communicate with a client; however, the main way we use in hairdressing is verbal communication.

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Observation sign-off sheet Continued

Unit 204 – Part B: Creatively set and dress hair

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 5.

Products

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

	1	2	3	4	5		
Heat protectors	○	○	○	○	○	○	○
Sprays	○	○	○	○	○	○	○
Mousse	○	○	○	○	○	○	○
Creams	○	○	○	○	○	○	○
Gels	○	○	○	○	○	○	○
Serums	○	○	○	○	○	○	○
Setting lotions	○	○	○	○	○	○	○
Wax	○	○	○	○	○	○	○

Tools and equipment

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

	1	2	3	4	5		
Rollers	○	○	○	○	○	○	○
Combs	○	○	○	○	○	○	○
Pin curl clips	○	○	○	○	○	○	○
Brushes	○	○	○	○	○	○	○
Grips and pins	○	○	○	○	○	○	○
Heated equipment	○	○	○	○	○	○	○
Hood dryer	○	○	○	○	○	○	○

Continues on next page

Hints and tips

Always keep the hair evenly moist during the setting process to produce an even result.

Observation sign-off sheet Continued

Unit 204 – Part B: Creatively set and dress hair

Techniques to be used

Tick the techniques used in each observation. You must use **each** of the techniques.

	1	2	3	4	5		
Hair up style	○	○	○	○	○	○	○
Setting	○	○	○	○	○	○	○
Plaiting	○	○	○	○	○	○	○
Braiding	○	○	○	○	○	○	○
Knots	○	○	○	○	○	○	○
Twists	○	○	○	○	○	○	○
Dressing hair	○	○	○	○	○	○	○
Incorporating added hair	○	○	○	○	○	○	○
Wet set	○	○	○	○	○	○	○
Dry set	○	○	○	○	○	○	○

Factors

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

	1	2	3	4	5		
Hair characteristics	○	○	○	○	○	○	○
Hair classification	○	○	○	○	○	○	○
Hair cut	○	○	○	○	○	○	○
Hair length	○	○	○	○	○	○	○
Head and face shape	○	○	○	○	○	○	○
The occasion for which the style is required	○	○	○	○	○	○	○
Test results	○	○	○	○	○	○	○
Client's own hair length	○	○	○	○	○	○	○
Quantity of added hair	○	○	○	○	○	○	○

Section and wind

Tick the sectioning and winding techniques used in each observation. You must use **all** the sectioning and winding techniques.

	1	2	3	4	5		
Point to root	○	○	○	○	○	○	○
Root to point	○	○	○	○	○	○	○
On base	○	○	○	○	○	○	○
Off base	○	○	○	○	○	○	○
Directional	○	○	○	○	○	○	○
Brick	○	○	○	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 204 – Part B: Creatively set and dress hair

Dressing techniques and effects

Tick the dressing techniques used and effects created in each observation. You must use **all** the dressing techniques and effects.

	1	2	3	4	5		
Curls	○	○	○	○	○	○	○
Rolls	○	○	○	○	○	○	○
Smoothing	○	○	○	○	○	○	○
Backcombing	○	○	○	○	○	○	○
Backbrushing	○	○	○	○	○	○	○
Twists/knots	○	○	○	○	○	○	○
Plaits/braids	○	○	○	○	○	○	○

Setting techniques

Tick the setting techniques used in each observation. You must use **four out of the five** setting techniques.

	1	2	3	4	5		
Rollering	○	○	○	○	○	○	○
Spiral curling	○	○	○	○	○	○	○
Wrap setting (optional)	○	○	○	○	○	○	○
Pin curling to give volume	○	○	○	○	○	○	○
Pin curling to give flat movement	○	○	○	○	○	○	○

Continues on next page

Values and behaviours

Always tackle a task positively. This will make your day more enjoyable and will portray you in a professional manner.

Observation sign-off sheet Continued

Unit 204 – Part B: Creatively set and dress hair

Temporary added hair techniques	Tick the temporary added hair technique used in each observation. You must use **three** of the **four** following temporary added hair techniques.						
	1	2	3	4	5		
Freehand	○	○	○	○	○	○	○
Clip in	○	○	○	○	○	○	○
Strand	○	○	○	○	○	○	○
Fringe	○	○	○	○	○	○	○

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.						
	1	2	3	4	5		
How to maintain their look	○	○	○	○	○	○	○
Time interval between services	○	○	○	○	○	○	○
Present and future products and services	○	○	○	○	○	○	○

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

On-base pin curls are also known as barrel curls and they will give you volume.

Comment form

Unit 204 – Part B: Creatively set and dress hair

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	
4	
5	

Clock-spring pin curls will produce flat movement.

Knowledge sign-off sheet

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

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

What you must know

Outcome 2 Understand how health and safety policies and procedures affect styling and finishing services		
2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for clients	Inferred knowledge
2.1c	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.1d	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3b	your salon's requirements for client preparation	Inferred knowledge
2.3c	the correct methods of waste disposal	Inferred knowledge
2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services	Cross-unit knowledge
2.5	**Explain the importance of questioning clients prior to and during services**	
2.5a	the importance of questioning clients prior to and during services	Cross-unit knowledge
2.6	**State the importance of preventing cross-infection and cross-infestation**	
2.6a	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
2.6b	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.6c	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
2.6d	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Knowledge sign-off sheet Continued

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

Outcome 4 Know how to blow dry and finger dry hair into shape		
4.1	**Explain how to blow dry and finger dry hair into shape**	
4.1a	why hair should be kept damp during the blow drying and finger drying process	Mandatory
4.1b	the effects of humidity on hair	Mandatory
4.1c	the physical effects of the blow drying, finger drying and heated styling processes on the hair structure	Mandatory
4.1d	the types of products and equipment used for styling and finishing hair	Inferred knowledge
4.1e	the manufacturers' instructions on the use of the specific styling and finishing products in your salon	Inferred knowledge
4.1f	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	Inferred knowledge
4.1g	current techniques for blow drying, finger drying and finishing hair	Inferred knowledge
4.1h	how different **factors** affect the styling process and the finished look	Mandatory
4.1i	how to manage different hair lengths when styling the hair	Inferred knowledge

Continues on next page

Goldwell

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

4.1j	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	Mandatory
4.1k	why the direction of the air flow when drying is important to achieve the desired look	Mandatory
4.1l	why hair needs to be sectioned for styling	Mandatory
4.1m	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	Mandatory
4.1n	the effects that can be achieved by curling on and off base	Mandatory
4.2	**Explain how to finish hair**	
4.2a	the importance of providing **advice and recommendations** on the products and services provided in the salon	Cross-unit knowledge
Outcome 6 Know how to set and dress hair		
6.1	**identify the tools, equipment and products available and the effects they achieve**	
6.1a	the range of tools, equipment and products available for setting and dressing	Inferred knowledge
6.1b	why and how to use the different types of tools and equipment for setting and dressing	Inferred knowledge
6.2	**explain the manufacturers' instructions on the use of the specific setting and dressing products in your salon**	
6.2a	the manufacturers' instructions on the use of the specific setting and dressing products in your salon	Inferred knowledge
6.3	**Explain how different factors affect the setting and dressing processes and the finished look**	
6.3a	how different factors affect the setting and dressing processes and the finished look (hair characteristics and hair classifications)	Mandatory
6.4	**Explain the importance of applying correct techniques during setting and dressing services**	
6.4a	why and when to use different types of setting techniques	Mandatory
6.4b	how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the correct direction to achieve the desired look	Mandatory
6.4c	why and how to use the different types of sectioning and winding techniques	Mandatory

Continues on next page

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

6.4d	why and how to use different dressing techniques	Mandatory
6.4e	how the angle of winding influences the volume and direction of the hair	Mandatory
6.4f	why set hair sections need to be brushed out thoroughly	Mandatory
6.4g	methods of handling, controlling and securing hair to achieve curls and rolls	Inferred knowledge
6.4h	the importance of maintaining the correct tension throughout the setting process	Mandatory
6.4i	how the incorrect application of heat can affect the hair and scalp	Mandatory
6.4j	how heat protectors act to protect the hair	Mandatory
6.4k	the removal and/or take-down requirements for the hairstyle	Mandatory
6.5	**Explain the effects of humidity on hair**	
6.5a	the effects of humidity on hair	Mandatory
6.6	**Explain the physical effects of setting on the hair structure**	
6.6a	the physical effects of setting on the hair structure	Mandatory
6.7	**Explain why hair should be kept damp during setting**	
6.7a	why hair should be kept damp during the setting process	Mandatory
6.8	**Explain the importance of questioning clients prior to and during services**	
6.8a	the importance of confirming the required style requirements with the client	Cross-unit knowledge
6.9	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
6.9a	the importance of providing **advice and recommendations** on the products and services provided in the salon	Cross-unit knowledge

Continues on next page

Hints and tips

Use larger rollers to create a looser curl.

