

Candidate logbook

Level 2 NVQ Diploma/svQ 2 at SCQF level 5 in:

Hairdressing



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Hairdressing

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

Assessor name:

Internal Quality Assurer name:

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

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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 started her career in hairdressing in 1980. She has spent almost 20 years in education, developing the online tests for NVQs, and the new Diploma in Hair and Beauty Studies for AQA/ City & Guilds.



Andrew Barton is International Creative Director for Saks, the UK's leading hair and beauty group, British Hairdresser of the Year and resident hair expert on Channel 4's *10 Years Younger*.



Anne Veck is one of Britain's most talented long hair and hair extensions specialists. She was shortlisted for Avant Garde Hairdresser of the Year in the British Hairdressing Awards 2007, and for the Alternative Hair Visionary Award 2008.



Sharon Cox and Leanne Brown are top educators for Alternative Hair and Sanrizz International. Sharon has held the position of International Education Director at Sanrizz for the past eight years.



Jonathan De Francesco, the stylist for the cover of this logbook, won the Student of the Year Award at Salon International in 2008. He is a Junior Stylist at Cudmore & Co in Solihull.



Lisa Shepherd is a name synonymous with expert colouring skills. She has appeared on both regional and national TV, including GMTV, and is regularly featured in many publications, including *Glamour*, *Hair & Beauty* and *InStyle*.



Patrick Cameron is an expert in long hair. He is a regular presenter at the most prestigious global hairdressing events, and is passionate about training young hairdressing students.



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.



Andrew Collinge is one of the most sought after hairdressers in the world, and an international ambassador for hairdressing. There are very few areas of the industry which have not benefitted from the influence, creativity and expertise of Andrew Collinge.



Ruth Langley is the founder of the Beautiful Selling Company. As a qualified teacher and life coach, Ruth has a passion for improving hairdressers' professional skills in order to deliver first-class customer satisfaction.



A few words from Trevor Sorbie

I started in hairdressing nearly 45 years ago when the only job available was to be a salon hairstylist. Now, the opportunities for people going into the industry are endless – you can travel around the world doing hair shows, work freelance for magazines or TV, or even go into education and teach others the skills of hairdressing. There is also the opportunity to earn very good money. Some of the top hairstylists are worth millions! That's not to say that working in a salon isn't also extremely fulfilling. There is nothing more satisfying and emotional than transforming a client's look. When someone walks out of the salon with more confidence than they walked in with and I know it's down to me, it gives me a great buzz.

But before you can enter into this exciting world, you must learn the basics. All the modern styles are based on classic cuts, so it's really important to perfect these classics before becoming more adventurous. The four basic cuts that it's important to learn are: one length, graduation, short layer and long layer. It's essential to learn the foundations before you can begin building on your skills.

If you want to be good at your profession, you have to put the work in. Therefore, it's important to find motivation, and what better way than to get involved in the buzz of the salon. Watch other hairdressers and get inspiration from them. When I was learning I was inspired by working at Sassoons. They are so disciplined in their training of technical skills, and I think they are the benchmark for top-quality hairdressing. I have taken this with me throughout my career, and the achievements speak for themselves – I have won 35 awards throughout my career, including an MBE!

I have been in this industry for many years, and have achieved more than I ever dreamed I could – so, where to go now? I passionately believe that in order to become a good hairdresser, you must be taught well. So, I now want to work as a manager to my artistic team, passing on the knowledge that I have. I also style wigs for cancer patients. It makes me feel very fulfilled and in a way is the biggest thing I've ever done. It is the end chapter in a career that I have got more out of than I ever could have imagined. Now it's time for you to start your journey, and I hope that you find it just as fulfilling as I have. Good luck!

Introduction and useful words

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 2 NVQ Diploma in Hairdressing. 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 colouring hair in a commercially viable timeframe. 'Diploma' refers to the size of the qualification that you are doing (at least 54 credits – see page 15). If you are in Scotland you may be doing the Level 2 SVQ at Level 5 SCQF.

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 eight units that you must complete (called mandatory units) and you also get to choose one optional unit from a list of six. This means you can follow your interests and the needs of the salon where you are working. You must earn at least 54 credits across all nine units to achieve the qualification. We've included the complete list of units on page 15, 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, three, four or five '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 2. 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 in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your salon. Your assessor will be overseeing your work towards the qualification on a day-to-day basis.

2 Internal Quality Assurer

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

3 External Quality Assurer

Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you're not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ/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 produce your 'evidence'. You will find out much more about this later, but 'evidence' for an NVQ/SVQ consists of:

- being observed by your assessor
- being asked questions by your assessor
- completing assignments
- keeping documents, eg work logs or client records
- for some units, doing 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 16–17 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 Quality Assurer (IQA) to help you if you are unsure of how to do this. Your centre will refer any unresolved problems to City & Guilds.

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).



Image courtesy of Daniel Galvin salon, featuring City & Guilds candidate Lucy Jones

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 shows which optional units you have chosen and in which order you are going to work towards all the units. It has key dates for collecting evidence for the units and for reviewing your progress. It also explains who will assess you, what type of assessment will be used and when and where the assessments will take place.

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.

Awarding organisation An approved organisation that issues certificates that are recognised by places of education and employers. For Hairdressing Level 2, your awarding organisation is City & Guilds.

Candidate A person working towards a qualification, ie yourself.

