
Candidate logbook
Level 3 VRQ

Hairdressing



Hairdressing

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

Assessor name:

Internal Verifier name:

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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: _____

	Date achieved	Grade	Assessor signature	Candidate signature	IV signature (if sampled)
302 Monitor and maintain health and safety practice in the salon					
303 Consultation support for colleagues on hair services					
304 Cut women's hair to create a variety of looks					
305 Style and dress hair using a variety of techniques					
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314 Style and finish African type women's hair using a variety of techniques					
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316 Creative hairdressing design skills					
317 Promote and sell products and services to clients					
410 Hair colour correction					
205 Promote products and services to clients in a salon					
213 Display stock to promote sales in a salon					
215 Provide scalp massage services					
216 Salon reception duties					





302

Monitor and maintain health and safety practice in the salon

This unit is essential for everyone who enters the salon. You'll learn about the monitoring of health and safety, and how it relates to your everyday work. You'll carry out a risk assessment to identify any hazards, playing a critical part in reducing the risks in the salon, so keeping everyone safe and happy. Soon you'll know all about maintaining a professional, safe and hygienic environment, for you and your colleagues to work in, and for clients to visit.

Assignment mark sheet

Unit 302 Monitor and maintain health and safety practice 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: produce an information sheet	
Task 1b: carry out a risk assessment and produce a report	
Or tick if covered by an online test	
	Candidate name:
	Candidate signature: Date:
	Assessor signature: Date:
	Quality assurance co-ordinator signature (where applicable): Date:
	External Verifier signature (where applicable): Date:

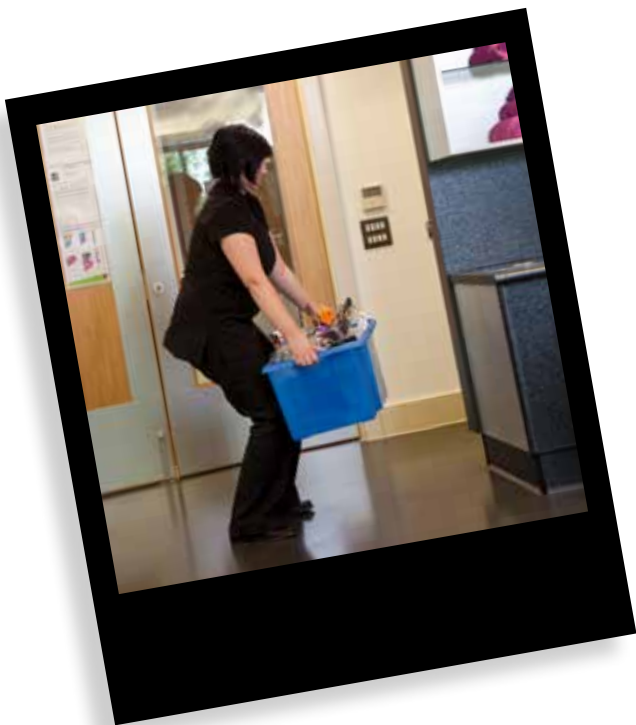


Image courtesy of Cheynes Training

What does it mean?

Some useful words are explained below

Allergic contact dermatitis

This is caused by exposure to sensitising agents, usually found in permanent colouring products. In many cases the sensitivity will last indefinitely.



Autoclave

The most effective method of sterilisation. The water inside the autoclave is heated to 121°C, producing high temperature steam which destroys all micro-organisms.



Chemical liquids

The most effective form of disinfection is achieved when the tools are completely immersed in the chemical for the specified length of time.

The Control of Substances Hazardous to Health Regulations (COSHH)

These regulations cover the safe storage, handling, use and disposal of any hazardous substances.

Cross-infection

The passing of an infection from one person to another.

Employer's liability insurance

Employers and self-employed persons must by law hold employer's liability insurance so that they are covered if any employee suffers a body injury, illness or disease from their employment.



Hazard

Something dangerous, such as scissors, chemicals, or a trailing electric cable from a piece of equipment.



Health and Safety at Work Act

Spells out your duty as an employee to take reasonable care for your own health and safety, as well as others who may be affected by what you do.

Irritant contact dermatitis

Inflammation of the skin that develops after prolonged exposure to chemicals and detergent or water, but may also occur after a one-off exposure.

Policies and procedures

Employers have these in place to protect you: they cover personal presentation, safe working, and what to do in an emergency.

Professional indemnity insurance

This will cover the salon against damages: for example, a customer might claim damages if their scalp is burned by incorrectly mixed chemicals.

What does it mean?

Some useful words are explained below (continued)



Public liability insurance

This covers slips, falls and any other accidents which cause an injury to a member of the public, or customer, or which damages their property.



Safe working practices

It is very important to work safely and hygienically at all times when working in the salon.



Risk

The likelihood of harm: if a wire is trailing across a passageway there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is far smaller.

Risk assessment

A careful examination of what could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Visit <http://www.hse.gov.uk/pubns/indg163.pdf> for more information.



Sterilisation

The complete destruction of living organisms to prevent cross-infection. All tools should be cleaned before sterilising to remove traces of hair, dirt and dust.

The Personal Protective Equipment at Work Regulations (PPE)

When working with chemicals or products that may cause harm, it is the responsibility of the employer to provide personal protective equipment for the employee, who must use it.

Ultraviolet radiation

A way of sterilising tools – remember to turn the tools over, so that each side is sterilised for at least 20 minutes.

Revision tip

Five steps to a risk assessment

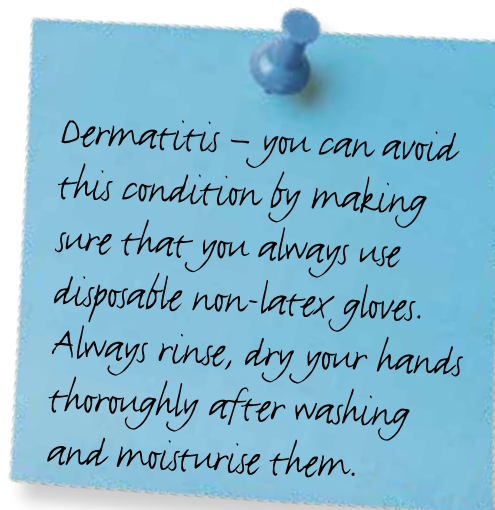
Step 1 Identify the hazards

Step 2 Decide who might be harmed and how

Step 3 Evaluate the risks and decide on precautions

Step 4 Record your findings and implement them

Step 5 Review your assessment and update if necessary



What you must know

You must be able to:

- 1 State the reason for carrying out risk assessments
- 2 Describe the procedures for carrying out a risk assessment
- 3 Describe when risk assessments should be carried out
- 4 Outline necessary actions to take following a risk assessment
- 5 Outline the health and safety support that should be provided to staff
- 6 Outline procedures for dealing with different types of security breaches
- 7 Explain the need for insurance

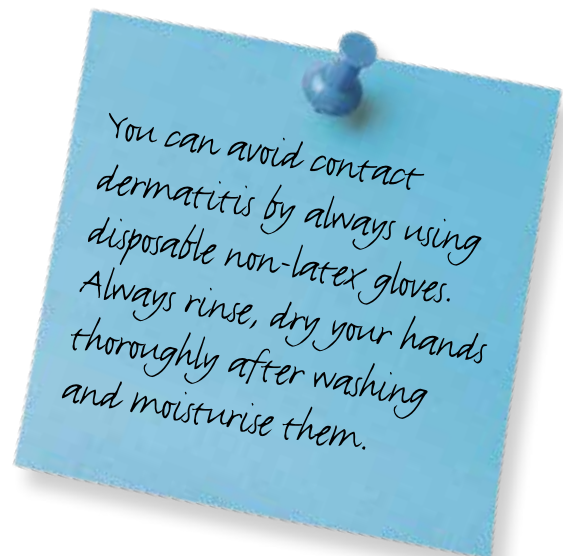
Revision tip

According to the Data Protection Act, any information stored must be accurate and treated as confidential, and there should be no possibility of misusing the information. People must have access to their information if they request it.

Revision tip

Risk assessment remember: a **hazard** is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc; the **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

Image courtesy of Richard Ward Hair & Metrospa





303

Consultation support for colleagues on hair services

The consultation is a critical part of any service offered in the salon. Get this bit right, and you'll end up with lots of satisfied clients, and the salon's image will be one of high professional quality. You'll gain excellent communication skills and a sound understanding of skin, hair and scalp disorders, including which conditions should be referred to other specialists. Developing a range of appropriate consultation techniques is important to instil confidence in the client and maintain goodwill, trust and confidentiality. The client needs to feel that you have their best interests at heart.

Assignment mark sheet

Unit 303 Consultation support for colleagues on 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 the 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: research and produce a chart		
Task 1b: produce an information sheet		
Task 1c: research and produce a chart		
Or tick if covered by an online test		

What you must do	Grade	Points
Task 2: consultation support		
Overall grade		

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:



Image courtesy of Walsall College. Photograph by Andrew Buckle

What does it mean?

Some useful words are explained below

Adverse reaction

When a client has an unfavourable reaction to a hair or skin test carried out prior to any service.



Analysis

A full assessment of the condition of the hair and scalp, including a visual check and manual testing, to discover if there are any factors which would prevent a service from taking place.

Client records

A client's personal details, including contact details and all services carried out.

Closed questions

A question that produces a yes or no answer – you should complete the consultation with a range of questions.



Consultation

A discussion between the stylist and a client to determine the services and treatments that reflect the client's requirements.



Contra-indication

A disease, hair disorder, infection of the scalp, infection of the skin, breakage of the hair or infestation, which prevents a service or treatment from taking place.



Data Protection Act

This law requires that confidential information must be kept securely, must be accurate and must be relevant to the needs of the business. The salon must comply with any individual's request for information that is held about them.

Folliculitis

Inflammation of the hair follicles due to bacteria infection.

General practitioner (GP)

A doctor who diagnoses illnesses and diseases and treats patients. A GP may refer a patient on to a specialist within a particular field of medicine.

Hair disorder

A non-infectious condition of the hair which requires special consideration when carrying out hairdressing services. The service may need to be adapted for the condition of the client's hair.

Impetigo

Caused by a bacterial infection, pustules become crusted and are highly contagious – medical referral should be given.

Incompatibility test

A test carried out before any chemical service to show whether there are chemicals present in the hair that contain metallic salts.



Infection

The growth of micro-organisms caused by bacteria, viruses or fungi.

What does it mean?

Some useful words are explained below (continued)



Infestation

When an animal parasite, such as head lice, move to a person's head and body and then live off the nutrients found in the skin, blood and tissue.

Inflammation

A condition in which the affected part of the body becomes hot, swollen and sometimes painful.



Open questions

Questions requiring full answers, rather than yes or no answers. They help to keep the conversation flowing during a consultation.

Pharmacist

A person licensed to prepare and dispense drugs, including prescription drugs from a general practitioner and non-prescription drugs that are safe to be sold over the counter.

Ringworm

A highly infectious fungal skin infection that should not be treated in the salon, starting with small round, red spots, growing into larger spots with a raised scaly border. The hair often falls out, creating bald patches.

Trichologist

A person who has studied trichology, and is qualified to diagnose and treat scalp and hair diseases and disorders.

Trichology

The science and study of the structure, function and diseases of the human hair and scalp. The clinical branch deals with the diagnosis and treatment of diseases and disorders of human hair and scalp.

What you must know

You must be able to:

- 1 Explain how and why tests are carried out for different services
- 2 State the likely causes of adverse hair, skin and scalp conditions
- 3 State which adverse hair, skin and scalp conditions should be referred to other specialists
- 4 Explain the salon's policy for referring clients to other specialists when requested services are not offered
- 5 Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality
- 6 State the importance of recording client responses to questions about contra-indications

Revision tip

Unrecognisable hair, skin and scalp conditions should be referred to a general practitioner, trichologist, or a pharmacist.



Be the next ... *Dan Spiller*



Dan Spiller is one of British hairdressing's brightest young stars. He won the Gold Award in the young talent category at Wella Professionals Trend Vision UK Final 2010. He's just been made manager of the new Marc Antoni salon in Basingstoke, and can also be found showcasing his skills as part of the Wella Professionals Generation Now! Team. **Follow the blue quote marks for his advice!**

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 Communicate effectively with colleagues and their clients in a manner that maintains client goodwill, trust and confidentiality *****
- 2 Make sure client records are accurately completed
- 3 Balance the client requirements with salon resources
- 4 Provide support required by the colleague(s)
- 5 Provide clear recommendations based on client requirements and the outcome of analysis of their hair, skin and scalp *****

Totals

Grade

Candidate signature
and date

Assessor signature
and date

Conversion chart

Grade	Marks
Pass	5
Merit	6–7
Distinction	8–9

Consultation support

1	2	3
1		
1		
1		
1	2	3
Totals		
Grade		
Candidate signature and date		
Assessor signature and date		



Try to work for a company with a strong training schedule, tailored for your individual needs.

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
1 Communicate effectively with colleagues and their clients in a manner that maintains client goodwill, trust and confidentiality	Shows friendliness and politeness, offers little reassurance	Good manner with verbal and non-verbal skills throughout; polite and friendly approach with some reassurance	Excellent manner, shows polite friendly approach at all times, helpful, offers reassurance, maintains client trust and confidence throughout the service
6 Provide clear recommendations based on client requirements and the outcome of analysis of their hair, skin and scalp	Gives advice to colleagues, with agreement from client, on service and products to be used	Uses non-technical language when speaking with the client, good communication with colleague(s), advises with more than one recommendation from analysis results	Maintains high professional standard, explains and advises on a range of services and products to colleagues, maximising the service potential for client, good use of visual aids

Image courtesy of Havering College



It is important to record all your clients' responses to questions.

“

Never ever stop learning – the moment you do, it's time to give up.

Comment form

Unit 303 Consultation support for colleagues on hair services

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

“

Treat everyone the way you would like to be treated yourself – even if you don't know who someone is, they may very well help you along your career path in your future. People have long memories!

Revision tip

Clients' responses to questions about contra-indications should be recorded on the client record card.





Image courtesy of Hertford Regional College



304

Cut women's hair to create a variety of looks

A good haircut is the basis of every fantastic hairstyle, so your advanced cutting skills are among the most important you will need as a hairdresser. You'll never stop learning cutting skills, developing them continuously as trends change. You'll create a variety of stunning styles, including long, short and reverse graduations, as well as texturised, asymmetric and disconnected looks. You'll learn how to adapt the cut to take into account all of your client's particular needs, as you personalise your skills and tools to achieve the best possible outcome for the client.

Assignment mark sheet

Unit 304 Cut women's hair to create a variety of looks

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 the 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: produce a technical guide	
Task 1b: produce an information sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: look 1		
Task 2b: look 2		
Task 2c: look 3		
Task 2d: look 4		

Conversion chart

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

Total points for graded tasks _____

Divided by _____

= Average grade for tasks _____

Overall grade
(see conversion chart)

÷ 4



Candidate name: _____

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

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

External Verifier signature (where applicable): _____ Date: _____

Image courtesy of ISO

What does it mean?

Some useful words are explained below

Aftercare advice

What you say to the client about how to look after their hair, including how long to leave between cuts, how long to maintain the look, and the correct tools and products to use.



