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*Candidate logbook*  
Level 2 VRQ

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# Hairdressing





# Hairdressing

Name:

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City & Guilds enrolment number:

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Date registered with City & Guilds:

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Date enrolled with centre:

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Centre name:

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Centre number:

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Centre address:

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Centre contact:

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Assessor name:

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Internal Verifier name:

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Andrew Buckle (photography); Kate MacLellan (hairdressing); Kym Menzies-Foster (make-up); Natalie Mockett (model)

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105 Plaiting and twisting	

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## A few words from Sacha Mascolo-Tarbuck

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I was lucky enough to be born into hairdressing – my father is Toni and my uncle is Guy of Toni & Guy – but whoever you are, hairdressing is the most exciting and creative industry.

The opportunities are endless: with determination and passion, the sky really is the limit!

On my way to becoming Global Creative Director at Toni & Guy, I firmly believed that my training gave me the skill and confidence I needed to excel creatively. Listen carefully to your tutors, and you'll be on the road to success.

I believe that I have the best job in the world: I love every minute of every day. I've worked behind a chair in the salon, travelled the world for shows and seminars, worked on photo shoots and on TV, created new electrical tools for our haircare ranges, and designed hair for catwalk shows at London Fashion Week. I still find my work as exciting as I did when I first qualified as a hairdresser. British hairdressing education is the best in the world, and it's all yours!



## Summary of unit achievement

By signing this summary of unit achievement we are confirming that all the performance criteria 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.

Candidate name:

Candidate enrolment number:

Centre name:

Centre number:

Start date:

- 201 Working in the hair industry
- 202 Follow health and safety in the salon
- 203 Client consultation for hair services
- 204 Shampoo and condition the hair and scalp
- 205 Promote products and services to clients in a salon
- 206 Cut women's hair
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- 214 The art of colouring hair
- 215 Provide scalp massage services
- 216 Salon reception duties
- 217 Style and finish African type hair
- 218 Relax African type hair
- 104 Style men's hair
- 105 Plaiting and twisting

Date achieved	Grade	Assessor signature	Candidate signature	IV signature (if sampled)

# What kind of hairdresser are you?

Answer the following questions, and then add up your answers to find out your possible career path.

## Q. What type of hairdressing work would you most like to do?

- 1 Dressing hair for special occasions and long hair work
- 2 Photographic work
- 3 Don't mind
- 4 Be a good all-round stylist

## Q. When working as part of a team, which of these best describes you?

- 1 The person with the most ideas
- 2 The negotiator, working between the different people in the team
- 3 The leader
- 4 A good team player



## Q. How would you like to be described in 10 years' time?

- 1 Well-travelled
- 2 Well-known in the professional field
- 3 Running your own business
- 4 In a secure job

## Q. If you won £250,000 on the National Lottery, what would you prefer to do with it?

- 1 Spend six months travelling around the world
- 2 Plan lots of short holiday breaks
- 3 Set up your own business
- 4 Splash out on clothes and accessories

## Q. Which one of the following best describes you?

- 1 Creative
- 2 Motivational
- 3 Organiser
- 4 Reliable

## Q. What would be your ideal working patterns?

- 1 Day and evening work, rotating days off
- 2 Irregular work patterns with some weekend work as required
- 3 Working hours and days as the job demands, to ensure everything is covered
- 4 Set pattern of working days and hours

## Q. Which of the following qualification routes would you most like to complete?

- 1 Hairdressing levels 2 and 3 in women's, barbering and African type hair
- 2 Hairdressing levels 2 and 3, and a variety of manufacturers' hairdressing skills courses
- 3 Hairdressing levels 2 and 3, and salon management level 4
- 4 Hairdressing levels 2 and 3



**Q. If you had to complete one of the following tasks on your own, which one would you select?**

- 1 Plan and carry out a variety of hairdressing images for a special occasion
- 2 Demonstrate creative cutting techniques to an audience of 50 people or more
- 3 Plan and implement an effective salon stock control system
- 4 Carry out a variety of different hairdressing services on clients, working to time constraints

**Q. How would you like to mix travel and work?**

- 1 Prepared to work away from home for long periods of time
- 2 Prepared to work away from home regularly for up to a week at a time
- 3 Occasional travel if work commitments require it
- 4 Would rather work closer to home

**Now add up your points ...**

If you scored **9–14**, you have an irresistible desire to travel, you are flexible with working hours and enthusiastic with work demands. You could maximise your creativity and hairdressing design flair by working in a salon on a cruise ship.

If you scored **15–22**, you love variety wanting to work in different locations. You don't mind being in the public eye and playing to an audience. You could have a talent for demonstrating your hairdressing skills to others – how about being a session stylist?

If you scored **23–29**, you like being organised, and organising others around you. You are not shy of hard work or demanding hours – you could look to develop the skills and knowledge you'd need to run your own business.

If you scored **30–36**, you love hairdressing, whatever the work, from cutting and styling to chemical work. Although you enjoy a holiday as much as the next person, you would prefer to work closer to home in a secure environment. You would make an excellent senior stylist, building up an established clientele for lots of repeat business.





# 201

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## Working in the hair industry

Now to explore the exciting world of hairdressing ... your career opportunities are endless within this fantastic industry.

In this unit you will gain an invaluable insight into hairdressers' roles and responsibilities, and the main services offered to clients. You will learn about how employment works, equal opportunities within the workplace, your responsibilities as an employee, and your legal rights, while building up your own personal professional image within hairdressing.

# Assignment mark sheet

## Unit 201 Working in the hair industry

This page is used to record if you have passed the unit. You must pass **all** parts of the tasks to be able to pass the unit. There are no practical tasks in this unit.

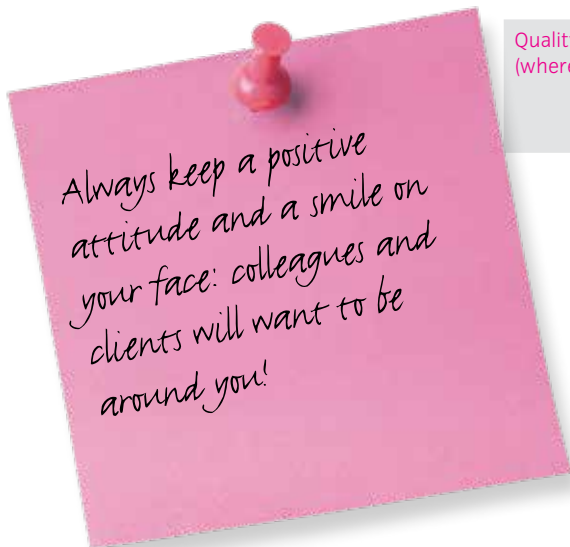
What you must know	Tick when complete
Task 1a: fact sheet	
Task 1b: career guide	
Task 1c: information sheet	
<b>Or</b> tick if covered by an online test	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:



## What does it mean?

Some useful words are explained below

### Code of practice

Set rules of working, laid out by the industry, or by the workplace itself.

### Confidential information

Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.



### Contract of employment

An agreement between an employer and an employee, setting out the terms and conditions of the job.



### Co-operation

Working together with others to achieve common goals.

### Hairdressing organisation

A body supporting people or regulating something in hairdressing.



### Industry

A type of organised activity that generates money, for example ladies' hairdressing, or barbering.

### Industry sector

A group of similar industries. For example, hair and beauty is an industry sector.



### Job roles

The tasks and responsibilities that each person in the workplace is there to carry out.

### Services

The different types of hairdressing offered to clients in salons, such as cutting or colouring.



*If you work hard enough, you could end up on stage at Salon International.*



*If you want to meet lots of cool, creative people, hairdressing is the place to be!*



## What you must know

### You must be able to:

- 1 Outline the types of organisations within the hair industry
- 2 Outline the main services offered by the hair industry
- 3 Describe occupational roles within the hair industry
- 4 State the employment characteristics of working in the hair industry
- 5 State career patterns within the hair industry
- 6 Outline the education and training opportunities within the hair industry
- 7 Outline opportunities to transfer to other sectors or industries
- 8 Outline good working practices in the salon
- 9 State the importance of personal presentation in reflecting the professional image of the hair industry
- 10 Outline opportunities for developing and promoting your own professional image within the hair industry
- 11 State the basic employee employment rights and responsibilities
- 12 Outline the main legislation that affects working in the hair industry



### Be the next ... *Antoinette Beenders*



Antoinette Beenders is Global Creative Director for Aveda. Antoinette has won many major hairdressing awards during a glittering career: her work appears regularly in fashion magazines, and she now jets all over the globe, appearing in shows and on TV. **Follow the pink quote marks to read what Antoinette has to say.**



Image courtesy of Terrence Renati

As a hairdresser your hair is an example of the profession: it is important to keep your hair clean and well groomed.

# The hair



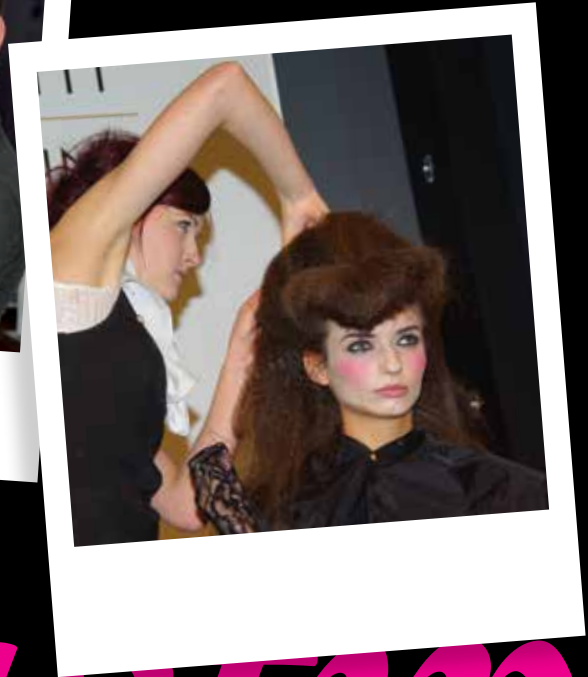
Learn to love the tools of your trade!

“

*Investing in a good pair of scissors is worth it not only because they will last longer, but also for preventing elbow and shoulder injuries.*



Image courtesy of iStockphoto.com/ Fatih



# industry

Does your image reflect a professional hairdresser? If not, what can you do to improve?

“

*Start by learning as much as you can about the whole industry, and then specialise in the area of hairdressing you love the most.*

## Comment form

# Unit 201 Working in the hair industry

This form can be used to record comments by you, your client, or your assessor.



Image courtesy of iStockphoto.com/Dan Kite



Image courtesy of From Melissa Jenkins ([www.melissajenkinsphotography.com](http://www.melissajenkinsphotography.com))



# 202

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**Follow health and safety in the salon**  
This may not seem like the most exciting unit, but it's essential for everyone who enters a salon. You'll learn about health and safety legislation and how it relates to your everyday work. You need to understand your own responsibilities, be aware of hazards, and play a part in reducing risks. Soon you'll be able to support the salon in maintaining a professional, safe and hygienic environment, for you and your colleagues to work in, and for clients to visit.

# Assignment mark sheet

## Unit 202 Follow health and safety in the salon

This page is used to record if you have passed the unit. You must pass **all** parts of the tasks to be able to pass the unit. There are no practical tasks in this unit.

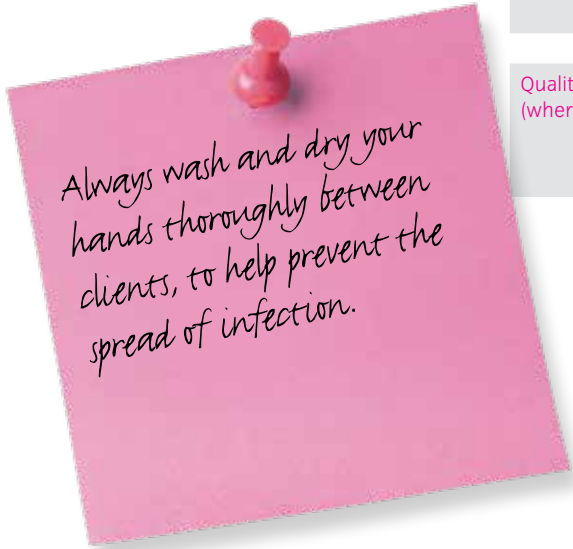
What you must know	Tick when complete
Task 1a: chart	
Task 1b: poster	
Task 1c: leaflet	
Task 1d: chart	
<b>Or</b> tick if covered by an online test	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:



## What does it mean?

Some useful words are explained below

Image courtesy of Mundo

### Autoclave

A device for sterilising hairdressing tools in very hot pressurised steam.



### COSHH

Standing for Control of Substances Hazardous to Health, this legislation covers the storage, handling, using and disposing of chemicals, eg colouring products, styling lotions, etc.

Image courtesy of iStockphoto.com/craftvision

### Cross-infection

The passing of infection from one individual to another.

### Dermatitis

A common skin condition suffered by hairdressers, when wet work and contact with chemicals causes soreness, redness and itchiness.

Image courtesy of TONI&GUY

### Disinfectant

Chemical solutions used to kill bacteria when cleaning and sterilising tools, equipment and the salon.

### HASAWA

Standing for Health and Safety at Work Act, it states the responsibilities of the employer and employee. All the other health and safety acts come under this one.

### Hazard

Something dangerous, such as scissors or chemicals.



Image courtesy of GE Betterton

### Health and safety legislation

Laws in place to protect people: it is essential to follow all health and safety legislation.

### Health and safety policy

The manager of a salon is required by law to draw up a health and safety policy for their business. This must be accessible to all employees, who must read and understand the requirements of the policy.

### Legal requirements

These affect the way the salon operates, how it is set up and maintained, the staff employed in the salon, and their working practice.



### Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage. For example, gloves, aprons, or overalls.



### Risk

The likelihood of harm: a water spillage in the middle of the floor has a high risk, whereas one in a corner where nobody walks has a low risk.