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

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 who complete its qualifications. City & Guilds is the UK's leading vocational awarding organisation, and has over 8500 centres in 100 countries. It offers awards in over 500 areas of work. In 2008 City & Guilds awarded 16,000 Level 2 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 Level 2, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

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

Habia (Hairdressing & Beauty Therapy Industry Authority) The government-approved standards setting body for hairdressing, beauty therapy and related areas. The standards for your Level 2 Hairdressing NVQ/SVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by the experts at Habia.

Introduction and useful words

(continued)

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

Maximum service time The time specified by Habia within which the practical work must be completed in order to be competent. These times are included in each unit of your logbook, and a full list is on page 198.

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. They will then give you feedback and an updated assessment plan.

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

Performance criteria This term is sometimes used for all the specifications listed in the 'What you must do' part of the unit. Your assessor will complete these areas of your logbook when your work is competent.

Portfolio The place where you keep all the evidence you collect to show that you are competent. Usually this is a binder 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 to record the work you cover when being assessed.

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 competently. Habia sets the standards for hairdressing.

Unit (mandatory and optional) The main building blocks of your award; each unit describes one aspect of your work. In the Hairdressing NVQ/SVQ eight units are mandatory, which means you must achieve them. Six units are optional; you need to gain a minimum of six credits from these.

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.

Witness statement A witness is someone who testifies that something happened and comments on it. For some units in this award, a witness statement can be used as evidence. A witness may be a client, a colleague, a manager other than your assessor, or someone else qualified to testify about your work. Your assessor will tell you when a witness statement may be used and will explain how it should be written.

Q: What were the first steps of your career?

A: I started working in my mum's salon when I was 13 to earn some pocket money. At that point I didn't think hairdressing would become my career, but the more involved I became the more I enjoyed it. After my exams my mum sent me to New York to visit her friend, Peter Webb, who has a salon and training school there. I did eight weeks intensive one-to-one training with Peter. As soon as I got back home I started my apprenticeship at Cudmore & Co and my NVQ Level 2. I did my first Association of Hairdressers and Therapists competition in January and qualified for Blackpool Festival. I was then nominated for Student of the Year and won. I was on my way!



Q: Have you stayed at the same salon?

A: I have been with Cudmore & Co for two years now. They have always been supportive and given me many opportunities. I do hope to move into a city centre salon in the near future to gain more experience.



Q: What has been your happiest moment in hairdressing?

A: Winning Student of the Year – it was amazing to be on stage in front of all my friends and family. It was also the perfect platform from which to launch my career.



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

A: Practise! You can only develop your skills by doing this. Also, try to work with lots of people of different ages, as they all have skills to pass on. Being a member of the Fellowship for British Hairdressing (www.fellowshiphair.com) has taught me a lot too.

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.

Qualification outcomes

Mandatory units

Unit G20 (001) Ensure responsibility for actions to reduce risks to health and safety

Unit G17 (012) Give clients a positive impression of yourself and your organisation

Unit G7 (013) Advise and consult with clients

Unit GH8 (014) Shampoo, condition and treat the hair and scalp

Unit GH9 (015) Change hair colour

Unit GH10 (016) Style and finish hair

Unit GH11 (017) Set and dress hair

Unit GH12 (018) Cut hair using basic techniques

Optional units (you must achieve a minimum of six credits. See page 15 for credit values.)

Unit G4 (019) Fulfil salon reception duties

Unit G18 (020) Promote additional services or products to clients

Unit G8 (021) Develop and maintain your effectiveness at work

Unit GH13 (022) Plait and twist hair

Unit GH14 (023) Perm and neutralise hair

Unit GH15 (024) Attach hair to enhance a style

Candidate name:

Candidate enrolment number:

Centre name:

Centre number:

[illegible]

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

IQA signature

Date

Complete list of units

Mandatory units

G20 (001) Ensure responsibility for actions to reduce risks to health and safety	4 credits
G17 (012) Give clients a positive impression of yourself and your organisation	5 credits
G7 (013) Advise and consult with clients	4 credits
GH8 (014) Shampoo, condition and treat the hair and scalp	4 credits
GH9 (015) Change hair colour	11 credits
GH10 (016) Style and finish hair	6 credits
GH11 (017) Set and dress hair	6 credits
GH12 (018) Cut hair using basic techniques	8 credits

Optional units

You must achieve a minimum of six credits.

G4 (019) Fulfil salon reception duties	3 credits
G18 (020) Promote additional services or products to clients	6 credits
G8 (021) Develop and maintain your effectiveness at work	3 credits
GH13 (022) Plait and twist hair	4 credits
GH14 (023) Perm and neutralise hair	8 credits
GH15 (024) Attach hair to enhance a style	3 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

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 and will know which units you have achieved and which still need to be achieved.

Mandatory units

G20 Ensure responsibility for actions to reduce risks to health and safety

Observations 1 ☐ 2 ☐ 3 ☐
Outcomes achieved 1 ☐ 2 ☐
All Knowledge and understanding achieved ☐

Sign

Date

G17 Give clients a positive impression of yourself and your organisation

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

Sign

Date

G7 Advise and consult with clients

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

Sign

Date

GH8 Shampoo, condition and treat the hair and scalp

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

Sign

Date

GH9 Change hair colour

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

Sign

Date

GH10 Style and finish hair

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

Sign

Date

GH11 Set and dress hair

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

Sign

Date

GH12 Cut hair using basic techniquesObservations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

Optional units

Tracking your progress

17

Highlight the optional unit(s) that you've chosen to do.**G4 Fulfil salon reception duties**Observations 1 ☐ 2 ☐ 3 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

G18 Promote additional services or products to clientsObservations 1 ☐ 2 ☐ 3 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