Asymmetric

When a style is longer on one side than the other.



Concave baseline

When the baseline is cut to curve inwards or downwards, such as on a bob, where the baseline curves down towards the sides.



Convex baseline

When the hair is cut longer at the middle back section, and shorter at the sides.



Cutting technique

A special cutting skill for producing a specific result.



Disconnecting

A technique for creating long and short lengths that do not blend together.

Fragilitas crinium

Commonly known as split ends, this is when the ends of the hair become damaged and split open. The only real treatment for this is to cut them off.

Freehand

Cutting the hair without holding it between the fingers, to remove length and bulk.

Hair density

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

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. If the hair is strong, avoid too much tension when wet, as it may be shorter than you intended once it dries and returns to its natural state and elasticity.

Hair growth patterns

The way the hair grows, which can influence your decision as to how short to cut the hair.



Head and face shape

If the client chooses a style that is unsuitable for their head or face shape, it is your responsibility to offer a more suitable alternative.

What does it mean?

Some useful words are explained below (continued)



Natural fall

When the hair is wet you can see how the hair lies: does it fall to one side or the other; is there a natural parting?

Razor

Use this tool to remove bulk or to thin out the ends. They are especially handy for creating a textured look.

Reverse graduation

Once the initial guideline has been cut, each subsequent section is cut slightly longer.



Scissor over comb

A technique used to cut the hair very short, following the natural contours of the head. The hair is lifted and held in the comb by combing the hair in an upward motion, and the hair that protrudes through the comb is cut, holding the scissors above the comb.

Tapering

This technique can be used on dry hair with scissors and on wet hair with a razor: it removes bulk and gives texture.

Texturising

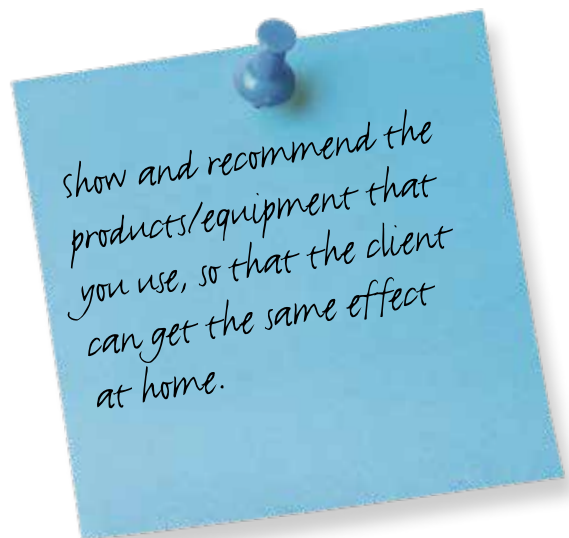
This technique produces softer broken edges.



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 blue quote marks to read what Antoinette has to say.**



What you must know

You must be able to:

- 1 Describe the range of looks for women
- 2 Explain how to achieve looks for women using a combination of cutting techniques
- 3 Explain the safety considerations that must be taken into account
- 4 Describe the factors that need to be considered when cutting hair
- 5 Explain how to maximise the potential of the client's hair taking into account identified factors
- 6 Describe the different consultation techniques used to identify service objectives
- 7 Describe the salon's requirements for client preparation, preparing themselves and the work area
- 8 Outline safe and hygienic working practices
- 9 Describe the correct use and routine maintenance of cutting tools and equipment
- 10 Explain the effect cutting hair at different angles has on the finished look
- 11 State the importance of applying the correct degree of tension to the hair when cutting
- 12 State the importance of checking the cut
- 13 Describe the aftercare advice that should be provided
- 14 State how to communicate and behave within a salon environment

Revision tip

You must carefully apply the correct degree of tension when cutting the hair or else the result may be uneven.



“

Your client has to live with their hair on a daily basis, so consultation is key. Find out how long they have each day to spend on their hair, discuss their daily routines, and agree on a suitable cut.

Remember, if you cut the hair too short, there's nothing you can do about it!

Make sure you can see your guideline before you take the next cut.

Cut

“

Clean sectioning is of paramount importance!



Maintain the consultation with the client to check that your work meets the client's requirements.

Image courtesy of Gorgeous PR



Very few people can do two things at the same time, but as a hairdresser, you have to practise. You'll need to learn quickly the skill of holding a conversation without losing concentration.

ting

“

For an über-blunt cut on one-length hair, clip edges with a pair of clippers: that will give you the bluntest possible result.

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 look completed in each service. You must cover the following: short graduation, long graduation, texturising, asymmetric, disconnected scissors, thinning/texturising scissors, razor.

- 1 Prepare self, the client and work area for cutting service
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors *
- 4 Provide clear recommendations based on factors *
- 5 Communicate and behave in a professional manner *
- 6 Position self and the client correctly throughout the service to ensure accuracy of the cut
- 7 Select and use cutting tools and equipment correctly to achieve the required look
- 8 Establish and follow guidelines where required to achieve the required look
- 9 Combine and personalise cutting techniques correctly to take account of the identified factors and desired look *

Conversion chart

Grade	Marks
Pass	13–15
Merit	16–21
Distinction	22–25

Cutting service											
Look 1			Look 2			Look 3			Look 4		
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	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

Continues on next page

- 10 Check the cut to ensure required balance, weight distribution and shape
- 11 Create a finished cut that is to the satisfaction of the client
- 12 Follow safe and hygienic working practices
- 13 Provide suitable aftercare advice *

Totals

Grade

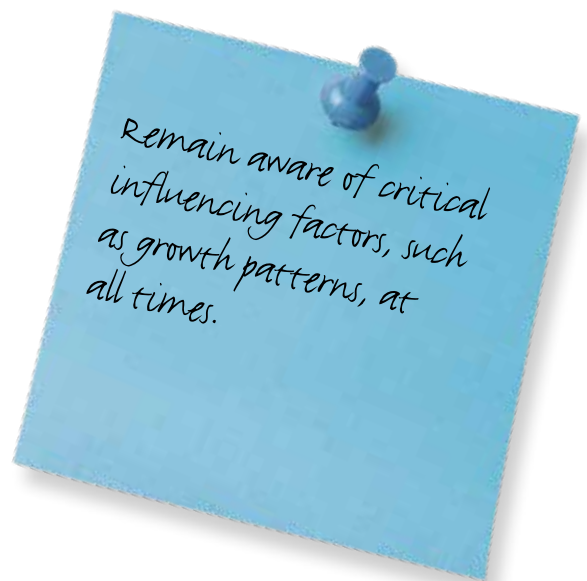
Candidate signature and date

Assessor signature and date

Cutting service											
Look 1			Look 2			Look 3			Look 4		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1	2	3	1	2	3	1	2	3	1	2	3



After cutting, always recheck the hair once dried.



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 pages 30 and 31.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired style by identifying the influencing factors	Minimal evaluation Examples: identifies hair texture, length and density, client requirements, contra-indications	Good evaluation Examples: identifies hair texture, length and density, client requirements, contra-indications, hair growth patterns, elasticity, client lifestyle	Comprehensive evaluation with accuracy throughout Examples: identifies hair texture, length and density, client requirements, contra-indications, hair growth patterns, elasticity, client lifestyle, head/face shape/features seeking to maximise potential
4 Provide clear recommendations based on factors	Limited recommendations based on some factors Example: if look can be carried out	Clear recommendations based on most factors Examples: if look can/cannot be carried out, options of different effects that can be achieved	Comprehensive recommendations based on most factors with accuracy Examples: if look can/cannot be carried out, options of different effects that can be achieved, matches client requirements and hair potential accurately

Continues on next page

	1 mark	2 marks	3 marks
5 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner
9 Combine and personalise cutting techniques to take account of the identified factors and desired look	Limited use of techniques, takes account of one factor Examples: works rigidly, lacks personalisation and flair, one factor considered (hair growth patterns)	Good use of techniques, takes account of two factors effectively Examples: uses a variety of techniques appropriately, personalisation added, more than one factor considered (hair growth patterns, hair texture)	Thorough use of techniques, takes account of more than two factors creating individual look Examples: uses all required techniques appropriately and with ease, matches style to the factors (hair growth patterns, hair texture) and adds personalisation to the style
13 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 advice Examples: use of products and equipment, maintenance of style and further services

Comment form

Unit 304 Cut women's hair to create a variety of looks

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

People don't always mean the same thing by 'an inch'. Make sure that the client and stylist agree about what they mean.

To decrease the volume of the style, you may wish to consider thinning the hair.

Revision tip

Always cross-check the cut, to ensure it's accurate.



Image courtesy of iStockphoto.com/Asian



305

Style and dress hair using a variety of techniques

Hairdressing is about being creative and combining your skills. For this unit, you will be combining new techniques learnt with skills from other units. You will be encouraged to create a range of advanced looks for 'hair-up', blow drying and setting, and will use ornamentation to personalise the effects. You'll understand the science of what happens inside the hair during the setting and styling processes, and you will advise clients on which products to use. The creativity of the techniques, styling and dressing will become more exciting and innovative, making you a sought-after stylist.

Assignment mark sheet

Unit 305 Style and dress hair using a variety of techniques

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 the 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: produce a style guide	
Task 1b: produce an information sheet	
Or tick if covered by an online test	

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

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
= Average grade for tasks	
Overall grade (see conversion chart)	



Candidate name:	
Candidate signature:	Date:
Assessor signature:	Date:
Quality assurance co-ordinator signature (where applicable):	Date:
External Verifier signature (where applicable):	Date:

Image courtesy of Billy Moore at Central Training Group

What does it mean?

Some useful words are explained below

Images courtesy of Hertford Regional College

Alpha keratin

Hair in its natural state, before it has been set or blow dried.

Backcombing

A method of teasing the hair together in a controlled manner, to give body, lift and support to hold the style.



Barrel curl

Soft-centred, loose and springy curls that stand away from the head.

Beta keratin

Hair that has been stretched and allowed to cool into a new shape. This occurs after setting or blow drying.

Clocksring curl

A curl that sits flat on the head with a closed middle. It is looser at the roots and gradually gets tighter towards the ends.

Croquinole winding

A method of winding the hair from points to roots. This method is used when volume, lift and movement is required.

Image courtesy of Trevor Sorbie



Curling tong

A heated styling tool used to temporarily curl the hair.



Diffuser

A plastic attachment with prongs that fits on to the hairdryer. It distributes heat so that natural hair movement and curl are encouraged as the hair is dried.



Dry setting

A setting method where dry hair is sprayed with a lotion and wound around a roller. This does not break down the hydrogen bonds so the hair is baked into its new shape around the roller.



Finger dry

A way of drying the hair by using the hands and fingers to encourage movement and curl in the hair. It can also be used to create short, spiky, textured styles.

What does it mean?

Some useful words are explained below (continued)



Finger waving

A technique that produces flat 'S'-shaped waves in the hair and no root lift is achieved.

Finishing products

Used during the dressing and finishing of the style to help maintain the finished result.

Humidity

Moisture from the atmosphere, which can cause the style to drop.



Off base

A style of setting hair which provides no volume at the roots.



On base

A style of setting hair that creates volume at the roots.

Ornamentation

Objects used to complement a style, which adds interest and detail to the finished look.

Root drag

The hair is lifted away from the head at an angle less or greater than 90° from the root area.

Root lift

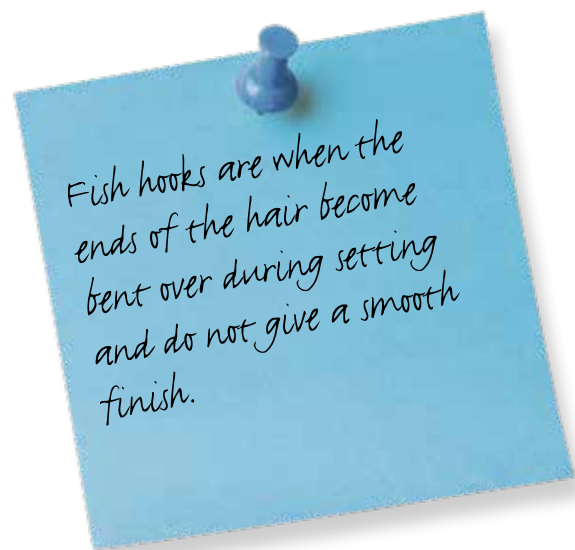
Lifting the hair upwards and away from the root area to give body and height to the style.

Styling products

Used by stylists to manipulate the hair. They give body, support and hold to the hair. They also act as a barrier on the hair, preventing atmospheric moisture from making the style collapse.



When working with velcro rollers and heated rollers you'll need to call on your level 2 setting skills. These are vital for soft tousled curls, waves and big hair looks.



What you must know

You must be able to:

- 1 Explain the safety considerations that must be taken into account when styling and dressing hair
- 2 Describe the factors that need to be considered when styling and dressing hair
- 3 Describe the physical effects of styling on the hair
- 4 Describe the effect humidity has on the hair during setting
- 5 State the importance of planning hair-up styles for special occasions
- 6 Describe a range of styles for women
- 7 Describe the different consultation techniques used to identify service objectives
- 8 Describe the salon's requirement for client preparation, preparing yourself and the work area
- 9 Describe the correct use and routine maintenance of styling equipment and tools
- 10 Describe the techniques used for styling and dressing

Continues on next page

Revision tip

Back combing and back brushing will create volume to the finished style.

Revision tip

Be careful with your application of heat – incorrect application could burn the client's scalp, damage the outer layer of the hair, and may cause dehydration and discoloration of the hair.



Be the next ... *Beverly C*



Legendary celebrity hairdresser Beverly C is a two-time 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.

Look for the blue quote marks to see what she has to say to you!

What you must know

You must be able to: (continued)

- 11 Explain the importance of using styling and finishing products on the hair
- 12 Explain the importance of controlling and securing long hair effectively
- 13 Explain the importance of considering tension in hair-up styles
- 14 Explain the effects of incorrect use of heat on the hair and scalp
- 15 State the purposes of back combing and back brushing when dressing hair
- 16 Describe the methods used to secure ornamentation in hair-up styles
- 17 Describe the aftercare advice that should be provided
- 18 Outline safe and hygienic working practices
- 19 State how to communicate and behave within a salon environment

Revision tip

The effects of humidity on hair can be minimised by using suitable styling and finishing products that contain plasticisers.

“

It's incredibly important to master round-brush work for short and long hair – you'll call upon the skill time and again throughout your career.

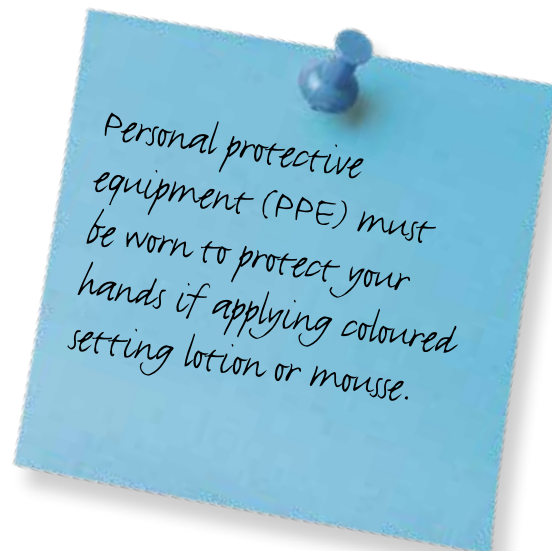




Image courtesy of iStockphoto.com/Alejandro Photography

*If using metal pins,
make sure they are not in
contact with the client's
scalp as they conduct heat
and could burn the skin
and scalp.*



Image courtesy of From Great Lengths

Style an

*When applying finishing
spray, provide a face shield
to protect the client's eyes.*



Image courtesy of From Great Lengths

Hairpieces and accessories can enhance the overall appearance of the style.



