
Candidate logbook

Level 1 NVQ Certificate/SVQ 1 at SCQF level 4 in:

Hairdressing and Barbering



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Hairdressing and Barbering

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:

About City & Guilds

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First edition 2008

Revised edition 2009

Reprinted 2010, 2011 and 2012.

ISBN 978 0 85193 153 1

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Publications

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City & Guilds
1 Giltspur Street
London EC1A 9DD
www.cityandguilds.com

City & Guilds would like to sincerely thank the following:

For providing pictures

Adam Sloan at Big Yin; Angels Aberdeen; Barrie Stephen; Camera Press London; Capital Hair & Beauty; Central Hairdressing Academy; Central Training Group; Charles Worthington; Clynol Salon Exclusive; Conair; Cutting Room Creative; Denman Brush; Designer Touch; Desmond Murray; Ellisons; Errol Douglas MBE; Goldwell; Gorgeous PR; Great Lengths; Green People; Hair Tools Ltd; Hertford Regional College; ISO; iStockphoto; Jamie Stevens; KMS California; L'Oréal Professionel; Mark Leeson; Michael Barnes; Mop; North Hertfordshire College; Paul Mitchell; Rae Palmer; Richard Ward at Richard Ward Hair and Metrospa; Sanrizz Education; St Austell College; TIGI; Tracey Devine; Wahl (UK) Ltd; Wella Professionals; West Hertfordshire College.

For their help with the cover photoshoot

Andrew Buckle (Photography); Sophia Hilton (Stylist); Alix Ross (Model)

Cover and book design by Purpose

Implementation by Kate Lyons

Edited by Tom Guy, Rachel Howells and Emily Ayers

Special thanks to Diane Mitchell

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Further units (available for download at www.cityandguilds.com)

Assist with perming (GH5/008)	
Remove hair extensions (GH7/010)	
Assist with shaving (GB1/011)	

Meet the contributors

City & Guilds would like to thank all the contributors. These are some of the top names in the industry, and they want **you** to benefit from their experience!



Alison Atkinson, the author of this logbook, started her career in hairdressing in 1980. She has spent the last 20 years in education, developing the online tests for NVQs, and the new Diploma in Hair and Beauty Studies for AQA/City & Guilds.



Richard Ward is an award-winning hairdresser and media celebrity. His work is endorsed by a host of stars, and his London salon is a glamorous pampering hot-spot.



Joshua Galvin has been in the hairdressing industry for over 55 years. He was awarded an honorary doctorate in 2007 by the University of the Arts London. He also has a successful range of products, and remains in demand for his wealth of knowledge and experience.



Sophia Hilton, the stylist for the cover of this logbook, is a former City & Guilds candidate at Blackpool and the Fylde College, who won the City & Guilds' 2008 UK Advanced Student of the Year Award.



Jo Hansford has a name that is synonymous with beautiful colour and an eye for detail. She runs a very successful salon in the heart of Mayfair, London.



Hellen Ward is Managing Director of Richard Ward Hair & Metrospa. She is a business guru for the hairdressing industry, renowned for her commercial wisdom.



Daniel Galvin OBE was the first hairdresser ever to specialise in colour, and is still the world's foremost colour expert after over 30 years in the business. Known as the 'King of Colour', he can claim a list of film credits from *Clockwork Orange* to *Eyes Wide Shut*.



Abby Cooper has worked at Toni and Guy since the age of 17, and trained for three years, studying cut and colour. In 2007 she and Sara Elhaj won the L'Oréal Colour Trophy Men's Image Award.



Maurice Lister started his career in hairdressing and barbering at 15 years old, and went on to gain extensive experience in education, training and assessment. He is author of many leading resources, including LearnXtra, and has been City & Guilds' Chief Verifier for hair and beauty for over ten years. Maurice is the technical editor for our logbooks.



Charlie Taylor was admitted into the British Hairdressing Hall of Fame in 2006, in recognition of winning the title Scottish Hairdresser of the Year three times.



William Wilson has spent 25 years in the hairdressing industry, rising to the position of Creative Director for Goldwell. He oversees the creative aspect of the Goldwell brand from an educational standpoint.



A few words from Leo Rizzo

I've been working with the successful Sanrizz Hairdressing Company since I was 14 years old. I started my career as an assistant at weekends while I was at school, gradually working my way up to becoming a stylist. I'm now the Manager and Creative Director of the Sanrizz Guildford salon.

One of the main benefits of becoming a hairdresser is the satisfaction of transforming someone's confidence, just through cutting and colouring their hair. I love the social aspect of hairdressing – all the new people you get to meet. No two days are the same and every day brings fresh challenges.

I believe that the key to success in hairdressing is hard work and dedication. What you put in you will get out. It may not be to everyone's liking to work six or seven days a week, including late nights, but the eventual rewards can be amazing: you can travel around the world and work with the best in the industry on shows and photo shoots.

Hairdressing is now a truly exciting career option and not, as it was once seen, something that people just do if they fail at everything else. I feel extremely proud to be a hairdresser, especially now that I get to help a team of equally exciting young hairdressers to realise their dreams.

I urge anyone interested in hairdressing to aim for the top, because if you have enough desire and passion, the world is your oyster.

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

Showing you what you need to achieve

Helping you to record your achievements and evidence.

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

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

What qualification am I doing?

The Level 1 NVQ Certificate in Hairdressing and Barbering. NVQ stands for National Vocational Qualification. 'Vocational' means that the work you do to achieve this qualification is mainly about practical hairdressing skills and real work activities. Therefore, an NVQ assesses the skills that you have, such as shampooing hair in a commercially viable timeframe. 'Certificate' refers to the size of the qualification that you are doing (at least 20 credits – see page 17). If you are in Scotland you may be doing the Level 1 SVQ (Scottish Vocational Qualification).

What do I need to achieve?

Your NVQ/SVQ is divided into 'units'. Each unit covers a different area of your work as a hairdresser. There are four units that you must complete (called mandatory units) and you also get to choose two or more optional units out of a list of seven. This means you can follow your interests and the needs of the salon where you are working. You must earn at least 20 credits across all six units to achieve the qualification. We've included the complete list of units on page 17, where you can also see how many credits each unit is worth.

What's in a unit?

There are three main parts:

What you must do

What you must cover

What you must know.

You need to achieve all three of these parts to complete the unit. The 'What you must do' part always has either two or three 'outcomes'. These cover different aspects of practical work you'll do for the unit. They are linked, so you can usually work towards all of the outcomes at once.

Introduction and useful words (continued)

Who decides what I need to achieve?

There are two organisations involved in creating your NVQ/SVQ:

1 Habia (Hairdressing and Beauty Therapy Industry Authority)

Habia works with a group of experts in the hairdressing industry to decide the skills and knowledge you need at Level 1. Habia then writes 'standards' to describe all the different things that you must be able to do, and these are what your NVQ/SVQ is based on.

2 City & Guilds

Habia passes the standards it has written to City & Guilds and City & Guilds decides how the standards will be assessed. City & Guilds is an 'awarding organisation', which means that it checks that you are assessed correctly and fairly, and provides you with your certificate once you've achieved your NVQ/SVQ.

Who will decide whether I have achieved the standards?

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

1 Your assessor

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

2 Internal Verifier (IV)

A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

3 External Verifier (EV)

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

What steps will I need to take to complete my qualification?

There are four main steps:

Step 1 Planning

Your assessor will tell you about the mandatory units that you're going to be doing and will help you choose the right optional units. Your assessor will want to find out if you have any experience of working in hairdressing, because it may count towards your award. At the end of this discussion, you should have an 'assessment plan', which sets out how you will go about achieving the award.

Step 2 Producing evidence

You will find out much more about this later, but producing 'evidence' for an NVQ/SVQ consists of:

Being observed by your assessor

Being asked questions by your assessor

Keeping documents, eg work logs or client records

For some units, doing an assignment or a written or online test.

You will keep all this evidence in a portfolio.

Step 3 Feedback

You will regularly be given feedback by your assessor and you will receive further training if you need it. If your assessor tells you that you are competent after an assessment, it will be recorded on the forms in your logbook. You will need to keep track of how much you have achieved and what you have still to achieve, but don't worry as you will discuss your progress with your assessor on a regular basis. You can also use the 'Tracking your progress' form on pages 18–19 to help you.

Step 4 Achievement

When you have completed your units and your assessor is sure that you have all the evidence that you need, your centre will apply to an awarding organisation such as City & Guilds for your certificate. You will receive the full qualification certificate only if you have completed all the required units, with the required number of credits. Otherwise, you will receive a certificate listing the units you have achieved. Your centre will give you your certificate as soon as it is received from the awarding organisation.

How long will it take?

There is no time limit set by City & Guilds for you to complete your NVQ/SVQ but your centre may have some requirements that they will explain to you.



Introduction and useful words (continued)

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

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

Your tutor/assessor is the most important source of information about your qualification

Your centre's student handbook or prospectus

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Verifier (IV) to help you if you are unsure of how to do this. Your centre will refer any unresolved problems to City & Guilds.

Your centre's website. Make a note of the address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800)

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



What do these words mean?

Here are some words that you may hear over the course of doing your NVQ/SVQ. You may want to refer back to this page if you hear a word and can't remember what it means.

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

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

Candidate A person working towards a qualification, ie yourself.

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

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

City & Guilds An awarding organisation for hairdressing and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates. City & Guilds is the UK's leading vocational awarding organisation. In 2008 City & Guilds awarded nearly 9000 Level 1 Hairdressing certificates in the UK. See www.cityandguilds.com for more information.

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

Evidence Generally speaking, this is something that builds towards proof of your competence. In an NVQ/SVQ, such as Hairdressing and Barbering Level 1, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

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

Habia (Hairdressing & Beauty Therapy Industry Authority) The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your Level 1 Hairdressing NVQ/SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

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

Introduction and useful words (continued)

Maximum service time The time specified by Habia within which the practical work must be completed in order to be judged as competent.

- A commercially acceptable timescale for shampooing, surface conditioning and detangling hair above shoulder length hair (excluding development time) is **10 minutes**.
- A commercially acceptable timescale for shampooing, surface conditioning and detangling hair below shoulder length hair (excluding development time) is **15 minutes**.
- A commercially acceptable timescale for blow drying hair above shoulder length is **30 minutes**.
- A commercially acceptable timescale for blow drying hair below shoulder length is **45 minutes**.

