

Hair Professional Standard  
Jan 2020

**Getting Ready...**  
**Hairdressing & Barbering**  
**OP & EPA**

**Sarah Fillaudeau & Charlie Freeman**

**This webinar will start shortly.**

Hair Professional Standard

**Getting Ready...**  
**Hairdressing & Barbering**  
**OP & EPA**

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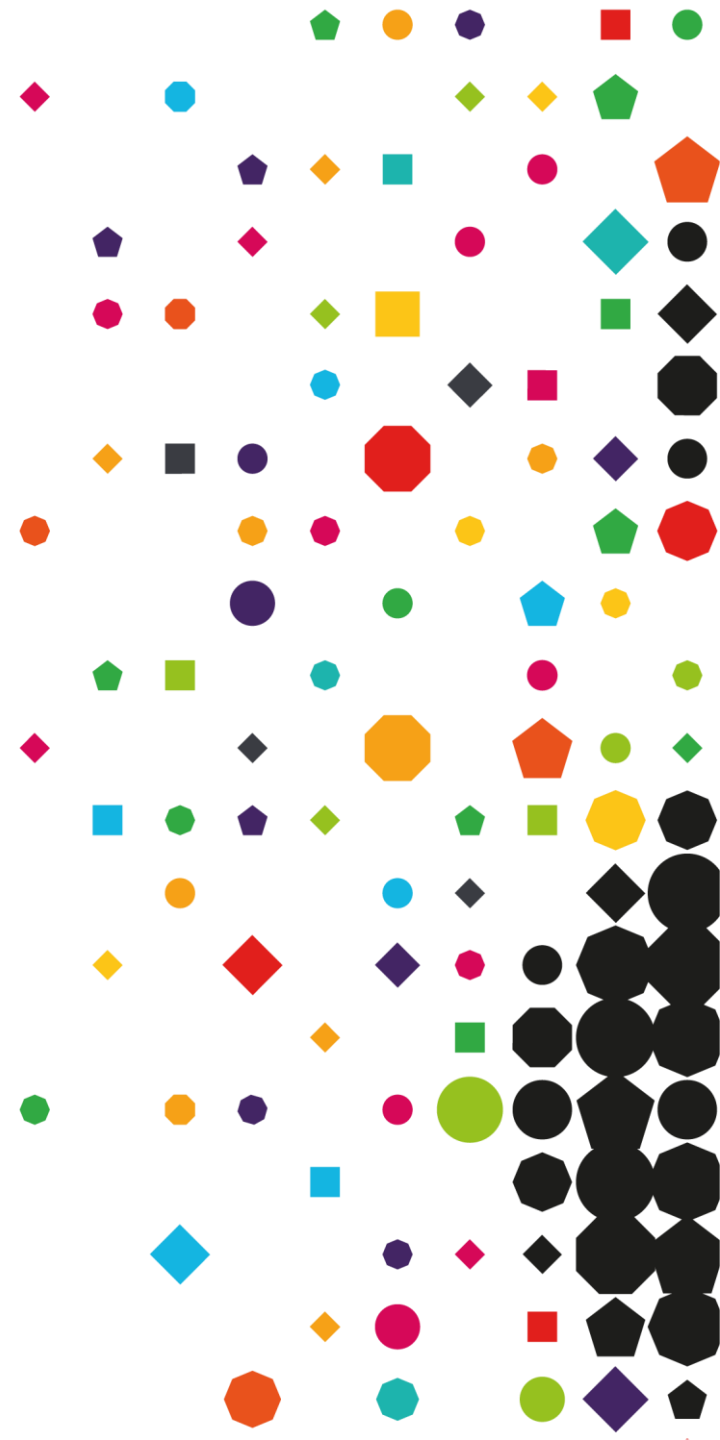


# Agenda

- On-Programme, Gateway and EPA Ready
- Lessons learnt - FAQs

- ✓ How's it going!
- ✓ What's going well
- ✓ What's not going so well

let's talk about it.....