Knowledge sign-off sheet Continued

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

Outcome 7 Know how to work with temporary added hair		
7.1	**Explain why it is important to prepare the hair prior to attaching hair**	
7.1a	how and why the client's hair should be prepared for the temporary attachment systems	Mandatory
7.2	**Describe the different methods of attaching, maintaining and removing hair attachments**	
7.2a	methods of applying temporary hair attachment systems	Inferred knowledge
7.2b	how the intended style can affect the choice and placement of temporary hair attachment systems	Inferred knowledge
7.2c	the advantages and disadvantages of temporary hair attachment systems	Mandatory
7.3	**Explain the importance of providing advice and recommendations to the client on the service(s) provided and products available**	
7.3a	how to give effective advice and recommendations	Inferred knowledge

Continues on next page

"Setting hair seems to have lost some of its prominence over the years but it remains a skill all young hairdressers should practice and learn to perfect. This is especially important when setting longer hair where the hair needs to be wrapped really smoothly around the rollers. There is no doubt that roller setting is the very best way of creating volume in those fabulous 'big hair' looks."

Jennifer Cheyne, OBE

Knowledge sign-off sheet Continued

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

Outcome 8 Know how to finish hair		
8.1	Explain how to finish hair	
8.1a	why temperature of equipment should be adapted to suit different hair types	Mandatory
8.1b	how the incorrect application of heat can affect the hair and scalp	Mandatory
8.1c	why hair should be allowed to cool prior to finishing	Mandatory
8.1d	when and how to apply different back combing and back brushing techniques to achieve the desired look	Mandatory
Tick if mandatory knowledge was covered by an online test	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

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.

Patrick Cameron

Supplementary notes

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

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

Comments	Date

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

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 part.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Cheynes

Unit 205: Colour and lighten hair using a range of techniques

Dark and mysterious, sophisticated and dramatic, alluring and slick: these are just some of the images you can produce with colour to complement hair cutting and styling services. In this unit, your skills in colouring techniques will develop to include innovative methods of colour placement in order to accentuate the client's style and 'colour and cut', and in order to perfect natural warm tones or bold contrasts that accentuate the features of the client's style. You will learn how to use contemporary colouring techniques for bold statements, whilst always personalising the colour to suit the individual client's requirements. You will also develop your knowledge and understanding of the principles of colour and be able to resolve basic colouring problems, including restoring depth and tone and neutralising unwanted tones.

What is this unit about?

Unit 205: Colour and lighten hair using a range of techniques

Mandatory

This unit has **eight** outcomes.

Outcome 1
Apply safe working practices when colouring and lightening

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

Outcome 3
Prepare for colouring and lightening

Outcome 4
Colour and lighten hair

Outcome 5
Resolve basic colouring problems

Outcome 6
Know how to prepare for colouring and lightening services

Outcome 7
Know how to colour and lighten hair

Outcome 8
Know how to resolve basic colouring problems

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for colouring and lightening hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on at least **five** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

> Understanding hair colour is a fundamental skill of a professional hairstylist, and the colour wheel is the foundation of successful colouring.
>
> Britany Newby

Goldwell

www.thechapel.co.uk

What you must cover

Unit 205: Colour and lighten hair using a range of techniques

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used four of the following five types of products:

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

Carried out all of the following tests:

- skin
- incompatibility
- porosity
- elasticity
- colour

Taken into account all the following 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

Used all of the colouring and lightening techniques:

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

Used one of the following change depth and tone techniques:

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

Given all of the following advice and recommendations:

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

Hints and tips

Manufacturers' instructions should be referred to regarding product application and development times.

Useful words

Unit 205: Colour and lighten hair using a range of techniques

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Elasticity test
A test to see how much the hair will stretch and return to its original length.

Hydrogen peroxide
This chemical is mixed with colour cream/gel to create permanent hair colour.

Incompatibility test
A test to see if the hair will react adversely to any of the products that are about to be used. This is carried out before colouring a client's hair.

Lightener
A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

Porosity test
A test to see how porous the hair is (how able it is to absorb moisture from liquid).

Quasi-permanent colour
Colour that lasts almost as long as permanent colour. It should be treated as permanent colour in terms of testing and future services.

Regrowth application
Applying colour to the roots where colour has grown out.

Semi-permanent
Colour that lasts for six to eight shampoos. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

Skin test
A test that is often used before colouring to test whether a client's skin will react to chemical products, for example PPD, which is found in permanent colour.

Woven highlights/lowlights
A technique using foil or wraps, which is effective in adding multiple colours to hair.

Values and behaviours
During a colour service, always explain to the client what you are doing and what the next step of the process will be.

Goldwell

Observation sign-off sheet

Unit 205: Colour and lighten hair using a range of techniques

What you must do

Outcomes 1, 3, 4 and 5

Be able to colour and lighten hair

a Prepare for colouring and lightening services
b Apply safe and hygienic methods of working throughout services
c Consult with clients about services and outcomes of tests
d Confirm with clients the desired effect
e Resolve basic colouring problems
f Select suitable products, tools and equipment
g Carry out colouring and lightening services
h Provide clients with advice and recommendations on the service(s) provided

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 **five** times, each on different clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Hints and tips

Any persons under the age of 16 years cannot use the following chemicals or have the product applied on their own hair: quasi-permanent hair colouring, permanent waving, bleach, lighteners, relaxing and chemical straightening products.

Observation sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1, 3, 4 and 5.

Products

Tick the products used in each observation. You must use **four** of the **five** types of products.

	1	2	3	4	5		
Semi-permanent	○	○	○	○	○	○	○
Quasi-permanent	○	○	○	○	○	○	○
Permanent	○	○	○	○	○	○	○
Lighteners	○	○	○	○	○	○	○
Toners	○	○	○	○	○	○	○

Tests

Tick the tests undertaken in each observation. You must carry out **all** of the tests.

	1	2	3	4	5		
Skin	○	○	○	○	○	○	○
Incompatibility	○	○	○	○	○	○	○
Porosity	○	○	○	○	○	○	○
Elasticity	○	○	○	○	○	○	○
Colour	○	○	○	○	○	○	○

Factors

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

	1	2	3	4	5		
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	○	○	○	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

Colouring and lightening techniques	Tick the colouring and lightening techniques used in each observation. You must carry out **all** of the colouring and lightening techniques.						
	1	2	3	4	5		
Full head application of quasi-permanent colour	○	○	○	○	○	○	○
Regrowth application of permanent colour	○	○	○	○	○	○	○
Full head application of permanent colour	○	○	○	○	○	○	○
Woven highlights and/or lowlights	○	○	○	○	○	○	○
Sliced highlights and/or lowlights	○	○	○	○	○	○	○

Change depth and tone techniques	Tick the change depth and tone techniques given in each observation. You must carry out **one** of the change depth and tone techniques:						
	1	2	3	4	5		
Restoring depth and tone	○	○	○	○	○	○	○
Neutralising colour tone	○	○	○	○	○	○	○
Colouring resistant hair	○	○	○	○	○	○	○

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.						
	1	2	3	4	5		
How to maintain their colour	○	○	○	○	○	○	○
Time interval between services	○	○	○	○	○	○	○
Present and future products and services	○	○	○	○	○	○	○

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Comment form

Unit 205: Colour and lighten hair using a range of techniques

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	
4	
5	

Values and behaviours
Always follow your principles, good practice and the rules and regulations that are set down by your salon manager.

> African type hair is often porous, and therefore requires a lower oxident releaser. For European hair you may need a 30 vol peroxide but for African type hair this is rarely required.
>
> Shelly Dalton

Knowledge sign-off sheet

Unit 205: Colour and lighten hair using a range of techniques

What you must know

Outcome 2 Know how health and safety policies and procedures affect colouring and lightening services		
2.1	**Explain responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
2.1c	why it is important to use personal protective equipment	Mandatory knowledge
2.1d	the current legal requirements and guidance relating to age restrictions for colouring and lightening services	Mandatory knowledge
2.1e	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.1f	which colouring and lightening services should not be carried out on minors under 16 years of age	Mandatory knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.2b	the dangers associated with the inhalation of powder lighteners	Mandatory knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Wella

Knowledge sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	the different types of working methods that promote **environmental and sustainable working practices**	Cross-unit knowledge
2.3d	the correct methods of waste disposal	Inferred knowledge
2.3e	the importance of preparing your client's hair and protecting their skin prior to the service	Mandatory knowledge
2.3f	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	Mandatory knowledge
2.3g	the precautions that must be taken when using powder and other lighteners	Mandatory knowledge
2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
2.5	**Explain the importance of questioning clients prior to and during services**	
2.5a	the importance of confirming the desired effect with your client prior to the application of products	Cross-unit knowledge
2.6	**Explain the importance of preventing cross-infection and cross-infestation**	
2.6a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.6b	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
2.6c	the different methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Continues on next page

Goldwell

Knowledge sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

Outcome 6 Know how to prepare for colouring and lightening services		
6.1	**Explain the importance of questioning clients prior to and during services**	
6.1a	the legal significance of client questioning and the recording of the client's responses to questioning	Mandatory knowledge
6.2	**Describe how to recognise contra-indications and how they affect colouring and lightening services**	
6.2a	the importance of recognising any **contra-indications** to colouring and lightening services	Mandatory knowledge
6.3	**Describe when and how colouring and lightening tests are carried out**	
6.3a	the types and purposes of tests	Mandatory knowledge
6.3b	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
6.3c	when and how tests should be carried out and the importance of recording test results	Mandatory knowledge
6.3d	how the results of tests can influence the colouring and lightening services	Mandatory knowledge
6.3e	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge
6.4	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
6.4a	the importance of informing your client of the likely cost, duration and expected outcome of the service	Mandatory knowledge
6.5	**Explain the principles of colour selection**	
6.5a	the principles of colour selection, including the international colour chart (icc)	Mandatory knowledge
6.5b	how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten	Mandatory knowledge
6.6	**Explain the effects on the hair structure when colouring and lightening hair**	
6.6a	the effect of different colouring and lightening products on the hair structure	Mandatory knowledge