NVQ/SVQ National Vocational Qualifications and Scottish Vocational Qualifications. These awards are based on real work activities. To gain an NVQ (or in Scotland an SVQ) you need to show that you have the skills and knowledge to do your job role effectively by meeting the National Occupational Standards, such as those created by Habia for hairdressing.

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

Outcome A specific practical work activity that you need to achieve. Each unit is made up of two or three outcomes.

Performance criteria This term is sometimes used for all the things listed in the 'What you must do' part of the unit.

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

Range This term is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor.

Standards (National Occupational Standards) These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards are used to create the NVQ/SVQ.

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

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



Images courtesy of North Hertfordshire College. Photography by Michael Webb.

A hairdressing trainee performs services within a salon that help the salon run smoothly.

Qualified to NVQ/SVQ Level 1, you will carry out the following services.

Employment opportunities:

- Assistant hairdresser
- Assistant receptionist

Progression routes:

- NVQ/SVQ Level 2 in Hairdressing
- Salon apprenticeship
- NVQ Level 1 or 2 in Beauty Therapy



Shampooing and conditioning



Colour removal



Neutralising

You will also study and gain customer service, teamwork and reception skills.

If you qualify to NVQ/SVQ Level 2, these employment opportunities will be available:

- Salon junior stylist
- Freelance junior stylist
- Receptionist
- Junior technician

Q & A with Sophia Hilton



Q: So Sophia, tell us a little bit about yourself.

A: I first started my training at Blackpool and the Fylde College on an apprenticeship while working in a small salon near my home. I had dropped out of my A levels and my parents were disappointed in my choice of career. That made me even more determined to show them what an amazing career hairdressing can be. I didn't want to be an average hairdresser: I wanted to be a great one.

Q: What were the first steps of your career?

A: After enrolling at college to do my NVQ I entered my first National Hairdressers' Federation competition in Blackpool. I didn't win but it gave me the drive to want to do more – the atmosphere at competitions is electric. I spent the next year attending or competing in every competition I heard about. I researched the internet and trade magazines – there's always something you can attend. It took time to understand what the judges wanted and to learn what makes one hairstyle better than the next, but by watching, I learnt. During my NVQ I won 22 medals with organisations such as the National Hairdressers' Federation, the Association of Hairdressers and Therapists, the Fellowship for British Hairdressing, and World Skills. All of these organisations have websites, and that's the best place to start.

Q: Have you stayed at the same salon?

A: No, I moved quite a few times until I was happy. It's important not to let one bad experience deter you. If you work hard and care about what you do, eventually you will find somewhere that is perfect for you.

Q: Where did you move?

A: First of all I moved to my nearest big city, Manchester. I had wanted to move to London from a very early age but I knew I had to have some inner-city experience to help me get a job down in the capital. It worked; just six months later I had five job offers so I made the move.

Q: Where do you work now?

A: I am currently working for Brooks and Brooks. It's my dream job. They are constantly involved in photoshoots, seminars and fashion shows. As it's a small team there is much more opportunity to get involved. My boss is incredible, and gives me the best level of training and support. It took me six salons and years of hard work to get a hairdresser of her prestige to notice me.

Q: What has been your happiest moment in hairdressing?

A: Being asked by the Hairdressing Council to become their first ever Student Liaison Ambassador. This means I will help to educate and spread the word about the council and their work to young people. It also means I get to attend tea in the House of Commons, which finally won my parents over!

Q: What advice would you give to someone with similar aspirations to you?

A: You always have to go that extra mile, whether that's entering every competition there is or simply staying late at work to show you're keen. A lot of getting where you want to be is a lottery, but hard work, determination and passion ensure you get as many chances as possible. Be prepared to fail, again and again; it makes you better and your work stronger. Most of all be passionate and care about what you do.



Summary of unit achievement

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

Candidate name:

Candidate enrolment number:

Centre name:

Centre number:

Qualification outcomes

Qualification outcomes	Date achieved	Assessor signature	Candidate signature	IV sig (if sampled)
Mandatory units (all 4 required for full N/SVQ):				
Unit G20 (001) Make sure your own actions reduce risks to health and safety				
Unit G3 (002) Contribute to the development of effective working relationships				
Unit GH1 (003) Shampoo and condition hair				
Unit GH3 (004) Prepare for hair services and maintain work areas				
Optional units (you must achieve a minimum of six credits across at least two units. See page 17 for credit values.)				
Unit G2 (005) Assist with salon reception duties				
Unit GH2 (006) Blow dry hair				
Unit GH4 (007) Assist with hair colouring services				
Unit GH5 (008) Assist with perming hair services				
Unit GH6 (009) Plait and twist hair using basic techniques				
Unit GH7 (010) Remove hair extensions				
Unit GB1 (011) Assist with shaving services				

Note: City & Guilds unit numbers are shown in brackets. These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested.

IV signature

Date

Complete list of units

Mandatory units	Level	Credits
G20 (001) Make sure your own actions reduce risks to health and safety	3	4 credits
G3 (002) Contribute to the development of effective working relationships	1	4 credits
GH1 (003) Shampoo and condition hair	1	4 credits
GH3 (004) Prepare for hair services and maintain work areas	1	2 credits

Optional units

You must achieve a minimum of six credits across at least two units.

G2 (005) Assist with salon reception duties	1	4 credits
GH2 (006) Blow dry hair	1	4 credits
GH4 (007) Assist with hair colouring services	1	4 credits
GH5 (008) Assist with perming hair services	1	3 credits
GH6 (009) Plait and twist hair using basic techniques	1	4 credits
GH7 (010) Remove hair extensions	1	3 credits
GB1 (011) Assist with shaving services	1	2 credits

Credit values

Each unit has a 'credit' value, where one credit is equal to 10 hours of notional learning time. So, every time you successfully complete a unit, you are awarded the credit (see list above). This means that if you ever wanted to build on your current qualification or change to a different qualification, your credits may count towards this. If you want to know more about what credits mean, ask your assessor.

Tracking your progress

18 Level 1 NVQ/SVQ Hairdressing

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

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

each observation

each outcome

all of 'What you must cover'

all the 'Knowledge and understanding'.

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

Mandatory units

G20 Make sure your own actions reduce risks to health and safety

Observations 1 ☐ 2 ☐

Outcomes achieved 1 ☐ 2 ☐

All 'Knowledge and understanding' achieved ☐

Sign

Date

G3 Contribute to the development of effective working relationships

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign

Date

GH1 Shampoo and condition hair

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign

Date

GH3 Prepare for hair services and maintain work areas

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐

All 'Knowledge and understanding' achieved ☐

Sign

Date

Optional units

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

G2 Assist with salon reception duties

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign

Date

GH2 Blow dry hairObservations 1 ☐ 2 ☐ 3 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All 'Knowledge and understanding' achieved ☐

Sign

Date

GH4 Assist with hair colouring servicesObservations 1 ☐ 2 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All 'Knowledge and understanding' achieved ☐

Sign

Date

GH5 Assist with perming hair servicesObservations 1 ☐ 2 ☐Outcomes achieved 1 ☐ 2 ☐All 'Knowledge and understanding' achieved ☐

Sign

Date

GH6 Plait and twist hair using basic techniquesObservations 1 ☐ 2 ☐ 3 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All 'Knowledge and understanding' achieved ☐

Sign

Date

GH7 Remove hair extensionsObservations 1 ☐ 2 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All 'Knowledge and understanding' achieved ☐

Sign

Date

GB1 Assist with shaving servicesObservations 1 ☐ 2 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All 'Knowledge and understanding' achieved ☐

Sign

Date





G20 health & safety

Ok, we know you want to get on with the hairdressing, but this is important too! Hairdressing involves working in a busy salon where there are hazards, so it is essential that you know what the hazards are and how to reduce the risks of harm to yourself and other people. This

unit is about the legal requirements for health and safety, and your responsibilities within your own job role. You will learn the main requirements of the health and safety laws and rules affecting salons, and the methods used in your salon for adhering to them.



Unit G20 (City & Guilds Unit 001)

Make sure your own actions reduce risks to health and safety

Mandatory

Image courtesy of Mark Leeson

22

Level 1 NVQ/SVQ Hairdressing

This unit has two outcomes. As they are linked, you can be observed by your assessor for both outcomes at the same time.

Outcome 1

Identify the hazards and evaluate the risks in your workplace

Outcome 2

Reduce the risks to health and safety in your workplace



Evidence requirements

All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:

- direct observation of the candidate in the workplace
- witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
- documentary and other product based evidence
- a personal report by the candidate endorsed by colleagues
- questions
- discussion
- professional discussion

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for ensuring your own actions reduce risks to health and safety. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

Before starting the unit, it is very important that you understand the terms 'hazard' and 'risk'. The Health & Safety Executive (HSE) have defined a **hazard** as 'something with potential to cause harm' where **risk** is defined as 'the likelihood of the hazard's potential being realised'. There is more information on these key terms under 'Useful words' on the opposite page, and also on page 118 in the 'More information' section.

“

Health and safety may not be that interesting to study, but it is very important. You have a legal duty to take reasonable care to avoid harming yourself or others through the work you do in the salon.

Maurice Lister

”

Image courtesy of Hair Tools

What you must do

Your assessor will observe your real working practices. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

All the observations must be with real clients in a salon setting – simulation is not allowed for any performance evidence within this unit.

What you must cover

There is no 'What you must cover' for this unit.

What you must know

You will be assessed on your knowledge of the following:

Health and safety legislation and workplace policies

Risks to health and safety

This will be done through written and oral questioning by your assessor or by written assignments. For details of what you must know, see pages 27–28. To be sure that you understand the meanings of 'hazard' and 'risk' and the key points regarding health and safety legislation, it's important that you take time to read the 'More information' section at the back of the logbook (pages 116–128).



Health & safety

Useful words

Some terms that you will come across in this unit are explained below.

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

Environmental factors The things around you in the salon. An example of a hazard caused by an environmental factor is a wet floor because it may cause someone to slip on it.

Hazard A hazard is something that may cause risk of an accident or injury occurring. An example of a hazard is a hairdryer's cable trailing on the floor, because it increases the risk of someone tripping over it.

Hazardous substances A substance is hazardous if it could cause harm to the person who comes into contact with it. For example, chemicals or cleaning products are hazardous because if they come into contact with the eyes or skin, they could damage them.