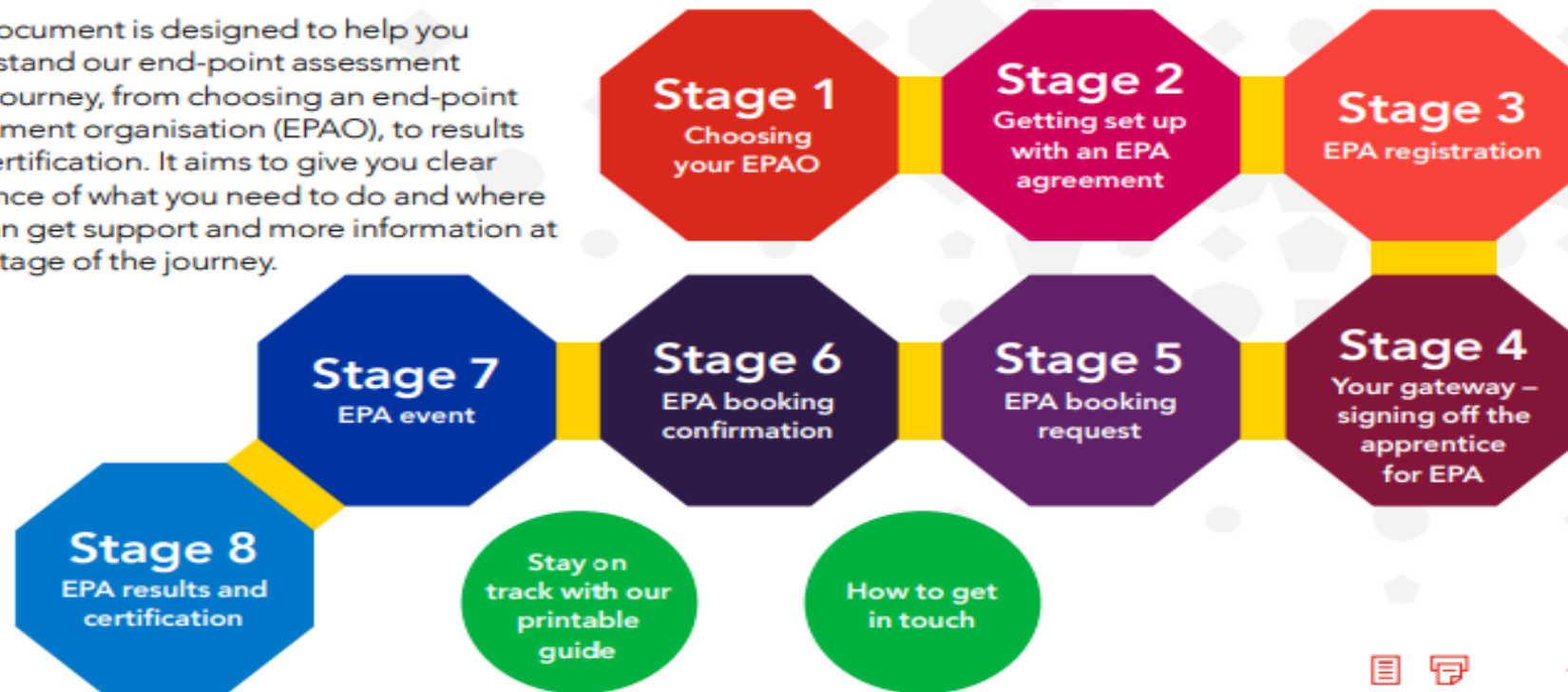


# The 8 Stages of EPA

## Everything you need to know about the EPA journey with City & Guilds and ILM



This document is designed to help you understand our end-point assessment (EPA) journey, from choosing an end-point assessment organisation (EPAO), to results and certification. It aims to give you clear guidance of what you need to do and where you can get support and more information at each stage of the journey.



# The Different Systems

## Walled Garden



1 - Input all your apprentice details. Request your preferred date and time (Registration start of programme, EPA Booking min 30 day before required EPA Event)

2 – We validate your apprentice details, ensuring we have everything for the EPA Event and ESFA certificate – Your apprentice is then set up on EPA Portal

## EPA Portal



3 - Once you have access all Gateway evidence should be Uploaded



4 – We Validate the Gateway Evidence and start to liaise with you for the EPA event.