G8 Develop and maintain your effectiveness at workObservations 1 ☐Outcomes achieved 1 ☐ 2 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

GH13 Plait and twist hairObservations 1 ☐ 2 ☐ 3 ☐ 4 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

GH14 Perm and neutralise hairObservations 1 ☐ 2 ☐ 3 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date

GH15 Attach hair to enhance a styleObservations 1 ☐ 2 ☐Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐All 'What you must cover' achieved ☐All Knowledge and understanding achieved ☐

Sign

Date



G20 health & safety

Okay, 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)

Ensure responsibility for actions to reduce risks to health and safety

Mandatory

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) and things that you must know. Before starting the unit, it's very important that you understand the terms 'hazard' and 'risk'. 'A **hazard** is something with a potential to cause harm.' 'A **risk** is the likelihood of a hazard's potential being realised.' There's more information on these key terms under 'Useful words' on the opposite page, and also on page 199 in the 'More information' section.

“*Health and safety may not be that interesting to study, but it is very important as 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

”

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 completed through written and oral questioning by your assessor, by written assignments, or by an online test. For details of what you must know, see pages 25–26. 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 199–201).



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. Prevented by using barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Environmental factors These are 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 over on 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.

Hazards 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.

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.

Risks 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, then the risk of someone tripping over it increases.

Safe working methods This means 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 things related to health and safety, for example what to do if there is a fire.



Observation sign-off sheet

Unit G20 Ensure responsibility for actions to 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				
IQA signature (if sampled)				
EQA 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

Outcome 2

Reduce the risks to health and safety in your workplace

- h Carry out your work in accordance with your level of competence, workplace instructions, suppliers' or manufacturers' instructions and legal requirements
- i Control those health and safety risks within your capability and job responsibilities
- j Pass on suggestions for reducing risks to health and safety to the responsible people
- k Make sure your behaviour does not endanger the health and safety of you or others in your workplace
- l Follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- m Report any differences between workplace instructions and suppliers' or manufacturers' instructions *
- n Make sure that your personal presentation and behaviour at work:
 - protects the health and safety of you and others
 - meets any legal responsibilities
 - is in accordance with workplace instructions
- o 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				
IQA signature (if sampled)				
EQA signature (if sampled)				

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



Health & safety

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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

24 Level 2 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 Ensure responsibility for actions to reduce risks to health and safety

What you must know



Health & safety

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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 & safety at all times during your work.





Knowledge sign-off sheet

Unit G20 Ensure responsibility for actions to 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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



GL7 good customer service

Hairdressers need good hairdressing skills but they must also be good at working with people. Good standards of client service are essential if you and your salon are to be successful – clients will not return if they're unhappy. In this unit you will learn how to behave and communicate

professionally with clients. This will help you to give a positive impression of yourself and your salon. You'll learn how to deal with different people, including those who appear to be angry or confused, and you'll be able to maintain the highest standards of client care even when working under pressure.



Unit G17 (City & Guilds Unit 012)

Give customers a positive impression of yourself and your organisation *Mandatory*

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

Outcome 1

Establish effective rapport with clients

Outcome 2

Respond appropriately to clients

Outcome 3

Communicate information to clients

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for giving clients a positive impression of yourself and your organisation within the guidelines of your salon. 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

You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent (this will involve your assessor observing you on around **three** different occasions). You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon. Your evidence must show that you respond to clients using your salon's procedures and guidelines.

“

Confidence and a friendly, approachable manner are key factors when hairdressing, and in order for clients to build trust in their hairdresser.

Sharon Cox and
Leanne Brown

”

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:

Given a positive impression in the following situations:

During routine delivery of client service

During a busy period for your salon

During a quiet period for your salon

When people, systems or resources have let you down

Dealt with the following clients:

With different needs and expectations

Appearing angry or confused

Behaving unconventionally

Effectively communicated in the following ways:

Using appropriate spoken or written language

Applying the conventions and rules appropriate to the method of communication you have chosen

What you must know

You will be assessed on your knowledge of the following:

Salon requirements

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. You must also show that you have applied the knowledge and understanding requirements when you are dealing with your clients. For details of what you must know, see page 38.



Good customer service

Useful words

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

Appropriate language Language that helps you to communicate effectively with clients. You should not use words that are too technical and you should never use swear words. Appropriate language is always clear, polite and friendly.

Conventions Generally agreed standards for communication

Courteous behaviour This means treating your client politely and showing them respect.

Data Protection Act The law that controls the way in which personal information is stored. For example, clients have the right to see the information that you keep about them, and to correct anything that they feel is inaccurate.

Disability discrimination It is unlawful to discriminate against any person with a disability. For more information, see www.disability.gov.uk.

Effective rapport This means getting on well with your clients so they will come back in the future and therefore create more business for your salon.

Equal opportunities Nobody should be discriminated against on the grounds of their age, sex/gender or disability. There is legislation to enforce this, and you can see details at www.eoc.org.uk.

Ethical standards This means working honestly and keeping within all the rules and regulations of your salon and the hairdressing industry.

Methods of communication Your communication with clients may be face-to-face, by letter, fax, phone, email, internet, intranet or any other method you would be expected to use within your job role.

Positive impression This means that they are happy with the service clients have received and believe that you have presented a good image of yourself and your salon. Satisfied clients are more likely to return to the salon, so it's really important to give a positive impression.