Health and safety legislation It is important to know the health and safety legislation. As an employee, you have certain responsibilities under these laws to make sure that you don't create any risks to the health and safety of your colleagues or clients.

Risk A risk is something that may happen if you don't deal with a hazard in the correct way. For example, if you don't tidy away a trailing hairdryer flex properly, then the risk of someone tripping over it increases.

Safe working methods Working in a way that will not increase the risk of someone in your workplace being injured.

Workplace policies Your workplace will have rules about various issues related to health and safety, such as what to do if there is a fire.



Observation sign-off sheet

Unit G20 Make sure your own actions reduce risks to health and safety

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **two** times). Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Identify the hazards and evaluate the risks in your workplace

- a Identify which workplace instructions are relevant to your job
- b Identify those working practices in your job which could harm you or others
- c Identify those aspects of your workplace which could harm you or others
- d Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others *
- e Deal with hazards in accordance with workplace instructions and legal requirements **
- f Correctly name and locate the people responsible for health and safety in your workplace
- g Report to the people responsible for health and safety in your workplace those hazards which present the highest risks ***

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

*	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date
**	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date
***	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Outcome 2

Reduce the risks to health and safety in your workplace

- a Carry out your work in accordance with your level of competence, workplace instructions, suppliers' or manufacturers' instructions and legal requirements
- b Control those health and safety risks within your capability and job responsibilities
- c Pass on suggestions for reducing risks to health and safety to the responsible people
- d Make sure your behaviour does not endanger the health and safety of you or others in your workplace
- e Follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- f Report any differences between workplace instructions and suppliers' or manufacturers' instructions *
- g Make sure that your personal presentation and behaviour at work:
 - protects the health and safety of you and others
 - meets any legal responsibilities, and
 - is in accordance with workplace instructions
- h Make sure you follow environmentally-friendly working practices

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date



Health & safety

25

Hints and tips

Make sure that you always use the correct protective equipment supplied in your salon – it is provided for your own safety.



Comment form

Unit G20

26 Level 1 NVQ/SVQ Hairdressing

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

Hints and tips

If you think you are suffering from dermatitis, then you should visit your doctor for advice and treatment. If you believe it has been caused or made worse by your work as a hairdresser, then you should mention this to your doctor and you must also tell your employer. They are required by law to report a case of work-related dermatitis amongst their staff.

For more information, see www.hse.gov.uk/hairdressing/guidance.htm



Image courtesy of Ellisons

Knowledge sign-off sheet

Unit G20 Make sure your own actions reduce risks to health and safety

What you must know



Health & safety

27

You need to understand:	Evidence type
Health and safety legislation and workplace policies	
1 what 'hazards' and 'risks' are	E3
2 your responsibilities and legal duties for health and safety in the workplace	E3
3 your responsibilities for health and safety as required by the law covering your job role	E3
4 the hazards which exist in your workplace and the safe working practices which you must follow	E3
5 the particular health and safety hazards which may be present in your own job and the precautions you must take	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.



You should be thinking about health and safety at all times during your work.





Knowledge sign-off sheet

Unit G20 Make sure your own actions reduce risks to health and safety

What you must know (continued)

You need to understand:		Evidence type
6	the importance of remaining alert to the presence of hazards in the whole workplace	E3
7	the importance of dealing with, or promptly reporting, risks	E3
8	the responsibilities for health and safety in your job description	E3
9	the safe working practices for your own job	E3
10	the responsible people you should report health and safety matters to	E3
11	where and when to get additional health and safety assistance	E3
12	your scope and responsibility for controlling risks	E3
13	workplace instructions for managing risks which you are unable to deal with	E3
14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	E3
15	the importance of personal presentation in maintaining health and safety in your workplace	E3
16	the importance of personal behaviour in maintaining the health and safety of you and others	E3
17	the risks to the environment which may be present in your workplace and/or in your own job	E3
Tick if E3 was an online test		<input type="radio"/> Date
Tick if E3 was a written test		<input type="radio"/> Date

Supplementary notes

Unit G20



Health & safety

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date



Good working relationships

Good working relationships are an essential part of working in any team, and communication skills are a vital part of the hairdressing industry. These skills ensure that services are completed correctly and that clients are happy with their salon experience. Good communication skills will help

you develop friendships and trust with others which will have a positive effect on your salon. In this unit you will help and support others in the salon, and show that you can build relationships with clients and colleagues, as well as focus on your own career development.



Unit G3 (City & Guilds Unit 002)

Contribute to the development of effective working relationships

Mandatory

Image courtesy of Hertford Regional College

32 Level 1 NVQ/SVQ Hairdressing

This unit has three Outcomes.

Outcome 1
Develop effective working relationships with clients

Outcome 2
Develop effective working relationships with colleagues

Outcome 3
Develop yourself within the job role



Evidence requirements

You must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe you on at least **three** occasions, two of which will cover your interaction with clients and one of which will cover your interaction with colleagues. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. Although a large part of the evidence of your performance will be gathered from the observations made by your assessor, you will need to produce other evidence to support consistency of your performance with colleagues and clients. For Outcome 3, you should collect documentary evidence to show you have participated in self development activities over a period of time.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Taken the following opportunities to learn:

active participation
in training and
development activities

active participation
in salon activities

watching technical
activities

Image courtesy of Denman Brush

“

Everyone should have core areas of responsibility, which work together to create the ultimate customer experience.

Richard Ward

”

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Communication

Procedures and targets

Improving your performance

Working with others

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 39–40.



Progressing and developing yourself at work can reap many rewards – you could even win an award!



It's easier to deal with problems together rather than on your own.



Working relationships

Useful words

Some terms that you will come across in this unit are explained below.

Feedback When someone more senior tells you how you are performing at work. This is an essential part of measuring your progress.

Goodwill and trust All solid relationships are based on this. In order to gain the goodwill and trust of your clients and colleagues, you need to show that you are friendly, helpful and dependable.

Salon standards for appearance and behaviour Your manager will show you how he/she expects you to dress and behave. There may be a salon dress code or uniform and a salon code of conduct, which states how you should look and behave.

Strengths and weaknesses It is important to identify these to be able to set targets. What are you good at? What do you feel that you need help with?

Target setting You and your manager will spend some time discussing your training needs, which will be split into specific, measurable, achievable sections. Your achievement of these targets will be used to measure your progress.

“
Your work will be as enjoyable as you can make your relationships with staff and clients.

Abby Cooper

”



Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe these aspects of your performance on at least **three** occasions, **two** of which will cover your interaction with clients and **one** of which will cover your interaction with colleagues. To support observations, you should provide supplementary evidence to

demonstrate the consistency of your performance with colleagues and clients. For **Outcome 3**, you should collect documentary evidence to show you have participated in self-development activities over a period of time. Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Develop effective working relationships with clients

- a Communicate with clients in a manner which promotes goodwill, trust and maintains confidentiality
- b Handle client belongings with care and return them when required
- c Promptly refer any client concerns to the relevant person *
- d Maintain client comfort and care to the satisfaction of the client
- e Meet your salon's standards for appearance and behaviour

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation ☐ Date _____

Covered by oral questioning ☐ Date _____

Continues on next page

Outcome 2

Develop effective working relationships with colleagues

- a Be friendly, helpful and respectful to colleagues
- b Politely ask for help and information from your colleagues, when necessary
- c Willingly and courteously respond to all requests for assistance
- d Make sure the timing of your assistance to colleagues ensures the smooth running of the salon
- e Give the type of assistance to your colleagues which meets your job responsibilities
- f Pass up tools and materials in a way that ensures the smooth delivery of the service *
- g Accurately report any problems likely to affect salon services to the relevant person **



Working relationships

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Hints and tips

If you want to improve your performance at work, ask for feedback from a senior staff member.

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

*	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date
**	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date

Continues on next page





Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must do (continued)

36 Level 1 NVQ/SVQ Hairdressing

Outcome 3

Develop yourself within the job role

- Identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
- Find out more information from relevant people to perform a task when the instructions you have are unclear
- Ask for feedback from relevant people on how well you are progressing and how you can improve your performance
- Ask your colleagues to help you learn if you find tasks difficult *
- Take **opportunities to learn** when they are available
- Agree realistic self-development targets with the relevant person
- Regularly review your progress towards achieving your agreed targets
- Use the results of your reviews to develop your future personal development plan

Image courtesy of St Austell College



Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation ☐ Date _____
 Covered by oral questioning ☐ Date _____

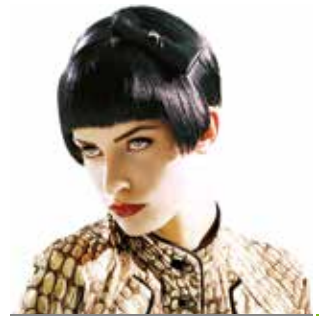
Hints and tips

You may have written evidence for Outcome 3; your tutor will advise you.

Observation sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must cover



Working relationships

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Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Opportunities to learn

Tick the opportunities to learn while developing yourself within the job role (Outcome 3). **All** opportunities to learn must be covered.

	1	2	3		
Active participation in training and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in salon activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Watching technical activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



Just talking to experienced hairdressers will give you endless opportunities to learn.

Hints and tips

The more you try to assist your colleagues, the more willing they will be to help you.



Comment form

Unit G3

38 Level 1 NVQ/SVQ Hairdressing

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

3

“

My advice to young hairdressers is never to clock watch. When I was an apprentice I never left the salon before my employer, supporting him wherever I could.

Charlie Taylor

”



Practise whenever you can and use every opportunity to learn.

Knowledge sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must know



Working relationships

39

You need to understand:	Evidence type
Salon and legal requirements	
1 Your job role and responsibilities, and how this relates to the role of other team members	E3
2 When you need to seek agreement with or permission from others	E3
3 Why it is important to work within your job responsibilities and what might happen if you do not do so	E3
4 The standards of behaviour that are expected of you when working in the salon, including attendance and punctuality	E3
5 Your salon's standards for personal appearance	E3
6 Your salon's guidelines for client care and why they should be followed	E3
Communication	
7 How to communicate in a clear, polite, confident way and why this is important	E3
8 The questioning and listening skills you need in order to find out information	E3
9 The rules and procedures regarding the methods of communication you use	E3
10 How to recognise when a client is angry and when a client is confused	E3
Procedures and targets	
11 How to get information about your job, your work responsibilities and the standards expected of you	E3
12 Your salon's appeal and grievance procedures	E3
13 Your personal development targets and timescales	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

Hints and tips

Being polite is always important – especially when busy and under pressure.