Fix hair in place by interlocking your hair grips.

nd dress

Advise clients who use straightening irons on a regular basis to use aftercare products to protect the hair.

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 style completed in each service. You must cover six of the following: setting, blow drying, pin curling, finger waving, straightening, curling: point to root, root to point.

Styling and finishing product used

Ornamentation used

1 Prepare yourself, the client and work area for styling services

2 Use suitable consultation techniques to identify service objectives *

3 Evaluate the potential of the hair to achieve the desired style by identifying the influencing factors *

4 Provide clear recommendations to the client based on factors *

5 Communicate and behave in a professional manner *

6 Personalise dressing techniques to take account of influencing factors

7 Select and use products, tools and equipment to achieve desired effect

8 Position yourself and the client correctly throughout the service

9 Combine and adapt styling techniques to achieve the desired effects *

10 Create a finished style that is to the satisfaction of the client

11 Follow safe and hygienic working practices

12 Provide suitable aftercare advice *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	12–14
Merit	15–20
Distinction	21–24

Style 1	Styling service								
	Style 2			Style 3			Style 3		
Y/N	Y/N			Y/N			Y/N		
Y/N	Y/N			Y/N			Y/N		
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	2	3	
1	2	3	1	2	3	1	2	3	
1	1			1			1		
1	1			1			1		
1	2	3	1	2	3	1	2	3	
1	1			1			1		
1	1			1			1		
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
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired style by identifying the influencing factors	Minimal evaluation Examples: all necessary tests, identifies hair and scalp conditions, client requirements, hair length and density	Good evaluation Examples: all necessary tests, identifies hair and scalp conditions, client requirements, hair length and density, image and occasion	Comprehensive evaluation with accuracy throughout Examples: all necessary tests, identifies hair and scalp conditions, client requirements, hair length and density, image and occasion, matches the style with appropriate techniques and ornamentation (if used)
4 Provide clear recommendations to the client based on factors	Recommendations based on some factors Example: if style/image can be carried out	Recommendations based on most factors Examples: if style/image can/cannot be carried out, options of different styling and finishing products, results that can be achieved	Recommendations based on most factors with accuracy Examples: if style/image can/cannot be carried out, options of different styling and finishing products, results that can be achieved, matches client requirements and hair potential accurately

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 page 46.

	1 mark	2 marks	3 marks
5 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner
9 Combine and adapt styling techniques to achieve the desired effects	Uses limited styling techniques Examples: uses only one styling technique to achieve effect or one brush/comb	Uses a variety of styling techniques Examples: uses both drying and heat-set techniques and more than one brush/comb	Adapts a range of styling techniques to achieve desired effect Examples: uses two or more techniques innovatively and adapts technique to personalise style, uses more than one brush/comb with effect
12 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Examples: use of products and equipment	Excellent level of advice Examples: use of products and equipment, maintenance of style and further services

Comment form

Unit 305 Style and dress hair using a variety of techniques

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

Image courtesy of iStockphoto.com/Julia Shavchenko



“

Understanding and delivering a variety of tonging skills is key to successful fashion show and photographic work. Pay particular attention to root tonging: it can create super root volume and results that last all day.



Image courtesy of Goldwell

306

Colour hair to create a variety of looks
Colouring the hair has become much more popular and creative over the last decade. Clients of all ages want a combination of techniques and colours to personalise their look. You will need to be able to create a variety of fashion effects in a way that complements the style you are creating. This unit will allow you to use your artistic flair and present the looks you are creating in a modern way. The more confidence you build in your skills, the more inspirational your work will become.

Assignment mark sheet

Unit 306 Colour hair to create a variety of looks

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 the 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: produce a technical guide	
Task 1b: produce a factsheet	
Task 1c: produce a chart	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: full head		
Task 2b: full head		
Task 2c: partial head		
Task 2d: colour correction		

Conversion chart

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

Total points for graded tasks

Divided by

= Average grade for tasks

Overall grade
(see conversion chart)

÷ 4

Candidate name:	
Candidate signature:	Date:
Assessor signature:	Date:
Quality assurance co-ordinator signature (where applicable):	Date:
External Verifier signature (where applicable):	Date:

What does it mean?

Some useful words are explained below

Image courtesy of Mizani

Adverse reaction

When a client has an unfavorable reaction to a hair or skin test carried out prior to a perming or colouring service.

Allergic reaction

When the client experiences redness, soreness, swelling or itchiness from a product application.



Barrier cream

A cream applied to the hairline during colouring to prevent staining of the skin.



Block colour

A colour applied to block sections of the hair.



Colour mapping

Placing colours in the hair to emphasise a haircut, for example a darker colour at the nape area will give the impression of adding density to the hair.

Colour spectrum

A range of colour that makes up white sunlight: red, orange, yellow, green, blue, indigo and violet.

Colour star/wheel

A circle of colour that is divided into six equal portions, three from the primary colours and three from the secondary colours.

Image courtesy of Havering College

Image courtesy of TIGI

Image courtesy of Central Training Group

Creeping oxidation

Occurs when residues of chemicals are left in the hair. The chemical reactions they produce carry on working and will cause damage to the hair.



Depth

The lightness or darkness of the client's existing hair colour.



Development strand test

A test carried out on the hair during the colouring process to check whether the desired development of colour has been achieved.

Eumelanin

Natural black/brown colour pigments.

Hydrogen peroxide

Its purpose is to soften the cuticle to allow penetration of the colour products.

Incompatibility test

A test carried out before colouring and perming to show whether there are chemicals present in the hair that contain metallic salts.

Infill colour

A colour that is placed in between foils, mesh or wraps. This is ideal for a client who has a high percentage of white but still likes a combination of colours.

What does it mean?

Some useful words are explained below (continued)



International Colour Chart

A shade chart, showing all the colours in the range for specific colouring manufacturers. The basic hair colours range from 1–10, with 10 being the lightest.



Lightener

A lightening product that has the ability to lighten the hair's natural colour but does not deposit tone.

Neutralising colour tone

An unwanted colour tone. If the hair contains too much warmth, the opposite colour on the colour wheel would be chosen to counterbalance this.

Pheomelanin

Natural red and yellow pigments that produce warm tones in the hair.



pH scale

A scale that ranges from 1–14. Acid has a pH of lower than 7, alkaline has a pH of higher than 7, and pH 7 is neutral.

Post-colouring treatment

A conditioner that prevents the colour from fading. It closes the cuticles and restores the hair to its natural pH balance and stops oxidation.

Pre-lighten

A lightening product used when the required amount of lift cannot be achieved using permanent high lift colour.

Pre-softening

A method of applying a weak solution of hydrogen peroxide to resistant hair this will lift and open the cuticles, allowing the colouring products to penetrate the hair.



Skin test

Also known as a patch test and hypersensitivity test.

Image courtesy of Wella

Image courtesy of iStockphoto.com/Sudo2

Image courtesy of Goldwell

Image courtesy of Central Training Group

What you must know

You must be able to:

- 1 Describe the range of colouring techniques
- 2 Describe the factors that need to be considered when colouring and lightening hair
- 3 Describe the effects that colouring and lightening products have on the hair structure
- 4 Explain how natural hair pigmentation affects colour selection
- 5 Explain the reasons for pre-lightening
- 6 Explain the importance of carrying out tests prior and during the colouring process and recording the results
- 7 Explain the principles of colour selection
- 8 Explain how the international colour chart is used to select colour
- 9 Explain how to remedy correction requirements identified during consultation
- 10 Explain how to use pre-softening and pre-pigmenting during a colouring service
- 11 State what percentage and volume strength hydrogen peroxide means

Continues on next page

Revision tip

Softening the hair prior to the colour service will help to open the cuticle scales on resistant hair, allowing the colour molecules to enter the cortex.

Revision tip

Poor porosity on the hair will give a patchy colour result.



Be the next ... *Nathan Walker*



Nathan Walker has been dubbed the colour doctor by his celeb clients, who include Cheryl Cole, Gemma Arterton, Donna Air, Louise Redknapp, Helen Mirren, Gillian Anderson, Emma Bunton, and Denise Van Outen. Nathan joined Trevor Sorbie aged 17, and has now been there for 17 years, where his talent has taken him to the position of International Technical Director and Head of Technical Education. **Follow the blue quote marks for his colour advice!**

Image courtesy of Wella



What you must know

You must be able to: (continued)

- 12 Describe the different consultation techniques used to identify service objectives
- 13 Describe the salon's requirement for client preparation, preparing yourself and the work area
- 14 Explain the safety considerations that must be taken into account when colouring and lightening hair
- 15 Describe the correct use and routine maintenance of tools and equipment
- 16 Describe the colouring process for the range of colour and lightening products
- 17 Describe how to remedy colour problems identified during colouring and lightening processes
- 18 State the importance of restoring the hair's pH after colouring
- 19 Describe the aftercare advice that should be provided
- 20 Outline safe and hygienic working practices
- 21 State how to communicate and behave within a salon environment.



Image courtesy of Central Training Group

Revision tip

Lighteners are products that lighten the natural pigments of the hair. They change melanin to oxy-melanin and pheomelanin to oxypheomelanin, without depositing artificial colour.

“

Don't be afraid of colour changing; it's possible to change someone's look completely using long-lasting semi-permanent colours, allowing a client who loves change a gentle way to constantly update their look.



Image courtesy of Gorgeous PR

Heat speeds up the colour processing time. A cool salon will slow down the colour processing time.



Offer advice to your client on how to keep their hair colour vibrant.

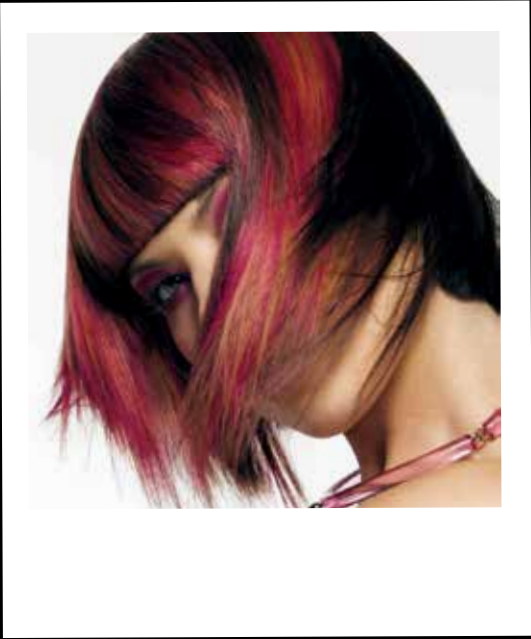
Color

Complete the client record card with the colouring products used.



Image courtesy of Essence PR

Accurate sectioning of the hair will ensure you work methodically and achieve an even result.



hairing



It is important to follow the manufacturer's instructions to ensure the correct colour is achieved.

It is professional to position all tools nearby for ease of use.

Image courtesy of Goldwell

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:

Slicing, weaving, block (must cover each technique)

Products to be used: quasi-permanent or semi-permanent or toner, permanent and lightener

Base too dark, base too light, colour fade, colour resistant hair, restoring depth and tone, neutralising tone (must cover at least one)

Combination of techniques/combination of colour

- 1 Prepare yourself, the client and work area for colouring services
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors *
- 4 Provide clear recommendations to the client based on factors *
- 5 Communicate and behave in a professional manner *
- 6 Select and use colouring techniques, products, tools and equipment to colour the hair
- 7 Prepare and apply the colour and lightening products to complement the desired look *
- 8 Position yourself and the client correctly throughout the service

Conversion chart

Grade	Marks
Pass	15–17
Merit	18–23
Distinction	24–27

Colouring service											
Full head			Full head			Partial head			Colour correction		
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	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	2	3	1	2	3	1	2	3	1	2	3
1			1			1			1		

Continues on next page

- 9 Monitor the development of the colour accurately following manufacturers' instructions
- 10 Remedy problems that may occur during the colouring process
- 11 Check that the colour is thoroughly removed from the hair and scalp without disturbing any packages still requiring development
- 12 Apply a suitable conditioner or post colour treatment to the hair following manufacturers' instructions
- 13 Create a finished look that is to the satisfaction of the client
- 14 Follow safe and hygienic working practices
- 15 Provide suitable aftercare advice *

Totals

Grade

Candidate signature and date

Assessor signature and date

Colouring service											
Full head			Full head			Partial head			Colour correction		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1			1			1			1		
1	2	3	1	2	3	1	2		1	2	3

Image courtesy of Goldwell



“

I see colour as the personalisation and tailoring of someone's cut: you can make it absolutely unique to them by choosing shades and tones that complement them and the haircut.

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 pages 60 and 61.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors	Minimal evaluation Example: identifies client requirements and existing colour	Good evaluation with accuracy most of the time Examples: identifies client requirements, selects techniques and products based on existing colour and results of tests	Comprehensive evaluation with accuracy throughout Examples: identifies client requirements, selects techniques, products and hydrogen peroxide strength based on skin tone, porosity, existing colour and results of tests
4 Provide clear recommendations to the client based on factors	Limited recommendations based on some factors Example: if colour service can be carried out	Clear recommendations based on most factors Examples: if colour service can/cannot be carried out, options of different colouring products/techniques, results that can be achieved	Comprehensive recommendations based on most factors with accuracy Examples: if colour service can/cannot be carried out, options of different colouring products/techniques, results that can be achieved, matches client requirements accurately

Continues on next page

	1 mark	2 marks	3 marks
5 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner
7 Prepare and apply the colour and lightening products to complement the desired look	Minimal preparation and use of products and tools Examples: misses more than one item from the trolley, colour applied lacks neatness	Good level of preparation and use of tools and products Examples: misses one item from the trolley, applies colour with general neatness, no re-application needed, slight slipping of one or two packages (if used)	Thorough preparation and use of tools and products Examples: all tools and equipment prepared in advance of starting the service, no re-application, no slipped packages (if used), neat sectioning
15 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Examples: use of products and equipment	Excellent level of advice Examples: use of products and equipment, maintenance of style and further services

Image courtesy of Epping Forest College



Accurate mixing and measuring is important to be able to achieve that perfect colour.

“

Sometimes a few flashes of a contrasting tone or colour can bring life to something that was otherwise ordinary.

Comment form

Unit 306 Colour hair to create a variety of looks

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



“

Giving high maintenance colour to a low maintenance person can produce an unhappy client. Get the level of commitment right for the lifestyle and you'll have a happy client.

Image courtesy of Havering College



Image courtesy of iStockphoto.com/iconogenic



Image courtesy of Goldwell

308

Perm hair to create a variety of looks

The popularity of perming has declined over the years, but the hairdressing industry and manufacturers know that there will be huge earning potential when permed hair becomes fashionable again. This unit will enable you to keep abreast of the latest techniques and products, so you will know how to sell the benefits to clients. You will gain knowledge and understanding on the latest perm winds, and you will be able to personalise the technique for your client. In this unit, you will get to use your imagination and inspiration to create that personal look that everyone will want.