## Email - EPA Booking Form



# Current Registration and Booking Process

## *Information we need at each stage...*



If required we'll send centres a reminder email from the EPA Portal reminding them to fill out all details on the new Booking Screens

### Registration (Walled Garden)

- First Name
- Last Name
- D.O.B.
- Gender
- ULN
- Apprenticeship Start Date
- Planned Apprenticeship End Date
- Employers Details/Employer contact **Search or create new:** name/address/email/postcode/contact telephone number

### Booking Request (On-Demand on Walled Garden)

- Proposed Date of EPA
- Candidate(s)/cohort details
- EPA Product code
- PO Ref.

### Booking (NEW EPA Booking Info screens on Walled Garden)

- Employer
  - Employers Details/Employer contact **Search or create new:** name/address/email/postcode/contact telephone number
- EPA Booking Info
  - Centre contact/telephone/email
  - EPA Event contact/telephone/email
  - Access Arrangements
  - Apprenticeship Start Date
  - Apprenticeship End Date
  - Funded/unfunded

Register your candidates and get access to support materials



A City & Guilds Group Collaboration

Make your booking request, your **proposed** date is on our radar for capacity planning. Please ensure you actually want this date!

Provide all of your booking details so we can proceed with matching an IEPA to your request



# EPA Timescales

- We need a minimum of 4 weeks which is 30 days
- If you make a reservation today, you will be booking for End February.
- You must have all your evidence uploaded and we will **validate before** we release a confirmed date
- Preferred dates for IEPA's will go on a first come first served basis
- The hold the EPA Date **you must** signed and return the EPA booking form.
- The date you select in the system - Please make sure it is actually the date you want, the first date available will automatically populate this **should be** changed to the date your apprentice wants.

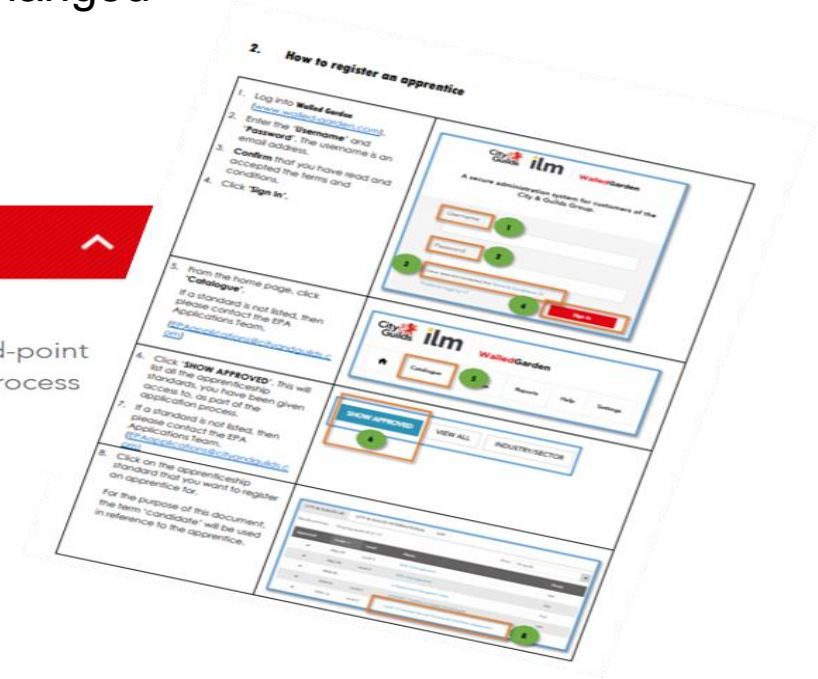
<https://www.cityandguilds.com/apprenticeships/endpoint-assessment-service/document-library>

## Our platforms

### Guide to booking EPA on Walled Garden

Walled Garden is a secure system for registering apprentices and booking end-point assessments and knowledge tests. This user-guide will take you through the process step by step.