Hints and tips

When you are asked to do something, respond in a way that shows respect and a willingness to work.

Knowledge sign-off sheet

Unit G3 Contribute to the development of effective working relationships

What you must know (continued)

You need to understand:	Evidence type
14 The importance of meeting your work targets	E3
Improving your performance	
15 How to identify your own strengths and weaknesses	E3
16 The importance of continuous professional development	E3
17 Who can help you identify and obtain opportunities for your development and/or training	E3
18 How using the National Occupational Standards for Hairdressing can help you identify your development needs	E3
19 How to access information on National Occupational Standards and qualifications relevant to hairdressing	E3
20 The importance of continually using and updating your own personal development plan	E3
Working with others	
21 Why good working relationships are important	E3
22 How to react positively to reviews and feedback and why this is important	E3
23 How to manage your time effectively	E3
24 Who to report to when you have difficulties in working with others	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date

Supplementary notes

Unit G₃



Working relationships

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date



GHI shampoo & condition

A good shampoo and condition will cleanse the hair, stimulate the scalp, keep the hair healthy and set up the service to follow. It will also probably be the most enjoyable part of the whole visit for the client! The shampoo you provide may be the first experience the client has in your salon: a professional job

will give them a good first impression, and help them to relax. In this unit you'll learn how to control the temperature and flow of the water, and how to perform the massage movements needed for different hair lengths and conditions.



Unit GH1 (City & Guilds Unit 003)

Shampoo and condition hair

Mandatory

This unit has three outcomes. As they are linked, you can be observed by your assessor for all three at the same time.

Outcome 1

Maintain effective and safe methods of working when shampooing and conditioning hair

Outcome 2

Shampoo hair

Outcome 3

Apply conditioners to the hair



Evidence requirements

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

What you must do

Your assessor will observe you on at least **three** separate occasions, each for a **different** client. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Worked on all of the following hair lengths:

above shoulder length
below shoulder length

Used all of the following massage techniques:

effleurage
rotary
petrissage

Used both of the following conditioning products:

surface
treatment

“

Your shampooing is important because it may be the first service the client has in your salon.

Maurice Lister

”

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when shampooing and conditioning hair

Basic science

Products, equipment and their use

Shampooing and conditioning techniques

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 52–54.



Check the water's temperature first, to prevent scalding your client or shocking them with cold water!



It is important to position your client so that they are comfortable.



Shampoo & condition

Useful words

Some terms that you will come across in this unit are explained below.

Client positioning It's crucial to position the client correctly while they're sitting at the basin – otherwise they may get soaked, and they or you could be injured.

Conditioner A product designed to add moisture and repair the hair. A surface conditioner acts on the surface of the hair by closing the cuticle scales and promoting shine.

Cross-infection Passing on a disease from one person to another.

Cuticle scales The outer layer of the hair, made up of overlapping scales of keratin.

Dry hair Hair that lacks moisture – it may feel rough and look dull.

Normal hair Hair that is neither too dry nor too greasy.

Oily hair Hair that has an excess of sebum (the hair's natural oil). It may look lank and feel oily.

Posture The way we stand and hold ourselves. It is important to stand correctly while working so that you don't get tired or injure yourself. It is recommended that you stand with your feet hip width apart and keep your back straight – try not to bend or stretch too much.

Waste products Packaging that may be left over at the end of the service, and must be disposed of correctly.



Observation sign-off sheet

Unit GH1 Shampoo and condition hair

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain effective and safe methods of working when shampooing and conditioning hair

- Ensure your client's clothing is effectively protected throughout the service
- Position your client to meet the needs of the service without causing them discomfort
- Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- Keep your work area clean and tidy throughout the service
- Remove waste immediately at the end of the shampooing and **conditioning** service
- Use working methods that
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others

Continues on next page

Hints and tips

Try to get used to wearing gloves when doing any wet work, in order to minimise the risk of developing contact dermatitis.



- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Replenish low levels of resources, when required, to minimise disruption to your own work and to clients *
- i Promptly identify and report any **products** that need re-ordering to the relevant person **
- j Complete the shampooing and **conditioning** service within a commercially viable timeframe



Shampoo & condition

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Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Timing tip

A commercially acceptable time for shampooing, conditioning and detangling hair shorter than shoulder length is 10 minutes.

A commercially acceptable time for shampooing, conditioning and detangling hair longer than shoulder length is 15 minutes.





Observation sign-off sheet

Unit GH1 Shampoo and condition hair

What you must do (continued)

Outcome 2

Shampoo hair

- Use **products** and tools following the stylist's instructions
- Use **massage techniques** suitable for your client's **hair** and the next part of the service
- Adapt the water temperature, flow and direction to suit the needs of your client's **hair** and part of the service
- Ensure your **massage techniques** achieve an even distribution of shampoo over the **hair** and scalp
- Leave the client's **hair** free of product build up, shampoo and excess water
- Leave your client's **hair** tangle free and without damage to the **hair** and scalp
- Refer any problems to the relevant persons promptly *

Hints and tips

Gentle massage will help to avoid any further damage to long, fragile hair.



Image courtesy of TIGI

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation ☐ Date _____

Covered by oral questioning ☐ Date _____

Continues on next page

Outcome 3

Apply conditioners to the hair

- Use **conditioning products** and tools following the stylist's instructions
- Use **massage techniques** suitable for your client's **hair** and part of the service
- Remove the **conditioning products** in a way that avoids disturbing the direction of the cuticle
- Where relevant, comb through your client's **hair** without causing damage to the **hair** and scalp prior to the next part of the service
- Leave your client's **hair** free of excess water
- Refer any problems to the relevant persons promptly *



Shampoo & condition

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Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date



Be careful not to soak the client – direct the water flow away from the client's face.



Observation sign-off sheet

Unit GH1 Shampoo and condition hair

What you must cover

Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Hair Tick the hair type shampooed and conditioned for each observation. **Both** hair lengths must be covered.

	1	2	3		
Above shoulder length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Below shoulder length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Massage techniques Tick the massage techniques used in each observation. All **three** massage techniques must be used.

	1	2	3		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rotary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conditioning products Tick the conditioning products used in each observation. **Both** conditioning products must be used.

	1	2	3		
Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Comment form

Unit GHI



Shampoo & condition

51

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

3

Image courtesy of Camera Press, London. Photography: Anthea Simms



Cheryl Cole achieves this glossy look by keeping her hair in tip-top condition.

“

Of the four Cs of hairdressing – cut, colour, condition and curl – condition is by far the biggest C.
Daniel Galvin OBE

”



Knowledge sign-off sheet

Unit GH1 Shampoo and condition hair

What you must know

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:	Evidence type
Salon and legal requirements	
1 Your salon's requirements for client preparation	E3
2 The person to whom you should report low levels of resources	E3
3 Your salon's expected service time for shampooing and conditioning	E3
4 Your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of shampoos and conditioning products	E3
5 Your responsibilities under the current Electricity at Work Regulations	E3
How to work safely, effectively and hygienically when shampooing and conditioning hair	
6 What is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	E4
7 The range of protective clothing that should be available to clients	E3
8 How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3

Continues on next page



You need to understand:	Evidence type
9 The safety considerations which must be taken into account when shampooing and conditioning	E3
10 Why it is important to keep your work area clean and tidy	E3
11 Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3
12 The importance of personal hygiene	E3
13 The importance of thoroughly rinsing hair when shampooing and conditioning	E3
Basic science	
14 The direction in which the hair cuticle lies and its importance when disentangling wet hair	E4
15 The effects of water temperature on the scalp	E4
16 How shampoo and water act together to cleanse the hair	E4
17 How the build up of products can affect the hair, scalp and effectiveness of other services	E4
18 Different types of conditioning products and their effects	E4
Products, equipment and their use	
19 The manufacturers' instructions relating to the use of shampooing and conditioning products in your salon	E3
20 How to use electrical equipment for conditioning hair (eg hood dryers, accelerators, steamers)	E3
21 What may happen if instructions for shampooing and conditioning hair are not followed	E3
22 The types and causes of problems that can arise when shampooing and conditioning hair	E4
23 The types of problems that should be reported and the person to whom they should be reported	E3



Shampoo & condition

Hints and tips

Applying a surface conditioner will make the hair feel smooth and look shiny as it acts on the cuticle (surface of the hair).

Continues on next page



Knowledge sign-off sheet

Unit GH1 Shampoo and condition hair

What you must know (continued)

You need to understand:	Evidence type
Shampooing and conditioning techniques	
24 When and how to use rotary, effleurage and petrissage massage techniques when shampooing and conditioning different lengths of hair	E4
25 How to shampoo hair and the potential consequences of doing this wrongly	E3
26 The importance of evenly distributing shampoo	E3
27 How to apply conditioning products to the hair	E3
28 The importance of removing products and excess water from the hair after each service	E4
29 The importance of detangling the hair from point to root	E4
30 How often to shampoo and condition the hair according to hairstyle, hair and scalp condition and lifestyle	E3
31 The importance of using shampoos and conditioners cost effectively	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date

Hints and tips

The correct choice of shampoo will help to treat hair and scalp conditions – ask for guidance from a senior team member.

Supplementary notes

Unit GHI



Shampoo & condition

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

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.
We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

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



GH3 prepare for hair services

Hairdressing is not just about working with hair: it's about providing a professional service from start to finish, leaving the client with a lasting impression that the salon has cared for their hair and their well-being. The work behind the scenes is just as important as what the stylist achieves on a head of hair. By preparing for services and maintaining the work area

you will help to keep the salon running, making sure products and equipment are ready when needed so that stylists can keep appointments and make the business successful. In this unit you will learn how to set up materials, tools and equipment for every service, and how to maintain the area where the stylist is working.



Unit GH3 (City & Guilds Unit 004)

Prepare for hair services and maintain work areas

Mandatory

Image courtesy of Michael Barnes

58

Level 1 NVQ/SVQ Hairdressing

This unit has two outcomes. You could be observed by your assessor for both during the same client service, or they may be assessed for different services.

Outcome 1

Prepare for hair services

Outcome 2

Maintain the work area for hair services



Evidence requirements

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

What you must do

Your assessor will observe your performance on at least **three** occasions, which must include preparation for three **different** hairdressing or barbering services. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

There is no 'What you must cover' for this unit.