Assignment mark sheet

Unit 308 Perm hair to create a variety of looks

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 the 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: produce an information sheet	
Task 1b: produce a factsheet	
Task 1c: research and produce a chart	
Task 1d: research and produce a chart	
Or tick if covered by an online test	

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

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

Total points for graded tasks
 Divided by
 = Average grade for tasks
Overall grade
 (see conversion chart)

÷ 3

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Images courtesy of Walsall College



Acid perm

Acid perms generally have a pH of 6–7 and are made up of a chemical ingredient called glycerol monothioglycolate. They also have an activator of thioglycolic acid.

Alkaline perm

Alkaline perms generally have a pH of 7.1–9.5 and are made up of a chemical ingredient called ammonium thioglycolate.

Image courtesy of Wella



Contact dermatitis

You can avoid this condition by making sure that you always use disposable non-latex gloves. Always rinse and dry your hands thoroughly after washing and moisturise them.



Development test curl

A test that is carried out on the hair during the perming process to check whether the desired development of the curl has been reached.

Disulphide bonds

To change the hair permanently from straight to curly or curly to straight, you must change the structure of the hair. This is done by 'breaking' the disulphide bonds found in the cortex layer of the hair. Only 25–30% of these bonds should be broken during the perming process.



Incompatibility test

A test carried out before colouring and perming to show whether there are chemicals present in the hair that contain metallic salts.

Neutralising

A chemical process used to fix the hair in a new position after it has been altered by the action of the perm lotion.



Perming

There are three stages in the perming process: softening, moulding and fixing.

What does it mean?

Some useful words are explained below (continued)



Post damping

A method of applying perm lotion to the hair after the hair has been wound around the perm rod.



Safe working practices

It is very important to work safely and hygienically at all times when working in the salon. This includes following health and safety legislation and using the correct PPE.

Post perm treatment

An anti-oxidant surface conditioner used after perming to smooth the cuticle scales, stop creeping oxidation, and restore the hair back to its natural pH balance.

Pre-damping

A method of applying perm lotion to the hair before winding perm rods into the hair.

Pre-perm treatment

A treatment applied to the hair before perming to even out the porosity of the hair along the hair shaft.



Spiral winding

An alternative perm winding technique in which square sections of long hair are wound up a perm rod to form spiral curls. This creates little root lift.

What you must know

You must be able to:

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

Continues on next page

Revision tip

Pull burns may result if the hair is wound tightly, as the neck of the follicle opens, allowing perm lotion to enter. If this happens, rinse immediately with cool water and, if serious, seek medical advice.



Image courtesy of Denman Brush



Be the next ... *Karine Jackson*



Karine Jackson started her career in her parents' salon, progressing through the ranks at Charles Worthington before setting up her own Covent Garden salon. Karine was crowned London Hairdresser of the Year in the 2007 British Hairdressing Awards. [Read her advice to you under the blue quote marks!](#)

What you must know

You must be able to: (continued)

- 8 Explain the effects of perming products and neutralisers on the molecular structure of the hair
- 9 Describe how the chemical composition of different types and strengths of perming products affects their use on different hair types
- 10 Describe the use of pre-perm and post-perm treatments on the hair structure
- 11 Explain the importance of accurate timing and thorough rinsing of products
- 12 Explain the sectioning and winding techniques that are suitable for different types of hair and the effects that can be created
- 13 Outline safe and hygienic working practices
- 14 Describe the types and causes of problems that can occur during the perming and neutralising and how to remedy them
- 15 State how to communicate and behave within a salon environment
- 16 Describe the aftercare advice that should be provided

Revision tip

If the hair ends are not wrapped around the rods correctly, fish hooks can occur. The only remedy for this is to cut them off.



Perms are a great way to update a style. Bobs look fantastic with a perm; they can be worn washed and go, or straightened to give the versatility of a different look every day.



Image courtesy of Clynol



Image courtesy of Goldwell

To determine the perm lotion, rod size, and winding method, you must carry out a full consultation, hair and scalp analysis with the client.



Remember that spiral winding causes the finished curl to be one or two sizes larger than the rod sized used.

Perm

The hair around the front hairline can be very sensitive. Use plastic strips under the perm rubber to protect the hair from breakage in this area.



Curl enhancing spray will help maintain a curly look.

Image courtesy of iStockphoto.com/MichaelKlee



Personal protective equipment (PPE) must be worn to protect your hands when applying perm lotion and neutraliser.

Wearing

Image courtesy of iStockphoto.com/ValuaVitaly



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 wind completed.

You must cover **three** of the following winding techniques: **spiral, hopscotch, directional, stack, double, piggyback, weaving, root.**

- 1 Prepare yourself, the client and work area for perming and neutralising
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors *
- 4 Provide clear recommendations based on factors
- 5 Select and use products and winding techniques to achieve desired look *
- 6 Follow safe and hygienic working practices
- 7 Monitor the development of the perming and neutralising processes, following manufacturer's instructions
- 8 Use creative finishing techniques to achieve the desired look
- 9 Confirm the client's satisfaction with the finished effect
- 10 Provide suitable aftercare advice *
- 11 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

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

Perming service								
Wind 1			Wind 2			Wind 3		
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	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
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of our body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors	Minimal evaluation Example: identifies hair type and strength of perming products required	Good evaluation with accuracy most of the time Examples: identifies hair type and strength of perming products required, analyses results from tests	Comprehensive evaluation with accuracy throughout Examples: identifies hair type and strength of perming products required, analyses results from tests, identifies previous services, takes account of direction and degree of movement required
5 Select and use products and winding techniques to achieve desired look	Suitable products and wind chosen for hair length, texture and desired result	Suitable products chosen, good rod placement over whole head	Suitable products chosen, even sub-sectioning and tension over whole head

Continues on next page



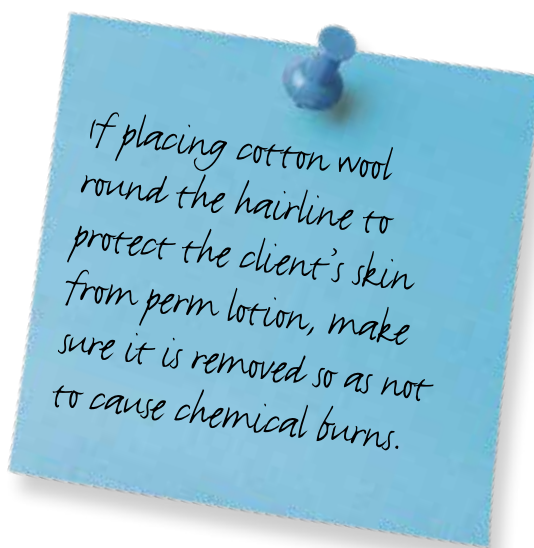
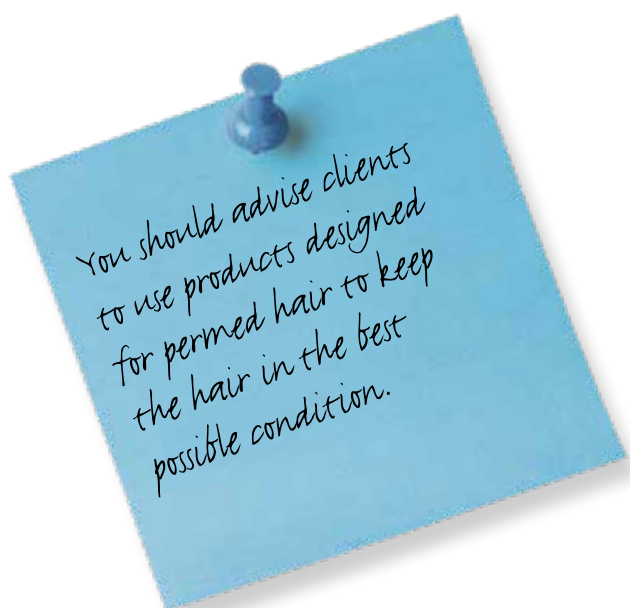
Ammonia-free perming systems are easy to use and are just as effective as the traditional chemical versions. They're really gentle on the hair and they drop out after about eight weeks, dependent on hair type, so there is no regrowth for the client to worry about.

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 page 76.

	1 mark	2 marks	3 marks
10 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 advice Examples: use of products and equipment, maintenance of style and further services
11 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner



Comment form

Unit 308 Perm hair to create a variety of looks

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

“

A root perm will give the hair volume and lift without causing any kinks in the hair; use it at the roots of stubborn, limp, flat hair.





311

Bridal hair

Bridal hair services are very popular, so, if you master this skill you will be in great demand. In this unit, you will need to use your imagination to create stunning styles. You will gain the skills and knowledge to dress hair for bridal styles in many different ways. You will put your skills and patience to the test when designing contemporary and classical styles for different wedding days. Your styles will be showcased on the bride's special day for everyone to see the results of your talent and hard work.

Assignment mark sheet

Unit 311 Bridal 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 the 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: produce a style guide	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: classic look		
Task 2b: contemporary look		
Task 2c: style of own choice		

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
= Average grade for tasks	
Overall grade (see conversion chart)	



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

Image courtesy of Hertford Regional College

What does it mean?

Some useful words are explained below



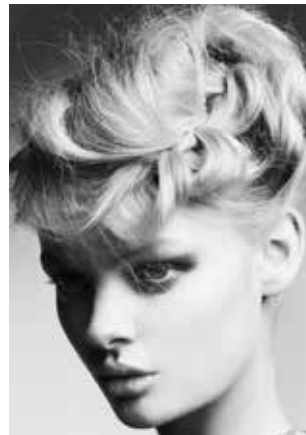
Aftercare advice
Advice that should be given to the client on suitable products, tools, equipment, maintenance of style, and removal of the hair accessories.



Classical
The more traditional looks; this will include the use of rolls and curls.



Analysis
A full assessment of the condition of the hair and scalp by doing a visual check and manual testing to ensure there are no factors that would prevent a service from taking place.



Contemporary
Modern day hair-up styles; these will include the use of knots, twists, plaits, and weaving.



Back-brushing
You will use this technique to give height and volume to hairstyles. Back-brushing is achieved by brushing backwards from the points of the hair to the roots.

Contra-indication
A disease, hair disorder, infection of the scalp or skin, or breakage of the hair, which would prevent a treatment or service from being carried out, or make it necessary to adapt the service.



Back-combing
Back-combing will give more support to your long hair design than back-brushing. Back-combing is applied at the root area, which gives volume and support to the dressed hair.

Dutch braid
A Dutch braid is an inverted French braid. Weaving the strands under rather than over creates a braid which stands out from the head, giving an 'embossed' look.

Factors
These need to be considered before the service takes place, for example hair length and face shape. They will determine the result of the style.

What does it mean?

Some useful words are explained below (continued)



French pleat

This is a classic look that goes back to the 1940s. The French pleat is a vertical roll of hair, usually worn at the back of the head. It is most suitable for long hair but can be achieved with mid-length hair.



Rolls

A chignon is a good example of a roll in the nape of the neck. Rolls can be placed anywhere on the head depending on the effect that is to be achieved.

Herringbone braid

This is technically a two-strand braid, formed by bringing tiny sections from one half of the hair to the other.

Sterilisation

You must carry out health and safety checks of tools and equipment within your own area of responsibility.



Ornamentation

Decorations that are added to the hair, including tiaras, veils, fresh flowers, silk flowers, hats, feathers, clip-on flowers/diamante, headbands, and coloured hair additions.

Traction alopecia

A condition that is caused by the excessive pulling of the hair at the root.

Image courtesy of iStockphoto.com/Mariyal

Image courtesy of Michael Osbaldeston

Image courtesy of Central Training Group

What you must know

You must be able to:

- 1 Describe the range of looks for bridal occasions
- 2 Explain how to achieve the different looks for bridal occasions
- 3 Describe the factors to be considered when styling bridal hair
- 4 Explain the range of additional accessories available for bridal hair
- 5 Explain the range of additional services and products available to support bridal hair styling
- 6 Explain the health and safety considerations that must be taken into account
- 7 Describe the different consultation techniques used to identify service objectives
- 8 Describe the salon's requirements for client preparation, preparing yourself and the work area
- 9 Describe the correct use of products, tools and materials
- 10 Explain the use of ornamentation in bridal hair styling
- 11 Explain the advantages of added hair and hairpieces when styling bridal hair
- 12 Describe how to remedy problems that may occur during the bridal hairstyling service
- 13 Describe the aftercare advice that should be provided
- 14 Outline safe and hygienic working practices
- 15 State how to communicate and behave in a professional manner

Revision tip

The French pleat, horizontal roll, vertical roll chignon and Edwardian roll are all classical looks. Knots, twists, plaits, and weaving are all contemporary looks.



Be the next ... *Patrick Cameron*



Patrick Cameron's name is synonymous with bridal 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!**

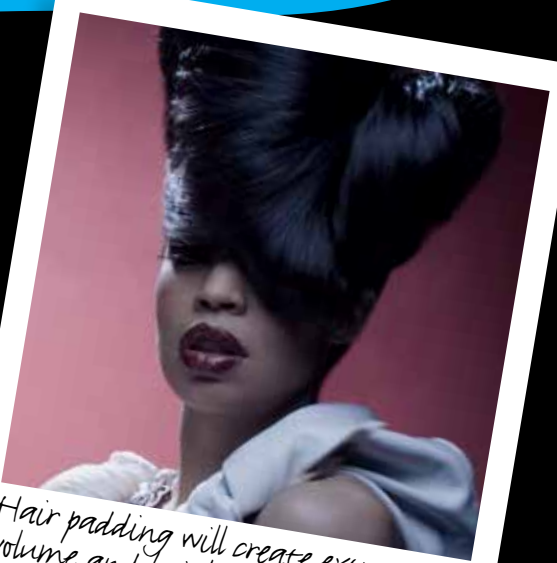
The hair density may be too sparse for the desired look - added hair or hair padding will create extra volume.



Beads, feathers and flowers will enhance the style for the special day.

Image courtesy of iStockphoto.com/Valua Vitally

Braids

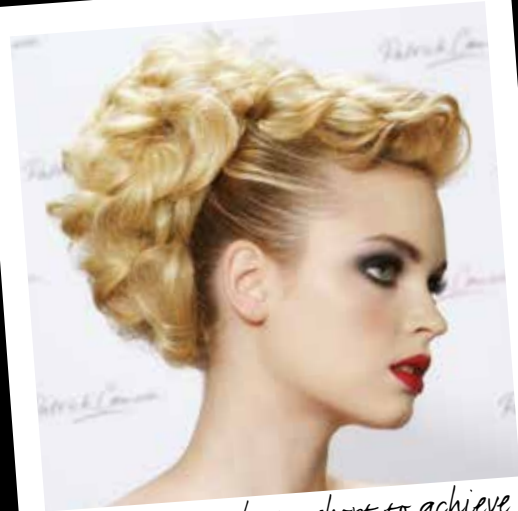


Hair padding will create extra volume and height for the client.