### Workplace policy

Rules and procedures relating to health and safety and other salon requirements: they minimise the risk of harm or injury to yourself and others.

## What you must know

### You must be able to:

- 1 Explain the difference between legislation, codes of practice and workplace policies
- 2 Outline the main provisions of health and safety legislation
- 3 State the employers' and employees' health and safety responsibilities
- 4 State the difference between a hazard and a risk
- 5 Describe hazards that may occur in a salon
- 6 State the hazards which need to be referred
- 7 State the purpose of personal protective equipment (PPE) used in a salon during different services
- 8 State the importance of personal presentation, hygiene and conduct in maintaining health and safety in the salon

*Continues on next page*

#### Revision tip

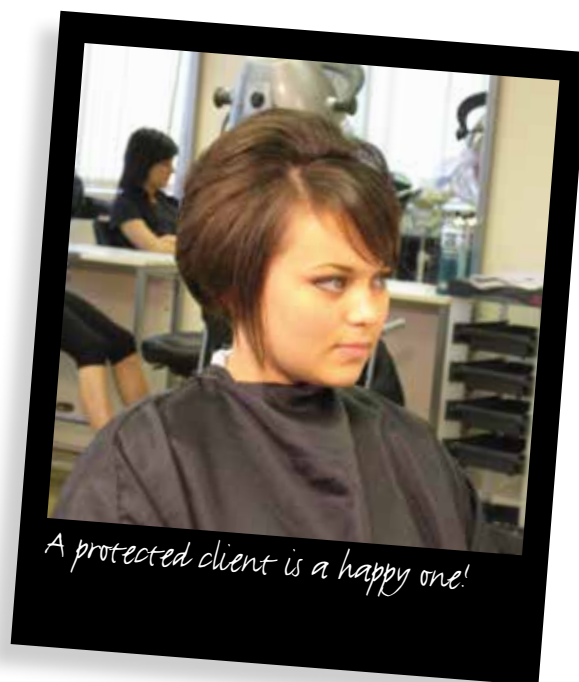
PPE regulations state that the employer must provide suitable protective clothing and equipment for the employee to use when handling chemicals in the salon. The employee must use the PPE provided.



### Be the next ... *Sharon Peake*



North Western Hairdresser of the Year for two years running, Sharon is one of the most sought-after creative directors in the industry. With two salons in Manchester, stunning photographic collections, and stage presentation for several hairdressing giants under her belt, Sharon's creative styling and avant garde designs are sure to guarantee her a place in the hairdressing hall of fame for years to come. **Look for the pink quote marks to see what she has to say to you!**





- 9 State the importance of maintaining the security of belongings
- 10 Outline the principles of hygiene and infection control
- 11 Describe the methods used in the salon to ensure hygiene
- 12 Describe the effectiveness and limitations of different infection control techniques
- 13 Describe how to dispose of different types of salon waste
- 14 Outline the correct use of firefighting equipment for different types of fires
- 15 State the dangers of the incorrect use of firefighting equipment on different types of fires
- 16 State the importance of reporting and recording accidents
- 17 Describe the procedure for reporting and recording accidents
- 18 Describe procedures for dealing with emergencies

**Revision tip**

All fire extinguishers are coloured red, with a different coloured label to identify the contents. For example, an extinguisher with a red label contains water, and should not be used on electrical equipment.



*If you stand in the right position, you won't suffer from back problems later in life, and you will look far more professional.*

Image courtesy of Darren Padgham /Getty Images (left) Image courtesy of South Essex College (right)



## Comment form

# Unit 202 Follow health and safety in the salon

This form can be used to record comments by you, your client, or your assessor.

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*Always adopt the correct stance when you're working, particularly when cutting.*



Image courtesy of Walsall College



Image courtesy of Walsall College



# 203

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## Client consultation for hair services

Consulting with clients is an essential part of all hairdressing services. You should always be offering advice on clients' needs for services, products and aftercare maintenance. This unit is about developing different methods of communication used to identify client needs, the skills and knowledge to analyse the hair and scalp, and the ability to match appropriate products and services. You will look into a range of common hair and scalp problems, and the actions required to solve them. You will gain a sound understanding of the basic structure of the hair and skin, which you can build on throughout your hairdressing career.

# Assignment mark sheet

## Unit 203 Client consultation for hair services

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: chart	
Task 1b: chart	
Task 1c: guide	
Task 1d: fact sheet	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: consultation service 1		
Task 2b: consultation service 2		
Task 2c: consultation service 3		

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	<b>÷ 3</b>
=	
<b>Overall grade</b> (see conversion chart)	

Candidate name:

Candidate signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Quality assurance co-ordinator signature (where applicable): \_\_\_\_\_ Date: \_\_\_\_\_

## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client to help with style and hair maintenance.

### Adverse skin and scalp conditions

Factors of the skin or scalp that may limit which services clients can have, for example a history of skin allergies.

### Chemically treated hair

Hair that has been permed, relaxed, coloured, bleached, or had any other chemical treatment.



### Client lifestyle

Factors within the client's life that influence the choice of hairstyle, for example a client who works in the fashion industry may wish to reflect the latest trends, whereas an athlete may prefer short hair that doesn't get in the way.



### Confidential information

Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.

### Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

### Cuticle scales

The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.

### Hair bulb

The base of the follicle containing active growing cells; this is where new hair develops.

### Incompatibility

When a previous service or product is present in the hair, and will cause a reaction with any chemicals added to the hair.

### Infection of the skin

A condition that may involve visible signs of swelling or redness on the skin, and may spread.

### Infestations

A condition whereby parasites such as headlice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.



### Keratin

The principle protein of the hair, skin and nails.

### Referral

When a client is advised to seek further advice on something from a person more knowledgeable in the subject; for example if a client had visible signs of headlice, you would refer them to a pharmacist.

Image courtesy of iStockphoto.com/AllievanNiekirk

Image courtesy of iStockphoto.com/yurok\_aleksandrovich

Image courtesy of iStockphoto.com/AgnieszkaGaul

## What you must know

### You must be able to:

- 1 Explain how to communicate effectively
- 2 Outline communication techniques used during client consultation
- 3 State the importance of consulting client records
- 4 Describe the tests carried out for different services
- 5 State the importance of following manufacturers' instructions, salon policy and legal requirements
- 6 State the importance of identifying factors that may limit, prevent or affect the service
- 7 State the importance of identifying and recording contra-indications

*Continues on next page*

#### Revision tip

Every hair is attached to a muscle called the arrector pili. When the muscle contracts, it pulls the hair upright, making it stand on end.



### Be the next ...

*Leo Rizzo*



Leo Rizzo is a young, creative stylist who has cut a great figure for himself in the hairdressing industry. Wins in the L'Oréal Colour Trophy, Fellowship for British Hairdressing's FAME team membership and five nominations for the industry Oscars, the British Hairdressing Awards, already mark him out as one to watch. He heads up the Sanrizz International Artistic Team, creating beautiful photographic shoots and styles, as well as acting as the salon group's international educator, teaching cutting and colour techniques all over the planet. **Look for the pink quote marks to see what he has to say to you!**



*Clients are often nervous about colour decisions – make the process as enjoyable and stress-free as possible!*

Image courtesy of iStockphoto.com/Fatih



- 8 State who to refer clients to for different contra-indications
- 9 State the importance of not naming referable contra-indications
- 10 Describe the information that should be on a record card
- 11 Describe how client records should be held and maintained
- 12 State the importance of client confidentiality
- 13 Outline legislation that affects how information is used during client consultation
- 14 Describe visual signs of suspected infections, infestations and disorders visible to the naked eye
- 15 Describe the basic structure of the skin and hair
- 16 Describe the characteristics of the hair structure with the different hair types
- 17 Describe the hair growth cycle
- 18 State the average hair growth rate
- 19 Describe the general factors that contribute to healthy hair



*Consultation is key! Listening to the client is the most important aspect of an appointment.*



Remember to record  
all client information  
accurately on a record card  
at the time of the service.



Image courtesy of Central Training Group

# Consultation



It often helps to involve an experienced  
colleague in the consultation process.

Image courtesy of Walsall College (right) Image courtesy of Schwarzkopf (left)



Take time to make sure your client understands and agrees to the service you are about to carry out.

# Intuition

“

*You don't know how to cut a client's hair until you talk to them!*



*If unsure of which chemicals have previously been used, always carry out an incompatibility test.*

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with **\***.

### Conversion chart

Grade	Marks
Pass	9–10
Merit	11–13
Distinction	14–15

- 1 Communicate in a manner that creates confidence, trust and maintains good will \*
- 2 Establish client requirements for products and services using appropriate communication techniques \*
- 3 Consult client records
- 4 Identify factors that may limit or prevent the choice of services or products
- 5 Advise the client on any factors which may limit, prevent or affect their choice of service or product
- 6 Provide the client with clear recommendations for referral when required
- 7 Recommend and agree a service or product \*
- 8 Complete client records
- 9 Follow safe and hygienic working practices

Totals

Grade

Candidate signature  
and date

Assessor signature  
and date

Consultation service								
1 Shampooing and conditioning			2 Styling service			3 One other service (please state)		
1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3
1			1			1		
1			1			1		
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1			1			1		

## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>1 Communicate in a manner that creates confidence, trust and maintains good will</b>	Minimal communication Examples: verbal – being polite, non-verbal – friendly, open stance	Good communication Example: shows respect for sensitivity of information	Excellent communication Examples: shows a reassuring and confident manner, responds accordingly to client
<b>2 Establish client requirements for products and services using appropriate communication techniques</b>	Minimal communication – uses basic techniques to obtain information Examples: uses closed questions, uses appropriate language	Good communication techniques used to obtain and offer information Examples: uses open and closed questions, aware of body language, uses visual aids	Excellent professional communication using a variety of techniques throughout Examples: effective use of body language, appropriate tone of voice used, kept the client informed at all times
<b>7 Recommend and agree a service or product</b>	Basic recommendations provided Example: recommends a service and/or a product	Good recommendation provided Example: recommends a service and/or a product outlining the benefits to the client	Excellent level of advice provided Example: recommends a service and products outlining the benefits to the client based on the influencing factors



*When talking to your client, ask open-ended questions such as ‘how do you feel about your hair?’, ‘what do you like most about your style?’ or ‘what would you like to change?’*

## Comment form

# Unit 203 Client consultation for hair services

This form can be used to record comments by you, your client, or your assessor.

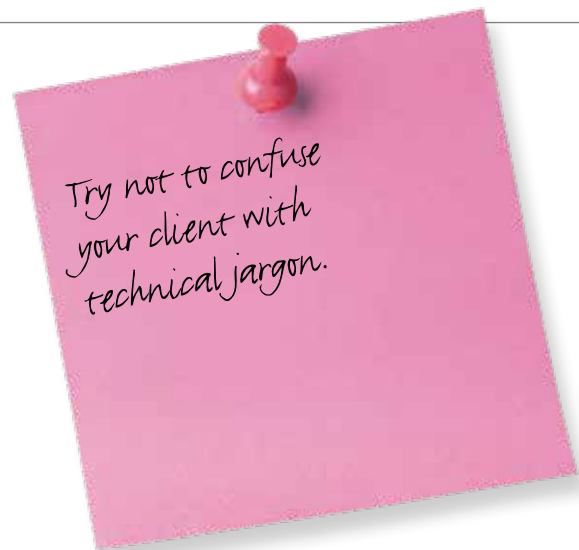




Image courtesy of iStockphoto.com/A-Motion Media Productions





# 204

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Shampoo and condition the hair and scalp  
Shampooing and conditioning is often the client's first experience of the salon, so it's crucial to make a strong first impression. The quality of products available today allows you to turn dull, lifeless hair into into silky, shiny, flowing hair, so that the client will remember you and return time after time. Within this unit you will learn how to select the most suitable shampoos and conditioning products for different hair and scalp conditions, as well as understanding different massage techniques and when to use them.

# Assignment mark sheet

## Unit 204 Shampoo and condition the hair and scalp

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

Task 1a: information sheet

Task 1b: chart

Task 1c: chart

**Or** tick if covered by an online test

### Tick when complete


### What you must do

Task 2a: dry hair

Task 2b: product build-up/oily hair

Task 2c: normal hair

### Grade


### Points


### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

Divided by

=

**Overall grade**  
(see conversion chart)

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**÷ 3**

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Candidate name:

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Candidate signature:

Date:

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Assessor signature:

Date:

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Quality assurance co-ordinator signature  
(where applicable):

Date:

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*Make sure the client is seated in a comfortable position before you begin shampooing.*

Image courtesy of TONI & GUY

## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client to help with style and hair maintenance.

### Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

### Cuticle scales

The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.

### Dermatitis

A common skin condition suffered by hairdressers, when wet work and contact with chemicals causes soreness, redness and itchiness.

### Detergents

Used in shampoos as a wetting agent to help reduce the surface tension of the hair, allowing the water to penetrate the hair more easily when shampooing.

### Effleurage

A gentle stroking massage movement used during the shampooing and conditioning process.

### Emulsify

A term used when removing colouring products from the hair: a small amount of water is massaged into the colour to help break down the product, enabling it to be rinsed out of the hair more easily.



### Environmentally damaged hair

Hair that has been damaged by excessive exposure to the sun, wind, seawater, or chlorine.



### Hard water

Water with a high calcium and magnesium content, causing a poor soap and detergent interaction, which makes it hard to get the shampoo to lather, and creates scum.



### Manufacturer's instructions

Explicit guidance by manufacturers or suppliers on the use of products, tools and equipment.

### pH scale

Measure of acidity or alkalinity, for example with the hair, hairdressing products.

### Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage. For example, gloves, aprons, or overalls.

### Petrissage

A slow, firm, kneading massage movement used during the conditioning process.

### Product build-up

When the hair has had excessive product applied between shampoos, forming a barrier on the hair.

### Rotary

A firm, circular massage movement using the pads of the fingers on the scalp during the shampooing process.

#### Revision tip

Pityriasis capitis, commonly known as dandruff, is caused by the over-production of skin cells.