Continues on next page

Unit 205: Colour and lighten hair using a range of techniques

6.7	**Identify the tools, equipment and products available and the effects they achieve**	
6.7a	when to use the different types of lighteners and toners available	Mandatory knowledge
6.7b	how the different strengths of hydrogen peroxide influence colouring and lightening	Mandatory knowledge
6.7c	how porosity levels can affect the choice and application of products and the final results	Mandatory knowledge
6.7d	effects of temperatures on the application and development of colouring and lightening products	Mandatory knowledge
6.8	**Explain why it is important to test the hair and scalp prior to and during colouring and lightening**	
6.8a	the importance of constantly monitoring the development of lightening products	Mandatory knowledge
6.8b	how and why contra-indications can affect the delivery of colouring and lightening services	Mandatory knowledge
6.9	**Identify the tools, equipment and products available and the effects they achieve**	
6.9a	the types of colouring, lightening and toning products available, including temporary colours	Inferred knowledge
6.9b	the types of tools, materials and equipment used for colouring and lightening	Inferred knowledge
6.10	**Describe the different methods of applying and removing colouring and lightening products**	
6.10a	the different colour, lowlighting and highlighting techniques	Inferred knowledge
6.10b	how to prepare materials to meet the application requirements	Inferred knowledge
6.10c	the dangers associated with the inhalation of powder lighteners	Mandatory knowledge
6.10d	the importance of preparing your client's hair and protecting their skin prior to the service	Mandatory knowledge

Continues on next page

Crazy Color

Knowledge sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

Outcome 7 Know how to colour and lighten hair		
7.1	**Explain the importance of questioning clients prior to and during services**	
7.1a	the importance of confirming the desired effect with your client prior to the application of products	Cross-unit knowledge
7.2	**Describe the different methods of applying and removing colouring and lightening products**	
7.2a	the importance of sectioning hair accurately when colouring and lightening	Mandatory knowledge
7.3	**Describe ways of dealing with any influencing factors**	
7.3a	how different **factors** may impact on your colouring and lightening service	Mandatory knowledge
7.3b	the **factors** that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look	Mandatory knowledge
7.4	**Describe ways of dealing with colouring and lightening problems**	
7.4a	when and why to carry out colour refreshing techniques on the mid lengths and ends	Mandatory knowledge
7.4b	the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products	Mandatory knowledge
7.4c	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	Mandatory knowledge
7.4d	why it is important to emulsify colour prior to removal	Mandatory knowledge
7.4e	methods of applying and removing colouring and lightening products	Inferred knowledge
7.4f	the importance of using products economically	Cross-unit knowledge
7.4g	the importance of restoring the hair's ph balance after the colouring and lightening process	Mandatory knowledge
7.4h	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge

Continues on next page

> We always recommend that a strand test is performed to ensure the final colour result is as expected. To do this, apply CRAZY COLOR® to a small section of hair from an inconspicuous area of the head. This will also help determine the development time as well as the colour result.
>
> Crazy Color

Knowledge sign-off sheet Continued

Unit 205: Colour and lighten hair using a range of techniques

7.5	**Identify the types and causes of problems that may occur during the services**	
7.5a	the types and causes of colouring and lightening problems that may occur during processing	Mandatory knowledge
7.5b	ways of resolving simple colouring and lightening problems that may occur during processing	Mandatory knowledge
7.5c	the potential risks of using lightening products on previously chemically treated hair	Mandatory knowledge
7.5d	the precautions that must be taken when using powder and other lighteners	Mandatory knowledge
7.5e	the limits of your authority for resolving colouring and lightening problems	Mandatory knowledge
7.5f	the person to whom you should report problems you cannot resolve	Mandatory knowledge
7.5g	the importance of confirming the client's satisfaction	Mandatory knowledge
7.5h	the importance of providing **advice and recommendations** on the products and services provided in the salon	Cross-unit knowledge

Outcome 8

Know how to resolve basic colouring problems

8.1	**Explain the types and causes of colouring and lightening problems**	
8.1a	the types and causes of colouring and lightening problems and how to rectify them	Mandatory knowledge
8.1b	the reasons for pre-softening and pre-pigmenting hair	Mandatory knowledge
8.1c	methods of pre-softening and pre-pigmenting hair	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

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.

"Always consider the client's lifestyle when considering the application technique. For example, consider a veiled technique instead of a uniform highlight."

Shelly Dalton

Wella

Supplementary notes

Unit 205: Colour and lighten hair using a range of techniques

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Optional/elective units

Wella

Unit 206: Perming hair

A short time ago, perming was one of the most popular hairdressing services. As colouring became more popular and hair straighteners were widely used, the demand for perming decreased. However, as with most fashions, curly hair will come back and this unit can, therefore, start your preparation to meet the technical demands and potential business that perming brings. Within this unit, you will cover how to choose and mix products and you will also understand the science behind the curls that makes them stay in place. Plus, you will start to see what a creative form of hairdressing perming can be.

What is this unit about?

Unit 206: Perming hair

Optional

This unit has **six** outcomes.

Outcome 1
Apply safe working practices when perming hair

Outcome 2
Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

Outcome 3
Prepare for perming and neutralising

Outcome 4
Perm and neutralise hair

Outcome 5
Know how to prepare for perming and neutralising

Outcome 6
Know and understand how to perm and neutralise hair

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for perming and neutralising hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on two occasions, each on different clients (one must be on a full head). You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present..

Andrew Buckle/Creative hair by Hector Obeng, Hector's Global Hair With Zeal

> ‘Consider different perming tools and techniques to achieve a more modern curl formation, for example cone shapers.’
> Shelly Dalton

What you must cover

Unit 206: Perming hair

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used three of the following six products:

- barrier cream
- pre-perm treatments
- chemical rearranger
- perm lotions
- neutralisers
- post-perm treatments

Carried out four of the following five tests:

- strand
- development
- elasticity
- porosity
- incompatibility

Taken into account all of the following factors:

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

Carried out one of the following three sectioning techniques:

- basic
- directional
- brick

Given all of the following advice and recommendations:

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

Hints and tips

If using cotton wool around the client's hair, make sure that you change it regularly to stop irritation on the skin.

Aaron Amat/Shutterstock.com

Useful words

Unit 206: Perming hair

Basic sectioning technique
Includes six-section and nine-section perm

Brick winding
A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

Chemical rearranger
Ammonium thioglycollate-based product used to pre-soften tight/curly hair prior to winding a perm.

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Directional winding technique
Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

Incompatibility test
A test to see if the hair will react to any of the products that are about to be used. This is carried out before chemical services.

Neutralise
The process of fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

Post-perm treatment
Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5–5.5).

pH balance
The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.

Pre-perm treatments
Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide lotion, absorb a protective barrier and make the hair more pliable when winding the perm rods into the hair.

Strand test
This test is used in the colouring, perming and rearranging process to establish the effect so far of the product on the hair and its condition, such as the degree of colour, straightness or curl that has been achieved.

Hints and tips

Always do a development test curl to determine whether the perm has developed.

Paul Falltricks

Observation sign-off sheet

Unit 206: Perming hair

What you must do

Outcomes 1, 3 and 4

Be able to perm and neutralise hair

a Prepare for perming and neutralising services
b Apply safe and hygienic methods of working throughout services
c Consult with clients about services and outcomes of tests
d Confirm with clients the desired effect
e Select suitable products, tools and equipment
f Carry out perming and neutralising services
g Provide clients with advice and recommendations on the service(s) provided

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 **two** times, each on **different** clients). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

	1	2		
Observation	◯	◯	◯	◯
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Values and behaviours

Always inform the client of the cost of the service, how long it will take and what is involved.

Observation sign-off sheet Continued

Unit 206: Perming hair

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1, 3 and 4.

Products

Tick the products used in each observation. You must use **three** out of the six products.

	1	2		
Barrier cream	○	○	○	○
Pre-perm treatments	○	○	○	○
Chemical rearranger	○	○	○	○
Perm lotions	○	○	○	○
Neutralisers	○	○	○	○
Post-perm treatments	○	○	○	○

Tests

Tick the tests undertaken in each observation. You must carry out **four** out of the five tests.

	1	2		
Strand	○	○	○	○
Development	○	○	○	○
Elasticity	○	○	○	○
Porosity	○	○	○	○
Incompatibility	○	○	○	○

Factors

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

	1	2		
Hair characteristics	○	○	○	○
Hair classification	○	○	○	○
Temperature	○	○	○	○
Direction and degree of movement required	○	○	○	○
Hair length	○	○	○	○
Length of regrowth	○	○	○	○
Colour-treated hair	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 206: Perming hair

Sectioning techniques	Tick the sectioning techniques used in each observation. You must carry out **one** of the three sectioning techniques.			
	1	2		
Basic	○	○	○	○
Directional	○	○	○	○
Brick	○	○	○	○

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.			
	1	2		
How to maintain their perm	○	○	○	○
Time interval between services	○	○	○	○
Additional products	○	○	○	○
Additional services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Values and behaviours
Always read manufacturers' instructions – you may have to carry out a skin test prior to your client having a perm.