“

Good preparation for services makes a huge difference to the work of the stylist and the experience of the client. It helps prevent mistakes and accidents, and makes the whole service more professional.

Maurice Lister

”

Image courtesy of iStockphoto.com/TPopova

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

Preparing and maintaining the work area

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 63–64.



A well-prepared, clean and tidy salon will ensure a professional image.



Towels must be kept clean at all times to prevent cross-infection and cross-infestation.



Prepare for hair services

Useful words

Some terms that you will come across in this unit are explained below.

Autoclave A method of sterilisation that uses moist heat: the equipment heats up a small amount of water to 125°C, and the steam sterilises tools.

Client records Files are kept of all services, so that the salon has a log of what has been done. Record cards should be available so that the stylist can refer to them at the start of the service.

COSHH The Control of Substances Hazardous to Health Regulations. See www.hse.gov.uk for more information.

Dermatitis Inflammation of the skin. Contact dermatitis is more common amongst hairdressers as they are often in contact with substances (such as shampoo) that can irritate the skin.

Disinfectant A product used to clean a surface – it reduces the risk of infection by stopping the growth of germs, unlike a steriliser, which destroys all germs.

Hygiene Cleanliness. This is extremely important in a salon, in order to work safely and get the right results.

Manufacturers' instructions Written information provided with a product or piece of equipment that states how it is to be used, stored and disposed of. These instructions should be followed at all times.

Materials, tools and equipment Materials include products such as perm lotion and shampoo. Tools include hand-held kit such as scissors, combs and brushes. Equipment includes electrical equipment such as dryers and accelerators.

Sterilisation The destruction of all pathogens (germs). Methods used in the salon are chemicals, ultraviolet radiation and heat.

Waste materials Used items that need to be thrown away after the service is completed.



Observation sign-off sheet

Unit GH3 Prepare for hair services and maintain work areas

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Prepare for hair services

- a Set up materials, tools and equipment for hair services following the stylist's instructions
- b Make sure that materials, tools, equipment and work areas are ready in time for the service
- c Make sure that all tools for hair services are cleaned, disinfected and/or sterilised using suitable methods
- d Obtain any client records in time for consultation by the stylist

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Continues on next page

Hints and tips

Try to predict when things will run out. In this way, you will always have full stock, and services will run smoothly.



Outcome 2

Maintain the work area for hair services

- a Dispose of hair and waste materials safely and correctly
- b Check and clean equipment according to manufacturers' instructions and your salon's requirements
- c Make sure that there are enough clean towels and gowns to last through the working day
- d Keep stocks of products and other items needed for hair services replenished to the levels required by your salon
- e Store records, materials and equipment in the required place
- f Clean work surfaces effectively, leaving the **work area** in a suitable condition for further services



Prepare for hair services

61

Hints and tips

Avoid dermatitis by wearing gloves when you are using cleaning products.

Observation

Achieved

Date

Candidate signature

Assessor signature

IV signature (if sampled)

1	2	3		
○	○	○	○	○





Comment form

Unit GH₃

62 Level 1 NVQ/SVQ Hairdressing

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

Hints and tips

Try to make sure that you always provide everything required when preparing a work area, as missing products, equipment or materials can lead to delays in the service.



Image courtesy of Hair Tools

Knowledge sign-off sheet

Unit GH3 Prepare for hair services and maintain work areas

What you must know



Prepare for hair services

63

You need to understand:	Evidence type
Organisational and legal requirements	
1 Your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment	E3
2 Your salon's and legal requirements for the disposal of waste materials	E3
3 Your salon's required stocking levels for products and other items used in hair services	E3
4 Your own responsibilities under the current Control of Substances Hazardous to Health Regulations when handling hair products and cleaning, disinfecting and sterilising products	E3
5 The importance of and reasons for keeping records of hair services	E3
6 The importance of the correct storage of client records in relation to the Data Protection Act	E3
Preparing and maintaining the work area	
7 General salon hygiene principles in relation to floors and seating, working surfaces, seating, mirrors and salon equipment	E3
8 Why it is important to maintain standards of hygiene and the principles for avoiding cross-infection and cross-infestation	E3
9 The types of products, materials, tools and equipment required for hair services offered by your salon	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.



Knowledge sign-off sheet

Unit GH3 Prepare for hair services and maintain work areas

What you must know (continued)

You need to understand:	Evidence type
10 How to set up materials, tools and equipment for the hair services offered by your salon	E3
11 Methods of sterilisation and the various types of equipment available (eg autoclave, UV radiation, chemical sterilisation)	E3
12 How to clean, disinfect and sterilise different types of tools for the different hair services (ie metals, plastic, wood, electrical)	E3
13 The difference between sterilising and disinfecting	E3
14 How to dispose of waste materials and products from hair services	E3
15 How to check and clean equipment used for hair services	E3
16 How, and where, to store materials, tools and equipment	E3
17 The condition in which the work area should be left ready for further services	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date

Hints and tips

Tidy salons are easier to keep clean – remember where everything goes and put it back after use.



Supplementary notes

Unit GH₃



Prepare for hair services

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date



G2 assist with reception duties

First impressions are crucial. So, working on the salon reception is a very important role. The receptionist is the first point of contact for the client, and the reception area is the client's first impression of the salon. In this unit you'll show that you

have good communication skills when dealing with clients' enquiries, and will keep the reception area clean and tidy. You'll also learn how to book appointments, both face-to-face and over the phone.



Unit G2 (City & Guilds Unit 005)

Assist with salon reception duties

Optional

This unit has three outcomes. They may all be observed by your assessor at the same time, or they may be assessed separately.

Outcome 1

Maintain the reception area

Outcome 2

Attend to clients and enquiries

Outcome 3

Help to make appointments for salon services



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for assisting with salon reception duties. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe your performance on at least **three** occasions, two of which will cover making appointments. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Handled the following enquiries:

face-to-face

by telephone

Taken appointments in the following ways:

face-to-face

by telephone

Recorded the following appointment details:

client's name and contact details

service

date

time

member of staff booked for service

“

Reception is the core of a well run salon: a great service experience starts with the client's booking.

Hellen Ward

”

What you must know

You will be assessed on your knowledge of the following:

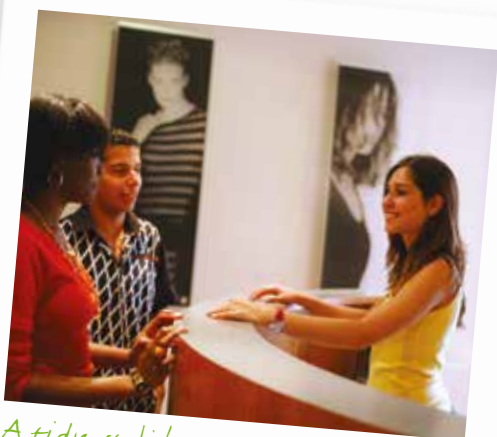
Salon and legal requirements

Communication

Salon services, products and pricing

Making appointments

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 75–76.



A tidy, stylish reception is inviting to clients.



Your salon will be judged on your appearance and body language!



Salon reception

Useful words

Some terms that you will come across in this unit are explained below.

Appointment details The client's name and contact details, what service they are having, the date and time, and the member of staff carrying out the service.

Communication skills The ability to pass on information accurately by listening carefully, and talking and writing clearly. You should be polite, friendly, helpful and respectful when communicating with clients.

Confidentiality You must ensure that information given to you is kept private. You should be discreet when talking about others, and ensure that personal details are only given to authorised people.

Enquiries Queries or requests for information from clients, which you may deal with face-to-face, over the phone, or via email.

Limits of authority This describes work that you are not allowed to do in your salon, such as dealing with refunds on reception. You must refer these to a senior team member.

Polite manner It's always crucial to adopt a polite manner when dealing with clients, which includes smiling, and saying 'please' and 'thank you'. Clients are more likely to return to the salon if they have been politely treated.

Positive body language Non-spoken communication such as posture, gesture or facial expression. An example of positive body language is smiling and looking at the person talking to you.

Positive impression Giving all your clients a good feeling about you and the salon.

The Data Protection Act A law that controls how personal information is stored. Details should be safe and secure, and the client should have access to their own details if they wish to see them.



Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must do

Within your work you must show your assessor that you can do the following. Your assessor will observe these aspects of your performance on at least **three** occasions, **two** of which will cover making appointments.

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain the reception area

- a Keep the reception area clean and tidy at all times
- b Keep product displays clean, neat and tidy at all times
- c Promptly report low levels of reception stationery and retail products on display to the relevant person *
- d Promptly remove any faulty products from display and report them to the relevant person **
- e Offer clients hospitality following your salon's client care policies

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

*	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date
**	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Outcome 2

Attend to clients and enquiries

- a Treat all people making **enquiries** in a positive and polite manner
- b Correctly identify the purpose of the **enquiry**
- c Confirm **appointments** and promptly inform the relevant member of staff
- d Promptly refer any **enquiries** you cannot deal with to the relevant person for action *
- e Record messages correctly and pass them to the relevant person at the right time
- f Give all information clearly and accurately
- g Give confidential information only to authorised people **



Salon reception

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Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

*	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date
**	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Hints and tips

If the reception area is tidy it will help you to work more efficiently – you don't want to waste time looking for pens and appointment cards!



Dealing with clients over the phone and face-to-face is all in a day's work on reception!



Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must do (continued)

Outcome 3

Help to make appointments for salon services

- a Politely and promptly deal with all requests for **appointments**
- b Accurately identify client requirements
- c Make **appointments** within the limits of your own authority to satisfy the client and salon requirements
- d Promptly pass requests for **appointments** outside your own authority to the relevant person for action *
- e Confirm **appointment details** are correct and acceptable to the client
- f Ensure all **appointment details** are accurate, recorded in the right place and easy to read



Image courtesy of iStockphoto.com/algabafoto

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Observation sign-off sheet

Unit G2 Assist with salon reception duties

What you must cover



Salon reception

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Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Enquiries

Tick the method of enquiry for each observation. **Both** methods of enquiry must be dealt with.

	1	2	3		
Face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

Tick the appointment method used in each observation. **Both** appointment methods must be used.

	1	2	3		
Face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointment details

Tick the appointment details recorded in each observation. **All** appointment details must be recorded.

	1	2	3		
Client's name and contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member of staff booked for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



Comment form

Unit G2

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

“

Create an atmosphere of respect for staff and clients – they should want to work with you.