Observation sign-off sheet

Unit GI7 Give customers a positive impression of yourself and your organisation
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

Establish effective rapport with clients

- a Meet your salon's standards of appearance and behaviour
- b Greet your **client** respectfully and in a friendly manner
- c **Communicate** with your **client** in a way that makes them feel valued and respected
- d Identify and confirm your **client's** expectations
- e Treat your **client** courteously and helpfully at all times
- f Keep your client informed and reassured
- g Adapt your behaviour to respond effectively to different **client** behaviour *

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

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

Continues on next page



Outcome 2

Respond appropriately to clients

- Respond promptly to a **client** seeking assistance *
- Select the most appropriate way of **communicating** with your **client**
- Check with your **client** that you have fully understood their expectations
- Respond promptly and positively to your **clients'** questions and comments
- Allow your **client** time to consider your responses and give further explanation when appropriate **



Good customer service

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Observation	1	2		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA 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 GI7 Give customers a positive impression of yourself and your organisation
What you must do (continued)

Outcome 3

Communicate information to clients

- a Quickly locate information that will help your **client** *
- b Give your **client** the information they need about the services or products offered by your salon
- c Recognise information that your **client** might find complicated and check whether they fully understand **
- d Explain clearly to your **clients** any reasons why their needs or expectations cannot be met ***

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

Observation sign-off sheet

Unit GI7 Give customers a positive impression of yourself and your organisation

What you must cover



Good customer service

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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.**

Positive impressions

Tick the situations in which you gave a positive impression for each observation. You must cover **all** of them.

	1	2		
During routine delivery of client service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During a busy period for your salon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
During a quiet period for your salon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When people, systems or resources have let you down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Dealing with clients

Tick the clients dealt with for each observation. You must deal with **all** of them.

	1	2		
With different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearing angry or confused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behaving unconventionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Observation sign-off sheet

Unit GI7 Give customers a positive impression of yourself and your organisation

What you must cover (continued)

Effective communication

Using appropriate spoken or written language

Applying the conventions and rules appropriate to the method of communication you have chosen

Tick the effective communication used in each observation. You must cover **all** of them.

1	2		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comment form

Unit GI7



Good customer service

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

Comments

Date

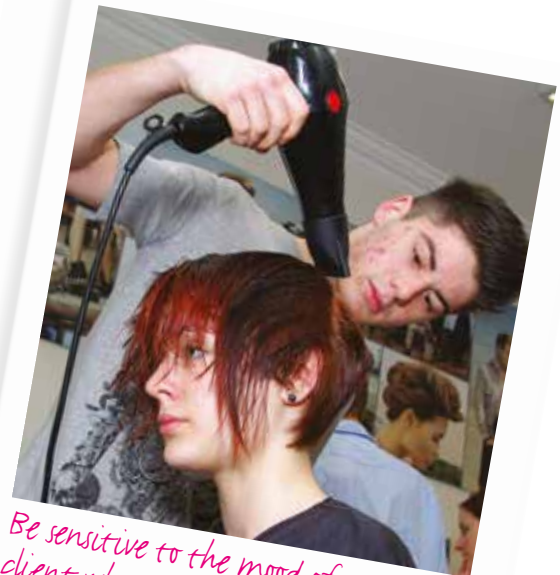
1

2

Image courtesy of istockphoto.com (left)



The telephone is often your first contact with the client, so be sure to give a good impression.



Be sensitive to the mood of your client when carrying out the service. Some enjoy chatting; others don't.



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.

Knowledge sign-off sheet

Unit GI7 Give customers a positive impression of yourself and your organisation

What you must know

You need to understand:		Evidence type
Salon requirements		
1	your salon's standards for appearance and behaviour	E3
2	your salon's guidelines for how to recognise what your client wants and respond appropriately	E3
3	your salon's rules and procedures regarding the methods of communication you use	E3
4	your salon's standards for timeliness in responding to client questions and requests for information	E3
Communication		
5	how to recognise when a client is angry or confused.	E3
Tick if E3 was an online test		<input type="radio"/> Date
Tick if E3 was a written test		<input type="radio"/> Date

“

Hairdressers are very special people. They have to develop excellent hairdressing skills but perhaps more importantly they need to have amazing people skills.

Ruth Langley

”

Supplementary notes

Unit GI7



Good customer service

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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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



G7 customer consultation

Consulting with your client is an essential part of every hairdressing service. You simply cannot become a successful hairdresser without mastering the skills involved. One of the most important skills is good communication. You need to find out what clients want and to give them

clear advice. You will need to know all about hair and skin, and be able to recognise problems. In this unit you will learn how to analyse hair, skin and scalp and perform tests that will guide you in advising clients on the correct products and services for them.



Unit G7 (City & Guilds Unit 013)

Advise and consult with clients

Mandatory

Image courtesy of Barrie Stephen

42 Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

Identify what clients want

Outcome 2

Analyse the hair, skin and scalp

Outcome 3

Advise your client and agree services and products



Evidence requirements

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

What you must do

Your assessor will observe these aspects of your performance on at least **three** occasions. These will cover consultations for three different technical units. 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, there is a range of things that you must cover. You must show that you have:

Consulted with both types of clients:

new

regular

Identified clients' wishes by:

questioning

observation

testing

Identified or can describe the following problems:

suspected infections

suspected infestations

Taken into account the following factors that limit or affect services:

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

lifestyle

“

A consultation should be exact and to the point. Listen to what your client is saying, while also being in control and recommending what you think will look good, taking into account his or her wishes.

Andrew Collinge

”

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

Services, products and pricing

Hair, skin and scalp analysis

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 49–50.



Be sensitive to how a client is feeling when you're first talking to them. You can tell a lot from their body language and eye contact.

“To be creative with hair, you must firstly understand growth, texture, possibilities and limitations.