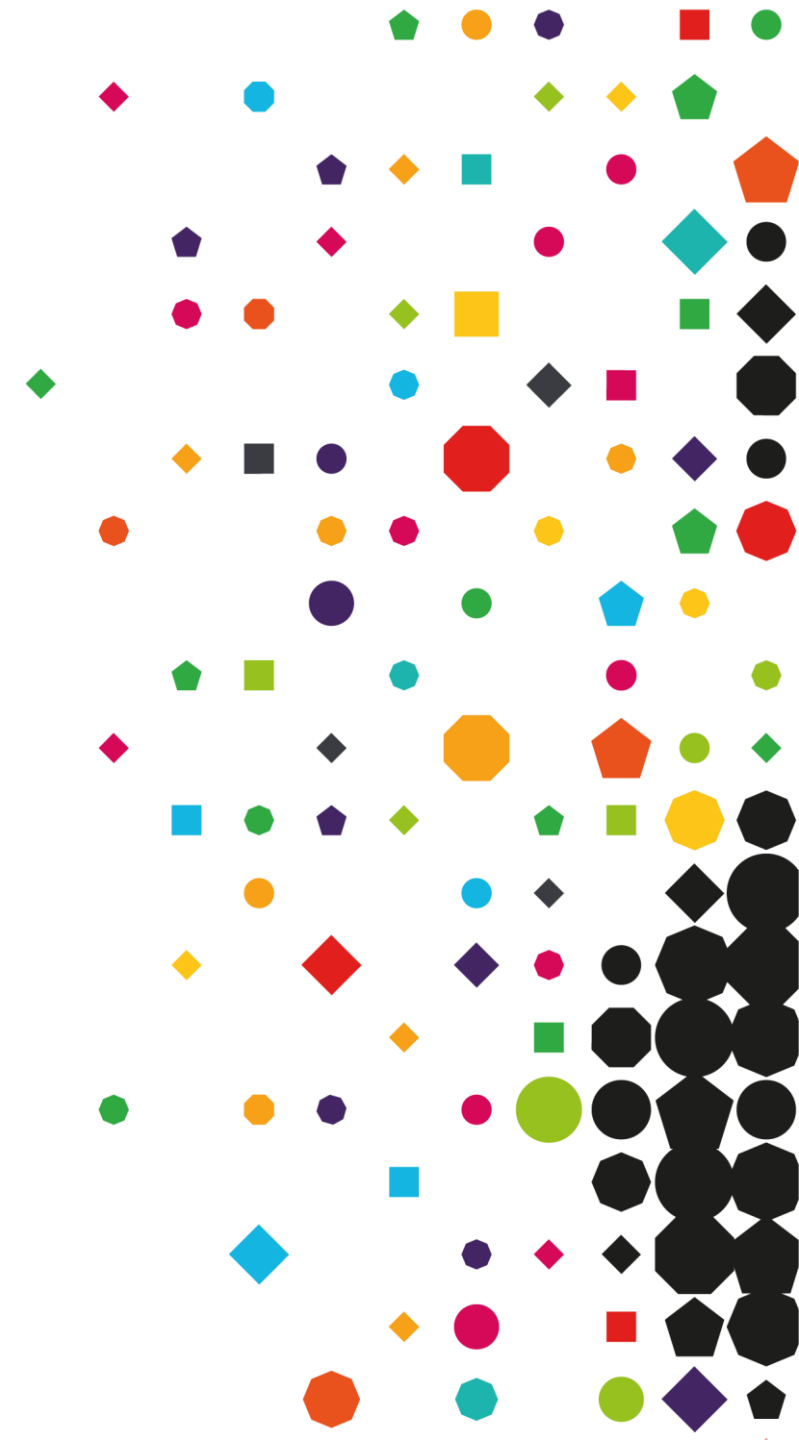
[Download >](#)



# EPA Gateway Evidence



- **Maths and English at Level 1 – Achieved**
- **Maths and English at level 2 – Attempted**
- **Myth busting** – Yes, we do need to see all aspects of the English qualification as Gateway evidence this includes the Speaking and Listening and the test.
- We will accept Walled Garden evidence of achievement this does not have to be the certification
- **On-Programme evidence of the Mandatory Hair Qualification** – unit achievement statement from Walled Garden.
- **Myth Busting** – No, you don't need to have had an EQA visit before you submit this evidence. This qualification was a low risk and DCS was transferred from the old Hair qualification – you **MUST** have applied for the approval of the new qualification through Walled Garden