## What you must know

You must be able to:

- 1 Describe the salon's requirements for client preparation, preparing self and the work area
- 2 Describe the different consultation techniques used
- 3 Describe the hair and scalp conditions and their causes
- 4 Describe different ranges of shampooing and conditioning products and equipment
- 5 Explain the importance of following manufacturers' instructions
- 6 Describe when and how to use the products, equipment and tools to treat different hair and scalp conditions
- 7 Explain how the pH value of shampoo and conditioning products used affects the hair structure
- 8 Describe the possible consequences of using incorrect shampooing and conditioning products

*Continues on next page*



Be the next ...  
*Kate MacLellan*



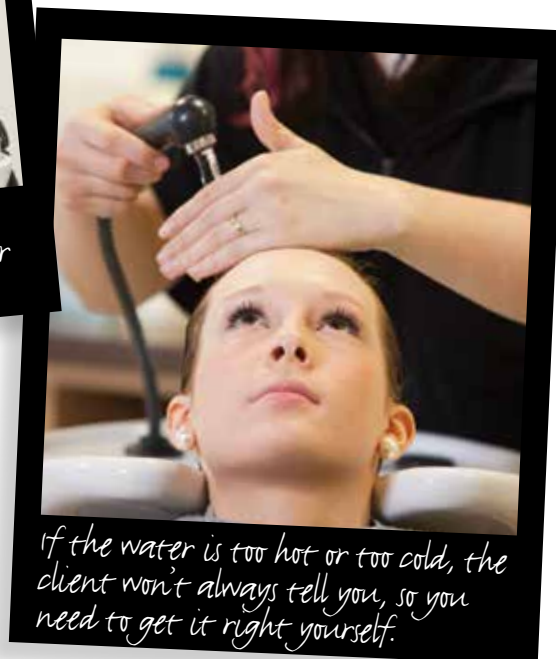
Kate MacLellan is the 2009 City & Guilds Level 2 Hairdressing Student of the Year. A City & Guilds NVQ Level 3 Student at City of Bristol College, Kate created the style for the cover of this logbook, developing the award-winning look she first created at UK Skills. Her ambition is to open her own chain of salons. **Read her shampooing tips under the pink quote marks!**



- 9 Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair
- 10 Describe how shampoo and water act together to cleanse the hair
- 11 Describe how water temperature affects the hair structure
- 12 Explain the importance of thoroughly rinsing hair to remove shampoos and conditioning products
- 13 Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair
- 14 Describe the aftercare advice that should be provided
- 15 Outline safe and hygienic working practices
- 16 State how to communicate and behave within a salon environment

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*Shampooing is the first part of the service, so it's your first opportunity to create a good impression.*



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*Always check the water temperature  
and adjust to your client's needs.*

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# Shampoo



Image courtesy of [istockphoto.com/Eulenblau](https://www.istockphoto.com/Eulenblau)



# boozing

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*Adapt your massage techniques to suit clients' scalp conditions.*

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Brushing the hair through before shampooing helps to remove styling spray and reduces tangling.

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with **\***.

### Conversion chart

Grade	Marks
Pass	9–10
Merit	11–14
Distinction	15–17

### State the conditioning treatment and surface conditioner used for each service

Conditioning treatment completed

Surface conditioner used

- 1 Prepare self, the client and work area for shampooing and conditioning services
- 2 Identify the condition of the hair and scalp using suitable consultation techniques **\***
- 3 Select and use products, tools and equipment suitable for the client's hair and scalp condition
- 4 Use and adapt massage techniques to meet the needs of the client **\***
- 5 Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, and leave the hair clean and free of products
- 6 Disentangle hair without causing damage to the hair or scalp
- 7 Follow safe and hygienic working practices
- 8 Provide suitable aftercare advice **\***
- 9 Communicate and behave in a professional manner **\***

Totals

Grade

Candidate signature and date

Assessor signature and date

Shampooing and conditioning service								
1 Dry hair			2 Product build-up/oily hair			3 Normal hair		
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1			1			1		
1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3



## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Identify the condition of the hair and scalp using suitable consultation techniques</b>	Basic consultation Examples: uses open and closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
<b>4</b> <b>Use and adapt massage techniques to meet the needs of the client</b>	Uses minimal massage techniques required with minimal adaptation, following manufacturer's instructions	Competently uses massage techniques showing adaptation with hair length and density	Demonstrates high level of understanding for usage and adaptation of the variety of massage techniques, to take into account products used, clients' needs and requirements, hair and scalp condition to maximum benefit
<b>8</b> <b>Provide suitable aftercare advice</b>	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and tools	Excellent level of aftercare advice Example: use of products and tools, and further services available
<b>9</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

## Comment form

# Unit 204 Shampoo and condition the hair and scalp

This form can be used to record comments by you, your client, or your assessor.

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*A thorough consultation ensures you identify the correct conditioner and method of application.*







Image courtesy of Jamie Stevens

# 205

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Promote products and services to clients in a salon

Retail sales are increasing every year in salons, so the skills you'll learn in this unit are crucial to your potential employers. Clients want expert advice on keeping their hair in top condition, and recreating the salon style. You'll learn about different communication techniques, identifying selling opportunities and following through by closing sales. You'll gain the confidence to maintain client satisfaction and trust, while developing your understanding of all kinds of products and services.

# Assignment mark sheet

## Unit 205 Promote products and services to clients in a salon

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

- Task 1a: information sheet
- Task 1b: leaflet
- Task 1c: guide
- Or** tick if covered by an online test

### Tick when complete


### What you must do

- Task 2a: promote new products/services to client
- Task 2b: promote products/services already used by client

### Grade


### Points


### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

Divided by

=

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**÷ 2**

--

**Overall grade**  
(see conversion chart)

--



Candidate name:

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Candidate signature: Date:

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Assessor signature: Date:

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Quality assurance co-ordinator signature (where applicable): Date:

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## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client on style, hair, colour maintenance and product information.

### Closed questions

Questions that lead to yes and no answers, for example 'would you like styling spray on your hair'.



Images courtesy of Walsall College

### Client rights

Clients have legal rights to be protected. For example, under the The Sale of Goods Act, The Supply of Goods and Services Act, it's important to know what client's rights are, and to comply with them.

### Equal opportunities

No one should be discriminated against on the grounds of their age, race, sex/gender or disability. There is legislation in place to prevent discrimination.

### Open questions

A questioning technique used to obtain more information, for example 'how would you like your hair styled' – the response has to include more detail than a closed question.



### Personal presentation

The image you create with your appearance and personal hygiene.

### Contractual agreement

This is a verbal or written agreement undertaken by you, the salon and the client, to carry out the agreed standard of service, providing the benefits discussed at the agreed price.



Image courtesy of Walsall College

### Data Protection Act

The law that controls the way in which information is stored. For example, clients have the right to see the information that you have on your system about them, and to correct anything that they feel is inaccurate about them.



*If you go the extra mile with salon presentation, you'll be rewarded with sales.*

Image courtesy of TONI&GUY

## What you must know

### You must be able to:

- 1 Describe the benefits to the salon of promoting services and products to the client
- 2 Describe the listening and questioning techniques used for promotion and selling
- 3 Describe the different consultation techniques used to promote products and services
- 4 Explain the terms 'features' and 'benefits' as applied to services and products
- 5 Describe the principles of effective face-to-face communication
- 6 State the importance of effective personal presentation
- 7 State the importance of good product and service knowledge
- 8 Outline the stages of the sale process
- 9 Describe how to interpret buying signals
- 10 Describe how to secure agreement and close the sale
- 11 Explain the legislation that affects the selling of services and products
- 12 Describe methods of payment for services and products

#### Revision tip

Features are descriptions of the product or service, including how long it will last, method of application, and cost. Benefits are how the service or product will enhance the hair.



### Be the next ... *Andrew Collinge*



Andrew Collinge is a hairdressing legend. Twice voted British Hairdresser of the Year, he runs award-winning salons and hairdressing schools, as well as a range of Andrew Collinge products. **Follow the pink quote marks for Andrew's retail advice!**



Image courtesy of Joico

Image courtesy of Walsall College



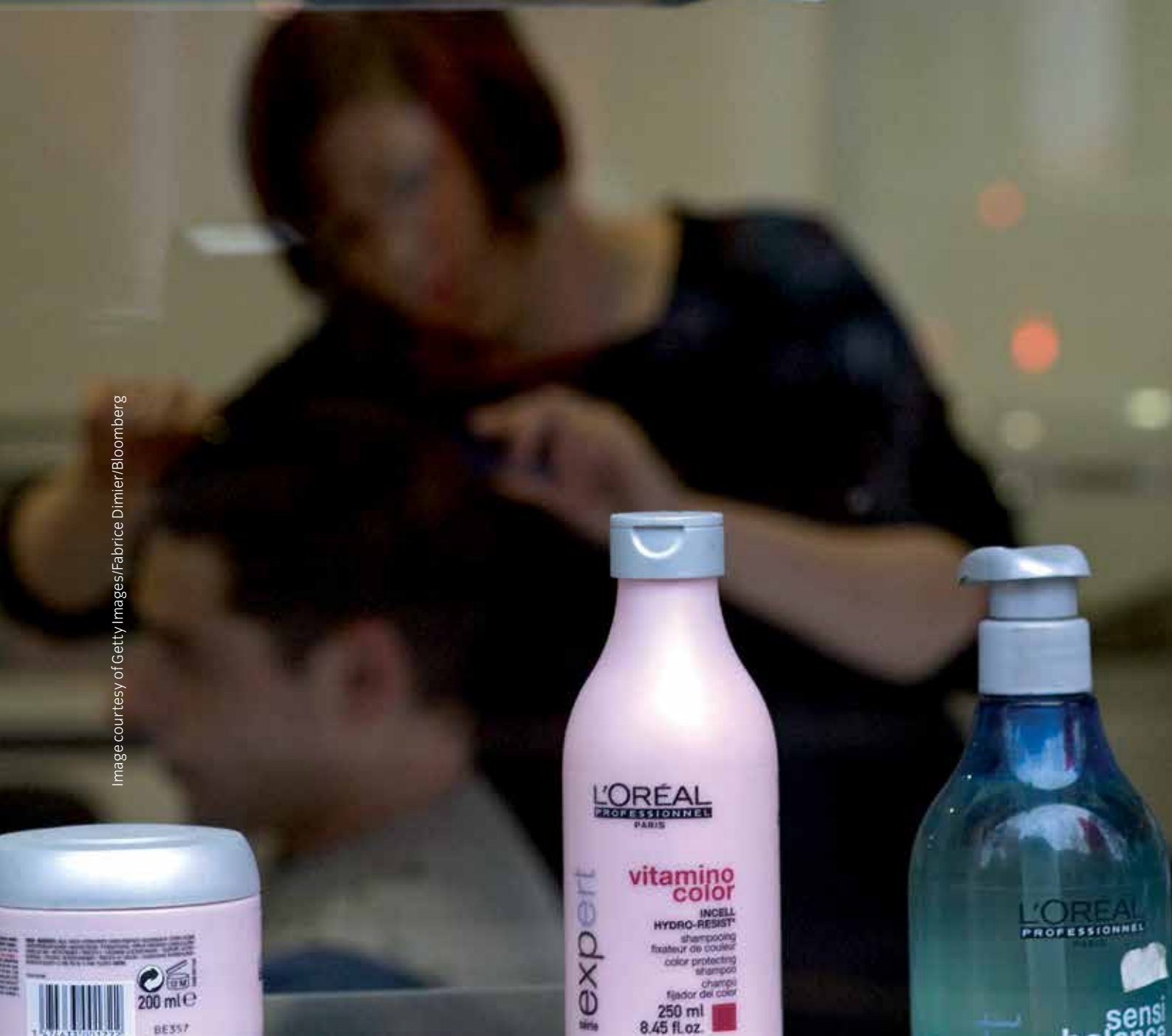


Image courtesy of Getty Images/Fabrice Dimier/Bloomberg

**lumino contrast**  
NUTRICRÈME  
200 ml  
6.76 fl.oz.

**expert**  
lumino contrast  
NUTRICRÈME  
50 ml  
1.7 fl.oz.

**expert**  
lumino contrast  
NUTRICRÈME  
250 ml  
8.45 fl.oz.

**L'ORÉAL PROFESSIONNEL PARIS**  
**expert**  
fiss ultime  
OIL NCELL  
250 ml  
8.45 fl.oz.

**lumino contrast**  
NUTRICRÈME  
200 ml e  
BE357

**expert**  
**L'ORÉAL PROFESSIONNEL PARIS**  
**vitamino color**  
INCELL HYDRO-RESIST®  
shampooing fixateur de couleur  
color protecting shampoo  
champú fijador del color  
250 ml  
8.45 fl.oz.

**L'ORÉAL PROFESSIONNEL PARIS**  
**sensi-mance**

# Prom



*Smiling and maintaining eye contact will mean you come across as approachable and trustworthy.*



“

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*By giving sound professional advice, you will find that retailing products to your clients will be so much easier.*

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*If you can create a good rapport with clients, it becomes easier to promote products and services!*

# promote

Always explain to clients how to use the product correctly to gain maximum benefit from it, and gain client trust.