*Sharon Cox and
Leanne Brown*

”



Customer consultation

Useful words

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

Adverse hair conditions Factors of the hair that may limit what services clients can have, for example if hair is over-processed then it may not be advisable for a client to have a colour that contains a lot of hydrogen peroxide.

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

Confidentiality It is important that you maintain your client's confidentiality, which means not discussing with anyone else what your client has told you in their consultation or during their service.

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

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



Observation sign-off sheet

Unit G7 Advise and consult with clients

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

Identify what clients want

- a Allow the **client** sufficient time to express their wishes
- b Ask relevant questions in a way your **client** will understand
- c Use visual aids to present **clients** with suitable alternative ideas to help them reach a decision *
- d Clarify your understanding of your **client's** wishes
- e Encourage your **client** to ask about areas of which they are unsure
- f Accurately **identify** and clearly confirm your **client's** wishes for services and products

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

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

Continues on next page

Outcome 2

Analyse the hair, skin and scalp

- Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- Identify from your client's previous records, when available, any factors likely to affect future services *
- Accurately identify **factors that limit or affect services** and the choice of products
- Promptly identify and report any **problems** which cannot be dealt with to the relevant person **



Customer consultation

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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					
IQA signature (if sampled)					
EQA 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



Visual aids such as hair colour charts will help your client reach a decision.



Observation sign-off sheet

Unit G7 Advise and consult with clients

What you must do (continued)



smile! It is often the first thing that someone will notice about you, and it will help to earn your client's trust.

Outcome 3

Advise your client and agree services and products

- Make recommendations that are suitable for your **client**
- Agree services, products and outcomes that are acceptable to your **client** and meet their needs
- Clearly state the likely cost and duration of the agreed services to your **client**
- Conduct all communications with your **client** in a manner that maintains goodwill, trust and confidentiality
- Ensure your **client** records are up-to-date, accurate, easy to read and complete

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Hints and tips

Try to avoid too many technical terms when you're advising a client. It's important that you don't 'blind them with science'.



Communicate with your client – an informed client makes for a happy one!

Observation sign-off sheet

Unit G7 Advise and consult with clients

What you must cover



Customer consultation

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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.

Types of clients

Tick the types of clients that you have dealt with during your observations. **Both** types of clients must be dealt with.

	1	2	3		
New	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Identifying clients' wishes

Tick the ways in which you have identified clients' wishes. **All** ways must be used.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors that limit or affect services

Tick factors that you have identified that will limit or affect services. **All** factors must be considered for each observation.

	1	2	3		
Adverse hair, skin and scalp conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility of previous services and products used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Problems

Tick the problems that have been identified and reported. **All** must be covered, by either observation or oral questioning.

	1	2	3		
Suspected infections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspected infestations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



Comment form

Unit G7

48 Level 2 NVQ/SVQ Hairdressing

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

Comments

Date

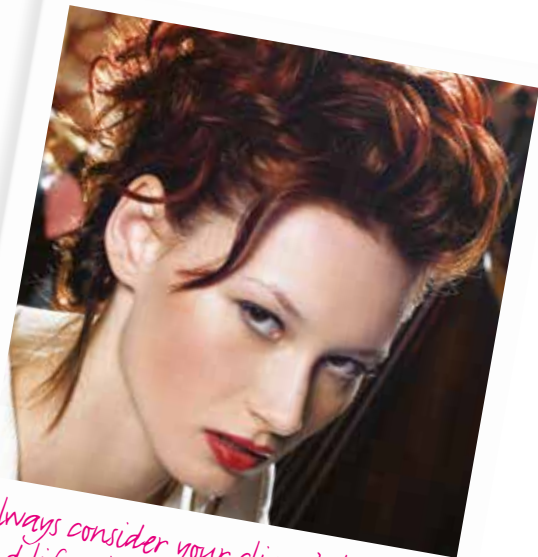
1

2

3

Hints and tips

The consultation is a very important stage, so never underestimate it. It gives you the opportunity to gain the client's trust and to show them that you are knowledgeable.



Always consider your client's hair type and lifestyle when offering advice.

Image courtesy of KMS California

Knowledge sign-off sheet

Unit G7 Advise and consult with clients

What you must know



Customer consultation

49

You need to understand:	Evidence type
Salon and legal requirements	
1 your own responsibilities under the Data Protection legislation	E3
2 your legal responsibilities for describing the features and benefits of products and services	E3
3 salon procedures and manufacturers' instructions in relation to conducting tests	E3
4 salon rules for maintaining confidentiality	E3
Services, products and pricing	
5 the services and products available for use in your salon	E3
6 your salon's pricing structure	E3
7 how to calculate the likely charge for services	E3
Hair, skin and scalp analysis	
8 why it is important to identify factors that may limit or affect services and products which can be used	E4
9 how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used can limit or affect the services and products that can be offered to clients	E4
10 the indications of suspected infections and infestations and disorders visible to the naked eye	E4
11 how and when tests are carried out on hair	E4
12 the importance of carrying out tests and the potential consequences of failing to do so	E4

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.

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

Continues on next page



Knowledge sign-off sheet

Unit G7 Advise and consult with clients

What you must know (continued)

50 Level 2 NVQ/SVQ Hairdressing

Hints and tips

Explain what you are going to do for the client in simple language – you are learning the jargon of hairdressing but remember, they don't know what these words mean!