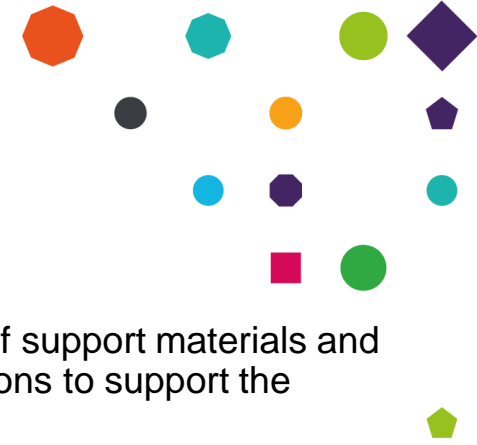


# EPA Gateway Evidence

Date	Order Code	Qualification/ Assessment Description	Item	Assessment Type	Result / Status	Reg End Date	Sales Order	PO Ref
09.08.2019	7002-201	Consultation	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-202	Shampoo, condition and treat the hair and scalp	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-203	Cut hair using a range of techniques to create a variety of looks	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-204	Style and finish hair using a range of techniques to achieve a variety of looks	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-205	Colour and lighten hair using a range of techniques	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-206	Perming hair	Results	Centre devised Exam	Pass		0112730600	EF09082019HP2
09.08.2019	7002-12A-001	Level 2 Diploma for Hair Professionals - Hairdressing (On-Programme)	Certification	Qualification	Conferred		0307058001	Certificate

- Above is an example of the Walled Garden evidence which is excepted at Gateway. It must show the highlighted evidence in 'yellow'
- This will be excepted in place of certificate evidence for the Diploma.

# 5 Top tips for the *perfect* EPA Booking...



**1) Register Early-** Registering apprentices for EPA early helps us ensure your apprentices can get access to our wealth of support materials and it means we can get better visibility of forecasted volumes to ensure we have enough IEPAs and LIEPAs in the right locations to support the EPAs.

**2) Get Booking Data ready** - We'd like you to book as far in advance as possible. Please only request a date you actually want, not just the first available suggested by Walled Garden. If you can provide all the details we need at the time of booking that would be great. We do enable you to propose an EPA date and then add additional EPA Booking details at a later date if you want to but we only start processing a booking once we have all of the data we need. The sooner we have all the data the sooner we're working on matching an assessor to your proposed EPA event date and the better your chance of having your proposed date confirmed. Oh and sticking to that proposed date we're working so hard to match assessors to is a really big help :)

**3) Gateway Declaration 'Good to Go'** - Ensure you are familiar with the Gateway forms (these can be found on SmartScreen or cityandguilds.com) and ensure you have all of your gateway evidence ready for upload. We'll be providing access to our EPA Portal to upload Gateway evidence, make sure you're prepared and don't miss the window, this will minimise any delays at this stage.

**4) Group Learners in orders** - If your centre has a group of learners on the same standard, one order with 10 apprentices is much easier for us to process than 10 orders with one apprentice. If you can bulk book apprentices onto one order that's a big help to our teams who match IEPA's to events.

**5) Only book what you need to** - When you book for EPA, the booking request includes all of the components within that EPA, so you only need to select the EPA. It's only if it's a resit booking that you need to select the relevant individual component, as it might only be one part that needs a resit.



# Get to Gateway – driving end-point assessment success

## Why might you need it?

- Access to C&G/ILM content fully mapped to a standard – knowledge, skills and behaviours
- User-friendly interface
- No minimum numbers to buy into the platform
- Integrated ePortfolio
- Hosted by and supported by City & Guilds – content remains fully compliant and up-to-date
- Prepares the learner for end-point assessment (with extra tools if using C&G as assessment organisation)

## The benefits

As **Learning Assistant** plus ...

- Content mapped to standards
- Integrated learner-facing platform
- Access to (but not integrated with) eFunctional Skills
- Cost per user is very competitive and we easily beat any other provider because of 'good-to-go' digital content
- Additional training

[Link to Gate-to-Gateway Video](#)

# Yes – we are ready!

**EPA Customer Success Team** are here to support and offer guidance to customers who are new or unfamiliar with the EPA journey.