Comment form

Unit 206: Perming hair

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Always make sure that you have wrapped the ends of the hair smoothly around the rod to stop getting fish hook ends.

Knowledge sign-off sheet

Unit 206: Perming hair

What you must know

Outcome 2 Know how health and safety policies and procedures affecting perming, neutralising and chemical rearranging services		
2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
2.1c	why it is important to use personal protective equipment	Mandatory knowledge
2.1d	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Hints and tips

Always follow manufacturers' instructions.

Know when and why to use a chemical rearranger before a perm

Unit 206: Perming hair

2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	why it is important to position your tools and equipment for ease of use	Mandatory knowledge
2.3d	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3e	the correct methods of waste disposal	Inferred knowledge
2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services	Cross-unit knowledge
2.5	**State the importance of preventing cross-infection and cross-infestation**	
2.5a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.5b	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
2.5c	the different methods of cleaning, disinfecting and sterilising used in salons	Cross-unit knowledge

Continues on next page

"Perming is one of the most neglected skills in hairdressing, due partly to its lack of popularity at present. However, we always make sure all of our team have a really good training in this area. Fashion can change really quickly and all it takes is for a few 'fashionistas' to appear with a modern variation of permed hair and a whole new trend could start literally overnight. It will happen, be ready for the day!"

Jennifer Cheyne, **OBE**

Unit 206: Perming hair

Outcome 5 Understand how to prepare for perming and neutralising		
5.1	**Explain the importance of questioning clients prior to and during services**	
5.1a	the legal significance of client questioning and the recording of the client's responses to questioning	Mandatory knowledge
5.2	**Describe when and how perming and neutralising tests are carried out**	
5.2a	the types and purposes of tests	Mandatory knowledge
5.2b	when and how tests should be carried out and the expected results	Inferred knowledge
5.3	**Explain how test results influence the perming, neutralising and chemical rearranging service**	
5.3a	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge
5.3b	how the results of tests can influence the perming service	Mandatory knowledge
5.3c	potential consequences of failing to test	Mandatory knowledge
5.4	**Explain why it is important to test the hair and scalp prior to and during perming, neutralising and chemical rearranging services**	
5.4a	why it is important to record test results	Mandatory knowledge
5.5	**Describe how to recognise contra-indications and how they affect perming, neutralising and chemical rearranging services**	
5.5a	the importance of recognising any contra-indications to perming and neutralising services	Mandatory knowledge
5.5b	how and why the contra-indications can affect the delivery of perming services	Mandatory knowledge
5.6	**Explain the importance of following salon and manufacturers' instructions during perming, neutralising and chemical rearranging services**	
5.6a	the manufacturers' instructions for the specific perming and neutralising products in your salon	Inferred knowledge
5.7	**State the active ingredients in perming and neutralising products**	
5.7a	the active ingredients in perming and neutralising products	Mandatory knowledge

Continues on next page

5.8	**Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair**	
5.8a	the effects of chemical rearrangers, perm lotions and neutralisers on the hair structure	Mandatory knowledge
5.9	**Explain the effects that temperature has on the perming process**	
5.9a	how temperature affects the perming process	Mandatory knowledge
5.10	**Identify the techniques, tools, equipment and products available and the effects they achieve**	
5.10a	the types and purposes of equipment used during the perm development process	Inferred knowledge
5.10b	the different types and uses of perm lotions, chemical rearrangers and neutralisers	Inferred knowledge
Outcome 6 Know and understand how to perm and neutralise hair		
6.1	**Explain the factors that may influence the services**	
6.1a	how different factors can affect your choice of perming and neutralising products	Mandatory knowledge
6.2	**Identify the techniques, tools, equipment and products available and the effects they achieve**	
6.2a	when to use different types of sectioning techniques and why	Mandatory knowledge
6.2b	why different applicators are used when chemically rearranging and their effect on the hair and scalp	Mandatory knowledge
6.2c	when and why it is important to use pre-perm treatments	Mandatory knowledge
6.2d	methods of applying perm lotions and neutralisers	Inferred knowledge
6.2e	the types and uses of post-perm conditioners	Inferred knowledge

Continues on next page

Goldwell

Unit 206: Perming hair

6.3	**Explain the factors that may influence the services**	
6.3a	the different factors that influence the use of different sized perm rods	Mandatory knowledge
6.3b	how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair	Mandatory knowledge
6.4	**Explain why and when chemical rearranging of the hair is necessary**	
6.4a	why and when chemical rearranging of the hair is necessary	Mandatory knowledge
6.5	**Explain why it is important to test the hair and scalp prior to and during perming, neutralising and chemical rearranging services**	
6.5a	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	Mandatory knowledge
6.6	**Explain the importance of following salon and manufacturers' instructions during perming, neutralising and chemical rearranging services**	
6.6a	the importance of accurate timing and thorough rinsing of products	Mandatory knowledge
6.7	**Identify the types and causes of problems that may occur during services**	
6.7a	the effects of overlapping products on previous chemically treated hair	Mandatory knowledge
6.7b	types and causes of problems that can occur during the perming and neutralising processes and how to resolve them	Mandatory knowledge
6.8	**Describe when and how perming and neutralising tests are carried out**	
6.8a	method of checking curl development by taking development test curls	Inferred knowledge
6.8b	confirm the required degree of curl has been achieved	Inferred knowledge
6.9	**Explain the effects that temperature has on the perming process**	
6.9a	the importance of considering water temperature during the neutralising process	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 206: Perming hair

6.10	**Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair**	
6.10a	the importance and effects of restoring the hair's pH balance after the perming and neutralising process	Mandatory knowledge
6.11	**Outline the importance of using products cost effectively**	
6.11a	the importance of using products economically	Cross-unit knowledge
6.12	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
6.12a	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	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

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.

Goldwell

Supplementary notes

Unit 206: Perming hair

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Photographer: Squiz Hamilton/Hair stylist: Eugene Davis/Stylist: Deborah La Touche
Makeup artist: Sian Duke/Model: Dennis Okwere AMCK Models

Unit 207: Hair relaxing treatments and techniques

In this unit, you will learn how to provide chemical relaxing to increase manageability, flexibility and durability when styling. This process involves the ability to analyse relaxing issues, examine the hair and scalp, deal with chemically treated, sensitised hair, hair selecting and using the most suitable product, and how to choose the correct application for relaxing or straightening the natural curl or wave of the hair. Plus, you will start to see what an exciting and creative form of hairdressing relaxing can be.

What is this unit about?

Unit 207: Hair relaxing treatments and techniques

Optional

This unit has **six** outcomes.

Outcome 1
Apply safe working practices when relaxing hair

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

Outcome 3
Prepare for relaxing hair

Outcome 4
Relax hair

Outcome 5
Understand how to prepare for relaxing hair

Outcome 6
Understand the process for relaxing hair

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Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for relaxing hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on at least **two** occasions, each on a different client. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Values and behaviours
If you drop any of your hairdressing equipment on the floor, make sure it is sterilised before you use it again.

> Relaxing is a permanent process, so clients should be given an in-depth consultation and a clear explanation of the commitment required from them.
>
> Jacqui McIntosh/Avlon Education

Paul Matthew Photography/Shutterstock.com

What you must cover

Unit 207: Hair relaxing treatments and techniques

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all six of the following products:

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

Carried out all the following tests:

- elasticity
- porosity
- strand

Used three out of the following four types of tools:

- tail combs
- wide-toothed combs
- hands
- tint brushes

Considered all the following factors:

- hair characteristics
- hair classifications
- scalp condition
- degree of relaxation required
- previous chemical services
- length of regrowth
- temperature
- time
- sequence of application
- white hair
- degree of product build-up
- need to cut hair prior to relaxing

Used all the following application techniques:

- top and bottom
- top
- hand

Carried out relaxing in two of the following three areas:

- virgin application
- regrowth application between four to eight weeks
- regrowth application up to 12 weeks

Carried out all the following techniques:

- relaxing/straightening treatments
- straightening
- smoothing systems

Given all of the following advice and recommendations:

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

Design Essentials

Useful words

Unit 207: Hair relaxing treatments and techniques

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Non-sodium relaxer
This type of relaxer does not contain sodium.

Normalising products (also known as neutralising products)
These shampoos and treatments are applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Post-relaxing treatment
This is applied after the relaxer has been rinsed from the hair.

Pre-relaxing treatment
These types of treatment are usually used on porous hair prior to the application of a relaxer.

Scalp protector
This protects the client's scalp from the chemical used during relaxing.

Sodium relaxer
The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

Texturising (using chemicals)
A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable.

Virgin application
Process is used on hair that has not been relaxed before.

Sanjay Deva/Shutterstock.com

Hints and tips

When applying scalp protector around the hairline, try not to get it on the hair as it causes a barrier to the relaxer application.