You need to understand:	Evidence type
13 the basic structure of hair and skin	E4
14 the growth cycle of hair	E4
15 the characteristics of different hair types and textures	E4
16 the general factors that contribute to healthy hair (eg health, environment, chemicals)	E4
17 the likely causes of adverse hair and scalp conditions visible to the naked eye	E4
Communication	
18 why effective communication is important for your salon's business	E3
19 the importance of confidentiality and what might happen if this is not observed	E3
20 how to use varied vocabulary and expressions to suit your purpose (eg to present an argument, express ideas or opinions, exchange information)	E3
21 how to adapt your contributions to suit different situations (eg the amount you say, your manner and tone of voice, dealing with those with sight or hearing difficulties)	E3
22 how to show you are listening closely (eg by body language) and responding appropriately (ask questions to show interest)	E3
23 how to identify the speaker's intentions (eg by manner, tone of voice, vocabulary)	E3
24 how to move the discussion forwards (eg summarise, develop points, focus on purpose)	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

Supplementary notes

Unit G7



Customer consultation

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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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



Good shampoo & condition

Leading hairdressers know the importance of good shampooing and conditioning. These are the first experiences the client has of services in your salon and they can set the tone for the rest of their visit. Correct shampooing and conditioning cleans the hair and scalp, helps keep them healthy and is essential to make sure the

hairdressing services that follow work properly and give the best result. In this unit you will learn to treat different hair and scalp conditions using shampoos and conditioners. You will also learn to use massage movements correctly when shampooing and conditioning hair.



Unit GH8 (City & Guilds Unit 014)

Shampoo, condition and treat the hair and scalp

Mandatory

Image courtesy of Tim Hartley for Davines

54 Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp

Outcome 2

Shampoo hair and scalp

Outcome 3

Condition and treat the hair and scalp

Outcome 4

Provide aftercare advice



Evidence requirements

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

What you must do

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

Simulation is not allowed for any performance evidence within this unit. 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 was absent.

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:

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

chemically damaged
heat damaged
environmentally damaged
product build up
normal

Dealt with both of the following hair lengths:

above shoulders
below shoulders

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

dandruff affected
oily
dry
product build up
normal

Used both of the following shampooing massage techniques:

effleurage
rotary

Image courtesy of L'Oréal Professionnel

“Shampooing and conditioning form an important role in hairdressing as they can affect the success of most other hairdressing services.
Maurice Lister

”

Considered all of the following contra-indications:

skin and scalp disorders and diseases

cuts and abrasions

product allergies

recent scar tissue

recent injuries to the treatment area

Used both of the following conditioning massage techniques:

effleurage

petrissage

Given all of the following advice:

correct combing and brushing techniques

frequency of use of shampoos and conditioning products

suitable shampoos and conditioning products and how to use them

Adapted your conditioning techniques for three of the following hair conditions:

chemically damaged

heat damaged

environmentally damaged

product build up

normal

Used all of the following conditioning products:

surface

penetrating

scalp treatment

Adapted your conditioning techniques for three of the following scalp conditions:

dandruff affected

oily

dry

product build up

normal

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, conditioning and treating hair and scalp

Basic science

Products, equipment and their use

Shampooing, conditioning and treatment techniques

Aftercare advice for clients

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 64–68.



Shampoo & condition

Useful words

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

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

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

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

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

Effleurage A gentle stroking movement.

Environmentally damaged hair Hair that is damaged due to excessive exposure to sun or wind.

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

Petrissage Slow, firm, kneading movement.

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

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



Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, 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, conditioning and treating the hair and scalp

- 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 Remove waste immediately at the end of the service
- g 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



- h Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- i Accurately identify the condition of the hair and scalp using suitable visual, verbal and manual checks
- j Refer any unrecognised hair and/or scalp condition(s) to the relevant person *
- k Use equipment that is safe and fit for purpose
- l Replenish low levels of resources, when required, to minimise disruption to your own work and to clients **
- m Identify and promptly report any products which need reordering to the relevant person ***
- n Complete the service within a commercially viable time
- o Complete client records, when required, so that they are accurate, easy to read and are up-to-date ****



Shampoo & condition

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Hints and tips

Keep your fingernails well manicured since it is uncomfortable for the client if sharp nail edges scratch the 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					
IQA signature (if sampled)					
EQA 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
****	Covered by observation	<input type="radio"/>	Date
	Covered by oral questioning	<input type="radio"/>	Date

Continues on next page



Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do (continued)

58 Level 2 NVQ/SVQ Hairdressing

Hints and tips

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

Outcome 2

Shampoo hair and scalp

- Use products, tools and equipment suitable for your client's hair and scalp condition and/or further service
- Adapt your **shampooing massage techniques** to meet the needs of your client's
 - **hair length** and density
 - **hair condition** and **scalp condition**
- Adapt your **shampooing massage techniques** to ensure your client's comfort
- Adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
- Leave your client's hair and scalp:
 - clean and free from shampoo
 - free of excess water
- Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and 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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

Outcome 3

Condition and treat the hair and scalp

- a Ask your client appropriate questions to identify if they have **contra-indications** to hair and scalp treatment services
- b Accurately record your client's responses to questioning
- c Apply **conditioning products** to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- d Adapt your **conditioning massage techniques** to meet the needs of your client's **hair condition** and **scalp condition**, following manufacturer's instructions
- e Accurately monitor and time the development of the **conditioning product** and apply heat at the correct temperature, if required
- f Remove the **conditioning product**, if required, in a way that avoids disturbing the direction of the cuticle
- g Effectively remove **conditioning product**, if required, and excess water
- h Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp



Shampoo & condition

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Timing tip

A commercially acceptable time for shampooing, conditioning and/or treating hair above the shoulders is 10 minutes.