Joshua Galvin

”



Try to smile and make eye contact, as you will appear more friendly and create a positive impression.

Knowledge sign-off sheet

Unit G2 Assist with salon reception duties

What you must know



Salon reception

75

You need to understand:	Evidence type
Salon and legal requirements	
1 Your salon's procedures for <ul style="list-style-type: none">– maintaining confidentiality– taking messages– making and recording appointments– client care at reception	E3
2 The limits of your authority when <ul style="list-style-type: none">– maintaining the reception area– attending to people and enquiries– making appointments	E3
3 The consequences of breaking confidentiality	E3
4 Who to refer to with different types of enquiries	E3
5 The person in your salon to whom you should refer reception problems	E3
6 The confidentiality requirements within the Data Protection Act (general awareness only required at this level)	E3
Communication	
7 The importance of taking messages and passing them on to the right person at the right time	E3
8 The importance to the salon's business of effective communication	E3
9 How and when to ask questions	E3
10 How to say things that suit the purpose of your discussion	E3
11 How to speak clearly in a way that suits the situation	E3
12 How to show you are listening closely to what people are saying to you	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Once you have been assessed on each point, you can fill in the date and reference any written evidence that you've put in your portfolio.

Hints and tips

It is vital to record messages clearly and pass them on to the right person as soon as you can.



Knowledge sign-off sheet

Unit G2 Assist with salon reception duties

What you must know (continued)

Hints and tips

If there's a situation you feel you can't deal with, make sure you inform a senior member of the team straightaway.

You need to understand:	Evidence type
13 How to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)	E3
14 How to show positive body language	E3
Salon services, products and pricing	
15 The services available and their duration	E3
16 The products available for sale and their cost	E3
17 What to look for to identify any faults in products as they are being prepared for sale (eg damage, loose packaging, cracks, leaks, etc.)	E3
18 What and how much reception stationery should be kept at your reception area	E3
Making appointments	
19 The importance of making appointments correctly	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date



Image courtesy of Denman Brush

Supplementary notes

Unit G2



Salon reception

77

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date



GH2 *blow dry* *hair*

This is an exciting unit as it introduces you to developing your creative hairdressing skills. Blow drying is a very important skill to master because it creates the overall look that the client will leave your salon with. You will learn how to create volume and movement on both long and

short hairstyles, while working closely with the stylist to achieve a fabulous finish. You will also discover basic science as you learn about the internal structure of the hair and the effects of humidity. So go on – let your creativity shine through as you start to produce exciting new looks for clients!



Unit GH2 (City & Guilds Unit 006)

Blow dry hair

Optional

80 Level 1 NVQ/SVQ Hairdressing

This unit has two outcomes. You could be observed by your assessor for both during the same client service, or they may be assessed for different services.

Outcome 1

Maintain effective and safe methods of working when drying hair

Outcome 2

Blow dry hair



Evidence requirements

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

What you must do

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

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used both of the following tools:

flat brushes

round brushes

Worked on both of the following hair lengths:

above shoulder length

below shoulder length

Used all of the following blow drying techniques:

Creating volume

Straightening

Creating movement



What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when blow drying hair

Communication

Basic science

Blow drying techniques

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 86–87.

Image courtesy of Paul Mitchell



Encouraging curls by using a round brush helps to boost the hair's volume.

Image courtesy of Camera Press London. Photography by MFD / XLNY.



Halle Berry's hair has been blow dried with a large radial brush to achieve volume and movement.



Blow dry hair

81

Useful words

Some terms that you will come across in this unit are explained below.

Commercially viable time The amount of time it should take you to complete a service and ensure salon profitability.

Creating movement To achieve curl and direction when blow drying using a round brush.

Creating volume Methods of achieving root lift when blow drying hair include pulling the hair away from the scalp and drying at the roots.

Humidity The amount of water vapour in the air – a humid atmosphere can affect the blow dry as hair can become damp and revert back to its natural form.

Manufacturers' instructions Guidance from the manufacturer on the safe use of their products and equipment.

Straightening Removing curl from the hair when blow drying with a flat brush.

Hints and tips

Using the cool shot function on the dryer will help to fix the hair in place.



Observation sign-off sheet

Unit GH2 Blow dry hair

What you must do

82 Level 1 NVQ/SVQ Hairdressing

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain effective and safe methods of working when blow drying hair

- Ensure your client's clothing is effectively protected throughout the service
- Position your client to meet the needs of the service without causing them discomfort
- Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- Keep your work area clean and tidy throughout the service
- Use working methods that
 - minimise the risk of damage to **tools** and equipment
 - minimise the wastage of products
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
- Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- Use **tools** and products that are safe and fit for the purpose
- Complete the **blow drying** service within a commercially viable timeframe



Keep the dryer moving all the time to avoid burning the hair or scalp.

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Continues on next page

Outcome 2

Blow dry hair

- a Confirm **blow drying** instructions with your stylist prior to starting the service
- b Apply products, if required, following your stylist's instructions
- c Control your **tools** and equipment to minimise the risk of damage to the **hair** and client discomfort
- d Check your client is comfortable during the drying process
- e Use your **tools** and equipment effectively to achieve the required result
- f Effectively control your client's **hair** during the **blow drying** process
- g Dry **hair** to meet your stylist's instructions



Blow dry hair

83

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



using a nozzle will increase your control over the hair by directing the airflow.

Hints and tips

When blow drying, point the dryer from the root down to the tips – this will ensure a smooth and shiny finish.



Observation sign-off sheet

Unit GH2 Blow dry hair

What you must cover

84 Level 1 NVQ/SVQ Hairdressing

Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all the outcomes in which it occurs.**

Tools

Tick the tools used in each observation. **Both** tools must be used.

	1	2	3		
Flat brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Round brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair

Tick the hair type for each observation. **Both** hair types must be covered.

	1	2	3		
Above shoulder length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Below shoulder length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Blow drying techniques

Tick the blow drying techniques used in each observation. **All** techniques must be used.

	1	2	3		
Creating volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Straightening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating movement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Hints and tips

Check the filter is clean before using the dryer to avoid overheating.

Comment form

Unit GH2



Blow dry hair

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	



Image courtesy of KMS California



It is important to practise blow drying both short and long styles of hair.



Knowledge sign-off sheet

Unit GH2 Blow dry hair

What you must know

86 Level 1 NVQ/SVQ Hairdressing

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:	Evidence type
Salon and legal requirements	
1 Your salon's requirements for client preparation	E3
2 Your salon's expected service times for basic blow drying services	E3
3 Your salon's requirements for the disposal of waste	E3
4 Your salon's image and expected standards of service	E3
How to work safely, effectively and hygienically when blow drying hair	
5 The range of protective clothing that should be available for clients	E3
6 How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
7 The safety considerations which must be taken into account when blow drying hair	E3
8 Why it is important to avoid cross-infection and infestation	E3
9 Why it is important to keep your work area clean and tidy	E3
10 Why it is important to clean, disinfect and sterilise tools	E3
11 The difference between disinfection and sterilisation	E4
12 Methods of cleaning, disinfecting and/or sterilisation used in salons	E4
13 Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3
14 The correct use and maintenance of blow drying tools	E3

Continues on next page

You need to understand:	Evidence type
15 The importance of personal hygiene	E3
Communication	
16 The importance of checking you have understood the instructions given by the stylist (eg by asking questions to clarify)	E3
17 The importance of checking client comfort throughout the drying process	E3
Basic science	
18 The basic structure of the hair	E4
19 The effects of humidity on the hair	E4
20 The effects of the drying process on the hair cuticle	E4
21 How the incorrect application of heat can affect the hair and scalp	E4
Blow drying techniques	
22 The range of flat and round brushes available for blow drying	E3
23 The types and purposes of blow drying products	E3
24 Why and how to use flat and round brushes to create volume, movement and to straighten hair	E3
25 Methods of handling and controlling hair sections during the drying process	E3
26 Why the direction of the airflow is important to achieve the desired look and avoid damage to the hair cuticle	E4
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date



Blow dry hair

87

Timing tips

A commercially acceptable time for blow drying hair above shoulder length is 30 minutes.
A commercially acceptable time for blow drying hair below shoulder length is 45 minutes.





Supplementary notes

Unit GH₂

88 Level 1 NVQ/SVQ Hairdressing

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date





Hair by the ISO artistic team. Photography by Eric Staudenmaier.

GH4 assist with colouring

Colouring hair is one of the most innovative areas of the hairdressing industry – just about any colour goes! Hair colouring often requires that colouring products are added to the hair and then removed when they have worked. The removal stage is important in safely stopping the

colouring process and revealing the true colour beneath. This unit covers the preparation of the client and how to work safely with chemicals whilst you remove different types of colouring products and materials. You will learn how best to treat the hair to ensure complete client satisfaction.



Unit GH4 (City & Guilds Unit 007)

Assist with hair colouring services

Optional

Image courtesy of Wella Professionals Trend Vision 08

92 Level 1 NVQ/SVQ Hairdressing

This unit has two outcomes. As they are linked, you can be observed by your assessor for both at the same time.

Outcome 1

Maintain effective and safe methods of working when assisting with colouring services

Outcome 2

Remove colouring and lightening products



Evidence requirements

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

What you must do

Your assessor will observe your performance on at least **two** occasions, one of which will include the removal of colouring materials. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used the following products:

semi-permanent colours

quasi-permanent colours

permanent colours

lightening products

Image courtesy of Goldwell

“
The knowledge of how to change hair colour is the foundation for a successful colourist.
”

William Wilson

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when assisting with colouring services

Basic science

Products, equipment and their use

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 99–101.



subtle blonde highlights throughout Fearne Cotton's hair give her a beautiful, natural look.

Images courtesy of Camera Press, London. Photography: TrungT.



Nicola Roberts has many different shades of red in her hair.

Images courtesy of Camera Press, London. Photography: Anthea Simms.



Assist with colouring

93

Useful words

Some terms that you will come across in this unit are explained below.

Colouring materials Materials used to colour the hair, such as packets, foils, wraps, meche, and cotton wool.

Colouring products Products used to colour the hair, such as colours, bleach, high-lift tint and hydrogen peroxide.

Emulsify Blending a small amount of water with the colour before shampooing, and massaging gently. This releases the colour from the scalp and allows better removal of the product.

Highlights A method of partially colouring the hair.