“

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*As you style your client's hair, give simple and effective tips on blow-drying or setting techniques, including the benefits of the styling products you are using.*

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# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

- 1 Establish the client's requirements
- 2 Use suitable communication techniques to promote products and services \*
- 3 Identify services and/or products to meet the requirements of the client \*
- 4 Introduce services and/or products to the client at the appropriate time
- 5 Give accurate and relevant information to the client \*
- 6 Identify buying signals and interpret the client's intentions correctly

Totals

Grade

Candidate signature and date

Assessor signature and date

### Conversion chart

Grade	Marks
Pass	6–7
Merit	8–10
Distinction	11–12

Promoting activity					
1 Promote new products/ services to client			2 Promote products/ services already used by client		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1	2	3	1	2	3
1			1		



*If you explain to your client how colour will enhance the haircut, your client will be more likely to book a colouring service on their next visit to the salon.*

## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Use suitable communication techniques to promote products and services</b>	Uses basic communication techniques Example: uses closed questions	Uses good communication techniques Examples: uses open and closed questions, uses visual aids, aware of own body language	Uses excellent communication techniques Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
<b>3</b> <b>Identify services and/or products to meet requirements of the client</b>	Correctly identifies the main feature and benefit of the product or service	Correctly identifies two main features and benefits of the product or service	Correctly identifies all features and benefits of the product or service
<b>5</b> <b>Give accurate and relevant information to the client</b>	Gives basic advice and information Example: describes the main feature and benefit of the suitable product or service	Gives good advice and information Examples: describes the use of products, describes two benefits and features of the suitable product or service	Excellent level of advice given Examples: describes all benefits and features of the suitable product or service, makes clear reference to the product or service meeting the client's requirements

## Comment form

# Unit 205 Promote products and services to clients in a salon

This form can be used to record comments by you, your client, or your assessor.

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Image courtesy of Schwarzkopf



Image courtesy of iStockphoto.com/kaleenakatt





# 206

## Cut women's hair

A good haircut is the basis of every hairstyle, and can boost the client's self-esteem like nothing else. Your cutting skills are among the most important you will need as a hairdresser, and may take a long time to develop. This unit will help you learn the basic cutting techniques; as your understanding grows you will progress onto different hair types, covering layered, graduated and one-length cuts. You will learn how to adapt the cut to take account of client facial features, personalising your work to achieve the best possible outcome for the client.

# Assignment mark sheet

## Unit 206 Cut women's hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

Task 1a: information sheet

Task 1b: style guide

**Or** tick if covered by an online test

### Tick when complete

### What you must do

Task 2a: one-length effect

Task 2b: uniform layer

Task 2c: graduation

### Grade

### Points

### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

Divided by

=

÷ 3

**Overall grade**  
(see conversion chart)

Candidate name:

Candidate signature:

Date:

Assessor signature:

Date:

Quality assurance co-ordinator signature  
(where applicable):

Date:



## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client to help with style and hair maintenance.



### Club cutting

The most commonly used technique to remove length.

### Hair elasticity

An indicator of the condition of the hair's cortex and the strength of the hair: strong hair can stretch and return without damage.



### Features of the head and face

Nose, ears, high forehead, short forehead, chin, etc.

### Freehand

Cutting hair without holding it in place so there is no tension, for example when cutting a fringe.



### Graduating

Cutting the hair to blend layers from a longer length to a shorter length, or from a shorter length to a longer length. Creative styles may include a combination of both.

### Hair density

The concentration of hairs on the head. For example, a sparse head of hair has low hair density.

### Hair texture

The thickness of each single hair.



### One-length cut

The hair is cut to the same outside length around the head.

### Scissor over comb

A technique used when blending short layered hair; clippers can also be used.



### Sharps

A term used by the Health and Safety Executive to describe sharp objects, for example scissors, razors, and razor blades, that may have by-laws covering their disposal.

### Short graduation

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

### Tapering

Cutting a fine line into the head shape, for example when blending layers from the fringe to a longer length at the front of the cut.



### Texturising

Removing small or large amounts of hair bulk to add definition, shape and movement to the style. Scissors or a razor can be used for this.

### Thinning

Reducing hair bulk without reducing the overall hair length – this can be achieved with scissors or a razor.

## What you must know

### You must be able to:

- 1 Explain the safety considerations that must be taken into account when cutting hair
- 2 State the factors that need to be considered when cutting hair
- 3 Describe the different consultation techniques used to identify service objectives
- 4 Describe the salon's requirements for client preparation, preparing self and the work area
- 5 Describe a range of looks for women
- 6 Describe the correct use, and routine maintenance of cutting tools and equipment
- 7 Describe the effect of different cutting techniques

*Continues on next page*

#### Revision tip

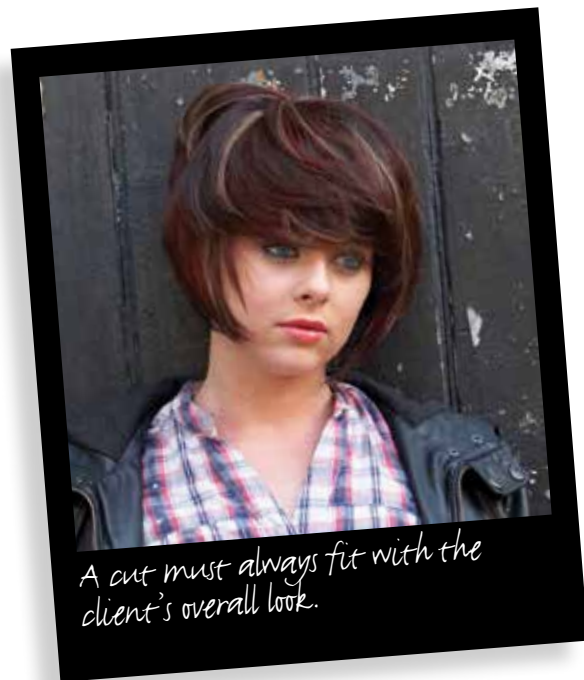
Freehand cutting is used when no tension is required on the hair, for example when cutting in a fringe. Hair in good condition will stretch up to a third of its length and return when wet, so if tension is applied to a fringe, it may end up too short.



### Be the next ... *Akin Konizi*



Akin Konizi won the British Hairdresser of the Year Award in 2008 and 2009. Akin's role as International Creative Director and Head of Education for HOB takes him all over the world, inspiring other hairdressers with show-stopping platform work and stunning photo collections. **Follow the pink quote marks to read his cutting advice!**



- 8 State the effect cutting hair at different angles has on the finished look
- 9 State the importance of applying the correct degree of tension to the hair when cutting
- 10 State the importance of cross-checking the cut
- 11 Describe the aftercare advice that should be provided
- 12 Outline safe and hygienic working practices
- 13 State how to communicate and behave within a salon environment

#### Revision tip

To cut hair into a uniform layer, the hair is held at a 90° angle from the head. To produce a one-length look, the hair is held at 0° from the head.

“

*Follow these three steps to the wow factor: give the client a haircut that suits them, make sure your cut is well executed, and keep it fashion-led.*



*As your basic knowledge grows, you'll be able to create a wider range of fabulous looks.*



*Some clients know they want a daring cut, but be careful if they're uncertain!*

# Cut



The way you cut someone's hair has a huge effect on how they are perceived by people in their everyday lives.

Image courtesy of The Colour Project

Wet hair can stretch up to a third of its natural length, so make sure you take this into consideration when cutting.

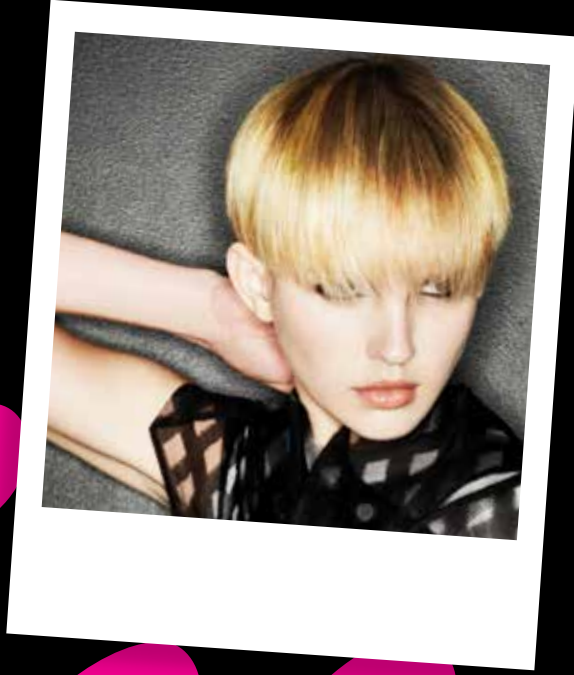
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*Your haircut must be tailored to suit the individual. Don't ever create a haircut purely to suit the face of your client; always ensure it also works with your client's entire image and lifestyle.*

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Image courtesy of Karine Jackson



# trims

Image courtesy of Rae Palmer



Remember to adjust the cut to suit the client's facial features and growth patterns.

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with **\***.

### Conversion chart

Grade	Marks
Pass	12–14
Merit	15–19
Distinction	20–22

- 1 Prepare self, the client and work area for cutting services
- 2 Use suitable consultation techniques to identify service objectives \*
- 3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors \*
- 4 Select and use cutting equipment to achieve the desired look
- 5 Establish and follow guidelines to accurately achieve the required look \*
- 6 Use cutting techniques that take into account the identified factors
- 7 Position self and the client appropriately throughout the service
- 8 Cross-check the haircut to ensure even balance and weight distribution
- 9 Create a finished look that is to the satisfaction of the client
- 10 Follow safe and hygienic working practices
- 11 Provide suitable aftercare advice \*
- 12 Communicate and behave in a professional manner \*

Cutting service								
1 One-length effect			2 Uniform layer			3 Graduation		
1			1			1		
1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
1			1			1		
1			1			1		
1			1			1		
1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3
Totals								
Grade								
Candidate signature and date								
Assessor signature and date								



## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Use suitable consultation techniques to identify service objectives</b>	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, instructions clearly repeated to gain confirmation
<b>3</b> <b>Assess the potential of the hair to achieve the desired look by identifying the influencing factors</b>	Minimal evaluation Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, plus head/face shape/features, contra-indications
<b>5</b> <b>Establish and follow guidelines to accurately achieve the required look</b>	Guidelines followed with minimal instruction Example: follows most guidelines and achieves an accurate cut with minimal support	Guidelines followed with no instruction Example: follows most guidelines and achieves an accurate cut with no support	Accurate over the whole look Example: follows all guidelines accurately in a methodical sequence, and achieves the required look

*Continues on next page*



*It is essential to learn and understand your classic techniques – the foundations of your hairdressing. This teaching will be instrumental to your entire professional success.*

# What you must do

## Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>11</b> <b>Provide suitable aftercare advice</b>	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
<b>12</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of Walsall College

## Comment form

### Unit 206 Cut women's hair

This form can be used to record comments by you, your client, or your assessor.

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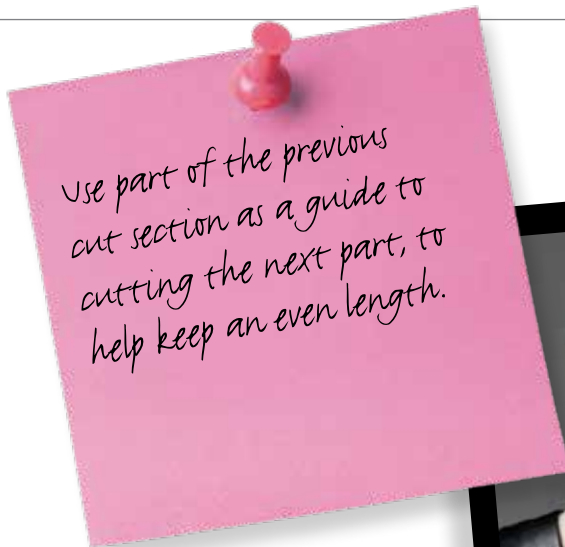
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Use part of the previous cut section as a guide to cutting the next part, to help keep an even length.



Advise the client to return to the salon every 4-6 weeks to cut the hair back into shape.



Image courtesy of Jayne Stacey/TONI&GUY

# 207

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## Colour and lighten hair

Colouring services have never been more popular! Clients of all ages want anything from vibrant tones to subtle changes that complement natural skin tone. This unit is the very foundation of all colouring techniques; you'll soon understand how colour works, so that you can support clients with choosing that all-important colour. You'll develop the skills required to apply different types of colour, so that happy, confident clients will soon be striding out of your salon with a fantastic range of looks.

# Assignment mark sheet

## Unit 207 Colour and lighten hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

- Task 1a: chart
- Task 1b: chart
- Task 1c: fact sheet
- Task 1d: information sheet
- Or** tick if covered by an online test

### Tick when complete


### What you must do

- Task 2a: quasi-permanent/semi-permanent colour
- Task 2b: permanent colour or lightener
- Task 2c: permanent colour
- Task 2d: lightener

### Grade


### Points


### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

Divided by

=

<b>÷ 4</b>

**Overall grade**  
(see conversion chart)

Candidate name:

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Candidate signature:

Date:

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Assessor signature:

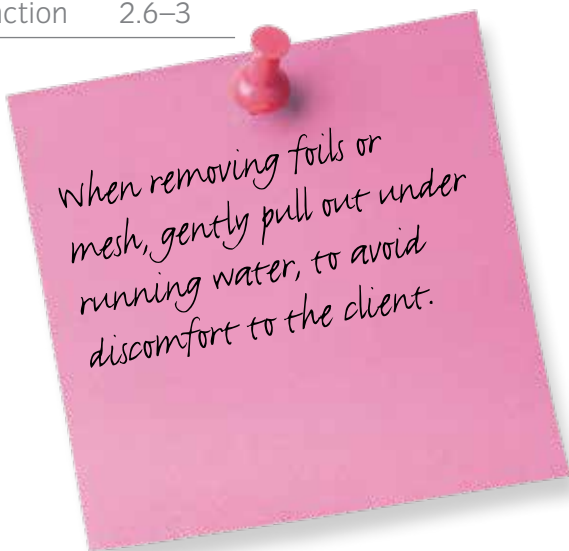
Date:

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Quality assurance co-ordinator signature  
(where applicable):

Date:

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## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client on style, hair, colour maintenance and product information.

### Colour depth

Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart.



### Colour tone

The colours you see in the hair, for example red, copper, golden.

### Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

### Elasticity test

A test carried out to check the condition of the hair's cortex.



### Hydrogen peroxide

A chemical that is mixed with permanent colour and lighteners to activate the colour.



### International Colour Chart (ICC)

The ICC is used to aid colour selection.

### Incompatibility test

A test that is carried out on the hair before a chemical service, to check for the presence of metallic salts.