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page





Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your client suitable **advice** on maintaining the condition of their hair and 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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Timing tip

*A commercially acceptable time for shampooing, conditioning and/or treating hair below the shoulders is **15 minutes.***



Make sure your client is comfortable throughout the shampooing processes.

Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must cover



Shampoo & condition

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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.

Hair conditions

Tick the hair conditions for which you adapted shampooing and conditioning techniques for each observation. You must adapt your shampooing techniques for **three** hair conditions.

	1	2	3		
Chemically damaged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heat damaged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmentally damaged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product build up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Scalp conditions

Tick the scalp conditions for which you adapted shampooing and conditioning techniques for each observation. You must adapt your shampooing techniques for **three** scalp conditions.

	1	2	3		
Dandruff affected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product build up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Shampooing massage techniques

Tick the shampooing massage techniques used in each observation. You must use **both**.

	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"/>

Hair lengths

Tick the hair lengths dealt with in each observation. You must deal with **both**.

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

Continues on next page



Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must cover (continued)

62 Level 2 NVQ/SVQ Hairdressing

Contra-indications

Tick the contra-indications considered in each observation. You must consider **all** of them.

	1	2	3		
Skin and scalp disorders and diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts and abrasions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent scar tissue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent injuries to the treatment area	<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. You must use **all** of them.

	1	2	3		
Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penetrating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conditioning massage techniques

Tick the conditioning massage techniques used in each observation. You must use **both** of them.

	1	2	3		
Effleurage	<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"/>

Advice (outcome 4)

Tick the advice given for each observation. You must give **all** the advice.

	1	2	3		
Correct combing and brushing techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of use of shampoos and conditioning products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable shampoos and conditioning products and how to use them	<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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit GH8



Shampoo & condition

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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

Image courtesy of KMS California



Always determine your client's hair and scalp type before you shampoo the hair so you can use the correct products.



Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know

64 Level 2 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 pink). 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	when and how to complete client records	E3
3	the person to whom you should report low levels of resources	E3
4	the person to whom you should report unrecognised hair and scalp conditions	E3
5	your salon's expected service time for shampooing, conditioning and treating hair and scalp	E3
6	your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of shampoos and conditioning products	E3
7	your responsibilities under the current Electricity at Work Regulations	E3
8	your responsibilities under the current Data Protection legislation	E3
How to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp		
9	what is contact dermatitis and how to avoid developing it whilst carrying out shampooing and conditioning services	E4
10	the range of protective clothing that should be available for clients	E3
11	the type of personal protective equipment available	E3
12	why it is important to use personal protective equipment	E3

Continues on next page

You need to understand:	Evidence type
13 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
14 the safety considerations which must be taken into account when shampooing, conditioning and treating the hair and scalp	E3
15 why it is important to keep your work area clean and tidy	E3
16 the methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
17 the importance of promptly reporting unrecognised hair and scalp conditions	E3
18 the importance of personal hygiene	E3
19 why it is important to check electrical equipment used to aid conditioning and treatment processes	E3
20 the importance of thoroughly rinsing hair to remove shampoos and conditioning products, when necessary, at the end of the service	E3
21 methods of cleaning, disinfecting and sterilisation used in salons	E3
22 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	E3
23 why it is important to record client responses to questioning	E3
24 the legal significance of client questioning and the recording of clients' responses to questioning	E3



Shampoo & condition

Continues on next page



Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know (continued)

You need to understand:	Evidence type
Basic science	
25 the direction in which the hair cuticle lies and its importance when disentangling wet hair	E4
26 how to identify hair and scalp conditions and their causes (ie chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)	E4
27 how and why the contra-indications in the range can affect the scalp massage service	E3
28 how shampoo and water act together to cleanse the hair	E4
29 how the pH value of the products used affects the current state of the hair	E4
30 the effects of water temperature on the scalp and structure of the hair	E4
31 how the build up of products can affect the hair, scalp and the effectiveness of other services	E4
32 how the formulations of shampoos and conditioning products vary to suit different hair conditions	E4
33 how heat affects the hair during the conditioning treatment	E4
34 how shampoos and conditioning products affect the hair and scalp	E4
35 the purpose and benefits of scalp massage	E4

Continues on next page

You need to understand:	Evidence type
Products, equipment and their use	
36 the range of available shampooing and conditioning products and equipment	E3
37 the manufacturers' instructions relating to the use of shampooing and conditioning products in your salon	E3
38 when and how to use shampoos and conditioning products to treat the hair and scalp conditions in the range	E4
39 when the shampooing process should be repeated	E3
40 what may happen if the incorrect shampooing and conditioning products are used	E4
41 how to use and handle equipment used during conditioning and treatment processes	E3
Shampooing, conditioning and treatment techniques	
42 when and how rotary and effleurage massage techniques should be used when shampooing different lengths and densities of hair	E4
43 when and how effleurage and petrissage massage techniques should be used when conditioning different lengths and densities of hair	E4



Shampoo & condition

Continues on next page





Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know (continued)

You need to understand:	Evidence type
44 when and how to apply conditioning products	E3
45 the importance of removing conditioning products, when required	E3
46 the importance of removing excess water from the hair at the end of the service	E3
47 the importance of detangling the hair from point to root	E3
48 the importance of using shampoos and conditioning products cost effectively	E3
Aftercare advice for clients	
49 how to use combs and brushes and correctly comb hair from point to root	E3
50 how often to shampoo, condition and treat the hair according to the hair and scalp condition and lifestyle	E3
51 products for home use that will benefit the client and those to avoid and why	E3
Communication	
52 how to give effective advice and recommendations to clients	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

Supplementary notes

Unit GH8



Shampoo & condition

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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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



GH9 change hair colour

Hair colouring is now one of the most popular services in hairdressing salons and your colouring skills will be among the most important, and profitable, that you develop. The basic skills start in this unit, as you learn how to colour hair using semi-permanent, quasi-permanent and permanent products.