Avoid excessive tension on the hair as this could result in traction alopecia.

Image courtesy of Desmond Murray

Consider setting the hair before creating the style.



The hair may be too short to achieve the desired look – you could advise the client that hair extensions may help.

detail

“

Always ask about the bridal dress – what sort of neckline is it, and what style? It is important that the bridal look complements the dress.



Demonstrate the use of products and techniques to the client to enable them to maintain the look.

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 techniques used.

The following techniques **must** be used: **roll, knot, twist, plait, curls, woven effects.**

- 1 Prepare yourself, the client and the work area for bridal hairstyling services
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the client's existing hair length, texture and density
- 4 Provide clear recommendations to the client based on the factors identified
- 5 Select and use hair styling products, tools and materials, ornamentation and added hair to achieve desired look
- 6 Use techniques that take into account the identified factors for the finished look
- 7 Position yourself and the client appropriately throughout the service
- 8 Follow safe and hygienic working practices
- 9 Check the balance and shape throughout the service to ensure correct proportion
- 10 Create the finished bridal style to the satisfaction of the client
- 11 Provide suitable aftercare advice *
- 12 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	12–13
Merit	14–16
Distinction	17–18

Bridal hair								
Classic bridal hairstyle			Contemporary hairstyle			Style of own choice		
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			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

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
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
11 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Examples: use of products and equipment	Excellent level of advice Examples: use of products and equipment, maintenance of style and further services
12 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner



Always find out which hair accessories the bride wants. Some want flowers, some want tiaras, some want veils, and some want all three.

Comment form

Unit 311 Bridal hair

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

Revision tip

When discussing the removal of back-combing from the hair, you must advise the client to start at the points of the hair and work towards the roots of the hair. After the back-combing has been removed, advice should be given on conditioning treatments.



Try and get a wedding hair practice before the big day, but do NOT complete the finished look to perfection, as she will remember where every hair was placed, but you may not!

Image courtesy of iStockphoto.com/DomenicoGelermo





Image courtesy of Desmond Murray

312

Cut men's hair to create a variety of looks
As a men's hair stylist, you need to use advanced cutting skills to achieve a range of looks for men. You will create graduated, textured, and disconnected looks for men, creating both traditional and fashion styles. This unit will put your talent and skills to the test, and it may be you who is creating the next fashion trend in cutting men's hair.

Assignment mark sheet

Unit 312 Cut men's hair to create a variety of looks

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 the 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: produce an information sheet	
Task 1b: produce a cutting guide	
Task 1c: produce a factsheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: graduated look		
Task 2b: textured look		
Task 2c: disconnected look		

Conversion chart

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

Total points for graded tasks
 Divided by
 = Average grade for tasks

÷ 3

Overall grade
 (see conversion chart)

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Image courtesy of Chill



Aftercare advice

Advice given to the client about such things as intervals between cuts, maintaining their look, and the correct tools and products needed to achieve the look at home.

Androgenic alopecia

Commonly known as male pattern baldness – a hereditary condition where the hair recedes at the front hairline and thins at the crown.

Blocked nape

Refers to cutting the hair straight across in a definite line where the hairline meets the back of the neck. It is sometimes also referred to as 'squaring off' the nape.

Disconnecting

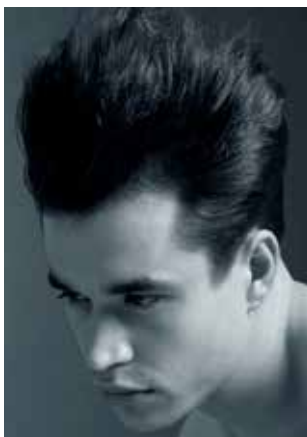
This technique creates long and short lengths that do not blend together.

Fade

A fade is an extreme type of taper cut, where the hair on the sides and back is cut extremely close to the head and then tapered upward.

Freehand

This technique removes length and bulk. It is carried out by cutting the hair without holding it between the fingers.



Hair density

The amount of hair per square cm on the head.

Hair growth patterns

This is a factor that can influence your decision as to how short to cut the hair, for example a double crown.



Hair type

The client's hair type will help you to decide if the hair is too curly, wavy or straight to achieve the desired look.

Head and face shape

If the client chooses a style that is unsuitable for their head or face shape, you should advise as to a suitable alternative.

Natural fall

When the hair is wet you can see how the hair lies naturally. It may fall to one side or the other, or there may be a natural parting.

Neckline shapes

It is always best to follow the natural growth pattern of the hairline. This could be rounded, square or tapered.

Razor

A tool used when cutting the hair to remove bulk or to thin out the ends. It is especially good for creating textured looks.

Images courtesy of Gorgeous PR

What does it mean?

Some useful words are explained below (continued)



Receding hairline

Hair receding from the lateral sides of the forehead.



Scissor over comb

A technique used to cut the hair very short following the natural contours of the head.

Sharps

This term describes the blades used in safety razors. All blades should be disposed of in a yellow sharps container.

Taper cut

A taper cut is a short haircut where the sides and back are cut progressively shorter down toward the neck, with even blending throughout.

Tapered nape

Refers to a gradual decrease in the length of hair at the back of the head, following the natural hairline.



Texturising

A technique that produces softer broken edges.



Be the next ...
Sophia Hilton



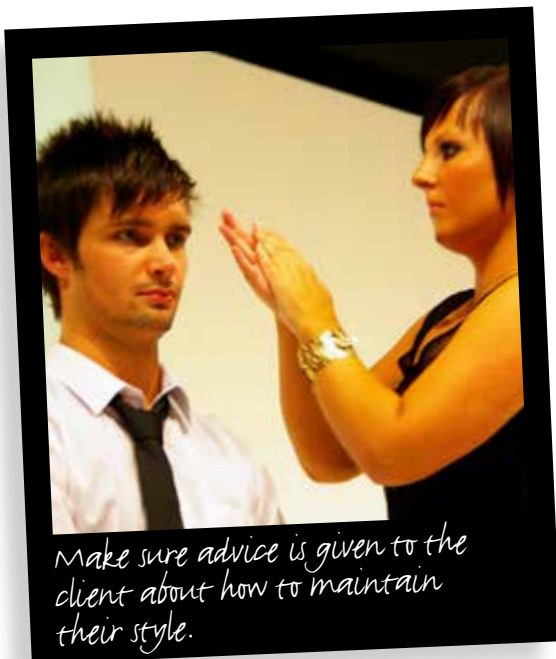
Sophia Hilton is a stylist at the prestigious Brooks and Brooks salon in London. She has won a whole series of regional and national competitions, and style McFly's hair on their UK tour. [Find her men's cutting advice by the blue quote marks.](#)

What you must know

You must be able to:

- 1 Describe the range of looks for men
- 2 Explain how to achieve looks for men using a combination of cutting techniques
- 3 Explain the safety considerations that must be taken into account
- 4 Describe the factors that need to be considered when cutting hair
- 5 Explain how to maximise the potential of the client's hair taking into account identified factors
- 6 State the known causes of male pattern baldness
- 7 Describe the typical patterns of male pattern baldness
- 8 State the importance of cutting to the natural hairline in barbering
- 9 State the effects created by different sized clipper blades and attachments
- 10 State the risk of in-growing hair from continual close cutting on the skin

Continues on next page



Revision tip

It is important to apply the correct degree of tension when cutting the hair as otherwise your client may end up with an uneven haircut.

“

Receding hairlines are common with gents, so take a second to think about whether you need to leave a little extra hair over the recession points to compensate.

What you must know

You must be able to: (continued)

- 11 Describe the different consultation techniques used to identify service objectives
- 12 Describe the salon's requirements for client preparation, preparing yourself and the work area
- 13 Outline safe and hygienic working practices
- 14 Describe the correct use and routine maintenance of cutting tools and equipment
- 15 Explain the effect cutting hair at different angles has on the finished look
- 16 State the importance of applying the correct degree of tension to the hair when cutting
- 17 State the importance of checking the cut
- 18 Explain how to make sure that sideburns are cut level
- 19 Describe the aftercare advice that should be provided
- 20 State how to communicate and behave within a salon environment

“

To really add to your services, rinse the hair after the haircut and dry off.

Revision tip

It is important to cross check the cut as this will ensure it is accurate.





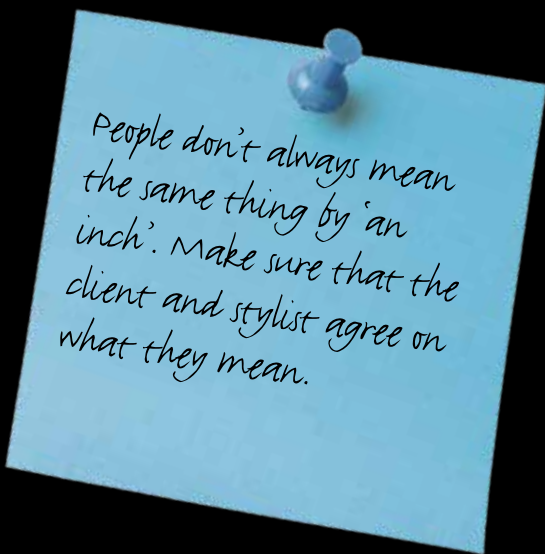


Remember: if you cut the hair too short, there is nothing you can do about it!

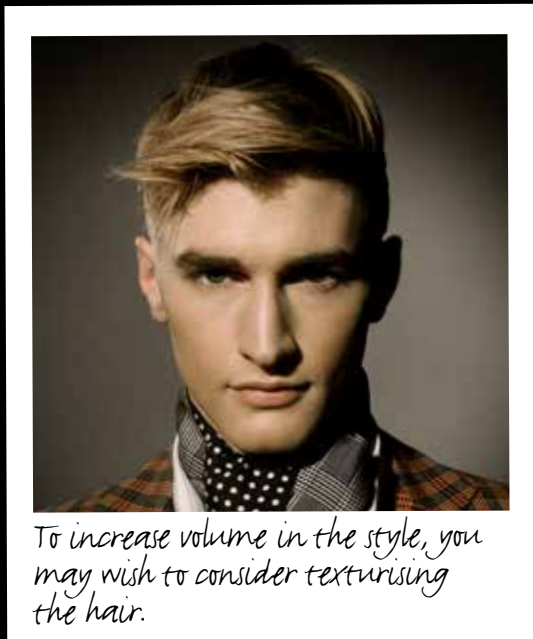


Make sure you can see your guideline before you take the next cut.

Men.



People don't always mean the same thing by 'an inch'. Make sure that the client and stylist agree on what they mean.



To increase volume in the style, you may wish to consider texturising the hair.



To decrease the volume of the style, you may wish to consider thinning the hair.

Very few people can do two things at the same time. You will learn very quickly that you need to hold a conversation without losing your concentration on the haircut.

's hair

Good aftercare advice is about giving the client the correct advice on looking after their hair. This will include advice on products, tools and equipment, and future salon services.



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 Prepare yourself, the client and the work area for cutting services
- 2 Use suitable consultation techniques to identify service objectives and any contra-indications *
- 3 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors *
- 4 Provide clear recommendations to the client based on factors
- 5 Select and use cutting tools and equipment required to achieve the desired look
- 6 Establish and follow guidelines where required to achieve the required look
- 7 Combine and personalise cutting techniques to take account of the identified factors and the desired look *
- 8 Position yourself and the client appropriately throughout the service
- 9 Check the finished cut to ensure required balance, weight distribution and shape
- 10 Remove unwanted hair outside the desired outline shape

Conversion chart

Grade	Marks
Pass	15–17
Merit	18–22
Distinction	23–25

Cutting services									
Graduated			Textured			Disconnected			
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			1			1			
1	2	3	1	2	3	1	2	3	
1			1			1			
1			1			1			
1			1			1			

Continues on next page

- 11 Create balanced and shaped sideburns that suit the required look
- 12 Follow safe and hygienic working practices
- 13 Create a finished cut that is to the satisfaction of the client
- 14 Provide suitable aftercare advice *
- 15 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

									Cutting services								
Graduated			Textured			Disconnected											
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						

Image courtesy of Goldwell



“

Always pay attention to detail. Look for stray hairs around the neck and ears, and take them away with clippers, scissors or a razor.

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 pages 102 and 103.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives and any contra-indications	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors	Minimal evaluation Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, natural hairline, male pattern baldness	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, natural hairline, male pattern baldness, head/face shape/features, neck shape, contra-indications
7 Combine and personalise cutting techniques to take account of the identified factors and the desired look	Carries out basic haircut requirements, taking into account factors; minimal use of a combination of cutting techniques	Considers factors and uses a combination of cutting techniques to personalise the cut	Uses a variety of cutting tools and techniques to a high standard to maximise the personalised haircut

Continues on next page

	1 mark	2 marks	3 marks
14 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Examples: use of products and equipment	Excellent level of advice Examples: Use of products and equipment, maintenance of style and further services available
15 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner

Image courtesy of Trevor Sorbie



Image courtesy of Desmond Murray



Comment form

Unit 312 Cut men's hair to create a variety of looks

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



Image courtesy of Hertford Regional College





313

Cut facial hair to create a variety of looks
This unit is about being creative and modern when trimming and redesigning beards and moustaches. Within this unit you will gain skills and knowledge about different facial designs, and will learn how to create a variety of looks. This unit will put your talent and skills to the test, and you never know – you may end up designing the next fashion trend in cutting facial hair!

Assignment mark sheet

Unit 313 Cut facial hair to create a variety of looks

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 the 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: produce an information sheet	
Task 1b: produce a cutting guide	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: full face		
Task 2b: partial face		
Task 2c: moustache only		

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
= Average grade for tasks	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Barber's rash

Also known as sycosis barbae, this is the inflammation of the hair follicles caused by bacterial infection in the beard area.

Bristle brush

Used to lather up shaving products and apply them to the face.

Chinstrap

A beard resembling the chinstrap of a helmet.

Curtain rail

A narrow beard following the mandible.



Exfoliate

Exfoliation cleans the pores of the skin, reduces skin irritation, and makes shaving easier.

Folliculitis

A bacterial infection of the hair follicles, which become inflamed.



Full beard

Coverage of facial hair on the upper lip, chin, sides and sideburns.



Goatee

A narrow beard which arches the mouth and chin.

Horseshoe moustache

A full moustache with vertical extensions grown on the corners of the lips and down the sides of the mouth to the jaw line, resembling an upside-down horseshoe.

Ingrowing hair

This is when hair growing in the follicle becomes trapped underneath the skin's surface, and grows back into the skin, causing irritation.

What does it mean?

Some useful words are explained below (continued)

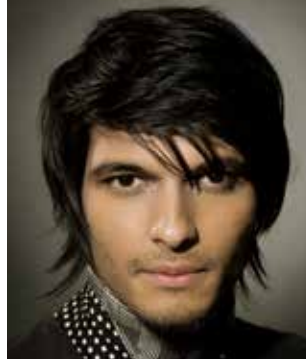
Pencil moustache

Also known as a mouthbrow, this is a thin, narrow, closely clipped moustache that outlines the upper lip.



Sharps box

The sharps box is where all used 'sharps' (ie blades) must be disposed of.



Stubble

Very short facial hair, of only one or a few days' growth.