Observation sign-off sheet

Unit 207: Hair relaxing treatments and techniques

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 **two** times). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

Outcomes 1, 3 and 4

Be able to relax hair

a Prepare for relaxing services
b Apply safe and hygienic methods of working throughout services
c Consult with clients about services and outcomes of tests
d Confirm with clients the desired effect
e Select suitable products, tools and equipment
f Carry out relaxing services
g Provide clients with advice and recommendations on the service(s) provided

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Hints and tips

Do not carry out a relaxing service if there are breaks or abrasions on the scalp, or signs of irritation. Relaxer could sensitise the area further and result in severe burning to the scalp.

Values and behaviours

Always explain the process you are carrying out on the client's hair. Show the client the product and let them smell and hold the bottle/container to reassure them about the service you are carrying out.

Observation sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1, 3 and 4.

Products

Tick the products used in each observation. You must use **all** of the products in the range.

	1	2		
Scalp protectors	○	○	○	○
Sodium relaxer	○	○	○	○
Non-sodium relaxer	○	○	○	○
Pre-relaxing treatments	○	○	○	○
Post-relaxing treatments	○	○	○	○
Normalising shampoo	○	○	○	○

Tests

Tick the tests undertaken in each observation. You must undertake **all** of the tests.

	1	2		
Elasticity	○	○	○	○
Porosity	○	○	○	○
Strand	○	○	○	○

Tools

Tick the tools used in each observation. You must use **three** out of the **four** types of tools listed.

	1	2		
Tail combs	○	○	○	○
Wide-toothed combs	○	○	○	○
Hands	○	○	○	○
Tint brushes	○	○	○	○

Continues on next page

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Observation sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

Factors

Tick the factors considered in each observation. You must take **all** of the factors into consideration.

	1	2		
Hair characteristics	○	○	○	○
Hair classifications	○	○	○	○
Scalp condition	○	○	○	○
Degree of relaxation required	○	○	○	○
Previous chemical services	○	○	○	○
Length of regrowth	○	○	○	○
Temperature	○	○	○	○
Time	○	○	○	○
Sequence of application	○	○	○	○
White hair	○	○	○	○
Degree of product build-up	○	○	○	○
Need to cut hair prior to relaxing	○	○	○	○

Application

Tick the application techniques used in each observation. You must use **all** the application techniques.

	1	2		
Top and bottom	○	○	○	○
Top	○	○	○	○
Hand	○	○	○	○

Continues on next page

Values and behaviours

Always try to keep to the time that your salon allocates you to complete a service. Failure to do this could mean that you keep all of your remaining clients waiting for that day.

Design Essentials

Observation sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

Relaxing process	Tick the relaxing processes used in each observation. You must carry out relaxing in **two** of the following **three** areas.			
	1	2		
Virgin application	○	○	○	○
Regrowth application between four to eight weeks	○	○	○	○
Regrowth application up to 12 weeks	○	○	○	○

Techniques	Tick the techniques used in each observation. You must use **two** out of **three** of the techniques.			
	1	2		
Relaxing/straightening treatments	○	○	○	○
Straightening	○	○	○	○
Smoothing systems	○	○	○	○

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.			
	1	2		
How to maintain their look	○	○	○	○
Time interval between services	○	○	○	○
Additional products	○	○	○	○
Additional services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Comment form

Unit 207: Hair relaxing treatments and techniques

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Hints and tips

Always follow manufacturers' instructions and wear PPE.

Design Essentials

Knowledge sign-off sheet

Unit 207: Hair relaxing treatments and techniques

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

What you must know

Outcome 2 Know how health and safety policies and procedures affect relaxing services		
2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing and products that should be available for clients	Inferred knowledge
2.1c	regulations in relation to the use of relaxing and normalising products	Inferred knowledge
2.1d	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3d	the safety considerations which must be taken into account when relaxing hair	Mandatory knowledge
2.3e	the correct methods of waste disposal	Inferred knowledge
2.4	**Describe contact dermatitis and how it may be prevented**	
2.4a	what contact dermatitis is, and how to avoid developing it whilst carrying out services	Cross-unit knowledge
2.5	**State the importance of preventing cross-infection and cross-infestation**	
2.5a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.5b	methods of cleaning, disinfection and sterilisation used in salons	Cross-unit knowledge
2.5c	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

Outcome 5 Understand how to prepare for relaxing hair		
5.1	**Explain the importance of questioning clients prior to and during services**	
5.1a	the legal significance of client questioning and the recording of clients' responses to questioning	Cross-unit knowledge
5.2	**Explain the factors that may influence the services**	
5.2a	the importance of identifying the hair factors through conducting a detailed hair and scalp examination	Mandatory knowledge
5.2b	the circumstances when hair may need to be cut prior to a service	Mandatory knowledge
5.2c	how different factors affect your choice of relaxer	Mandatory knowledge
5.2d	the factors that should be considered when selecting sodium or non-sodium relaxing products	Mandatory knowledge
5.3	**Describe how to recognise contra-indications and how they affect relaxing services**	
5.3a	how the contra-indications can affect the relaxing service	Mandatory knowledge
5.3b	how to recognise trichorrhexis nodosa and how to deal with this	Mandatory knowledge
5.4	**Explain why it is important to test the hair and scalp prior to and during relaxing services**	
5.4a	potential consequences of failing to conduct tests	Mandatory knowledge
5.4b	why it is important to record test results	Mandatory knowledge

Continues on next page

Luba V Nel/Shutterstock.com

Hints and tips

Conditioning treatments should be applied regularly to ensure that relaxed hair stays in good condition.

Unit 207: Hair relaxing treatments and techniques

5.5	**Describe when and how relaxing tests are carried out**	
5.5a	the types and purposes of tests	Mandatory knowledge
5.5b	when and how tests should be carried out and the expected results	Inferred knowledge
5.6	**Explain how test results influence the relaxing service**	
5.6a	how the hair and scalp examination can affect the choice of products (hair)	Mandatory knowledge
5.6b	how the results of tests can influence the relaxing service	Mandatory knowledge
5.6c	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge
5.7	**Explain the effects on the hair structure when relaxing hair**	
5.7a	the effects of relaxing products on the hair structure	Mandatory knowledge
5.7b	the effect of relaxers on white hair	Mandatory knowledge
5.8	**State the active ingredients in relaxing products**	
5.8a	the active ingredients in relaxing products	Mandatory knowledge
5.9	**Describe the range of products, tools and equipment available for the relaxing service**	
5.9a	why different tools are used in the relaxing service and their effect on the hair and scalp	Mandatory knowledge
5.9b	the different types and strengths of available relaxers and when to use them	Inferred knowledge
5.9c	the different types and use of pre- and post-relaxing treatments and when to use them	Inferred knowledge
5.9d	how to use scalp protectors and why they are important	Mandatory knowledge
5.10	**Explain the importance of providing advice and recommendations to clients**	
5.10a	the potential effects of using relaxing products on chemical services such as hair lightening	Mandatory knowledge
5.10b	the importance of following manufacturers' instructions when using relaxing products	Cross-unit knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

Outcome 6 Understand the process for relaxing hair		
6.1	**Explain the effects on the hair structure when relaxing hair**	
6.1a	the effects of relaxer pre- and post-treatments on the hair structure (pre-treatments)	Mandatory knowledge
6.1b	how to texturise hair	Inferred knowledge
6.1c	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
6.1d	the importance and effects of restoring the hair's pH balance after the relaxing process	Mandatory knowledge
6.2	**Describe when and how relaxing tests are carried out**	
6.2a	the method of checking development when texturising	Inferred knowledge
6.2b	the method of checking relaxer development	Inferred knowledge
6.3	**Describe methods of applying relaxing products**	
6.3a	the method and sequence of application of relaxing and normalising products	Inferred knowledge
6.4	**Explain the importance of questioning clients prior to and during services**	
6.4a	the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being	Mandatory knowledge
6.5	**Explain the effects and possible effects of temperature on relaxing products**	
6.5a	how to adapt the water temperature, pressure and direction to protect the hair condition	Inferred knowledge
6.5b	the effects and possible effects of temperature on relaxing products	Mandatory knowledge

Continues on next page

> Always make sure that the scalp is protected. This is essential!
>
> Eugene Davis

Knowledge sign-off sheet Continued

Unit 207: Hair relaxing treatments and techniques

6.6	**Explain the factors that may influence the services**	
6.6a	how the different influencing factors can affect the relaxing process	Mandatory knowledge
6.7	**Identify the types of problems and causes that may occur during services**	
6.7a	the effect of overlapping products on to previously chemically treated hair	Mandatory knowledge
6.7b	types and causes of problems that can occur during the relaxing and texturising process	Mandatory knowledge
6.8	**State the importance of following salon and manufacturers' instructions during relaxing services**	
6.8a	why accurate timing and thorough rinsing of products is necessary	Mandatory knowledge
6.8b	methods of resolving relaxing problems	Mandatory knowledge
6.9	**Describe ways of dealing with relaxing problems**	
6.9a	your own limits of authority for resolving relaxing problems	Mandatory knowledge
6.9b	the person you should report problems to that you cannot resolve	Mandatory knowledge
6.9c	how to deal with scalp irritation during the relaxing process	Mandatory knowledge
6.10	**Outline the importance of using products cost effectively**	
6.10a	the importance of using products economically	Cross-unit knowledge
6.11	**Explain the importance of providing advice and recommendations to clients**	
6.11a	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	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

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.