### Lightener

Products that lighten the natural pigments of the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners.

### Manufacturer's instructions

Explicit guidance by manufacturers or suppliers on the use of products, tools and equipment.

### Melanin

The pigment that gives colour to the skin and hair. Different types of melanin give hair different colours; for example, eumelanin is responsible for black and brown tones.

### Porosity test

Carried out on the hair prior to applying colour to check how porous the hair is – uneven porosity may affect the colour outcome.

### Skin test

A test carried out before the colour service is agreed to check if the client's skin will react to the chemicals in the colouring product.

### Strand test

A test carried out during the processing stage to check the development of the colour or lightener.



*If the client has styling products on the hair, shampoo the hair first to prevent a barrier.*

#### Revision tip

Eumelanin is the predominant pigment that makes hair brown or black. Hair mostly consisting of pheomelanin is red or blonde. Hair that has lost all its natural pigment is colourless: this is what we know as white or grey hair. Loss of hair colour is called canities.



### Be the next ... *Beverly C*



Legendary celebrity hairdresser Beverly C is a twice winner of British Hairdresser of the Year, and a regular in magazines and on TV. Beverly is adored and admired everywhere for her no-nonsense approach to making women look and feel beautiful. Beverly believes in the total look – a great cut needs beautiful colour to bring it to life. **Look for the pink quote marks to see what she has to say to you!**

## What you must know

### You must be able to:

- 1 Explain the safety considerations that must be taken into account when colouring and lightening hair
- 2 Explain the dangers associated with inhalation of powder lighteners
- 3 Outline the types of colouring and lightening products
- 4 State the factors that need to be considered when selecting colouring products
- 5 Explain the importance of carrying out the necessary tests prior to and during the colouring service and recording the results
- 6 Explain the principles of colour selection
- 7 Explain how natural hair pigments influence colour selection
- 8 Describe how the international colour chart is used to select colour

*Continues on next page*



Image courtesy of Hooker & Young



- 9 Describe how each of the colour products affects the hair structure
- 10 Explain the uses of hydrogen peroxide when colouring and lightening the hair
- 11 State what percentage and volume strength hydrogen peroxide means
- 12 Explain the importance of following manufacturers' instructions
- 13 Describe the different consultation techniques used to identify service objectives
- 14 Describe the salon's requirements for client preparation, preparing self and the work area
- 15 Describe the correct use and routine maintenance of tools and equipment
- 16 State the importance of restoring the pH of the hair after a permanent colour
- 17 Outline the types and causes of problems that can occur during the colouring service and how to resolve them
- 18 Describe the aftercare advice that should be provided
- 19 Outline safe and hygienic working practices
- 20 State how to communicate and behave within a salon environment

#### Revision tip

Permanent hair colour, when mixed with peroxide, enters the hair under the cuticle layers and penetrates into the cortex. As oxidation takes place, the artificial colour attaches to the hair's natural pigment, causing staining of the artificial colour.



“

*Learn and understand the entire theory of colouring – without knowing about primary and secondary colour and the colour wheel, you won't be equipped to grow as a colourist.*

To ensure even results, always apply colour in neat sections, working methodically round the head.

# Colour



“

*Colouring is the one service that creates the most client loyalty. Top colourists are hard to find – if you are passionate about colour, then specialise in it!*

Image courtesy of iStockphoto.com/Chris Gramly Photography (right)



*subtle highlights are appropriate for some clients: others demand you to think outside the box!*

# hair

Image courtesy of Central Training Group (top left)

*Make sure you ask your client if they have a history of allergies before colouring the hair, and always record client responses.*



Image courtesy of Hooker & Young

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

### State whether pulled through/weaved, full head or regrowth application covered in each service

Pulled through/weaved (must cover each technique)

Full head (must cover once)

Regrowth application (must cover once)

- 1 Use suitable consultation techniques to identify service objectives \*
- 2 Assess the potential of the hair to achieve the desired look by identifying the influencing factors \*
- 3 Select and use an application method, products, tools and equipment to colour hair
- 4 Prepare self, the client and work area for colouring services
- 5 Follow safe and hygienic working practices
- 6 Position self and the client appropriately throughout the service
- 7 Mix and apply the colour using neat sections
- 8 Monitor the development of the colour accurately, following manufacturer's instructions
- 9 Remove the colour product thoroughly from the hair and scalp, without disturbing packages still requiring development

### Conversion chart

Grade	Marks
Pass	13–14
Merit	15–18
Distinction	19–21

Colouring service											
1 Quasi-permanent/ semi-permanent colour			2 Permanent colour or lightener			3 Permanent colour			4 Lightener		
■			■			■			■		
■			■			■			■		
1	2	3	1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3	1	2	3
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		

*Continues on next page*

- 
- 10 Apply a suitable conditioner or post colour treatment to the hair, following the manufacturer's instructions
- 
- 11 Create a desired look to the satisfaction of the client
- 
- 12 Provide suitable aftercare advice \*
- 
- 13 Communicate and behave in a professional manner \*
- 

Totals

Grade

Candidate signature  
and date

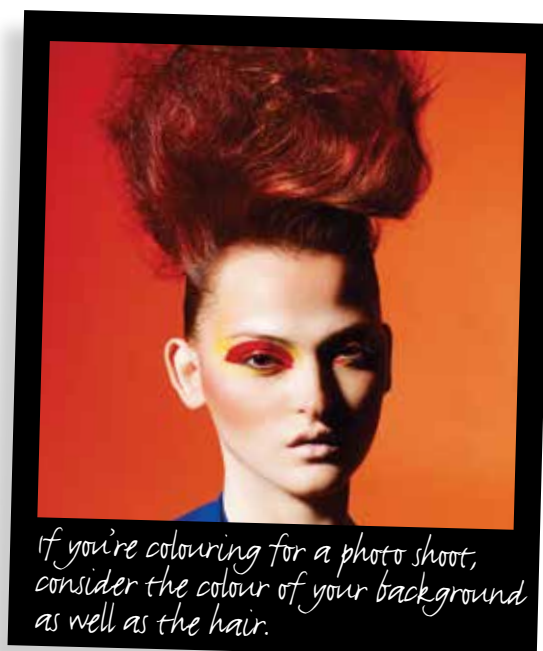
Assessor signature  
and date

Colouring service											
1 Quasi-permanent/ semi-permanent colour			2 Permanent colour or lightener			3 Permanent colour			4 Lightener		
1			1			1			1		
1			1			1			1		
1	2	3	1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3	1	2	3

“

*Always keep up with new trends and products. Never stop learning... I still am!*

Image courtesy of Hooker & Young



# What you must do

## Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>1</b> <b>Use suitable consultation techniques to identify service objectives</b>	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, instructions clearly repeated to gain confirmation
<b>2</b> <b>Assess the potential of the hair to achieve the desired look by identifying the influencing factors</b>	Minimal evaluation Examples: carries out all necessary tests carried out, assesses hair and scalp conditions, client requirements	Good evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle	High level of evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle, hair texture, haircut and length, hair density
<b>12</b> <b>Provide suitable aftercare advice</b>	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
<b>13</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

# Comment form

## Unit 207 Colour and lighten hair

This form can be used to record comments by you, your client, or your assessor.

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Image courtesy of FPAM / XLNY, Camera Press London (right)



Image courtesy of Brian Zak / Eyedea, Camera Press London (left)





Image courtesy of Anya Dellicompagni at Francesco Group



# 208

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## Perm and neutralise hair

In this unit you'll be permanently changing internal hair structure, to keep the hair in a newly formed shape. Modern perming is gentle on the hair: you can achieve soft curls or waves on short and long hair, or just add lift to the roots, making the hair more manageable between salon visits. You will gain knowledge about how perm lotions work and their effect on the hair's structure, not only exploring basic perming problems, but also developing the skills and confidence to be able to rectify them.

# Assignment mark sheet

## Unit 208 Perm and neutralise hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: information sheet	
Task 1b: chart	
Task 1c: fact sheet	
Task 1d: chart	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: wind 1		
Task 2b: wind 2		

**Conversion chart**

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

---

Divided by

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=

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**Overall grade**  
(see conversion chart)

Candidate name:

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Candidate signature: Date:

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Assessor signature: Date:

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Quality assurance co-ordinator signature (where applicable): Date:

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Image courtesy of Matia Esposito/TONI&GUY Milan

## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client to help with style and hair maintenance.

### Adverse skin and scalp conditions

Factors of the skin or scalp that may limit what services clients can have, for example a history of skin allergies.

### Barrier cream

A thick protective cream on the hairline of the client, which acts as an invisible coating to prevent chemicals harming the skin.



Image courtesy of Ellisons

### Chemically treated hair

Hair that has been permed, relaxed, coloured, lightened, or any other chemical treatment.

### Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

### Elasticity test

Carried out to check the condition of the cortex.

### Incompatibility test

A test that is carried out on the hair before a chemical service, to check for the presence of metallic salts.

### Neutraliser

An ingredient that stabilises the hair structure, hardening the hair to take the shape of the perm rod.

### Oxidising agent

Either hydrogen peroxide or sodium bromate – a substance that allows oxidation.



### Perm rod

A tool used to wind the hair around in the perming process.

Images courtesy of Walsall College

### 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 around 5.5.

### Porosity

Hair porosity affects the speed at which the hair can absorb moisture and liquid. This depends on the condition of the hair's cuticle.



### Post damping

A method of applying perm lotion – the hair is fully wound before the perm lotion is applied.

### Pre-damping

Refers to the method of applying lotion to the hair before winding in perm rods.

### Pre-perm treatment

A product applied to the hair prior to a chemical service to even out the porosity along the hair shaft.

### Virgin hair

Hair that has no chemical treatments on it.

Always rinse perm rods straight after use and dry thoroughly, to prevent the rubbers from perishing.

## What you must know

### You must be able to:

- 1 State the factors that need to be considered when perming and neutralising hair
- 2 Describe the different consultation techniques used to identify the service objectives
- 3 Explain the importance of carrying out the necessary tests prior to and during the service and recording the results
- 4 Explain the importance of following manufacturers' instructions
- 5 Describe the range of perm lotions and neutralising products, tools and equipment
- 6 Describe the salon's requirements for client preparation, preparing self and the work area
- 7 Explain the safety considerations which must be taken into account
- 8 Describe the effects of perm lotions and neutralisers on the hair structure

*Continues on next page*

#### Revision tip

During the perming process, about 25–30% of the disulphide bridges are broken by the perm solution, softening hair and allowing it to take the shape (curl size) of the perm rod. When neutraliser is applied to the hair, new disulphide bridges form, hardening the hair in its newly formed shape.



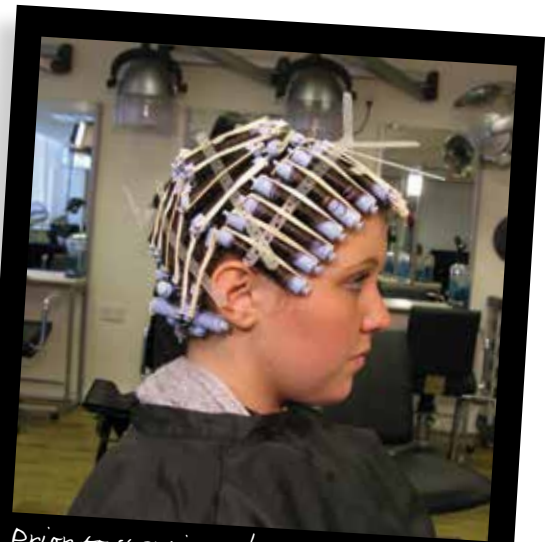
Image courtesy of Starliltepics, Camera Press London (right)

Image courtesy of Tristan Gregory, Camera Press London (left)

- 9 Outline the factors that determine the use of different types of perm lotions and neutralising products, tools and equipment
- 10 Explain how temperature affects the perming process
- 11 State the importance of accurate timing and thorough rinsing of products
- 12 Explain when and why it is important to use pre-perm and post-perm treatments
- 13 Explain the factors that influence the choice of sectioning techniques and different-sized perm rods
- 14 Explain the method of checking curl development
- 15 Outline the types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
- 16 Outline safe and hygienic working practices
- 17 Describe the aftercare advice that should be provided
- 18 State how to communicate and behave within a salon environment

**Revision tip**

Hair with uneven porosity along the hair shaft or on a section of the head will process more quickly than the rest of the hair, resulting in an uneven curl. To prevent this, spray a pre-perm treatment into the hair to even out the porosity prior to winding.



*Prior to starting the perm wind, get all the tools and equipment organised and ready, for an efficient service.*



*Successful perming demands very careful precision.*

When winding around the front hairline, use plastic strips under the perm rod rubbers, to prevent rubber marks or hair breakage.

Image courtesy of Hooker & Young

# Perm



Perming for the catwalk...



... or for classy evening dos.