Unusual features

Extra care will be needed when your client has dimples in the cheeks or chin. You can do this by stretching out the skin to pull out the fold. Other features to take care around are moles or the Adam's apple.



Sideburns

Sideburns are the areas of facial hair that grow down the sides of the face, in front of the ears. They can be worn alone or can connect the hair of the scalp with the rest of the facial hair.

Image courtesy of iStockphoto.com/ALiJA

Image courtesy of Epping Forest College

Image courtesy of Desmond Murray

Image courtesy of Cheynes Training

What you must know

You must be able to:

- 1 Describe the range of looks for facial hair shapes
- 2 Explain how to achieve different looks for facial hair using a combination of cutting techniques
- 3 Explain the safety considerations that must be taken into account when cutting facial hair
- 4 Describe the factors that need to be considered when cutting facial hair
- 5 Explain how to maximise the potential of the client's facial hair taking into account identified factors
- 6 State the effects created by different sized clipper blades and attachments
- 7 Describe how to remedy the types of problems that can occur when cutting facial hair
- 8 State the effects of continual close cutting on the skin
- 9 Describe the potential risk of ingrowing hair
- 10 Describe the different consultation techniques used to identify service objectives
- 11 Describe the salon's requirement for client preparation, preparing yourself and the work area
- 12 Describe the correct use and routine maintenance of cutting tools and equipment
- 13 State how to follow and establish guidelines for a new look
- 14 State the importance of checking the cut
- 15 State the importance of considering weight distribution and working with natural growth patterns
- 16 Describe the aftercare advice that should be provided
- 17 Outline safe and hygienic working practices
- 18 State how to communicate and behave in a salon environment

Revision tip

Eye pads are sometimes used to protect the client's eyes during a facial hair cut.



Protect your client from hair clippings. This will ensure client comfort throughout the service.



Image courtesy of Crew Products

Facial



Cutting facial hair requires good technique and imagination.

Encourage the client to come back every two to four weeks, depending on the style.

Image courtesy of iStockphoto.com/Gisele's Gaze

Images courtesy of Wahl



1 Hair



Check with the client throughout the service to see if they are happy with the shape you are creating.

Make sure you check the balance and shape of the finished facial hair cut.

Image courtesy of iStockphoto.com/Druvo

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 Prepare yourself, the client and the work area for facial hair services
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the client's existing facial hair shape and its potential to achieve the desired look by identifying influencing factors *
- 4 Provide clear recommendations to the client based on factors
- 5 Select and use tools and equipment required to achieve the desired look
- 6 Establish and follow guidelines where required to achieve the required look
- 7 Adapt and personalise cutting techniques to take account of the identified factors and the desired look
- 8 Position yourself and the client appropriately throughout the service
- 9 Check to ensure required balance, weight distribution and shape

Conversion chart

Grade	Marks
Pass	15–16
Merit	17–20
Distinction	21–23

Full face	Cut facial hair								
	Partial face			Moustache only					
1	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		
1	1			1			1		
1	1			1			1		
1	1			1			1		
1	1			1			1		

Continues on next page

- 10 Create clear, defined and accurate facial hair outlines to achieve the desired look
- 11 Remove any unwanted hair outside the outline shape
- 12 Create a finished facial hair look that is to the satisfaction of the client
- 13 Follow safe and hygienic working practice
- 14 Provide suitable aftercare advice *
- 15 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Full face			Cut facial hair					
			Partial face			Moustache only		
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

Image courtesy of Desmond Murray



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 pages 116 and 117.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives and any contra-indications	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the client's existing facial hair shape and its potential to achieve the desired look by identifying influencing factors	Minimal evaluation Identifies influencing factors Examples: hair texture, length and density, client requirements, contra-indications	Good evaluation Examples: hair texture, length and density, client requirements, contra-indications, hair growth patterns, hair elasticity, lifestyle	High level of evaluation Examples: hair texture, length and density, client requirements, contra-indications, hair growth patterns, hair elasticity, lifestyle, head/face shape/features
14 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Examples: use of products and equipment	Excellent level of advice Examples: Use of products and equipment, maintenance of style and further services available
15 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner

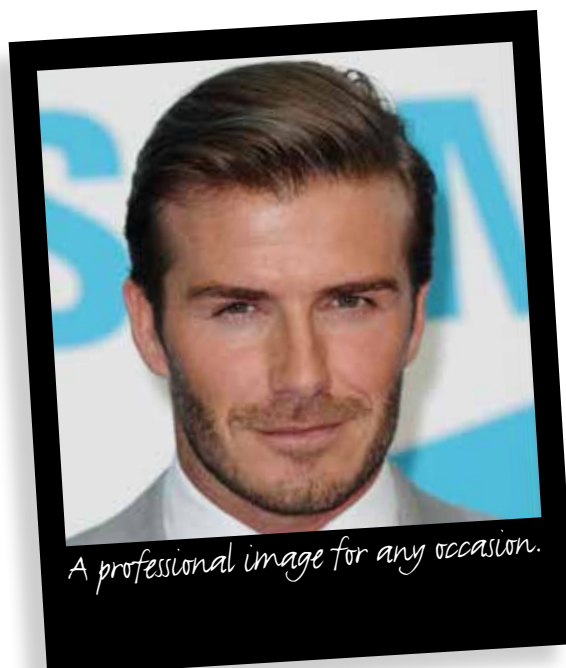
Comment form

Unit 313 Cut facial hair to create a variety of looks

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

Revision tip

Clients should be encouraged to exfoliate the outline after a facial hair cut to soften the skin in order to prevent ingrowing hairs.





314

Style and finish African type women's hair using a variety of techniques

This unit is about using your imagination and producing a variety of looks on African type hair. You will be encouraged to create a variety of effects when styling and finishing the hair, and will incorporate the use of ornamentation to personalise the looks. You'll understand the science of what happens inside the hair during the styling process, and you will be able to advise clients on the products to use on their hair.

Assignment mark sheet

Unit 314 Style and finish African type women's hair using a variety of techniques

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 the 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: produce a style guide	
Task 1b: produce an information sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: rolls, knots or twists		
Task 2b: plaits/braids, woven effects or weaving		
Task 2c: curls, pincurls or finger waving		

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
= Average grade for tasks	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below

Aftercare

Advice to clients on the correct tools, equipment and products to use to maintain their style at home.



Alpha keratin

Un-stretched hair in its natural state, before it has been styled.

Avant-garde

A style that is ahead of the times, usually worn by the leaders of fashion, before the look becomes fashionable.



Back-brushing

You will use this technique to give height and volume to your hairstyles. Back-brushing is achieved by brushing backwards from the points of the hair to the roots.

Backcombing

Backcombing will give more support to your long hair design than back-brushing. Backcombing is applied at the root area, which gives volume and support to the dressed hair.

Beta keratin

Hair that has been stretched and allowed to cool into a new shape. This occurs after styling.



Classic look

A style that never dates or goes out of fashion, eg a bob.

Commercial look

An everyday look that is suitable for many different people and is easy to wear.

Contra-indication

Factors such as skin conditions, which mean you have to stop or adapt the service.

Fashion look

A style that is currently in fashion and worn for a period of time or until no longer fashionable.

Finger waving

A technique that produces flat 'S'-shaped waves in the hair with no root lift being achieved.



Humidity

Moisture from the atmosphere, which may affect the condition of the hair.

Hydrogen bonds

These bonds will be broken during the styling process to allow the hair to mould into the required shape and style.



Ornamentation

An object used to complement a style. These add interest and detail to the finished look, eg flowers, diamante, headbands, or coloured hair additions.

Traction alopecia

A hair loss condition that is caused by the excessive pulling of the hair at the root.

What you must know

You must be able to:

- 1 Explain the safety considerations that must be taken into account
- 2 Describe the consultation techniques used to identify service objectives
- 3 Describe the factors that need to be considered when styling and dressing hair
- 4 Describe the physical effects of styling on the hair
- 5 Describe the effect humidity has on the hair during setting
- 6 Describe the salon's requirements for client preparation, preparing themselves and the work area
- 7 Describe a range of styles for women
- 8 Describe the correct use and routine maintenance of styling equipment and tools
- 9 Describe the techniques used for styling and dressing
- 10 Explain the importance of using styling and finishing products on the hair
- 11 Explain the importance of controlling and securing long hair effectively
- 12 Explain the importance of considering tension in hair-up styles
- 13 Explain the effects of incorrect use of heat on the hair and scalp
- 14 State the purposes of backcombing and back-brushing when dressing hair
- 15 Describe the methods used to secure added hair and ornamentation during styling
- 16 Describe the aftercare advice that should be provided
- 17 Outline safe and hygienic working practices
- 18 State how to communicate and behave within a salon environment

Revision tip

Excessive tension on the hair follicle by tight plaiting or braiding can result in traction alopecia. The tension will need to be removed and the client may need to be referred to a trichologist.



Be the next ... *Kim Johnson*



Kim Johnson is director of Hype Coiffure in Battersea. Her amazing skills won her the joint Afro Hairdresser of the Year title in 2010. She has worked on lots of fashion shoots including on Britain's Next Top Model. [Read her styling and finishing advice under the blue quote marks!](#)



Demonstrate the use of products and techniques effectively to the client to enable them to maintain the finished look.



Cornrows make you stand out from the crowd.

African

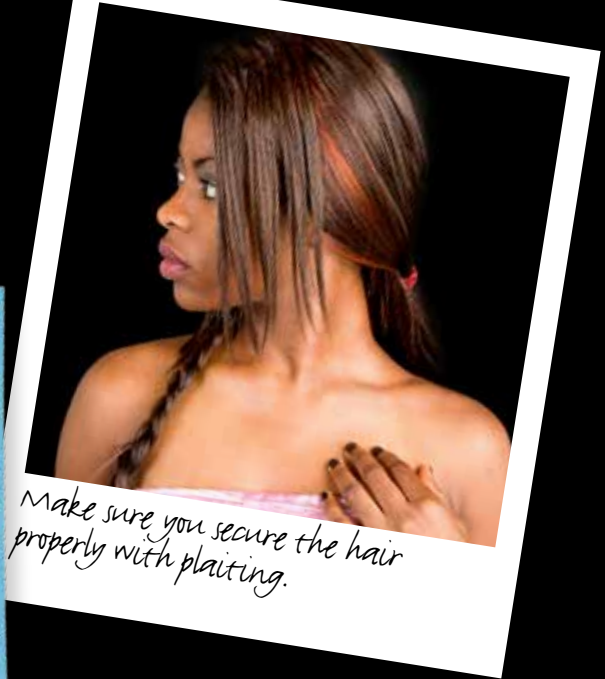


Excessive tension on the hair can result in traction alopecia.

Backcombing and brushing will add volume to the style.

Gown and protect all clients for the service.

Make sure you secure the hair properly with plaiting.



type hair

You must allow the hair to cool after styling as this allows the hydrogen bonds to harden in their new position and will achieve a longer lasting finish.

To create extra volume, you can use backcombing and back-brushing.



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 *****.

Hair length: above the shoulder, below the shoulder

Styling products used (2 different products)

Finishing products (3 different products)

Backcombing or back-brushing

Added hair

Ornamentation

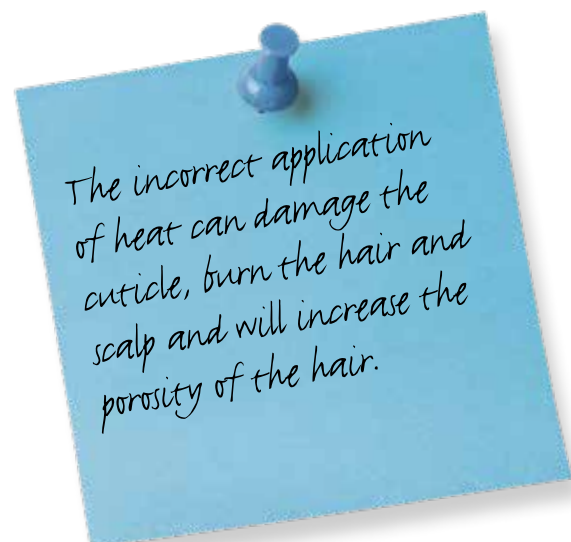
- 1 Prepare yourself, the client and the work area for styling services
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the potential of the hair to achieve the desired style by identifying influencing factors *
- 4 Provide clear recommendations to the client based on factors *
- 5 Communicate and behave in a professional manner *

Effects incorporated into a finished style								
Rolls, knots or twists			Plaits/braids, woven effects or weaving			Curls, pincurls or finger waving		
Y/N			Y/N			Y/N		
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	2	3
1	2	3	1	2	3	1	2	3

Continues on next page



African type hair needs a lot more heat, product and time at the finishing stage for that fabulous result.



-
- 6 Select and use products, tools and equipment to achieve the desired effect
-
- 7 Position yourself and the client appropriately throughout the service
-
- 8 Combine and adapt styling techniques to achieve the desired effects *
-
- 9 Personalise dressing techniques to take account of influencing factors
-
- 10 Secure added hair and effectively blend with the natural hair
-
- 11 Create a finished style that is to the satisfaction of the client
-
- 12 Provide suitable aftercare advice *
-
- 13 Follow safe and hygienic working practices
-

Totals

Grade

Candidate signature
and date

Assessor signature
and date

Effects incorporated into a finished style								
Rolls, knots or twists			Plaits/braids, woven effects or weaving			Curls, pincurls or finger waving		
1			1			1		
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		
			1					
1			1			1		
1	2	3	1	2	3	1	2	3
1			1			1		

**Conversion chart
rolls, knots or
twists/curls, pincurls
or finger waving**

Grade	Marks
Pass	12–14
Merit	15–20
Distinction	21–24

**Conversion chart
plaits/braids, woven
effects or weaving**

Grade	Marks
Pass	13–15
Merit	16–21
Distinction	22–25



More and more salon customers are embracing their natural textures, so natural curls are becoming trendier and opening up new opportunities for styling and finishing.

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 pages 128 and 129.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired style by identifying influencing factors	Minimal evaluation Identifies influencing factors Examples: all necessary tests, identifies hair and scalp conditions, hair texture, client requirements, hair length and density, products required	Good evaluation with accuracy most of the time Examples: all necessary tests, identifies hair and scalp conditions, hair texture, client requirements, hair length and density, products required, image and occasion	Comprehensive evaluation with accuracy throughout Examples: all necessary tests, identifies hair and scalp conditions, client requirements, hair length and density, elasticity and porosity, products required, image and occasion, matches the style with appropriate techniques and ornamentation (if used)
4 Provide clear recommendations to the client based on factors	Limited recommendations based on minimal factors Example: if style can be created	Clear recommendations based on most factors Examples: if style can/cannot be created, advice on products to use, maintenance of style	Comprehensive recommendations based on most factors with accuracy Examples: if style can/cannot be created, advice on products to use, maintenance of style, use of added hair (if used), use of ornamentation (if used), adaptations to style to meet requirements/occasion

Continues on next page

	1 mark	2 marks	3 marks
5 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner
8 Combine and adapt styling techniques to achieve the desired effects	Uses limited styling techniques Examples: uses only one styling technique to achieve effect or one brush/comb	Uses a variety of styling techniques Examples: uses both drying and heat-set techniques and more than one brush/comb	Adapts a range of styling techniques to achieve desired effect Examples: uses two or more techniques innovatively and adapts technique to personalise style, uses more than one brush/comb with effect
12 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare Examples: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and information about further services

Image courtesy of iStockphoto.com/Lorado



“

There are so many varieties of African type hair, so there is never just one trend! However, clients are influenced by celebrities, so keep a close eye on the likes of Rihanna and Beyoncé.