## **EPA Partnership Managers**

Martin Newman For the South

M 07776 094894

[martin.newman@cityandguilds.com](mailto:martin.newman@cityandguilds.com)

Rebecca Hollamby for the Midlands

M: 07876 448 147

[Rebecca.Hollamby@cityandguilds.com](mailto:Rebecca.Hollamby@cityandguilds.com)

Janice Collins for the North

M: 07872463157

[charlotte.freeman@cityandguilds.com](mailto:charlotte.freeman@cityandguilds.com)



### Which team should I contact?

#### Sales team

### Speak to this team about...

Information about our EPA service

### Contact details

E: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)  
T: 01924 206 709

#### EPA application team

Getting set up as an EPA customer

E: [epaapplications@cityandguilds.com](mailto:epaapplications@cityandguilds.com)  
T: 01924 206 719

#### EPA customer success team

Support throughout your EPA journey with us once you've completed the application process .

The EPA customer success team will be in touch with you regularly to understand your EPA requirements and ensure you have everything in place for a smooth booking process.

E: [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)  
T: 020 7294 3201

#### Technical Advisors

Sector specific technical guidance.

Contact details for all advisors is available on: <https://www.cityandguilds.com/what-we-offer/centres/technical-advisors>

#### EPA bookings team

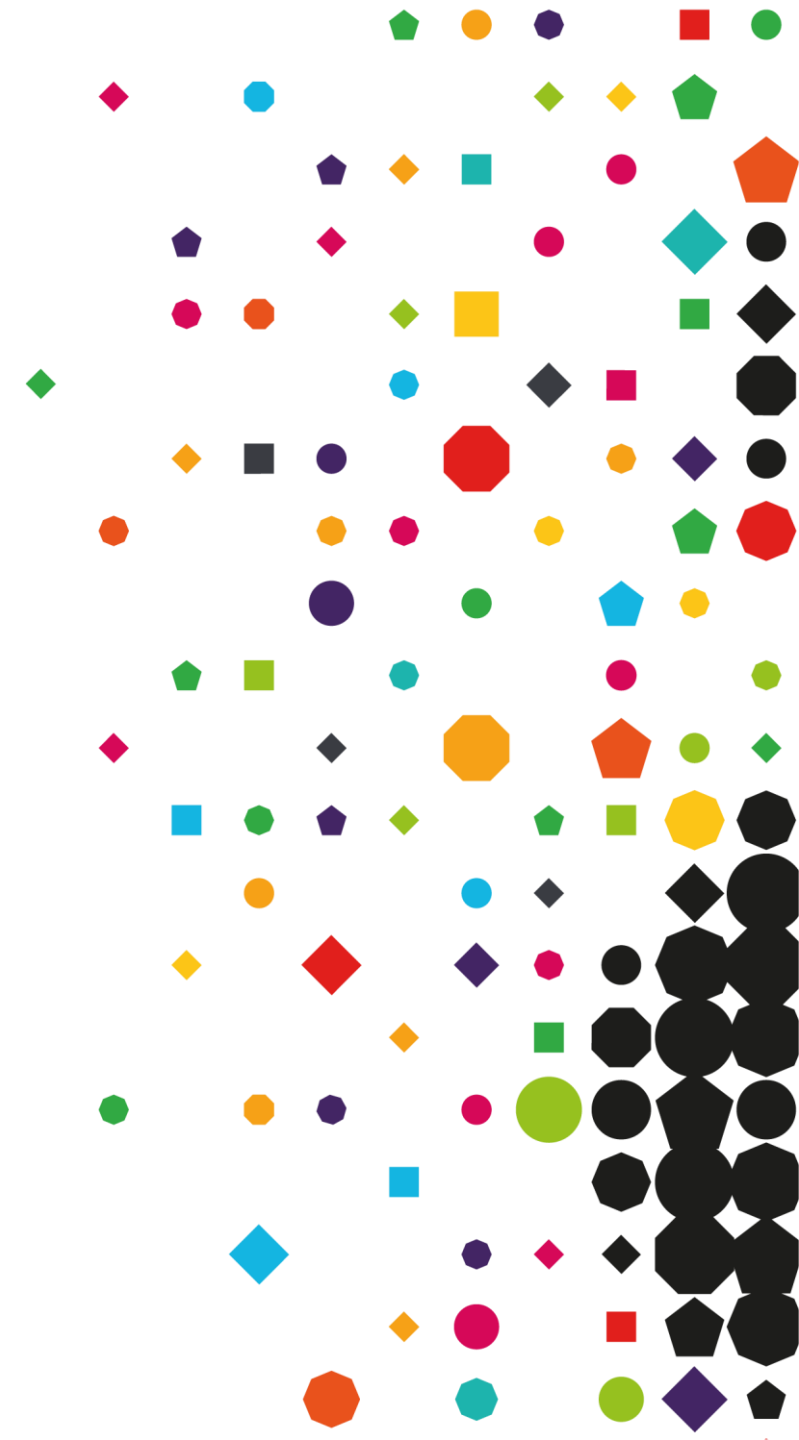
Specific enquiries about your EPA booking once you have started your EPA booking request (stage 5).