*As your perming skills develop, you'll soon be able to aim for more ambitious effects.*



*Client comfort is all-important!*

# Perming

*Always carry out a full consultation and hair analysis prior to selecting the perm solution, rod sizes and winding technique.*



# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

**State the winding technique used for each service. You must cover two of the following: brick, directional, nine-section wind.**

- 1 Prepare self, the client and work area for perming and neutralising
- 2 Use suitable consultation techniques to identify service objectives \*
- 3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors \*
- 4 Select and use products and techniques, taking into account factors influencing the service
- 5 Position self and the client appropriately throughout the service
- 6 Section and wind the hair taking meshes to suit the perm rod size to achieve the desired look \*
- 7 Wind the hair with even tension, making sure all perm rods sit on their own base
- 8 Prepare and apply perm lotion to meet with the manufacturer's instructions
- 9 Monitor the development of the perming and neutralising process, following the manufacturer's instructions

### Conversion chart

Grade	Marks
Pass	17–19
Merit	20–24
Distinction	25–27

Perming service					
Wind 1			Wind 2		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1	2	3	1	2	3
1			1		
1			1		
1			1		

*Continues on next page*



- 10 Leave the hair free of perm lotion when the desired degree of curl is achieved, using water temperature and flow to suit the client's needs
- 11 Prepare and apply neutraliser in accordance with the manufacturer's instructions
- 12 Remove perm rods without disturbing the curl formation and rinse the hair of all neutraliser
- 13 Apply suitable conditioner or post-perm treatment to meet with the manufacturer's instructions
- 14 Create a finished look that is to the satisfaction of the client
- 15 Follow safe and hygienic working practices
- 16 Provide suitable aftercare advice \*
- 17 Communicate and behave in a professional manner \*

Totals

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Grade

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Candidate signature and date

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Assessor signature and date

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Perming service					
Wind 1			Wind 2		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3

*If in doubt about the history of the client's hair, take a pre-perm test prior to carrying out any perming services.*

# What you must do

## Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Use suitable consultation techniques to identify service objectives</b>	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, instructions clearly repeated to gain confirmation
<b>3</b> <b>Assess the potential of the hair to achieve the desired look by identifying the influencing factors</b>	Minimal evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements	Good evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle	High level of evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle, hair texture, haircut and length, hair density
<b>6</b> <b>Section and wind the hair taking meshes to suit the perm rod size to achieve the desired look</b>	Sectioning and winding technique with minimal instruction Examples: correct choice of perm rod size, completes sectioning and winding accurately with minimal support	Good sectioning and winding technique with no instruction Examples: correct choice of perm rod size, completes sectioning and winding accurately with no support	Excellent sectioning and winding techniques without instruction Examples: correct choice of perm rod size, completes sectioning and winding accurately over the whole head in a methodical sequence

*Continues on next page*

	1 mark	2 marks	3 marks
<b>16</b> Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
<b>17</b> Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

Image courtesy of Cutting Room Creative (left)



Image courtesy of Walsall College (right)



## Comment form

### Unit 208 Perm and neutralise hair

This form can be used to record comments by you, your client, or your assessor.

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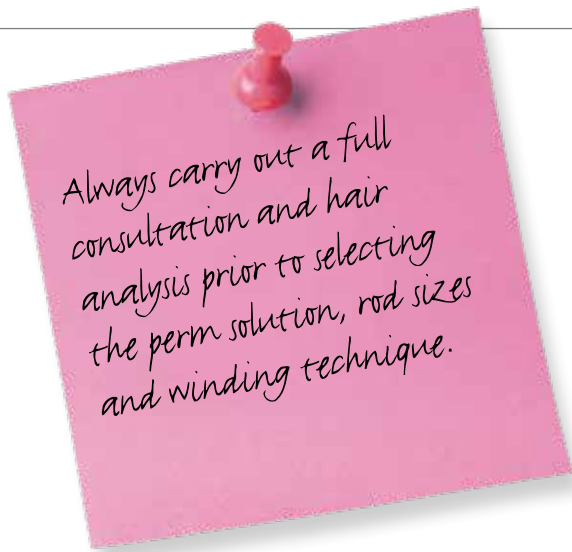




Image courtesy of iStockphoto.com/A-Motion Media Productions



Image courtesy of Ishoka

# 209

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## The art of dressing hair

This unit is the very foundation of everyday hairdressing. Styling and finishing techniques are extremely important to you as a hairdresser. You will learn a variety of setting and styling skills. You'll understand the science of what happens inside the hair during the setting and drying process, helping you to maximise style potential. You'll soon be encouraged to showcase your skills with competition or photographic work!

# Assignment mark sheet

## Unit 209 The art of dressing hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: chart	
Task 1b: style guide	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: blow-dry		
Task 2b: finger-dry		
Task 2c: wet set with pincurls		
Task 2d: long hair up		

**Conversion chart**

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks  
 Divided by  
 =

<b>÷ 4</b>

**Overall grade**  
 (see conversion chart)

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:



## What does it mean?

Some useful words are explained below

### Aftercare advice

Information given to the client on style and hair maintenance.



### Backcombing

A dressing out technique with a comb, for giving root lift and/or volume to the hair.

### Hair elasticity

An indicator of the condition of the hair's cortex and strength of the hair: the hair should stretch and return without damage.

### Finger-waving

A method of moulding wet hair into s-shape movements using fingers and a comb.

### Finger-drying

Using the fingers and hands to mould, shape and lift the hair into the required style while drying.

### Finishing products

Used during the dressing and finishing of the style to help maintain the effect created.

### Hair density

How many hairs are there on the head; for example, a sparse head of hair does not have many hairs.

### Hair texture

The thickness of each single hair; for example, fine hair is hair with a small circumference.



### Heated styling equipment

Styling tools used to set dry hair, adding curl, volume or straightening hair; for example straightening irons.

### Humidity

Moisture (damp) in the atmosphere.

### Hygroscopic

Something that can attract or absorb moisture from the air and is changed or altered by the absorption of moisture.

### Pin-curling

A setting technique used to curl or wave the hair and add volume: a spring clip or pin is used to secure the set.



### Styling products

Used to aid in the moulding and drying stage of the set or blow-dry, these help protect the hair from heat.

### Tonging

A method of curling the hair with heated styling equipment in the shape of a barrel.

### Tools

Combs, brushes, etc used to carry out the hairdressing service.

## What you must know

### You must be able to:

- 1 State the procedure for client preparation
- 2 Describe the effects of the different styling techniques
- 3 Describe the factors that need to be considered when styling and dressing hair
- 4 Describe the physical effects of styling on the hair structure
- 5 Describe the effect of humidity on the hair structure and resulting style
- 6 Explain how the incorrect use of heat can affect the hair and scalp
- 7 Describe the correct use and routine maintenance of tools, equipment and accessories

*Continues on next page*

#### Revision tip

Alpha keratin is the hair in its unstretched state; beta keratin is the hair in its stretched state.



### Be the next ... *Patrick Cameron*



Patrick Cameron's name is synonymous with styling and dressing hair. Quite simply, he has turned the world of long hair dressing on its head. During his demonstrations around the world, he creates stunning long hair looks so simplistic that even a novice hairdresser can feel confident enough to try them. His shows are electric, involving live opera singers, elegant models, graceful dancers and couture fashion. **You can find Patrick's advice throughout this unit!**



Image courtesy of Rainbow Room International

- 8 Describe the uses for the range of styling products
- 9 Describe how to secure and control long hair looks
- 10 State the purpose of backcombing and backbrushing when dressing hair
- 11 Describe the uses for the range of finishing products
- 12 Describe the aftercare advice that should be provided
- 13 Outline safe and hygienic working practices when styling and dressing hair
- 14 State how to communicate in a salon environment
- 15 State the behavioural expectations within a salon environment

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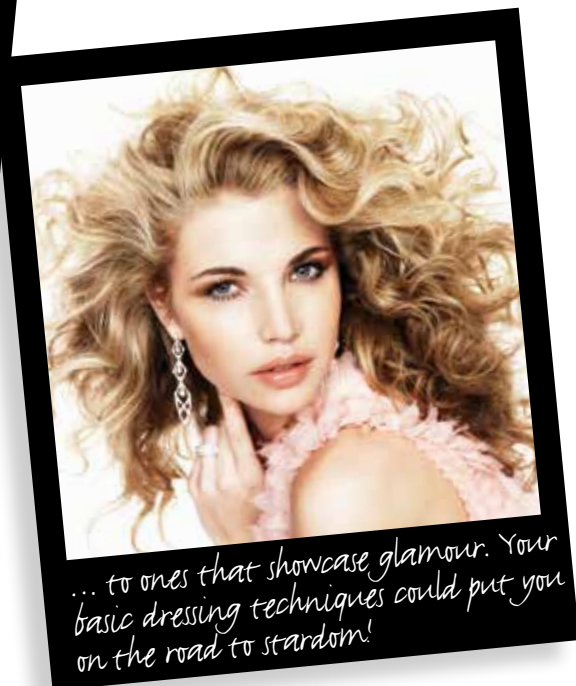
*Don't be frightened of dressing long hair. Remember you can always take it down again: it's not like cutting, when once it's gone it's gone!*

Image courtesy of www.patrick-cameron.com



*From styles that ooze class ...*

Image courtesy of Rae Palmer



*... to ones that showcase glamour. Your basic dressing techniques could put you on the road to stardom!*

# Dress



Image courtesy of iStockphoto.com/DomenicoGelermo



Image courtesy of www.patrick-cameron.com

Image courtesy of [www.patrick-cameron.com](http://www.patrick-cameron.com)



# Styling

Image courtesy of Ishoka

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*Study top glossy magazines like Vogue, Elle, Marie Claire and Hairdressers' Journal to learn all you can about the art of dressing hair.*

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# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with **\***.

### Conversion chart

Grade	Marks
Pass	14–16
Merit	17–21
Distinction	22–24

- \_\_\_\_\_ Hair length: two above shoulder, two below shoulder
- \_\_\_\_\_ Styling products (minimum of two)
- \_\_\_\_\_ Finishing products (minimum of two)
- \_\_\_\_\_ Heated styling equipment – straighteners (only as a finishing tool), curling tongs, heated rollers (each used at least once)

- 1 Prepare self, the client and work area for dressing services
- 2 Consult with clients to confirm their requirements \*
- 3 Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors \*
- 4 Position self and the client appropriately throughout the service
- 5 Select and use styling products, tools and equipment to achieve the desired look
- 6 Use working methods that meet salon and legal requirements
- 7 Use styling techniques and dressing effects that take into account the identified factors \*
- 8 Control and secure hair effectively during dressing

Dressing service											
1 Blow-dry			2 Finger-dry			3 Wet set with pincurls			4 Long hair up		
1			1			1			1		
1	2	3	1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3	1	2	3
1			1			1			1		
1			1			1			1		
1			1			1			1		
1	2	3	1	2	3	1	2	3	1	2	3
1			1			1			1		

*Continues on next page*

- 9 Dress hair to the satisfaction of the client
- 10 Apply finishing products to maintain the style
- 11 Evaluate the result of the treatment with the client
- 12 Follow safe and hygienic working practices
- 13 Provide suitable aftercare advice \*
- 14 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature and date

Assessor signature and date

Dressing service											
1 Blow-dry			2 Finger-dry			3 Wet set with pincurls			4 Long hair up		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1	2	3	1	2	3	1	2	3	1	2	3
1	2	3	1	2	3	1	2	3	1	2	3

Images courtesy of Rae Palmer



## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Consult with clients to confirm their requirements</b>	Basic consultation Examples: uses open and closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
<b>3</b> <b>Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors</b>	Minimal evaluation Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, head/face shape/features/contraindications
<b>7</b> <b>Use styling techniques and dressing effects that take into account the identified factors</b>	Rectifies minor errors on instruction  Little evidence of maximising potential of style Examples: minimum factors taken into account for style and dressing technique (hair conditions and client requirements)	Identifies and rectifies minor errors  Some evidence of maximising potential of style Examples: self-identification of errors, all factors in point 1 taken into account for style and dressing technique, plus hair growth and hair texture	Accurate over the whole look  Clear evidence of maximising potential of style Examples: all factors at point 2 taken into account for style and dressing technique, plus haircut, hair length, head/face shape and features

*Continues on next page*



	1 mark	2 marks	3 marks
<b>13</b> Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
<b>14</b> Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' need	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of Creative Nail Design

Image courtesy of www.patrick-cameron.com

## Comment form

### Unit 209 The art of dressing hair

This form can be used to record comments by you, your client, or your assessor.

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*Don't be frightened to try new techniques like finger-waving and roller-setting – these skills really train your fingers to feel the hair.*

Image courtesy of Brenda Harrison



Image courtesy of TONI & GUY/Richard Mannah



Image courtesy of TONI & GUY/Indira Schauwecker

# 212

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Create an image based on a theme within the hair and beauty sector

Hairdressing is about creativity and innovation, combining a variety of skills to produce design images for fashion magazines, catwalks, theatre, film, or anything you want. Within this unit you will learn how to plan and develop an image with mood boards, working independently and as part of a team. This unit is about hard work, effective planning, using your imagination, and having fun!

# Assignment mark sheet

## Unit 212 Create an image based on a theme within the hair and beauty sector

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

### What you must know

Task 1: mood board

Or tick if covered by an online test

### Tick when complete

### What you must do

Task 2: create a look

### Grade

### Points

### Overall grade

Candidate name:

Candidate signature:

Date:

Assessor signature:

Date:

Quality assurance co-ordinator signature  
(where applicable):

Date:



*Brief your make-up artist in detail, to make sure of the result you're after.*

## What does it mean?

Some useful words are explained below

### Evaluation methods

Different ways of getting feedback – could include team meetings, or feedback from your tutor, or self-evaluation.



### Media

Make-up, accessories, ornamentation, clothes, etc.

### Mood board

A combination of images, colours, and textures – a collection of all your first ideas.

### Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage, for example gloves, aprons, or overalls.



### Techniques

The different methods used to create the finished image, for example colouring, relaxing hair, styling and dressing hair, or shaving.



### Theme

A set outline, for example hair up, images reflecting an era, or the front cover of a fashion magazine.



Be the next ...  
*Errol Douglas* MBE



Errol is renowned in the industry for his stunning photographic work. Errol has won several of the world's most coveted awards, including Creative Head Media Darling of the Year and the Fellowship for British Hairdressing's Hairdresser of the Year.

Look out for the pink quote marks for Errol's creative tips!

## What you must know

### You must be able to:

- 1 Outline how to identify media images to create a theme
- 2 Outline the purpose of a mood board
- 3 Outline how to present a mood board to others
- 4 Describe the concepts of advertising to a target audience
- 5 Describe the salon's requirements for client preparation, preparing self and the work area
- 6 State how to communicate in a salon environment
- 7 Describe the technical skills required for creating a theme-based image
- 8 Describe methods of evaluating the effectiveness of the creation of a theme-based image
- 9 Outline safe and hygienic working practices

#### Revision tip

When presenting a mood board to other people, you need to include the theme as a heading, and work images around this for the hair, make-up, clothes, colour, etc with lots of samples supported by brief text where required.