Comment form

Unit 314 Style and finish African type women's hair using a variety of techniques

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

Revision tip

When the hair is in its natural state it is known as alpha keratin. When it has been stretched, styled, and has been allowed to cool, the hair is known as beta keratin. Moisture in the atmosphere can break the hydrogen bonds and the hair will revert back to alpha keratin.



Image courtesy of iStockphoto.com/SV Photo



Image courtesy of iStockphoto.com/EP Artography



315

Relaxing services for African type hair

Relaxing is becoming a much more popular service for clients with extremely curly hair. Relaxing hair means that the client can adopt a greater range of styles, as it permanently smoothes out the curls. Relaxing is used to help the client manage their hair, and it also improves how flexible and durable the hair is when styling. Use your imagination and create that personal look that everyone will want!

Assignment mark sheet

Unit 315 Relaxing services for African type 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 the 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: produce a chart	
Task 1b: produce an information sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: full head application		
Task 2b: re-growth application		

Conversion chart

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

Total points for graded tasks	
Divided by	÷ 2
= Average grade for tasks	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

Revision tip

It is important to conduct a thorough analysis prior to a relaxing service as this will enable you to find out if there are any problems that may affect the service. You will also be able to determine what products can/should be used.

What does it mean?

Some useful words are explained below

Barrier cream

Used to protect the client's skin from irritation.

Calcium hydroxide-based relaxer (non-lye)

These have less irritation for the client; they are ideal for clients who have sensitive scalps and who are sensitive to sodium hydroxide.



Dermatitis

You can avoid this skin condition by making sure that you always use disposable non-latex gloves. Always rinse and dry your hands thoroughly after washing, and moisturise them to keep them healthy.

Disulphide bonds

These are the strongest bonds in the hair. If too many are broken down the hair will become weak and break.

Fragilitas crinium

Commonly known as split ends, these are caused by harsh physical and/or chemical damage.

Neutralising shampoo

Used to cleanse the hair of any remaining relaxer and neutralise any alkalinity still present.

Overlapping

When product is applied to previously relaxed hair. This will weaken the hair and eventually result in breakage.

Over processed

Over-processed hair is hair that is damaged by the excessive use of chemicals. This may cause hair loss.



Post-treatment

Will bring the hair back to its normal pH level and replace lost moisture.

Pre-treatment

Coating the cuticle with a polymer film, which acts as a buffer to slow down the chemical product.



Relaxing

A chemical treatment where the natural curl or movement from a client's hair is removed or reduced. This may be temporary or permanent.

Sodium hydroxide-based relaxer (lye)

This is the stronger of the relaxers, with which you can achieve maximum straightness. There is no mixing of chemicals, there is a varied choice of strengths, and the hair will have more shine.

Strand test

A test carried out during the relaxing process to see if the desired straightness has been achieved. Take a small section of the hair, wipe off the relaxer and check the straightness.

Trichorrhesis nodosa

Small, split swellings on the hair shaft where the cortex has split. This is caused by harsh physical and/or chemical damage.

Under processed

If the hair is under processed, it will be unevenly relaxed. To rectify this, re-apply to the under-processed areas, if the condition allows.



Virgin hair

Hair that has not had any chemical treatment on it.

What you must know

You must be able to:

- 1 Describe the salon's requirements for client preparation, preparing yourself and the work area
- 2 Explain the safety considerations that must be taken into account
- 3 Describe the different consultation techniques used to identify service objectives
- 4 Explain the importance of hair and scalp analysis and tests
- 5 Explain the importance of applying scalp protection and pre-relaxing products before the service
- 6 Describe how the different chemical ingredients in relaxing products affect the hair structure
- 7 Explain the importance of using pre- and post-relaxing treatments and how the active ingredients affect the hair structure
- 8 Explain the effect of neutralising shampoos on the hair structure
- 9 Explain how the pH of relaxing products affects the pH balance of the hair, and the procedures used to restore the natural pH balance of the hair
- 10 Explain the application techniques for relaxing the hair
- 11 Explain the importance of accurate timing and thorough rinsing of products
- 12 Describe the potential problems with relaxing hair and how to remedy them
- 13 Explain the importance of following manufacturers' instructions when using relaxing products
- 14 Outline safe and hygienic working practices
- 15 Describe the aftercare advice that should be provided
- 16 State how to communicate and behave within a salon environment

Revision tip

To check the development of the relaxer, you must remove the relaxer using the back of a comb or the tail end of a brush and check for straightness.



Be the next... *Michelle Sultan*



Michelle Sultan's mastery of African type hair won her the joint Afro Hairdresser of the Year title in 2010. At Hype Coiffure Michelle fell into session styling, and now coifs the hair of stars including Alexandra Burke, Alesha Dixon and Kelly Rowland. She took a City & Guilds qualification on the road to stardom. **Follow the blue quotes for her relaxing advice!**



Image courtesy of Andy Jibb

“

To keep a salon-fresh, smooth finish, you should recommend your client visits the salon every 8–12 weeks to get their hair re-relaxed.

Advise the client that when sleeping, they should protect the hair from friction with a hair net or scarf. This will prevent the hair from breakage.

Relaxing

Accurate timing is important to allow sufficient sulphur bonds in the cortex to form.



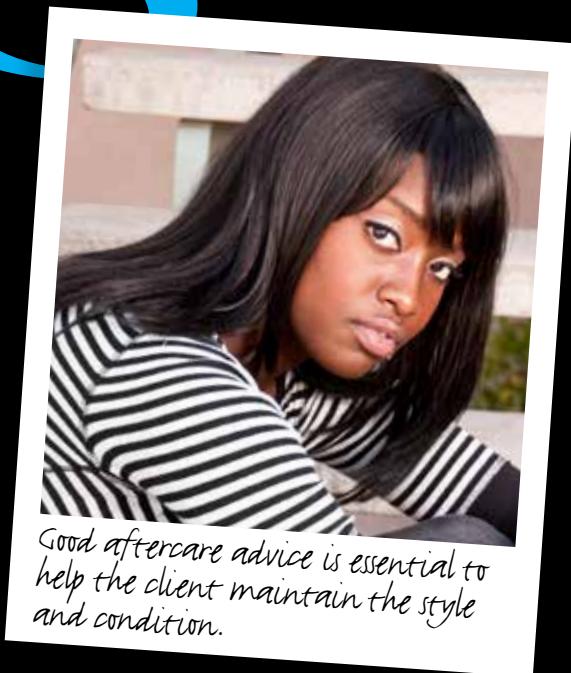
Image courtesy of iStockphoto.com/SHelena



There are three different strengths of relaxer available – sensitive, mild, and resistant.

mg hair

Image courtesy of iStockphoto.com/Lokibaah



Good aftercare advice is essential to help the client maintain the style and condition.

There are three main ingredients for relaxers: sodium hydroxide, calcium hydroxide and lithium hydroxide.

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 a lye or non-lye product used

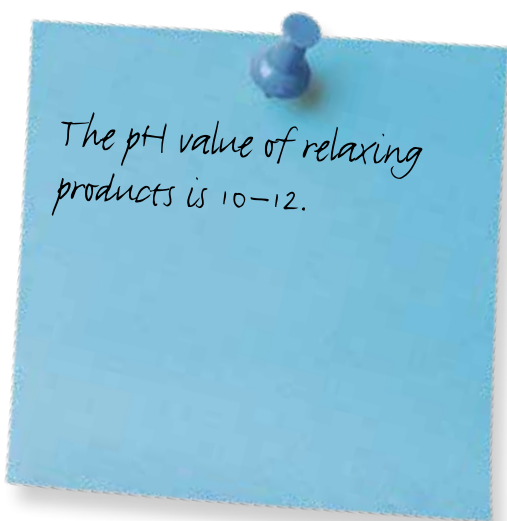
- 1 Prepare yourself, the client and the work area for a relaxing service
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Evaluate the potential of the hair to achieve the desired style by identifying influencing factors *
- 4 Provide clear recommendations to the client based on factors *
- 5 Position yourself and the client appropriately throughout the service
- 6 Select products, tools and equipment based on results of analysis
- 7 Apply pre-relaxing products to protect the scalp and even out porosity of the hair
- 8 Use products, tools and equipment to achieve the desired effect
- 9 Carry out relaxing service using suitable application techniques

Conversion chart

Grade	Marks
Pass	16–18
Merit	19–24
Distinction	25–28

Relaxing service					
Full head application			Re-growth application		
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		

Continues on next page



The more oil you have on the hair the better, as it is protecting the scalp.

- 10 Monitor the development of the product *
- 11 Remove chemicals in a way that minimises risk of hair damage
- 12 Achieve the desired degree of straightness
- 13 Apply a suitable post-conditioning treatment
- 14 Follow safe and hygienic working practices
- 15 Provide suitable aftercare advice *
- 16 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature
and date

Assessor signature
and date

Relaxing service					
Full head application			Re-growth application		
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3



When you get a new client who hasn't had their hair relaxed before, book a consultation and perform strand tests with different types of relaxers, so you can see which produces the best result.

Image courtesy of iStockphoto.com/SV Photo



What you must do

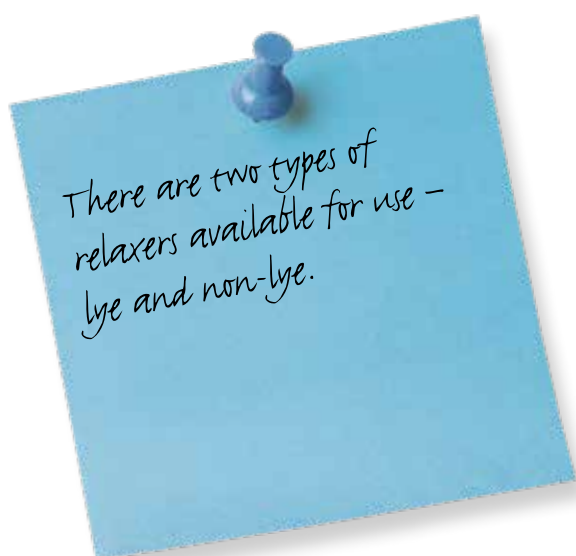
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on pages 142 and 143.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired style by identifying influencing factors	Minimal evaluation Identifies influential factors Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, previous chemical treatments	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, previous chemical treatments, head/face shape/features, contra-indications
4 Provide clear recommendations to the client based on factors	Limited recommendations given based on minimal factors Examples: if relaxing service can be carried out	Clear recommendations given based on most factors Examples: if relaxing service can/cannot be carried out, options of different products, results that can be achieved	Comprehensive recommendations given based on most factors with accuracy Examples: if relaxing service can/cannot be carried out, options of different products, results that can be achieved, matched client requirements accurately, analysed test accurately

Continues on next page

	1 mark	2 marks	3 marks
10 Monitor the development of the product	Monitors development with occasional guidance Example: needs a second opinion	Monitors development with autonomy, identifying problems, if any Examples: correctly identifies development of relaxer, additional protector required	Monitors development with autonomy, identifying problems and solutions Examples: correctly identifies development of relaxer, more time required, additional protector required, removes product early due to sensitivity
15 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare Examples: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
16 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner



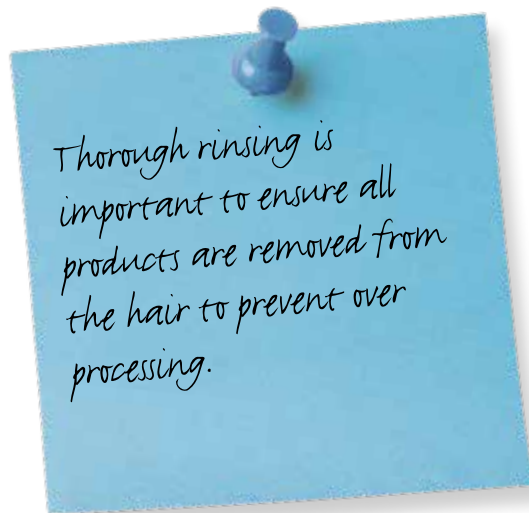
“

Ensure your client hasn't shampooed her hair for a minimum of five days prior to relaxing, as it will wash away the hair's natural oils, making the skin more susceptible to burning.

Comment form

Unit 315 Relaxing services for African type hair

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







316

Creative hairdressing design skills

Hairdressing is about imagination, vision and creativity. In this unit, you will produce images of your work for hair shows, photographic sessions or competition work. You will need to carry out research and planning in order to create an image that demonstrates the range of your skills. You will need to have the belief and confidence to explore new complex creative dressing techniques. This unit is about developing your creative hairdressing design skills in a way that enhances your own personal profile. Let's see how far your imagination can go, and it could be your pictures that are in this logbook next!

Assignment mark sheet

Unit 316 Creative hairdressing design skills

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 the 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: produce a report	
Task 1b: produce a design plan	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: creative hair design		
Overall grade		



Candidate name: _____

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

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

External Verifier signature (where applicable): _____ Date: _____

Image courtesy of Cheynes Training

What does it mean?

Some useful words are explained below

Images courtesy of Desmond Murray



Avant-garde

A style, look or image that is ahead of the times, usually worn or produced by the leaders of fashion, before it becomes fashionable.

Image courtesy of Central Training Group

Evaluation

Actively seek feedback from a number of people (line manager, colleagues, audience, judges, models, photographer) on the impact of your image.

Image courtesy of Hertford Regional College



The image

The image is the total look. This includes hair, make-up, clothes, and jewellery. This can be avant-garde, based on a theme, or a commercial look.

Media

This is the make-up, ornamentations, accessories, video, photographs, and clothes that you use.

Mood board

A type of poster that consists of colours, images, text, and samples of materials, etc. You will produce a mood board to help develop your image concept, and to communicate the concept to others.



Ornamentation

An object used to complement a style, which adds interest and detail to the finished look.



Planning

It is crucial that you carry out good planning before a photo shoot, hair show, or other event. Poor planning results in poor performance.

Risk assessment

This is a careful examination of what could cause harm to people in a particular location, such as a photo shoot set. You should do this so you can weigh up whether you have taken enough precautions or should do more to prevent harm.



Techniques

These are the different methods used to create the finished image, for example, pin curling, finger waving, twisting, knotting, plaiting, weaving, and added hair.

Traction alopecia

Hair thinning or loss due to excessive tension on the hair follicle.

What you must know

You must be able to:

- 1 Explain how to research and develop ideas for creating an image for a total look
- 2 Describe ways of combining styling, dressing and finishing techniques to create the completed total look
- 3 Explain ways of presenting a created image and look effectively
- 4 Describe methods of evaluating the design plan
- 5 Describe the potential commercial benefits of developing and creating design work
- 6 State the importance of accurate planning, attention to detail and working to timescales
- 7 Explain how the venue could affect design plans
- 8 Describe how to remedy problems that may occur with the different opportunities for creating an image
- 9 Explain the safety considerations that must be taken into account
- 10 Outline the skills required for presenting the image
- 11 Explain how other services can develop and complement the image and look
- 12 Outline safe and hygienic working practices
- 13 State how to communicate and behave within a salon environment

Revision tip

Excessive pulling/ tension of the hair at the root could result in traction alopecia.