Lighteners Either bleach or high-lift colours that last until they grow out. Hair can be damaged by excessive use of lighteners, so conditioning the hair is vital.

Permanent colour A colour that lasts until it grows out. These colours are applied to dry hair and will need emulsifying and conditioning during removal.

Personal protective equipment (PPE)

Equipment used to protect yourself and your clothes, such as gloves, aprons and barrier cream.

Protective equipment for clients Gown, towels, waterproof cape, cotton wool and barrier cream.

Semi-permanent colour Colour that is shampooed into the hair and lasts for about 6–8 shampoos.

Water pressure The speed at which the water comes out of the showerhead.

Water temperature The heat of the water. This should be checked regularly by asking the client if it feels comfortable.



Observation sign-off sheet

Unit GH4 Assist with hair colouring services

What you must do

94 Level 1 NVQ/SVQ Hairdressing

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **two** times, **one** of which will include the removal of colouring materials).

Hints and tips

Position your client comfortably and safely – removing colour from around the hairline and nape area can be difficult if the client is not sitting correctly.

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain effective and safe methods of working when assisting with colouring services

- a Ensure your client's clothing is effectively protected throughout the service
- b Wear personal protective equipment when removing colouring **products**
- c Position your client to meet the needs of the service without causing them discomfort
- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- e Keep your work area clean and tidy throughout the service
- f Use working methods that
 - minimise the wastage of colouring **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and clients

Continues on next page



- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Identify and promptly report any colouring **products** in need of reordering to the relevant person *



Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Continues on next page

Image courtesy of Goldwell





Observation sign-off sheet

Unit GH4 Assist with hair colouring services

What you must do (continued)

Outcome 2

Remove colouring and lightening products

- a Remove **products** and materials in a way which minimises the risk of damage to the hair and follows stylist's instructions
- b Ensure your working methods minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- c Apply and remove surface conditioner, when used, in accordance with stylist's instructions
- d Leave the hair and scalp clean and free from **products** and excess moisture
- e Promptly refer any problems to the relevant person for action *
- f Leave the hair tangle-free without causing damage to hair or scalp
- g Ensure the removal of **products** is to the satisfaction of the stylist and the client



Removing foils carefully will minimise the risk of damage to the hair, and ensure client comfort.

Image courtesy of North Hertfordshire College. Photography by Michael Webb.

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

Observation sign-off sheet

Unit GH4 Assist with hair colouring services

What you must cover



Assist with colouring

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Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Products

Tick the products used for each observation. **All** products must be used.

	1	2		
Semi-permanent colours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quasi-permanent colours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent colours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lightening products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IV signature (if sampled)				





Comment form

Unit GH4

98 Level 1 NVQ/SVQ Hairdressing

This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

“
The growth of the UK colour industry means that colour services are now essential to the success of any salon.
Jo Hansford

”



Professionally coloured hair can make a style look even more striking!

Knowledge sign-off sheet

Unit GH4 Assist with hair colouring services

What you must know



Assist with colouring

99

You need to understand:	Evidence type
Salon and legal requirements	
1 Your salon's requirements for client preparation	E3
2 Your salon's and legal requirements for disposal of waste materials	E3
3 Your own limits of authority for resolving colouring problems	E3
4 The person to whom you should report problems	E3
5 Your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of colouring products	E3
How to work safely, effectively and hygienically when assisting with colouring services	
6 What is contact dermatitis and how to avoid developing it whilst assisting with hair colouring services	E4
7 The range of protective equipment that should be available for clients	E3

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.



Knowledge sign-off sheet

Unit GH4 Assist with hair colouring services

What you must know (continued)

100

Level 1 NVQ/SVQ Hairdressing

Hints and tips

When hair has been highlighted using two or more colours, it may be necessary to remove the packages in a specific order. Always listen to the stylist's instructions and if you're not sure, ask.

You need to understand:	Evidence type
8 The type of personal protective equipment available	E3
9 Why it is important to use personal protective equipment	E4
10 How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
11 Why it is important to position your tools, products and materials for ease of use	E3
12 The safety considerations which must be taken into account when removing colouring products and materials	E3
13 Why it is important to keep your work area clean and tidy	E3
14 Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3

Continues on next page



Helen Mirren's blonde tones keep her looking younger than her age.

You need to understand:	Evidence type
15 The importance of personal hygiene	E3
Basic science	
16 The importance of thoroughly rinsing products	E4
17 The importance of emulsifying permanent colouring products as part of the removal process	E4
Products, equipment and their use	
18 The manufacturers' instructions for the removal of the specific colouring products and materials in your salon	E3
19 Why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed	E3
20 The types and causes of problems that may occur when removing colouring products and materials from the hair	E4
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date



Assist with colouring



Supplementary notes

Unit GH4

102

Level 1 NVQ/SVQ Hairdressing

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

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

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





GH6 plaiting & twisting

Plaiting and twisting is in ever increasing demand by clients who want to go for that extra complicated, intricate style. You may need to practise these new skills again and again to achieve a professional finish, but working with your stylist will enable you to create the most

inventive styles. In this unit you will learn how to create cornrows, French plaits and two strand twists. You will discover the positive and negative effects of these styles on the hair and scalp. So let your imagination run wild as you produce the most stunning styles!



Unit GH6 (City & Guilds Unit 009)

Plait and twist hair using basic techniques

Optional

Image courtesy of Central Hairdressing Academy

106

Level 1 NVQ/SVQ Hairdressing

This unit has two outcomes. You could be observed by your assessor for both during the same client service, or they may be assessed for different services.

Outcome 1

Maintain effective and safe methods of working when plaiting and twisting

Outcome 2

Plait and twist hair



Evidence requirements

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

What you must do

Your assessor will observe your performance on at least **three** occasions which must include observation of at least five cornrows, a single French plait and a series of small two strand twists, covering a minimum of 25% of the head. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used all of the following products:

sprays

serums

gels

Created all of the following types of plaits and twists:

multiple cornrows

French plait

two strand twists

Image courtesy of Denman Brush

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when plaiting

Effects of plaiting and twisting on the hair

Preparation, plaiting and twisting techniques

Products and their use

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 112–113.



Plaiting & twisting

Useful words

Some terms that you will come across in this unit are explained below.

Cornrows Sometimes called canerows, these are small tracks of scalp plaits that can be creatively sectioned to go in multiple directions.

French plait This is usually a single scalp plait that involves adding sections from each side to create a smooth, neat finish.

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

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

Spray Helps shorter hairs stay neatly in place when plaiting and twisting. Moisturising sprays can be used on the scalp to prevent it from drying out.

Tension How tight the hair is pulled. Be careful not to pull too much when plaiting hair, or damage may occur that could result in hair breakage or even traction alopecia.

Traction alopecia Hair loss due to excessive tension on the hair and scalp. This is usually seen around hairlines and partings – check regularly for any first signs to avoid permanent hair loss.

Two strand twists Two strands of hair that are twisted to achieve a rope effect.



These loose plaits keep Sharon Stone looking young and fresh.



Intricate cornrows look stunning on Alicia Keys.



Observation sign-off sheet

Unit GH6 Plait and twist hair using basic techniques

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Maintain effective and safe methods of working when plaiting and twisting

- a Ensure your client's clothing is effectively protected throughout the service
- b Wear personal protective equipment, if required
- c Position your client to meet the needs of the service without causing them discomfort
- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- e Keep your work area clean and tidy throughout the service
- f Use working methods that
 - minimise the risk of damage to tools
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Complete the plaiting and twisting service within a commercially viable timeframe

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Continues on next page

Outcome 2

Plait and twist hair

- a Prepare your client's hair following your instructions from the stylist
- b Control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- c Part the sections cleanly and evenly to achieve the direction of the **plait(s) and twists**
- d Effectively secure any hair not being plaited or twisted to keep your section clearly visible
- e Maintain a suitable and even tension throughout the plaiting and twisting process
- f Effectively control and secure your client's hair, when necessary
- g Apply suitable **products**, when used, to meet manufacturers' and stylist's instructions
- h Consult with your client during the plaiting and twisting process to ensure the tension is comfortable
- i Adjust the tension of **plaits**, when necessary, avoiding damage to the hair and minimising discomfort to your client
- j Ensure the direction and balance of the finished **plait(s) and twists** meets your stylist's instructions
- k Confirm your client's satisfaction with the finished look



Plaiting & twisting

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Plaiting can really accentuate colour variation in blonde hair.

Observation	1	2	3		
Achieved	○	○	○	○	○
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



Observation sign-off sheet

Unit GH6 Plait and twist hair using basic techniques

What you must cover

Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Products

Tick the products used in each observation. All **three** products must be used.

	1	2	3		
Sprays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Plaits and twists

Tick the style created for each observation. **All** types of plaits and twists must be created.

	1	2	3		
Multiple cornrows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French plait	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two strand twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



A couple of plaits work perfectly as subtle additions to Leona Lewis's long, flowing hair.

Comment form

Unit GH6



Plaiting & twisting

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This form can be used to record oral questioning,
or for assessor/candidate comments, if required.

Comments

Date

1

2

3

“
*Good, clean sections are
essential to create a
professional result.*
Maurice Lister

”





Knowledge sign-off sheet

Unit GH6 Plait and twist hair using basic techniques

What you must know

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker green). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, you can fill in the date and make reference to any written evidence that you've put in your portfolio.