Image courtesy of TONI&GUY Shanghai (left)





Always stand back and look  
at the whole image from a  
distance: this is how others  
first see it.

# Care

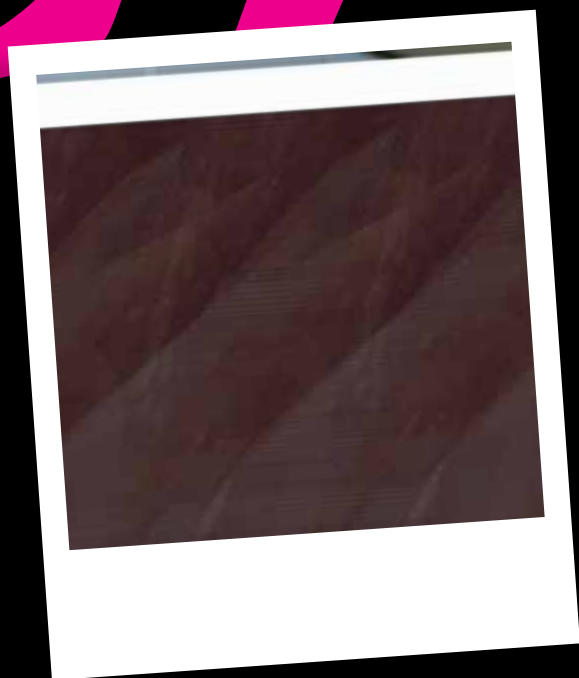


Image courtesy of Errol Douglas MBE



*Look at past trends for future inspiration!*

*Practising your ideas on a head block is a great way of trying out new ideas – you can't embarrass yourself either!*

# create

Image courtesy of TONI & GUY Shanghai

“

*Start with a mood board around your theme – you need to plan your colours, moods, and play with the overall feel, to see what works and what doesn't.*



# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

Please state the chosen look: it must be a historical look, a fantasy look or a special occasion.

- 1 Prepare self, the client and the work area for creating an image based on a theme
- 2 Use technical skills to create a theme-based image \*
- 3 Evaluate the effectiveness of the theme-based image \*
- 4 Follow safe and hygienic working practices
- 5 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature  
and date

Assessor signature  
and date

### Conversion chart

Grade	Marks
Pass	5–6
Merit	7–9
Distinction	10–11

Service		
1		
1	2	3
1	2	3
1		
1	2	3



*Source the right model to suit your vision: you can't often drastically cut or colour a professional model's hair.*

## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Use technical skills to create a theme-based image</b>	Applies the technical skills to create a theme-based image, including some basic blending techniques and interpretation of the mood board	Applies the technical skills to create a theme-based image, including good blending techniques and good interpretation of the mood board	Applies the technical skills to create a theme-based image, including good blending techniques and excellent interpretation of the mood board
<b>3</b> <b>Evaluate the effectiveness of the theme-based image</b>	Verbal feedback is gained to ascertain if service met with expectations	Verbal feedback is gained to ascertain if service met with expectations  Example: verbal feedback is recorded on record card	Verbal and written feedback is gained to ascertain if service met with expectations  Examples: requirements for future treatments, visual and verbal feedback are recorded on record card
<b>5</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

## Comment form

### Unit 212 Create an image based on a theme within the hair and beauty sector

This form can be used to record comments by you, your client, or your assessor.

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*Take inspiration from all around you – art, architecture, everything!*



Image courtesy of TONI & GUY/Indira Schauwecker



Image courtesy of Errol Douglas MBE



TONI & GUY



Image courtesy of TONI & GUY



# 213

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**Display stock to promote sales in a salon**

Clients are demanding more hairdressing products and equipment than ever before. Celebrity endorsement has fuelled a large growth area for hairdressing salons, with retail displays at the forefront of the salon. The display reflects the professional image of the salon, as well as playing a vital role in delivering sales. Within this unit you will gain an understanding of the main legal requirements affecting retail displays. You will learn how to display stock to attract clients and retail sales, and the importance of maintaining the display to achieve its maximum potential.

# Assignment mark sheet

## Unit 213 Display stock to promote sales in a salon

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

Task 1a: display design plan

**Or** tick if covered by an online test

### Tick when complete

### What you must do

Task 2: select materials and display stock

### Grade

### Points

### Overall grade

Candidate name:

Candidate signature:

Date:

Assessor signature:

Date:

Quality assurance co-ordinator signature  
(where applicable):

Date:



*The retail display must be clean and tidy at all times!*

## What does it mean?

Some useful words are explained below

### Consumer Protection Act

A law that protects clients from unsafe products.

### Consumer and retail legislation

The different Acts in place are to protect the client, for example the Trades Descriptions Act, the Prices Act, the Sale and Supply of Goods Act, the Consumer Protection Act, the Consumer Safety Act, and the Data Protection Act.

### Data Protection Act

Legislation designed to protect clients' right to privacy and confidentiality.

### Health and safety legislation

Laws in place to protect people, which must be followed at all times.

### Legal requirements

The rules and systems that must be adhered to by law.

### Manufacturer's instructions

Explicit guidance by manufacturers or suppliers on the storage, handling, use and disposal of products, tools and equipment.

### Prices Act

A law that prevents any false information being given to the client.

### Sale and Supply of Goods Act

As a seller, you must ensure that the goods you sell are of satisfactory quality, fit for purpose and do anything you claim they can do.

### Stock rotation

Placing new stock at the back of shelves, bringing the old stock forward to use first.

### Trades Description Act

The law stating that products should not falsely or misleadingly describe quality, fitness, price or purpose, by advertisements, displays or description.



Be the next ...  
*Barrie Stephen*

“

Barrie Stephen is a hairdressing entrepreneur, with four successful salons, and is renowned for his forward-thinking business acumen, innovations and ideas.

**Barrie's advice to you is under the pink quote marks in this unit.**

## What you must know

### You must be able to:

- 1 State the purpose of a display
- 2 List the type of information required in order to plan a display effectively
- 3 State how the location and design of the display can attract attention and increase sales
- 4 Describe how the location and design-related promotional materials can influence the effectiveness
- 5 Describe safety considerations when assembling a display
- 6 Describe the maintenance needs of a promotional display
- 7 Outline the safety considerations when dismantling a display, disposing of materials and returning stock to storage
- 8 Explain the key legal requirements affecting the display and sales of goods

#### Revision tip

It is important to display products away from direct sunlight.



Images courtesy of TONI & GUY

“

*Keep the salon lit at all times, so people can see the interior and products even when you're closed.*



Clean retail displays and products daily to remove any dust; otherwise, you'll lose sales.



If your salon offers beauty therapy services, display and promote beauty therapy products where possible.

Image courtesy of Paul Mitchell

# Displays



Arranging stock neatly will benefit both you and the client!



Think carefully about the use of colour in your displays.

Image courtesy of Paul Mitchell (right)

Image courtesy of Walsall College (left)



Before assembling a display, choose where you're putting it, carefully ensuring you don't block walkways or exits.

# Must stock



You need to be able to pick up any product from the display, and know its benefits straightaway!

“

Don't go overboard: you don't want products to be shouting at the client from every corner of the salon.

# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

### Conversion chart

Grade	Marks
Pass	7
Merit	8–9
Distinction	10–11

- 1 Prepare the display area \*
- 2 Select materials, equipment and stock to use
- 3 Determine the location of the display to maximise its impact
- 4 Assemble the display carefully and safely
- 5 Label the displayed products clearly, accurately and in a manner consistent with legal requirements \*
- 6 Maintain the display area for the duration of the display period
- 7 Dismantle the display, restore the area and return stock to storage

Totals

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Grade

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Candidate signature and date

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Assessor signature and date

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Display stock		
1	2	3
1		
1		
1		
1	2	3
1		
1		



## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>1 Prepare the display area</b>	Applies basic design principles	Applies good design principles. Good use of colour. Interesting and attractive display	Applies excellent design principles. Creative use of colour and materials. Eye-catching and effective display
<b>5 Label the displayed products clearly, accurately and in a manner consistent with legal requirements</b>	Uses basic labelling techniques. Provides basic information. Legal requirements are met	Uses good, clear labelling techniques. Provides some additional information to attract interest	Uses high-quality, eye-catching labelling. Provides all relevant information to generate interest and enquiries. Display has significant impact in the location



*Change the retail sections regularly, to keep stock looking fresh and new, which will secure the customer's attention.*

## Comment form

### Unit 213 Display stock to promote sales in a salon

This form can be used to record comments by you, your client, or your assessor.

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*Retailing is an art form. It's vital to make your retail displays attractive to clients.*

Image courtesy of iStockphoto.com/lisart



Image courtesy of Errol Douglas MBE



# 215

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## Provide scalp massage services

Scalp massage has been an essential part of hairdressing services for hundreds of years and is still as popular today.

The relaxing or invigorating effects can improve scalp conditions and maintain a healthy blood supply for any client.

You'll develop skills in a range of massage techniques, adjusting them to suit individual client hair and scalp conditions – the more you learn, the more confident you'll become.

# Assignment mark sheet

## Unit 215 Provide scalp massage services

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

### What you must know

- Task 1a: information sheet
- Task 1b: chart
- Task 1c: labelled diagram
- Or** tick if covered by an online test

### Tick when complete


### What you must do

- Task 2a: manual scalp massage for conditioning
- Task 2b: manual scalp massage to relax a client

### Grade


### Points


### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks

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Divided by

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=

<b>÷ 2</b>

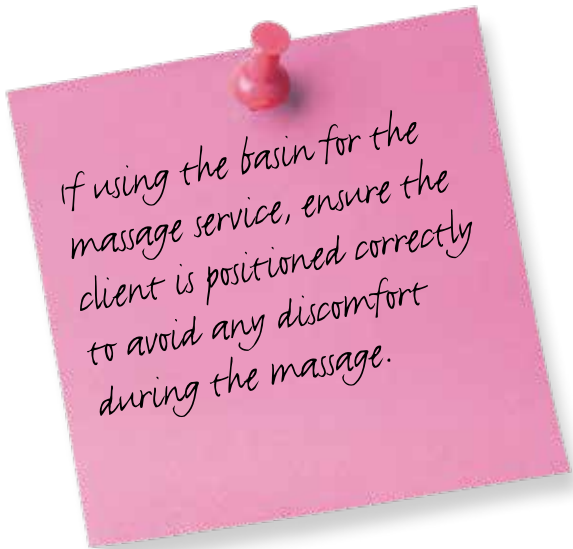
### Overall grade (see conversion chart)

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:



## What does it mean?

Some useful words are explained below

### Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

### Cuticle scales

The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.



### Dermatitis

A common skin condition suffered by hairdressers, when wet work and contact with chemicals causes soreness, redness and itchiness.

### Dermis

The thickest layer of the skin, underlying the epidermis.

### Effleurage

A gently stroking massage movement used during the shampooing and conditioning process.



### Epidermis

The outermost layers of the skin (the visible part).

### Friction

A technique applied along the path of the nerves and nerve endings on the scalp. It is used for stimulation.



### Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage, for example gloves, aprons, or overalls.

### Petrissage

A slow, firm, kneading massage movement, used during the conditioning process.

### Product build-up

When the hair has had excessive product applied between shampoos, forming a barrier on the hair.

### Rotary

A firm, circular massage movement, using the pads of the fingers on the scalp during the shampooing process.

### Tapotement

A gentle tapping of the skin with the pads of the fingertips.

### Vibro

A mechanical device that simulates the manual massage techniques of friction and tapotement. The equipment is like a hair dryer with different attachments that may be used for different areas of the scalp and neck.

## What you must know

### You must be able to:

- 1 Describe the different consultation techniques used to identify the service objectives
- 2 Explain the safety considerations that must be taken into account
- 3 Describe the salon's requirements for client preparation, preparing self and the work area
- 4 Explain the importance of identifying any contra-indications to scalp massage and how to recognise them
- 5 Describe how different factors can affect the performance of scalp massage
- 6 Describe the different types of massage media and equipment used for scalp massage services
- 7 Explain the importance of following manufacturers' instructions
- 8 Describe when and how to use massage media and equipment to treat different scalp conditions

*Continues on next page*

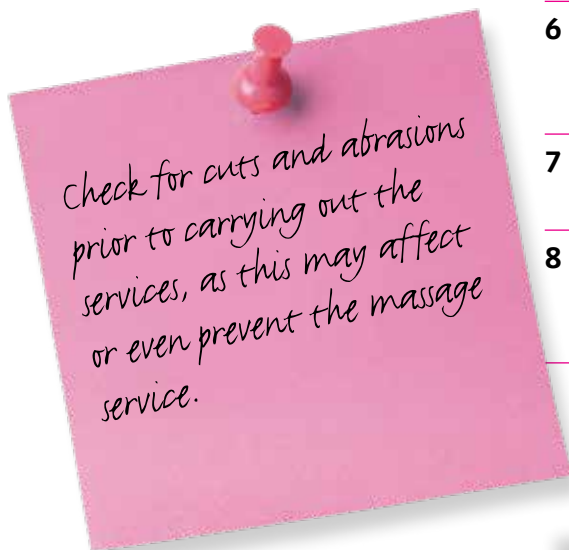


Image courtesy of iStockphoto.com/factoria singular sl



- 9 Describe how and when to use and adapt the different massage techniques
- 10 Describe the aftercare advice that should be provided
- 11 Describe the benefits of scalp massage
- 12 Outline the basic structure of the skin
- 13 State the name and position of the bones and muscles of the head and neck
- 14 Outline safe and hygienic working practices
- 15 State how to communicate and behave within a salon environment

#### Revision tip

The muscles that help to hold the head up, turn the head, and twist the head at the neck, are called temporalis, frontalis, epicranial aponeurosis, occipitalis, stencleido-mastiod, platysma and trapezius.

Image courtesy of iStockphoto.com/Monika Wisniewska (right)



Image courtesy of Walsall College (left)



# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 points for the criteria indicated with \*.