Be the next ... *Andrew Barton*



Andrew Barton is known as hairdressing royalty, with his own flagship London salon, product range, electrical tools and a reputation as a TV makeover guru. **Follow the blue quotes for his creative design tips!**



Learn from the best and ask questions: never accept OK as a standard and you'll never be known for OK standards!



Hairpieces, accessories and ornamentation can enhance the overall appearance of the style.



Be a show off! Photograph and showcase your creation.

Image courtesy of Balmain

Creative hair



Dry setting will create extra volume for the finished look.

Image courtesy of Cheynes Training



Image courtesy of Wella



All styling techniques can be used for maximum impact.



Creative styling can be used to achieve catwalk looks.

hairdressing

“

Creative hairdressing is an artistic form of expression, personal to each creator. Ideas come from many sources, but primarily start with a strong understanding of classic hairdressing. We call them the rules, but creative hairdressing is often about breaking the rules and expressing your creativity.

After the event it is important to gain as much feedback as possible to evaluate the image.

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 Prepare self, the model and work area for hair design
- 2 Select and use products, tools and equipment required to achieve and present the image
- 3 Use and combine techniques and skills to present the image *
- 4 Create the finished image to the satisfaction of the client
- 5 Record the creative hair design using media
- 6 Evaluate the results of the finished look
- 7 Follow safe and hygienic working practices
- 8 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Conversion chart

Grade	Marks
Pass	8
Merit	9–10
Distinction	11–12

Creative hair design		
1		
1		
1	2	3
1		
1		
1		
1	2	3

Revision tip

Accurate planning is important when creating an image to make sure you have all the necessary resources and you don't go over budget.



Inspiration is all around us, in fashion, art, multimedia or nature. It's vital that you are open to these stimuli and record them in photographs, sketch books or mood boards. Use your camera to record what you see and then think how it can inspire you as a creative hairdresser.

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
3 Style hair creatively incorporating a range of styling techniques	Uses a limited range of styling techniques Example: two styling techniques without ornamentation	Uses a good range of styling techniques Example: three styling techniques, and ornamentation	Uses an excellent variety of styling techniques Example: five styling techniques, ornamentation and accessories
8 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 client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner

Image courtesy of Desmond Murray



Comment form

Unit 316 Creative hairdressing design skills

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



Image courtesy of Balmain

Image courtesy of iStockphoto.com/Alejandro Photography





Image courtesy of The Academy, Enfield Training Services

410

Hair colour correction

Colour correction in salons is in great demand from clients needing solutions to their colour problems. Colour problems can occur no matter how experienced you are. This unit will allow you to use your advanced correction skills and knowledge to meet these demands. The more confidence you build in your skills and knowledge, the more sought after you will be as a colourist.

Assignment mark sheet

Unit 410 Hair colour correction

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 the 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: produce an information sheet	
Task 1b: produce a factsheet	
Task 1c: produce a report	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: remove bands of colour or seepage		
Task 2b: remove a full head of artificial colour and re-colour hair		
Task 2c: restore depth and tone		
Task 2d: service of own choice		

Conversion chart

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

Total mark for graded tasks	
Divided by	÷ 4
= Average grade for tasks	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

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

External Verifier signature (where applicable): Date:

What does it mean?

Some useful words are explained below



Aftercare advice

Advice that you should give to the client on products, maintenance of their style, and further services.

Bands of colour

A band of colour usually appears as a result of incorrect application or incorrect colour choice so that a band of hair is different from the rest of the hair.

Contra-indications

These are conditions that would prevent you from continuing with the colour correction service, for example skin sensitivities, an allergy, or a skin disorder.

Elasticity test

A test to check the internal structure (cortex) of the hair.

Influencing factors

You must consider certain factors before and during the colour correction service when making decisions. These may include existing colour and the condition of the hair and scalp.



International colour chart

A chart showing all the colours in the range for specific colouring manufacturers. The basic hair colours range from 1–10, with 10 being the lightest.



Irritant contact dermatitis

This skin condition can develop at any time. The symptoms are dryness, redness, itching, flaking/scaling, cracking/blistering and pain. You can help to prevent contracting dermatitis by wearing non-latex disposable gloves when using any colouring product.



Melanin

Pigment that gives hair its colour. Eumelanin is the natural black/brown colour pigment in the hair, and the pheomelanin is the natural red and yellow pigment.

Oxidation

The term given to a chemical process that involves the addition of oxygen. When colouring or bleaching the hair, the oxygen comes from the hydrogen peroxide.



Permanent colour

Also known as para dyes or oxidation tints, permanent colour can lighten or darken hair, and add tone.

What does it mean?

Some useful words are explained below (continued)



Personal Protective Equipment (PPE)

This should be provided by the employer and it is the responsibility of the employee to wear or use it.

Porosity test

A test to check the condition of cuticles on the hair and the hair's ability to absorb chemicals.

Pre-pigmentation

Restoring and adding missing warm tones to the hair previously removed as a result of a lightening process or the use of a colour remover.

Pre-softening

The process of softening and opening the cuticle scales on resistant hair, allowing the colour molecules into the cortex.

Reduction

The term given to the addition of hydrogen and the removal of oxygen. Artificial colour may be removed from the hair using a colour reducer that works by a process of reduction.

Restore depth and tone

Re-colouring the hair by adding depth and brightness to its colour.



Working safely

You must make sure you comply with the COSHH regulations (store, handle, use and dispose) when working with colouring products.



Be the next ...
Christel Lundqvist



A colour expert, Christel Lundqvist secured the acclaimed British Colour Technician of the Year title in 2008 and 2010. As creative Colour Director for HOB Salons, Christel heads up all technical work for the company, from training salon teams through to all shows, shoots and seminars. [Follow the blue quotes for her colour correction advice!](#)

Image courtesy of Denman Brush

Image courtesy of Goldwell

What you must know

You must be able to:

- 1 Describe the factors that need to be considered when correcting hair colour
- 2 Describe the effects that colouring and lightening products have on the hair structure
- 3 Explain how natural hair pigmentation affects colour selection
- 4 Explain the reasons for pre-lightening
- 5 Explain the importance of carrying out tests prior and during the colouring process and recording the results
- 6 Explain the principles of colour selection
- 7 Explain how the International Colour Chart is used to select a colour
- 8 Explain how to use pre-softening and pre-pigmenting during a colour correction service
- 9 Explain how to remove artificial colour
- 10 State what percentage and volume strength hydrogen peroxide means
- 11 Explain how to select the correct strength hydrogen peroxide for correcting different hair colour problems

Continues on next page

Revision tip

A colour reducer is a product that is used to remove artificial colour by reduction. The colour reducer penetrates the cortex and breaks down the large colour molecules into smaller molecules that can then be passed through the cuticles and rinsed away.



Visuals are a great tool for colour correction. Show the client the colour they have and where you would like to take them. Try using interior design images rather than hair images, to show the colour in a more creative way.

What you must know

You must be able to: (continued)

- 12 Describe the different consultation techniques used to identify service objectives
- 13 Describe the salon's requirement for client preparation, preparing yourself and the work area
- 14 Explain the safety considerations that must be taken into account when colouring and lightening hair
- 15 Describe the correct use and routine maintenance of tools and equipment
- 16 Explain the importance of accurate timing and monitoring of the colour correction process
- 17 Explain the types and causes of problems which may occur during the colour correction process
- 18 Describe how to remedy colour problems during colour correction processes
- 19 State the importance of restoring the hair's pH after colouring
- 20 Describe the aftercare advice that should be provided
- 21 Outline safe and hygienic working practices
- 22 State how to communicate and behave within a salon environment

Hint

Monitor the condition of the hair throughout the colour correction service.



Nothing is ever impossible, however, with colour correction, be realistic about what you can achieve in one visit. A colour journey can sometimes be the solution.



Image courtesy of Denman Brush



Image courtesy of iStockphoto.com/Quirez

The slower artificial colour is lifted from the hair, the cleaner the colour will be. If artificial colour is removed too quickly it tends to leave the hair brassy.



Image courtesy of Desmond Murray

Colour care

If you accidentally pour out too much peroxide, pour it down the basin. Putting it back into the bottle will contaminate the peroxide in the bottle.



Post-colouring prevents colour from fading, closes the cuticles, and restores hair to its natural pH balance.

Image courtesy of Essence PR

Monitor the progress of the colour and perform a strand test to check the development of the colour.



Heat will speed up the colour correction process.

Correction

It is important that you complete the client record card and make sure you are complying with the Data Protection Act at all times.



Follow the manufacturer's instructions for mixing, application and development time.

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	16–18
Merit	19–23
Distinction	24–26

1	Prepare yourself, the client and the work area for colouring services
2	Use suitable consultation techniques to identify service objectives *
3	Accurately identify hair colour problems
4	Evaluate the potential of the hair to achieve the desired look by identifying influencing factors *
5	Communicate and behave in a professional manner *
6	Select and use colour correction techniques, products, tools and equipment to colour the hair
7	Prepare and apply the colour correction products to the hair to correct hair colour problems *
8	Position yourself and the client appropriately throughout the service
9	Monitor the development of the colour correction accurately following manufacturers' instructions

Colour correction service											
Remove bands or seepage			Remove artificial colour			Restore depth and tone			Colour correction of own choice (state)		
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
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
1			1			1			1		
1			1			1			1		

Continues on next page

- 10 Remedy problems that may occur during the colour correction service
- 11 Check that the colour is thoroughly removed from the hair and scalp without disturbing any areas still requiring development
- 12 Apply a suitable conditioner or post colour treatment to the hair following manufacturers' instructions
- 13 Create a finished look that is to the satisfaction of the client
- 14 Evaluate the effectiveness of colour correction
- 15 Follow safe and hygienic working practices
- 16 Provide suitable aftercare advice *

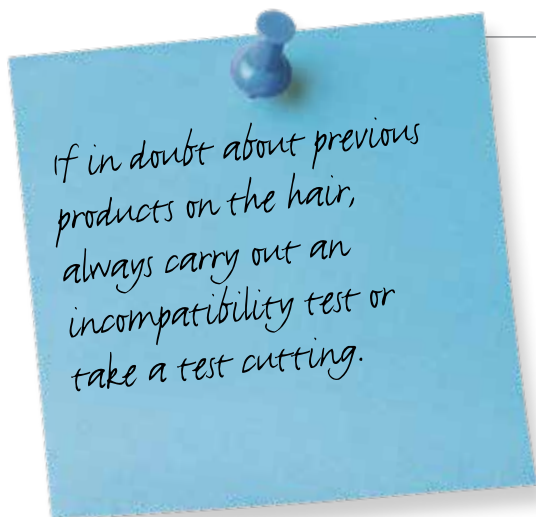
Totals

Grade

Candidate signature and date

Assessor signature and date

	Colour correction service											
	Remove bands or seepage			Remove artificial colour			Restore depth and tone			Colour correction of own choice (state)		
10	1			1			1			1		
11	1			1			1			1		
12	1			1			1			1		
13	1			1			1			1		
14	1			1			1			1		
15	1			1			1			1		
16	1	2	3	1	2	3	1	2	3	1	2	3
Totals												
Grade												
Candidate signature and date												
Assessor signature and date												



If in doubt about previous products on the hair, always carry out an incompatibility test or take a test cutting.



Some of your clients will be excited to try very different colours.

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 pages 170 and 171.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	<p>Good consultation</p> <p>Examples: uses open and closed questions, is aware of own body language, identifies service objectives correctly</p>	<p>Good consultation with use of visual aids</p> <p>Examples: uses open and closed questions, is aware of own and client's body language, uses visual aids to support consultation, identifies service objectives correctly</p>	<p>Comprehensive consultation</p> <p>Examples: uses open and closed questions, uses body language effectively, uses visual aids to support consultation, repeats instructions clearly to gain confirmation, identifies service objectives correctly</p>
4 Evaluate the potential of the hair to achieve the desired look by identifying influencing factors	<p>Good evaluation</p> <p>Example: identifies client requirements and existing colour correctly</p>	<p>Good evaluation with accuracy most of the time</p> <p>Examples: identifies client requirements correctly, selects techniques and products based on existing colour and results of tests</p>	<p>Comprehensive evaluation with accuracy throughout</p> <p>Examples: identifies client requirements correctly, selects techniques, products, hydrogen peroxide strength based on skin tone, porosity, existing colour and results of tests</p>
5 Communicate and behave in a professional manner	<p>Satisfactory communication and behaviour</p> <p>Examples: polite, friendly, positive body language, speaks clearly</p>	<p>Good communication and behaviour</p> <p>Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client needs</p>	<p>Excellent communication and behaviour</p> <p>Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner</p>

Continues on next page

	1 mark	2 marks	3 marks
7 Prepare and apply the colour correction products to the hair to correct hair colour problems	Minimal preparation and use of products and tools Examples: misses more than one item from the trolley, applies colour in a methodical sequence, colour lacks neatness	Good level of preparation and use of tools and products Examples: misses one item from the trolley, applies colour in a methodical sequence with general neatness, no re-application needed	Thorough preparation and use of tools and products Examples: all tools and equipment prepared in advance of the service, applies colour in a methodical sequence, neat sectioning and application, no re-application needed
16 Provide suitable aftercare advice	Minimal level of advice Example: use of products and equipment	Good level of advice Examples: use of products and equipment, maintenance of style	Excellent level of advice Examples: use of products and equipment, maintenance of style and further services

Image courtesy of iStockphoto.com/iStockphoto4u

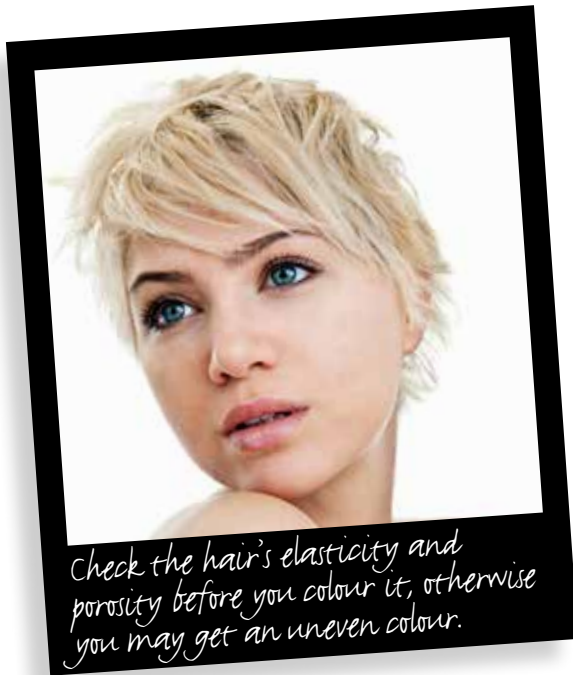


Image courtesy of Central Training Group



“

Take the fear out of colour correction! It's a service that can be just as enjoyable as creative colour – you're transforming your client's image.

Comment form

Unit 410 Hair colour correction

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



Images courtesy of Havering College





Image courtesy of iStockphoto.com/Alia

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