You need to understand:	Evidence type
Salon and legal requirements	
1 Your salon's requirements for client preparation	E3
2 Your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of products for plaiting and twisting	E3
How to work safely, effectively and hygienically when plaiting	
3 What contact dermatitis is and how to avoid developing it whilst plaiting and twisting hair	E3
4 Why it is important to use personal protective equipment	E3
5 The type of personal protective equipment available	E3
6 The range of protective clothing that should be available for clients	E3
7 How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
8 The importance of positioning equipment for ease of use	E3
9 Why it is important to keep your work area clean and tidy	E3
10 Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3
11 The importance of personal hygiene	E3
12 Methods of cleaning, disinfecting and/or sterilisation used in salons	E3

Continues on next page

You need to understand:	Evidence type
13 The importance of using bands for professional use	E3
14 The importance of following your stylist's instructions	E3
Effects of plaiting and twisting on the hair	
15 The potential consequences of excessive tension on the hair	E4
16 What traction alopecia is	E4
17 How to identify the signs of traction alopecia	E4
Preparation, plaiting and twisting techniques	
18 How to shampoo and cleanse the hair for plaited styles	E3
19 How hair texture affects the plaiting process and styling possibilities	E3
20 How to create cornrows, a French plait and two strand twists	E3
21 The importance of sectioning hair accurately when plaiting and twisting	E3
22 Methods of securing the completed plait and twists	E3
23 How to handle the hair when plaiting and twisting to maintain a correct and even tension	E3
24 How to adjust the tension of plaits	E3
Products and their use	
25 The types of products available for use with plaits and twists and when you would use them	E3
26 The importance of using products economically	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date



Plaiting & twisting



Level 1 NVQ/SVQ Hairdressing

Supplementary notes

Unit GH6

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IV signature
(if sampled)

Date





information
more



Further information on health and safety legislation (Unit G20)

Unit overview

It is very important that you understand the terms 'hazard', 'risk' and 'control'. The Health & Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined three important concepts as follows:

Hazard 'a hazard is something with potential to cause harm'

Risk 'a risk is the likelihood of the hazard's potential being realised'

Control 'the means by which risks identified are eliminated or reduced to acceptable levels'

Almost anything may be a hazard, but may or may not become a risk. Examples of hazards which present the highest risks in a hair and beauty workplace are:

- 1 A trailing electrical cable from a piece of equipment is a **hazard**. If it 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 much less.
- 2 Poisonous or flammable chemicals are **hazards** and may present a high **risk**. However, if they are kept in a properly designed secure store and handled by properly trained and equipped people, the **risk** is much less than if they are left about for anyone to use – or misuse.
- 3 A failed light bulb is a **hazard**. If it is just one bulb out of many in a room it presents very little **risk**, but if it is the only light on a stairwell, it is a very high **risk**. Changing the bulb may be a high **risk**, if it is high up, or if the power has been left on, or low **risk** if it is in a table lamp which has been unplugged.
- 4 A box of heavy material is a **hazard**. It presents a higher **risk** to someone who lifts it incorrectly, than someone who uses the correct manual handling techniques.

General guidance on health and safety legislation applicable to hairdressing

Health and safety is the responsibility of all persons at work. Employers and supervisors in particular have a greater responsibility for health and safety than, say, the trainee stylist or stylist, but **all** have a responsibility to work in a healthy and safe manner.

Section 7 of the Health & Safety at Work etc Act of 1974 states:

'It shall be the duty of every employee while at work –

- a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and



b) as regard any duty or requirement imposed on the employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirements to be performed or complied with'

There are many individual items of health and safety legislation which apply to the working of a hairdressing salon. Some, like 'The Management of Health & Safety at Work Regulations 1999' (which require management to carry out a Risk Assessment of their salons, to identify hazards and to improve working conditions and practices) obviously apply mainly to your employer. Other items of legislation apply to employers and all those working within the salon.

The following are the principle items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees etc. alike:

1 The Health & Safety at Work etc. Act 1974

Is the great 'enabling' Act from which most of the subsequent legislation has sprung.

2 The Workplace (Health, Safety & Welfare) Regulations 1992

Have taken the place of most of the Office, Shops and Railway Premises Act 1963, and require all at work to help maintain a safe and healthy working environment. They apply very much to hairdressing salons.

3 The Manual Handling Operations Regulations 1992

Places upon all at work the duty to minimise the risks from lifting and handling objects.

4 The Provision and Use of Work Equipment Regulations 1992

Impose upon the employee the duty to select equipment for use at work which is properly constructed, suitable for the purpose and kept in good repair. Employers must also ensure that all who use the equipment have been adequately trained. The requirement for competence to use salon tools and equipment is embodied within the hairdressing standards.

5 The Personal Protective Equipment at Work Regulations 1992

Confirm the requirement for employers to provide suitable and sufficient protective clothing/equipment, and for all employees to use it when required. The use of personal protective equipment (PPE) is a requirement of the hairdressing standards.



Further information on health and safety legislation (Unit G20) (continued)

6 The Control of Substances Hazardous to Health Regulations 1992 (often referred to as COSHH), to include subsequent amendments

Are particularly important as the storage, use and sale of a wide range of chemicals forms an important part of salon services, especially as such substances are applied on and sold to non-employees, i.e. clients.

7 The Electricity at Work Regulations 1989

Under this law, your salon is required to maintain electrical equipment in a safe condition. It is your responsibility to report any faulty electrical equipment which you come across in your workplace.

8 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (often referred to as RIDDOR)

Under this regulation, your salon is required to report injuries, disease and dangerous occurrences. It is your responsibility to report to the relevant person any injuries and dangerous occurrences which happen at work. Your salon may also require you to report any potentially infectious or work related conditions of which you become aware.

9 Cosmetic Products (Safety) Regulations 1989

This law lays down rules for recommended volumes and strengths of different hydroxide based products. The strength of a product will vary depending on whether it has been prepared for professional or non-professional general use. It is important that when using these products, you check its strength from the manufacturers' guidance notes and check current legislation. Copies of the Regulations can be bought from Her Majesty's Stationery Office (HMSO) bookshops. Guidance can also be obtained from individual manufacturers and the Hairdressing and Beauty Suppliers Association.



This section contains explanations of how commonly used words and phrases have been used in the Habia Level 1/4 Hairdressing and Barbering Standards.

Conditioning products

These can include:

- surface conditioners, including leave-in
- penetrating conditioners, including leave-in
- scalp treatments, including leave-in.

Confidential information May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details (eg addresses and telephone numbers, etc.) financial aspects of the business, gossip.

Consumer and Retail Legislation

The Consumer Protection Action (1987) This Act follows European directives to protect the buyer from unsafe products. The Act is designed to help safeguard the consumer from products that do not reach a reasonable level of safety.

The Consumer Safety Act (1978) There is a requirement to reduce the possible risk to consumers from any product that may be potentially dangerous.

The Prices Act (1974) The price of products has to be displayed in order to prevent a false impression to the buyer.

The Resale Prices Act (1964 and 1976) Manufacturers can supply a product at a recommended price, but the seller is not obliged to sell at the recommended price.

The Sale and Supply of Goods Act (1994) You, as the seller, must ensure that the goods you sell are:

- of satisfactory quality – defined as the ‘standard that would be regarded by a reasonable person as satisfactory, having taken into account the description of the goods, the price and any other relevant circumstances’ and

- reasonably fit – you must ensure, as a seller, that goods are able to meet what you claim they do.

Trades Descriptions Act (1968 and 1972)

Products should not be falsely or misleadingly described in relation to its quality, fitness, price or purpose, by advertisements, orally, displays or descriptions. Since 1972 it is also a requirement to label a product clearly, so the buyer can see where the product was made.

Cornrow A three-strand plait which sits on top of its base. This is also known as a canerow.

Disinfection Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

Factors influencing the service Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each element.

Elasticity test A test to check the strength of the internal structure of the hair.

Enhancing the salon’s image This phrase is used to convey that the final effect or look achieved is in line with that which the salon wishes to give to achieve its targeted position within the commercial market.

Environmental factors This can include the effects of sun damage, salt water, chlorine.

French plait This is also known as a Congo Plait or Guinea Plait. It is a single, inverted plait.

French plaiting Plaiting which creates a number of inverted plaits in a hairstyle.

Legal requirements This refers to laws affecting the way businesses are operated, how the salon or workplace is set up and maintained, people in employment and the systems of working which must be maintained. Of particular importance are the COSHH Regulations, the Electricity at Work Regulations and the Cosmetic Products (Safety) Regulations.



Glossary of Habia terms (continued)

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Level 1 NVQ/SVQ Hairdressing

Limits of own authority The extent of your responsibility as determined by your own job description and workplace policies.

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

Massage techniques

Effleurage A gentle stroking movement.

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

Petrissage Slow, firm, kneading movement.

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

Materials This term has been used in the colouring units to cover packets, foils, wraps, pots, clingfilm, etc. Used as part of the colouring and lightening processes.

Micro-organisms Organisms of microscopic size.

Moisturisers Products that add moisture to hair.

Other persons This phrase refers to everyone covered by the Health & Safety at Work Act including: visitors, members of the public, colleagues, contractors, clients, customers, patients, students, pupils.

People Covers all persons entering the premises, be they clients, potential clients, visitors (eg product representatives) and members of the general public making miscellaneous enquiries.

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

Personal Protective Equipment (PPE) You are required to use and wear the appropriate protective equipment or clothing during colouring, perming and relaxing services. Protective gloves and aprons are the normal requirement for yourself. (See also General Guidance on Health and Safety and other legislation applicable to Hairdressing/Barbering Level 1 on pages 118–121.)

Potentially infectious condition

A medical condition or state of health which may be transmitted to others.

Quasi-permanent colour Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers, eg low strength hydrogen peroxide (developers) and are normally expected to last up to 12 shampoos, depending on the porosity of the hair.



Relevant person An individual deemed responsible for supervising you during a given task or service, or the person to whom you normally report (ie your line manager). It may also refer to an individual deemed responsible by the salon for specific areas and/or service.

Resources Anything used to aid the delivery and completion of the service (eg towels, gowns, equipment, consumable items).

Responsible persons This term is used in the Health and Safety unit to mean the person or persons at work to whom you should report any issues, problems or hazards. This could be a supervisor, line manager or your employer.

Salon requirements Any hairdressing procedures or work rules issued by the salon management.

Salon services Covers all the services offered in your workplace.

Scalp plaits NOTE: These can also be known as a French Plait, a Canerow or Cornrow Plait.

Semi-permanent colour A colour to which no oxidiser is added and which is normally expected to last up to eight shampoos, depending on the porosity of the hair.

Sterilisation The total destruction of micro-organisms.

Stylist This term can also include technicians, specialists and product demonstrators.

Tools Refers to any tools necessary to deliver a hairdressing service.

Working practices Any activities, procedures, use of materials or equipment and working techniques used in carrying out your job. Lifting techniques and maintaining good posture whilst working are also included.

Workplace This word is used to describe the single or multiple areas in which you carry out your work. Normally, this will be your salon.

Workplace policies This covers the documentation prepared by your employer on the procedures to be followed in your workplace. Examples are your employer's safety policy statement, or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and "other persons") attention, pricing policies and customer service policies.





You are now ready
to embark on a
career which is
statistically one of
the happiest.*

*We wish you every
success for the future.*

* According to the City & Guilds happiness index survey, conducted in 2008