E: [epa@cityandguilds.com](mailto:epa@cityandguilds.com)

#### Customer services

Support with our platforms including Walled Garden, SmartScreen and e-volve.

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)  
T: 0844 543 0000\*



# Hair Professional Assessment Plan

2019

ST0213/AP02

## Summary of assessment

## Version log

VERSION	DATE UPDATED	CHANGE	PREVIOUS VERSION
1	10/09/2019	Minor amendment to assessment plan to remove the reference to sponge shaving in the practical test.	<a href="#">Previous version</a>



**Print the occupational standard (including PDF)**



**Hair professional assessment plan V2**

Published: 10 September 2019

File size: 985.4 KB



## Stage 1 – On-Programme

Diplomas for the Hair Professionals-  
Hairdressing and Barbering (7002)

## Stage 2 – Gateway

Apprentice must achieve

Diplomas for the Hair Professionals-  
Hairdressing and Barbering (7002)

Apprentice must have achieved  
of the L1 qualification (or  
equivalent) in English and maths  
requirement on the Standard and  
taken the L2 English and maths  
test before being entered for the  
EPA

The employer, in consultation  
with the training provider (if  
appropriate), considers the  
apprentice can demonstrate the  
Knowledge, Skills, Behaviours  
(KSB) set out in the Standard

## Stage 3 – EPA

End-Point Assessment of the  
KSB set out in the standard  
via:

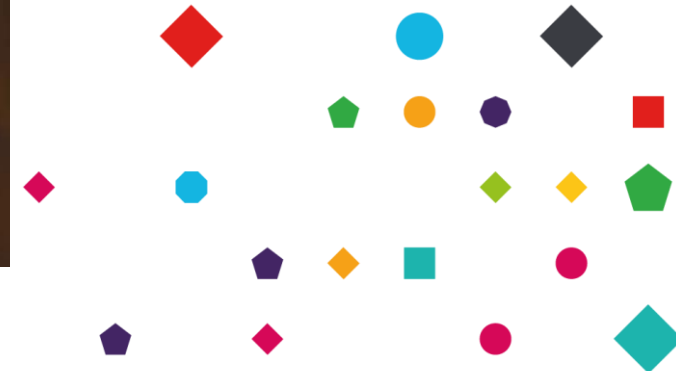
- OQ
- Observation

The EPAO confirms the EPA  
outcome grade

# Grading - EPA/Trade Test – Shop floor ready...

The grading criteria for the observation has been separated out into the following themes:

- Ways of Working
- Technical Skills
- Understanding
- Customer Service



## End Point Assessment - Hairdressing

Consult, shampoo and condition hair will also be included in the assessment.

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

Style and finish hair using a range of techniques to create a variety of looks

Colour and lighten hair using a range of techniques



## End Point Assessment - Barbering

Consult, shampoo and condition hair will also be included in the assessment.

Cutting hair using barbering techniques to create a variety of looks

Style and finish men's hair

Cut facial hair into shape

Shaving services



# END POINT ASSESSMENT



What needs to be considered to prepare the Apprentice for success?

**Tip 1:  
Read the  
Assessment plan  
and Appendix**

**Tip 2:  
Choosing and  
working with  
models.**

**Tip 3:  
Commercial  
Timings  
Evaluation**

**Tip 4:  
Preparing for the  
practical trade  
test (EPA)**

# Areas for development – Hairdressing

## Customer service

### Style and finish hair using a range of techniques to create a variety of looks

- ✓ one blow dry which must create volume, movement and curl - when working with long hair – hair up styles.
- ✓ the apprentices must style hair that is above the shoulder and below the shoulder.
- ✓ length and shape of the client's hair.
- ✓ colouring services on two different models
- ✓ check the finish for balance and to personalise the finished looks.