Supplementary notes

Unit 207: Hair relaxing treatments and techniques

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Balmain

Unit 208: Hair extension services

No other hairdressing service can transform hair like extensions can! Long, flowing, straight, shiny hair or volume and colour can be added to a variety of hair lengths: no wonder that hair extensions are one of the biggest growth areas of hairdressing services today. In this unit, you will learn how to work safely when preparing, adding and removing hair extensions. You will use your creativity to design fabulous looks with the use of coloured strands, achieving high fashion statements or accentuating subtle, natural tones and styles. You will also develop your skills in cutting and styling extensions to deliver spectacular results.

What is this unit about?

Unit 208: Hair extension services

Optional

This unit has **four** outcomes.

Outcome 1
Apply safe working practices when working with hair extensions

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

Outcome 3
Carry out hair extension services

Outcome 4
Understand the tools, equipment, products and techniques used for hair extension services

> Ensure that the natural hair is completely detangled before adding extensions or the natural hair can become matted in the root area.
>
> Shelly Dalton

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for providing creative hair extension services. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe your performance on **three** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Values and behaviours
Check with the client that they are comfortable and that the tension is not excessive on their hair.

evgeny variamov/Shutterstock.com

What you must cover

Unit 208: Hair extension services

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used two out of the following three cutting tools:

- scissors
- thinning scissors
- razors

Taken account of all the following 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

Used both of the following attachment systems:

- short-term
- long-term

Used all of the following types of hair extensions:

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

Added and attached both of the following:

- full head
- partial head

Used three out of the following five cutting techniques:

- point cutting
- tapering
- freehand
- razoring
- texturising

Used three out of the following four creative finishing techniques:

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

Given all the following advice and recommendations:

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

Balmain

Values and behaviours

A client may want to take some time to digest the advice you have given regarding hair extensions. It could be that they need time to consider the cost, time taken, recommended colour choice and aftercare.

Useful words

Unit 208: Hair extension services

Acrylic
Made from synthetic (man-made) fibre.

Attachment system
The method used for attaching hair extensions to the client's own hair. These can be short- or long-term.

Cold bonding
A method of attaching a weft of added hair using latex-based glue.

Clarifying shampoo
A deep-cleansing shampoo, used before applying extensions to remove products, oils and residues from the hair.

Hot bonding or fusion
A method of attaching a strand of added hair to the natural hair using heated equipment which melts either the synthetic hair or resin.

Human hair extensions
Hair extensions made from human hair.

Man-made extensions
Hair extensions made from synthetic/acrylic fibre.

Manufacturers' instructions
Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

Micro ring or loop extensions
Small sections of hair are gently pulled through the micro ring and the hair extension strands are placed inside the rings. The rings are then squeezed shut using specialist hair extension pliers.

Plaited cornrows
Raised scalp plaits applied before sewing wefts of hair into them.

Pull test
The pull test helps evaluate excessive and or abnormal hair loss. Gently pull small sections of hair whilst sliding the fingers from root to point on at least three areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of abnormal hair loss.

Resin
An adhesive used to bond some extensions onto the natural hair.

Tapering
This method of cutting hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish.

Traction alopecia
The loss of hair because of excessive and/or continuous tension on the hair, such as regular wearing of extensions or plaiting.

Wefts or strips
Sections of real or fibre extension hair, separated and ready to apply to the natural hair.

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Observation sign-off sheet

Unit 208: Hair extension services

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 **three** 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 attach hair extensions

a Prepare for hair extension services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out hair extension services
f Provide clients with advice and recommendations on the service(s) provided

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

"Colour match the locks to the root area for the most natural look."
Melissa Birch

Balmain

Unit 208: Hair extension services

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

Cutting tools

Tick the cutting tools used in each observation. You must use **two** of the **three** cutting tools.

	1	2	3		
Scissors	○	○	○	○	○
Thinning scissors	○	○	○	○	○
Razors	○	○	○	○	○

Factors

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

	1	2	3		
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

Tick the attachment systems used in each observation. You must use **both** attachment systems.

	1	2	3		
Short-term	○	○	○	○	○
Long-term	○	○	○	○	○

Continues on next page

Hints and tips

Remember: prior to application, the hair must be clean, dry and free from oil.

Observation sign-off sheet Continued

Unit 208: Hair extension services

Hair extensions

Tick the hair extensions used in each observation. You must use **all** types of hair extensions:

	1	2	3		
Artificial	○	○	○	○	○
Human	○	○	○	○	○
Clip in	○	○	○	○	○
Weft-weave in	○	○	○	○	○
Glue	○	○	○	○	○

Add and attach

Tick the hair extensions added and attached in each observation. You must add and attach **both** of the following:

	1	2	3		
Full head	○	○	○	○	○
Partial head	○	○	○	○	○

Cutting techniques

Tick the cutting techniques used in each observation. You must use **three** out of the **five** cutting techniques.

	1	2	3		
Point cutting	○	○	○	○	○
Tapering	○	○	○	○	○
Freehand	○	○	○	○	○
Razoring	○	○	○	○	○
Texturising	○	○	○	○	○

Creative finishing techniques

Tick the creative finishing techniques used in each observation. You must use **three** out of the **four** creative finishing techniques.

	1	2	3		
Drying	○	○	○	○	○
Product application	○	○	○	○	○
Setting	○	○	○	○	○
Use of heated styling equipment	○	○	○	○	○

Continues on next page

> Find the natural parting areas; to do this, ask the client to shake their head. Avoid these areas during application.
>
> Melissa Birch

Observation sign-off sheet Continued

Unit 208: Hair extension services

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.				
	1	2	3		
How to maintain the attachment system	○	○	○	○	○
Time interval between services	○	○	○	○	○
Present and future products and services	○	○	○	○	○

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Hints and tips

There must be no 'bagging' or stray hairs once the extension hair is locked in position.

Comment form

Unit 208: Hair extension services

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

Values and behaviours
Hair extensions can take a long time to attach; therefore, be aware of the time it takes to carry out this service.

"To achieve the correct tension, rest the fingers against the head; this will also help with stability."
Melanie Mitchell

Balmain

Knowledge sign-off sheet

Unit 208: Hair extension services

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

What you must know

Outcome 2

Understand how health and safety policies and procedures affect hair extension services

2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for clients	Inferred knowledge
2.1c	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.2a	your salon's requirements for client preparation	Inferred knowledge
2.2b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.2c	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.2d	why it is important to position your tools, products and equipment for ease of use	Cross-unit knowledge
2.2e	the correct methods of waste disposal	Inferred knowledge
2.2f	what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems	Cross-unit knowledge
2.2g	why it is important to keep your work area clean and well organised	Cross-unit knowledge
2.2h	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
2.2i	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 208: Hair extension services

Outcome 4 Know how to plan, prepare and attach hair extensions		
4.1	**Explain the factors that may influence the services**	
4.1a	how to conduct an examination of the hair and scalp to recognise factors which will affect the hair attachment system	Inferred knowledge
4.1b	the factors that must be taken into consideration prior to adding and attaching hair extensions	Mandatory knowledge
4.1c	how contra-indications can affect or restrict the delivery of hair extension services	Mandatory knowledge
4.2	**Explain the hair growth cycle**	
4.2a	the hair growth cycle	Mandatory knowledge
4.3	**Explain the importance of questioning clients prior to and during services**	
4.3a	the importance of questioning clients to establish any contra-indications to hair extension services	Mandatory knowledge
4.3b	the legal significance of client questioning and of recording the client's responses	Mandatory knowledge

Continues on next page

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4.4	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
4.4a	your salon's policy for referring clients to other professionals such as a trichologist or general practitioner, and the specialist services they can offer	Inferred knowledge
4.4b	the types of anxieties commonly experienced by clients undergoing the different hair attachment systems, such as natural hair shedding	Mandatory knowledge
4.4c	how to help relieve client anxieties in a reassuring way	Inferred knowledge
4.5	**Describe when and how tests are carried out**	
4.5a	the types and purposes of tests	Mandatory knowledge
4.6	**Explain how test results influence hair extensions**	
4.6a	how the results of tests can influence all aspects of the service	Mandatory knowledge
4.7	**Explain the importance of testing the hair and scalp prior to and during hair extension services**	
4.7a	the potential consequences of failing to carry out tests and the importance of recording test results	Mandatory knowledge
4.8	**Explain the different types of hair attachment systems**	
4.8a	the types of hair extension systems available and their advantages and disadvantages	Mandatory knowledge
4.8b	the principles for selecting the correct hair attachment systems	Mandatory knowledge
4.8c	how to estimate the length of time the hair attachment systems can take	Mandatory knowledge
4.8d	methods of applying short-term and long-term hair attachment systems	Inferred knowledge
4.9	**Explain the principles of blending added hair**	
4.9a	the principles for blending added hair	Mandatory knowledge
4.9b	how to mix a number of added hair colours to give block colour and highlighting effects	Mandatory knowledge
4.10	**Explain why it is important to prepare the hair prior to attaching hair extensions**	
4.10a	the general differences in preparation requirements between human hair and artificial extensions	Inferred knowledge
4.10b	how the client's hair should be prepared for each of the hair attachment systems	Inferred knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 208: Hair extension services