### Conversion chart

Grade	Marks
Pass	11–13
Merit	14–18
Distinction	19–21

- 1 Prepare self, the client and work area for scalp massage services
- 2 Use suitable consultation techniques to identify service objectives \*
- 3 Explain and agree the procedure, potential benefits and effects of the service to the client
- 4 Position self and the client appropriately throughout the service
- 5 Select and use products, tools and equipment suitable for the client's hair and scalp condition
- 6 Select and use appropriate massage movement \*
- 7 Apply massage movements in the correct sequence \*
- 8 Adapt massage techniques to take into account influencing factors
- 9 Follow safe and hygienic working practices
- 10 Provide suitable aftercare advice \*
- 11 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature and date

Assessor signature and date

Scalp massage service					
1 Manual scalp massage for conditioning			2 Manual scalp massage to relax the client		
1			1		
1	2	3	1	2	3
1			1		
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3

## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Use suitable consultation techniques to identify service objectives</b>	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
<b>6</b> <b>Select and use appropriate massage movement</b>	Selects and uses the massage movements to suit the identified factors	Selects, uses and adapts the massage movement to suit the identified factors and to meet the client's requirements	Selects, uses and adapts the massage movements to suit the identified factors and to meet the client's requirements; varies the pressure, rate and rhythm according to the identified factors and techniques used
<b>7</b> <b>Apply massage movements in the correct sequence</b>	Selects and uses basic movements	Selects and uses appropriate massage movements based on purpose of massage	Selects and uses appropriate range of movements to maximise the effect of the massage

*Continues on next page*

## What you must do

### Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>10</b> <b>Provide suitable aftercare advice</b>	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Example: use of products and equipment, maintenance of style and further services available
<b>11</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of Walsall College (left)

## Comment form

### Unit 215 Provide scalp massage services

This form can be used to record comments by you, your client, or your assessor.

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Image courtesy of Denman Brush



Image courtesy of Walsall College

# 216

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## Salon reception duties

The reception is one of the most crucial areas of the salon; it is where the client will form that all-important first judgement. You'll learn how to portray the professional image of the salon when dealing with clients, and casual enquiries. You will find out about all the methods of payment, and how to check for validity. You'll become integral to the smooth running of the salon, maximising the efficiency of all the services offered.

# Assignment mark sheet

## Unit 216 Salon reception duties

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

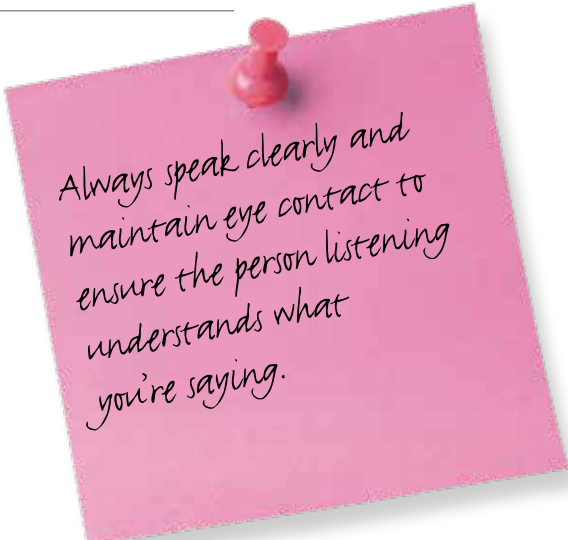
What you must know	Tick when complete
Task 1a: chart	
Task 1b: guide	
Task 1c: chart	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: first observation		
Task 2b: second observation		

**Conversion chart**

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	<b>÷ 2</b>
=	
<b>Overall grade</b> (see conversion chart)	



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:



## What does it mean?

Some useful words are explained below



### Appointment system

A method used for recording client appointment bookings – it could be on a computer, or in a book.



### Methods of payment

The different ways payments can be made, for example cash and debit card.

### Confidential information

Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.

### Data Protection Act

Legislation designed to protect clients' right to privacy and confidentiality.

### External enquiry

A query that comes from someone outside the salon, for example a phone call from a manufacturer or client.

### Fraudulent card

A card that has been stolen or is a fake.

### Internal enquiry

A question that comes from someone inside the salon, for example a client enquiring about appointment availability.

### Invalid card

When the card has expired, or is refused due to insufficient funds in the account.



### Invalid currency

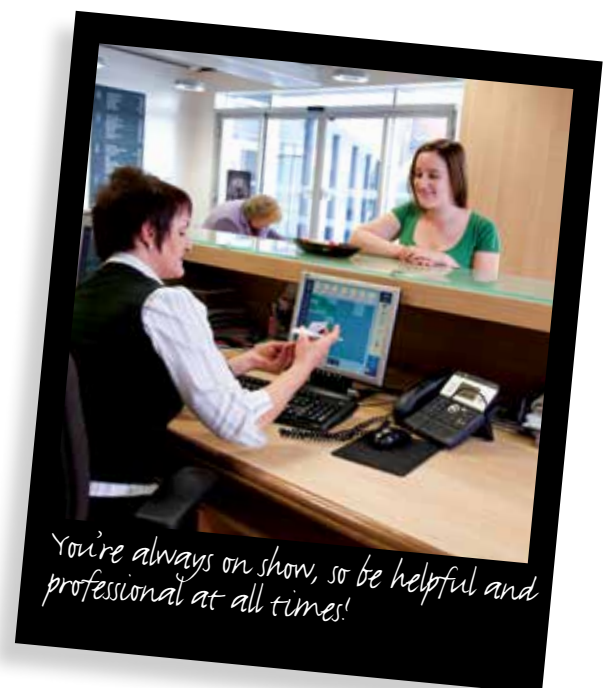
Currency from another country, or old versions of coins and notes, that cannot be used.

### Payment dispute

When there is a problem with a payment, for example an invalid debit/credit card, or if you suspect the card is fraudulent.

### Workplace policies

Documentation prepared by the employer on the procedures to be followed in the workplace.



*You're always on show, so be helpful and professional at all times!*

## What you must know

### You must be able to:

- 1 Describe procedures for taking messages for a variety of enquiries
- 2 State how to communicate and behave within a salon environment
- 3 List salon services available, their duration and cost
- 4 Outline the importance of dealing with enquiries promptly and politely
- 5 Explain how to deal with enquiries that cannot be dealt with promptly
- 6 Describe how to make and record appointments
- 7 State the potential consequences of failing to record appointments or messages accurately
- 8 State the importance of passing on messages and appointments details to the appropriate colleagues
- 9 Outline the legislation designed to protect the privacy of clients' details
- 10 State the possible consequences of a breach of confidentiality
- 11 State how to process different methods of payment
- 12 Describe how to deal with problems that may occur with payments
- 13 Explain how to keep payments safe and secure

#### Revision tip

When taking payment by cheque, you need to check the date is correct, it has been made out to the salon's business name, the amount payable in words matches the amount in figures and the client has signed the cheque in front of you. You may also need to add the card details on the back of the cheque.



*If you don't hear something, ask the client to repeat it – it's important to take every detail correctly.*



# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

- 1 Deal with variety of enquiries
- 2 Identify the nature of the enquiry \*
- 3 Handle requests for services in a prompt and polite manner \*
- 4 Provide information about services and or products that is clear and accurate \*
- 5 Schedule appointments to meet with salon policy and client requirements
- 6 Confirm and record client appointment details
- 7 Deal with confidential information to meet with salon and legal requirements
- 8 Maintain appropriate levels of reception stationery
- 9 Maintain a hygienic and tidy reception area
- 10 Calculate service costs accurately
- 11 Deal with payments for services and/or products to meet with salon policy
- 12 Follow security procedures when handling payments
- 13 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature  
and date

Assessor signature  
and date

### Conversion chart

Grade	Marks
Pass	13–14
Merit	15–18
Distinction	19–21

Salon reception service					
1 First observation			2 Second observation		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
Totals					
Grade					
Candidate signature and date					
Assessor signature and date					

## What you must do

### Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 points for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>2</b> <b>Identify the nature of the enquiry</b>	Basic facts about enquiry established through questioning	Good use of open questions to establish client enquiry Examples: uses non-technical language, maintains good level of eye contact	Uses open and closed questions to accurately establish the client's enquiry Examples: uses technical and non-technical language appropriately, displays good listening skills (for example, mirroring and good level of eye contact) to confirm requirement
<b>3</b> <b>Handle requests for services in a prompt and polite manner</b>	Shows open body language and welcoming facial expressions. Acknowledges initial request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Handles request promptly	Shows open body language, welcoming facial expressions and keeps good eye contact throughout. Good use of gesturing and nodding to confirm listening skills. Handles request promptly while balancing the needs of others

*Continues on next page*



*Take pride in your appearance, and the appearance of reception: it's your profession on display to the world!*

## What you must do

### Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on the previous page.

	1 mark	2 marks	3 marks
<b>4</b> Provide information about services and or products that is clear and accurate	Gives basic information about services	Information about services is clear and accurate and supported by materials, for example, leaflets	Information about services is clear, accurate, and supported by materials, for example, leaflets. Prompts and responds to client questions, making suitable suggestions
<b>13</b> Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Example: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of iStockphoto.com/lissart

## Comment form

### Unit 216 Salon reception duties

This form can be used to record comments by you, your client, or your assessor.

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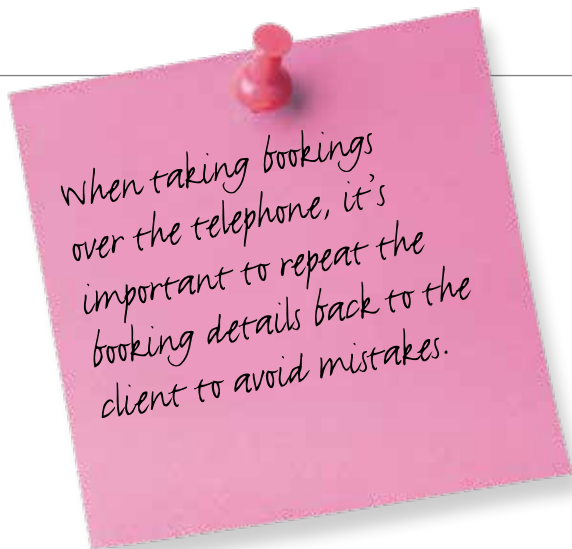
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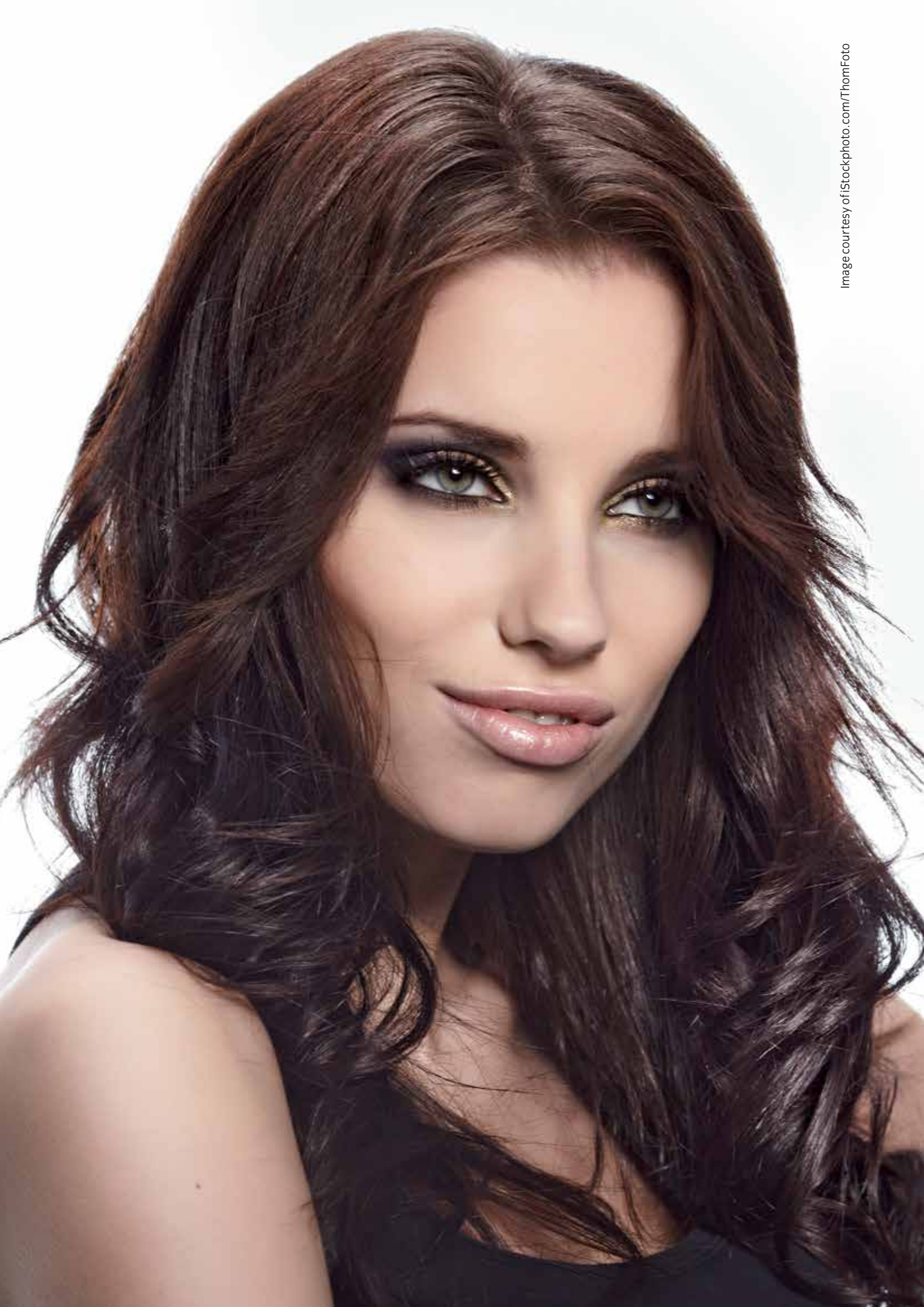








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