### Just to clarify:

- ✓ Bleach
- ✓ Curly blow-dry
- ✓ **Please sense check the models.**



# Areas for development – Barbering

- styling and finishing products when styling and finishing men's hair. Refer to the assessment plan – appendix B
- when cutting facial hair
- required cutting techniques when cutting facial hair.
- when completing a beard trim
- wear gloves when using an open cutthroat razor

## Oral Questions & Environment - Areas for development



Time	Services	Products used and Range covered – cross ref with assessment plan/appendix
10.00am	Mrs Smith – Client Consultation and shampoo and condition the hair	<p>Mrs Smith –</p> <p><b>Consultation</b> – Identifying clients desired look Identify inflecting factors.</p> <p><b>Shampoo and condition</b> the hair and scalp- Wella shampoo. Shampoo technique – Effluerage, Rotary friction.</p> <p>Conditioner – Wellaplex express. Conditioning technique, Effleurage and petrissage.</p> <p><b>Cut hair</b> – Re-style – Club cutting, Freehand, Texturizing and graduation.</p> <p><b>Style and Finish</b> – Blow dry with round brush, Heat protector and serum, Take into account all factors, Use hand dryer. Styled <b>above shoulder</b>. Give aftercare advice and recommendations.</p>
10.20	Restyle / hair cut	
11.00	Blow dry	
12.00	After Care advise	
12.15	Tidy work area	
12.30	Break	
1pm	Mrs Brown - Client Consultation	<p>Mrs Brown -</p> <p><b>Consultation</b> – Identifying desired look and All test required prior to services (record card and incompatibility and skin test as evidence) and test during consultation porosity and elasticity.</p> <p><b>2 colour woven highlights to naturalise the hair 12/0 &amp; 9/04 , Colour Touch 7/7 to refresh middle lengths and ends</b></p> <p>Shampoo and condition –Wella shampoo and conditioner. Shampoo technique, effleurage, rotary and friction. Conditioning technique, effleurage and petrissage.</p> <p><b>Blow dry – Blow dry curly blow into pin curls. Hair up- Platting/braiding/knots and</b></p>
1.15	T Section foils	
2.00	Development	
2.30	Shampoo and condition the hair and scalp	
2.45	Curly Blow dry and pin curls	
3.30	Hair up	
4.15	After care advise	
4.20	Tidy up	

# Advice for Employers/Providers/Apprentice



On-programme



End-point Assessment EPA



7002 FAQs updated June 2019 pdf	787 KB	20 Jun 2019	
7002 Hair professional LIEPA report June 2019 pdf	277 KB	16 Jul 2019	
7002 Hair Professionals Approval and Resource Form	62 KB	05 Dec 2018	
7002 Hair Professionals EPA Pack - Centre Update	52 KB	15 Nov 2018	
7002 Hair Professionals EPA Assessment Recording Forms	103 KB	14 Nov 2018	

Hair Professional EPA – Customer FAQ's  
December 2018



	Question	Answer
1.	If an Apprentice attends college on a weekly basis can the EPA be in the college?	Yes.
2.	Is there additional support or time allowance for Apprentices with learning difficulties or social barriers?	Access to Assessment requirements still applies.
3.	Is a copy of the Apprentices ID okay rather than the original?	Yes as long as it is clear and contains a photograph
4.	What happens if the Apprentice does not bring their photographic ID on the day of the EPA?	If there are concerns over the validity/identity of the Apprentice the IEPA will liaise with the EPA team who will make that decision in liaison with the EPA customer.
5.	Can we arrange for our EPAs to be taken jointly with another training provider to lower the cost?	Yes, but each centre would need to make their own EPA registrations and bookings – for funding purposes. Once bookings/reservations are completed – the centres would then need to contact the EPA team and they would combine the learners. However City & Guilds would ask both centres to book on the same day.
6.	Could you clarify that an Apprentice can complete their EPA in their own salon/workplace?	EPA environment  The End-point assessment can take place at the employer's salon, a training provider's salon or a college's salon. As far as reasonably practicable the location of end-point

[Link to 7002 landing page](#)

# Q&A

# Thank you

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