4.11	**Explain the importance of following salon and manufacturers' instructions for products, tools and equipment**	
4.11a	the importance of following manufacturer's instructions for different hair attachment systems	Cross-unit knowledge
4.11b	the hair attachment systems with which you may need assistance	Inferred knowledge
4.12	**Describe the different methods of attaching, maintaining and removing hair extensions**	
4.12a	how to judge the quantity of hair to be added to achieve a balanced and well-proportioned finished look	
4.13	**Explain the different types of hair attachment systems**	
4.13a	how the intended style can affect the choice and placement of different hair attachment systems	Inferred knowledge
4.14	**Explain the importance of following salon and manufacturers' instructions for products, tools and equipment**	
4.14a	why it is important to maintain a correct and even tension when adding hair extensions	Mandatory knowledge
4.14b	the tools and equipment necessary for each attachment method and how these are used	Inferred knowledge
4.15	**Explain the types and causes of hair extension problems**	
4.15a	the types of problems that can occur when adding hair extensions and how to remedy them	Mandatory knowledge
4.15b	the types of finishing products and techniques suitable for use with hair extensions	Inferred knowledge

Continues on next page

> Always make sure that the scalp is protected. This is essential!
>
> Eugene Davis

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Knowledge sign-off sheet Continued

Unit 208: Hair extension services

Outcome 5 Know how to cut and finish hair extensions		
5.1	**Describe how and when to adapt cutting techniques to suit the finished look**	
5.1a	how to carry out creative cutting techniques to blend the client's own hair and different hair attachment systems to suit the finished look	Inferred knowledge
5.1b	how to adapt cutting techniques to suit different types of hair extensions such as artificial and human	Inferred knowledge
5.1c	the importance of cross-checking the cut for accuracy	Inferred knowledge

Outcome 6 Know how to maintain and remove hair extensions		
6.1	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
6.1a	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
6.1b	how to maintain and remove the hair attachment system	Inferred knowledge
6.1c	the recommended time interval between services	Inferred knowledge
6.1d	how lifestyle will affect the maintenance and longevity of each hair attachment system	Inferred knowledge
6.1e	the types of products and tools used to remove different hair attachment systems	Inferred knowledge
6.1f	why it is important to remove hair attachment residue and product build-up as part of the extension removal process	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

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.

Hints and tips

It is a good idea to brush each section line during application; this will check for stability and comfort. For best results, smooth over with the hairdryer.

Supplementary notes

Unit 208: Hair extension services

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:

Assessor signature: Date:

IQA signature (if sampled): Date:

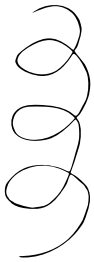
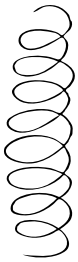
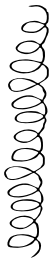
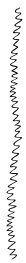
EQA signature (if sampled): Date:

More information

Cheynes

Hair characteristics and classifications

Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

Straight hair	Wavy hair			Wavy-curly hair		Tight-curly hair	Kinky-curly hair	Kinky hair	Z-pattern hair
1	2A	2B	2C	3A	3B	3C	4A	4B	4C
									

Type 1 – Straight hair

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

Type 2 – Wavy hair

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

Type 3 – Curly hair

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

Type 4 – Very curly hair

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

Health and safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principal items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees alike:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health (COSHH) Regulations
- 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 Regulations (note: replaced June 2014 by Consumer Contracts Regulations)
- Trade Descriptions Act
- Consumer Protection legislation
- Disability Discrimination Act

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Environmental and sustainable working practices

You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

1 Reducing waste and managing waste (recycle, reuse, safe disposal)
2 Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
3 Reducing water usage and other resources
4 Preventing pollution
5 Using disposable items (easy dry towels)
6 Using recycled, eco friendly furniture
7 Using low chemical paint
8 Using organic and allergy free hair products
9 Using ultra-low ammonia hair colourants
10 Using environmentally friendly product packaging
11 Choosing responsible domestic products (Fairtrade tea and coffee)
12 Encouraging carbon reducing journeys to work

bikeriderlondon/Shutterstock.com

Values and behaviours

Hairdressers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

Values

The following key values underpin the delivery of services in the hair and barbering sector:

1. A willingness to learn
2. The completion of services in a commercially viable time
3. Meeting both organisational and industry standards of appearance
4. Ensuring personal hygiene and protection meets accepted industry and organisational requirements
5. A flexible working attitude
6. A team worker
7. Maintaining customer care
8. A positive attitude
9. Personal and professional ethics
10. The ability to self manage
11. Creativity skills
12. Excellent verbal and non-verbal communication skills
13. The maintenance of effective, hygienic and safe working methods
14. Adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

Wella

Behaviours

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual.

1 Meeting the salon's standards of behaviour
2 Greeting the client respectfully and in a friendly manner
3 Communicating with the client in a way that makes them feel valued and respected
4 Identifying and confirming the client's expectations
5 Treating the client courteously and helpfully at all times
6 Keeping the client informed and reassured
7 Adapting the behaviour to respond effectively to different client behaviour
8 Responding promptly to a client seeking assistance
9 Selecting the most appropriate way of communicating with the client
10 Checking with the client that you have fully understood their expectations
11 Responding promptly and positively to the clients' questions and comments
12 Allowing the client time to consider the response and give further explanation when appropriate
13 Quickly locating information that will help the client
14 Giving the client the information they need about the services or products offered by the salon
15 Recognising information that the client might find complicated and checking whether they fully understand
16 Explaining clearly to the clients any reasons why their needs or expectations cannot be met

bikeriderlondon/Shutterstock.com

Glossary of terms

Acrylic
Made from synthetic (man-made) fibre.

Adverse hair, skin and scalp conditions
Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have a lot of harsh chemicals used on their hair.

Aftercare advice
Giving the client tips on how to maintain their style and hair condition. For example, the client is going to remove their own added hair, then you will need to advise them on how to do this safely.

Aftercare products
Products such as lotions, sprays or serums which are used to help maintain a style.

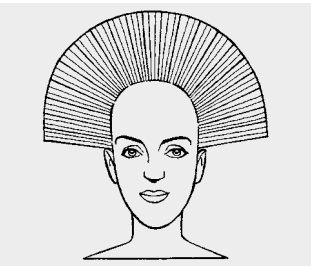
Asymmetric
An uneven balance; for example, a side parting, with a larger volume of hair on one side of the head.

Attachment system
The method used for attaching hair extensions to the client's own hair. These can be short- or long-term.

Backbrushing
Backbrushing is achieved by brushing backwards from points of the hair in the direction of the roots. It is used to give height and volume to your hair styles.

Backcombing
Backcombing is a way of creating additional volume to a style. Backcombing is achieved by repeatedly combing the hair towards the scalp, causing the hair to tangle and knot up.

Basic sectioning technique
Includes six-section and nine-section perm.



Basic uniform layer
All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors, as shown.

Brick winding
A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

Chemical rearranger
Ammonium thioglycollate-based product used to pre-soften tight/curly hair prior to winding a perm.

Clarifying shampoo
A deep-cleansing shampoo, used before applying extensions to remove products, oils and residues from the hair.

Classic look
A style of timeless appeal, such as a 'bob' haircut.

Client's lifestyle
What they do for a job, hobbies and interests; also their age, etc.

Club cutting
The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Conditioning products
These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Confidential information
This may include personal aspects of conversations with clients and colleagues, contents of client records, client and staff personal details, addresses and telephone numbers, fi nancial aspects of the business and even gossip.

Consumer Protection legislation
This gives customers protection against unfair selling practices.

Continuous professional development
The term used to describe how people in a profession continue to update and improve their skills throughout their careers. This is important within the hairdressing industry, due to constant changes in fashion, styles and trends which mean you should prove that you are fully up to date and remain competent. This is also known as 'CPD'.

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cornrow plaits
Also known as rows, braids, or canerows, this is where the hair is braided very close to the scalp, using an underhand, upward motion to produce a continuous, raised row.

Cornrow-based wefts
These are when natural hair is braided into a cornrow. A weft of hair is then sewn onto the cornrow with a needle and cotton.

Creating curl
The size of the brush will determine how much curl is produced. The smaller the brush, the curlier the finish.

Creating movement
Determined by the direction of the style and the amount of waves and curls the style has.

Creating volume
Volume is created by the direction at which the hair is held at the roots when drying. The finished result will be bouncy at the roots.

Cross-infection
When disease is passed from one person to another, due to poor hygiene.

Cross-infestation
When an infestation of parasites, such as head lice, is passed from one person to another.

Current look
A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

Data Protection Act
This is a law designed to protect personal data stored on computers or in an organised paper filing system.

Dermatitis (sometimes called 'contact dermatitis')
A skin condition that can be sore, red and itchy. Hairdressers sometimes suffer from this in between the fingers, from using chemicals in products such as perm solutions and shampoos. Prevented by using a barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Directional winding
Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

Disconnected cut
When one or more sections of the haircut do not connect, link or blend with adjacent sections.

Effleurage
A gentle stroking movement.

Elasticity test
A test to see how much the hair will stretch and return to its original length.

Environmental and sustainable working practices
Practices which reduce harm to the environment and reduce wastage of resources.

Factors
You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Fading
Used to blend short hair into the neckline, or to create a natural hairline.

Faulty products
This refers to products that are damaged in some way, for example, a bottle's nozzle not working correctly.

Finger drying
Using the fingers and hands to lift, mould and style the hair into shape whilst drying it with a hand-held dryer.

Fishtail plait
A method of plaiting using two strands.

Flat top
This is a flat square shape, generally using clipper over comb or scissor over comb. Unlike many other cuts where you remove the corners, for a flat top to achieve the square finish the corners must be retained. You have to mindful of the highest point of the skull, as this will determine your starting point. This cut can be achieved by using a 'flat topper' or a clipper comb.

Flat twists
A method of rolling and twisting the hair by hand to achieve a twist that sits close to the head.

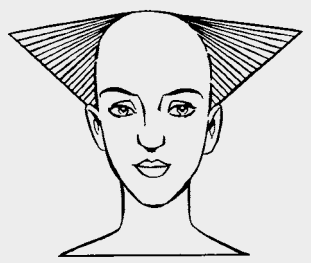
Freehand cutting
The cutting of hair without holding it in place, so there is no tension. An example is when cutting a fringe.

French plait
This is when the hair is gathered tightly and pulled back from the forehead into one large plait down the back of the head.

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

Full neckline
Collar length hair.

Gel
Holds hair in place when plaiting and twisting. This can help the stylist achieve a neat, professional finish.



Graduation
The inner layers of the hair length are shorter than the outline shape, as shown here.

Grievance procedures
If you or a colleague has a dispute that can't be sorted out easily, a grievance procedure would be carried out. This would involve formal meetings to discuss the issues. If you're unsure as to your salon's grievance procedures, ask the advice of your manager.

Hair characteristics
Each person's hair is made up differently due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture) etc.

Hair classification
Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Hair density
Whether the hair is sparse or abundant. This is a factor to consider when advising clients on hair styles.

Hair elasticity
An indication of the hair's strength which allows it to stretch and return to its original length without damage.

Hair texture
Individual hair thickness. Hair can be fine, medium or coarse.

Harmonious working relationship
This means working well with your colleagues and understanding the importance of teamwork. It is important as you will work more effectively and create a better impression of your salon to clients.

Health and safety legislation
Rules and regulations that keep you and your clients safe at work.

Heat protector
A product that is applied to wet or dry hair to coat and protect it from damage caused by using heated styling/finishing equipment.

Heated equipment
Includes heated rollers, tongs and straighteners.

Hospitality
This covers welcoming the client, offering refreshments and magazines, and making sure the client is comfortable.

Hot bonding or fusion
A method of attaching a strand of added hair to the natural hair using heated equipment which melts either the synthetic hair or resin.

Human hair extensions
Hair extensions made from human hair.

Hydrogen peroxide
This chemical is mixed with colour cream/gel to create permanent hair colour.

Incompatibility test
A test to see if the hair will react adversely to any of the products that are about to be used. This is carried out before chemical services.

Infections
Infection can result in red and inflamed skin or the development of puss. If you suspect that your client has an infection, then you should report it to your supervisor.

Infestations
A condition where parasites such as head lice move on to a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Lightener
A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

Limits of own authority
These will be determined by your job description and workplace policies.

Long graduation
The inner layers of the hair length are shorter than the outline shape, as shown.

Long-term hair extensions
Hair extensions that will last six weeks plus: hot bonded or fusion, micro ring or loop, cornrow-based wefts, cornrow plaits.

Man-made extensions
Hair extensions made from synthetic/acrylic fibre.

Manufacturers' instructions
Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

Micro ring or loop extensions
Small sections of hair are gently pulled through the micro ring and the hair extension strands are placed inside the rings . The rings are then squeezed shut using specialist hair extension pliers.

National Occupational Standards (NOS)
The Hairdressing and Beauty Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries.

Neutralise
The process fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

Non-sodium relaxer
This type of relaxer does not contain sodium.

Normalising products
(also known as neutralising products)
These shampoos and treatments are applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of 4.5–5.5.

Off-base winding
The hair is combed at a 45° angle with root dragged to create flatter curls.

On-base winding
The hair is combed directly upwards to create lift and volume.

One length cut
The hair is cut at the same outside length, as shown.

Penetrating conditioners
Products designed to repair and strengthen the physical structure of the hair.

Personal development
This is the process of improving your skills and increasing the amount of experience that you have within your job.

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

Petrissage
Slow and firm kneading movement.

pH balance
The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.

Pin curling
A technique of winding hair into a series of curls or flat waves, which are pinned in place while drying.

Plaited cornrows
Raised scalp plaits applied before sewing wefts of hair into them.

Point to root winding
A method of creating curl movement in hair by winding rollers in the traditional way (tip to root).

Porosity test
A test to see how porous the hair is (how able it is to absorb moisture from liquid).

Post-perm treatment
Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5–5.5).

Post-relaxing treatment
This is applied after the relaxer has been rinsed from the hair.

Precision cut
A cut that uses strong, accurate, clearly defined lines, such as a geometric cut.

Pre-perm treatment
Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide a protective barrier and make the hair more pliable when winding the perm rods into the hair.

Pre-relaxing treatment
These types of treatment are usually used on porous hair prior to the application of a relaxer.

Productivity
This means the amount of work that you are getting done. If you work effectively, you will achieve high productivity.

Pull test
The pull test helps evaluate excessive and or abnormal hair loss. Gently pull small sections of hair whilst sliding the fingers from root to point on at least three areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of abnormal hair loss.

Pulled-through highlights or lowlights
Services could include combs, spatula, cap, foil or film pull-through strips or cones.

Quasi-permanent colour
Colour that lasts almost as long as permanent. It should be treated as permanent colour in terms of testing and future services.

Reduce fatigue
What to do to help stop you getting tired.

Regrowth application
Applying colour to the roots where colour has grown out.

Relevant person
This is the person who is in charge of carrying out a particular task or service.

Resin
An adhesive used to bond some extensions onto the natural hair.

Rollering
Velcro rollers or ones secured with pins are amongst the many types of rollers available. They are all used to create volume, curl and/or movement in the hair.

Rolls
A method of dressing medium-long hair to achieve a chignon, bouffant or vertical/horizontal roll.

Root to point
A method of creating curl movement in hair by winding hair onto spiral rollers or tongs, starting at the root and finishing at the ends. Pin curls can also be achieved with this method.

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

Scalp protector
This protects the client's scalp from the chemical used during relaxing.

Scissor over comb
The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine detailing hairlines.

Semi-permanent colour
Colour that lasts for six to eight shampoos. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

Serum
A product applied to wet or dry hair to add moisture and shine. It can also be used during or after plaiting/twisting.

Short graduation
The inner layers of the hair lengths are longer than the outline shape, as shown.

Short-term hair extensions
Hair extensions that will last anything from 24 hours to six weeks: sewn, plaited, rings, tapes, clip-in hairpieces and additions, taped weft, cold bonding (latex), wefted hair – tracks/rows, plaited cornrows.

Skin test
A test that is used before some chemical services to test whether a client's skin will react to chemical products, for example PPD, which is found in permanent colour.

Smoothing
Working with the lie of the cuticle to ensure a smooth finish. This may be created when straightening, adding movement or volume to the hair.

Sodium relaxer
The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

Spiral curling
A method of winding on rods or tongs from point to root, to achieve a corkscrew effect.

Spray
Helps shorter hair stay neatly in place when plaiting and twisting. Moisturising sprays can be used on the scalp to prevent it from drying out.

Square layer
This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

Strand test
This test is used in the colouring, perming and rearranging process to establish the effect so far of the product on the hair and its condition, such as the degree of colour, straightness or curl that has been achieved.

Surface conditioning products
Products designed to add moisture to the hair in order to improve shine and texture.

Tapered
Tapering is good for detailing hairlines, softening a look and removing weight.

Tapering
This method of cutting hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish.

Target
This means a short- or long-term goal that is set for or by you to achieve and this is usually within a specific timeframe.

Temporary hair attachment
An attachment that lasts between 24 hours and six weeks.

Tension
How tight the hair is pulled. Be careful not to pull too much when plaiting or attaching hair or damage may occur that could result in hair breakage or even traction alopecia.

Tests
Tests can be on the hair or scalp. An example of a skin test would be that performed prior to a colour service to make sure that a client wasn't allergic to the product; a hair test could be an incompatibility check to see if there are any metallic salts in the hair.

Texturising
Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift. Also known as freehand cutting. This technique can be used when tension is not required, such as with fringes or allowing for the natural fall of the hair over the ears when cutting one length. Scissors or a razor can be used for this.

Texturising (using chemicals)
A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable.

Tools
Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.

Traction alopecia
The loss of hair because of excessive and/or continuous tension on the hair, such as regular wearing of extensions or plaiting.

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

Two-strand twists
For this style, you take two equal sections of hair and twirl one section around the other until you reach the very end of your hair. This is also referred to as double strand twist.

Uniform layer
All sections of the hair are cut to the same length.

Virgin application
Process is used on hair that has not been relaxed before.

Wefts or strips
Sections of real or fibre extension hair, separated and ready to apply to the natural hair.

Woven highlights/lowlights
A technique using foil or wraps, which is effective in adding multiple colours to hair.

Wrap setting
Hair is wound clockwise or anti-clockwise so that the contours of the head form the finished shape of the hair. Wet wrap setting is a method of styling and protecting excessively curly hair. Wet wraps work especially well on relaxed or straightened hair that can be brittle and prone to breakage.

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