You will soon be correctly applying full-head and regrowth colour and creating highlight and lowlight effects using woven and pulled-through techniques. Consultation and tests are all important and learning how to use the results of these will help you enjoy colouring hair with confidence!



Unit GH9 (City & Guilds Unit 015)

Change hair colour

Mandatory

Images courtesy of Goldwell

72 Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

Maintain effective and safe methods of working when colouring and lightening hair

Outcome 2

Prepare for colouring and lightening hair

Outcome 3

Colour and lighten hair

Outcome 4

Provide aftercare advice



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for changing hair colour. 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 **seven** occasions, each on different clients. These observations must include one regrowth application of permanent colour, one full head application of permanent colour, and two applications of woven highlights and/or lowlights. One of the two applications of woven highlights and/or lowlights must be carried out on a full head. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. 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 three of the following products:

semi-permanent

quasi-permanent

permanent

lighteners

Carried out all the following tests:

skin

incompatibility

porosity

elasticity

colour test

“
Don't be afraid of colouring – if you have a good eye for colour and take time to learn the science behind it, then it becomes fun.

Lisa Shepherd

”

Questioned clients on all of the following contra-indications:

history of previous allergic reaction to colouring products
other known allergies
skin disorders
incompatible products
medical advice or instructions
evident hair damage

Taken into account all of the following factors:

temperature
existing colour of hair
percentage of white hair
test results
strength of hydrogen peroxide
hair porosity
hair length
hair density
skin tone

Used all of the following colour application techniques:

full head application of quasi-permanent
regrowth application of permanent colour
full head application of permanent colour
pulled through highlights and/or lowlights covering at least 20% of the head
woven highlights and/or lowlights

Given all of the following types of advice:

suitable aftercare products and their use
how lifestyle can affect durability of colour
use of heated styling equipment
time interval between services

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 colouring hair
Tests and testing
Basic science
Products, equipment and their use
Colouring techniques and problems
Aftercare advice for clients
Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 85–89.



Change hair colour

Useful words

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

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

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

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

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

Lightener Product that lightens the natural pigments of the hair without depositing artificial colour. (Otherwise known as bleach or pre-lighteners.)

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

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

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

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

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

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



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



This rich, golden brown lights up Misha Barton's face beautifully.

Observation sign-off sheet

Unit GH9 Change hair colour

What you must do

Outcome 1

Maintain effective and safe methods of working when colouring and lightening hair

- a Ensure your client's clothing is effectively protected throughout the service
- b Wear personal protective equipment when using colouring and/or lightening chemicals
- 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 Ensure the health and safety of your client and yourself
- f Keep your work area clean and tidy throughout the service
- g Remove waste immediately at the end of the service
- h 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

“
*You **HAVE** to know the basics of colouring, and really understand how colour works. Once you do, you can start to be brave with colour.*
Lisa Shepherd

”

- i Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- j Use **products** and equipment identified as a result of consultation with the client
- k Use equipment that is safe and fit for purpose
- l Promptly report any **products** which need reordering to the relevant person *
- m Complete the service within a commercially viable time
- n Complete client records so that they are accurate, easy to read and up-to-date



Change hair colour

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Observation	1	2	3	4	5	6	7		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date									
Candidate signature									
Assessor signature									
IQA signature (if sampled)									
EQA signature (if sampled)									

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

Continues on next page



Miley Cyrus's subtle highlights help to give her a healthy glow.



Observation sign-off sheet

Unit GH9 Change hair colour

What you must do (continued)

Timing tip

The maximum commercially viable service time for doing 20% a head of pulled through highlights/lowlights (including preparation and application) is 15 mins.

Outcome 2

Prepare for colouring and lightening

- Ask your client appropriate questions to identify if they have any **contra-indications** to colouring and/or lightening services
- Accurately record your client's responses to questioning
- Conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
- Record the outcomes of **tests** accurately on the client's record card
- Seek assistance from the relevant person when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for your client *
- Base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- Inform your client of the likely cost, duration and expected outcome of the service

Continues on next page



- h Choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
- i Prepare materials to meet the application requirements, when necessary
- j Prepare **products** to meet manufacturers' instructions
- k Effectively prepare your client's hair and protect their skin, where necessary, prior to the service



Change hair colour

Observation	1	2	3	4	5	6	7		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date									
Candidate signature									
Assessor signature									
IQA signature (if sampled)									
EQA signature (if sampled)									

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

Continues on next page



Sarah Harding's white-blonde hair colour suits her rock chick style and larger-than-life personality.

Timing tip

*The maximum commercially viable service time for pulled-through high/lowlights is **35 mins**, and for woven high/lowlights it is **75 mins**.*



Observation sign-off sheet

Unit GH9 Change hair colour

What you must do (continued)

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Outcome 3

Colour and lighten hair

- Confirm the desired effect with your client prior to the application of **products**
- Section the hair cleanly and evenly to assist the accurate application of **products**
- Apply **products** accurately taking into account relevant **factors** influencing the service
- Use **colour application techniques** suitable for achieving the desired look and following manufacturers' instructions
- Apply **products** in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
- Accurately time the development of **products** following manufacturers' instructions
- Confirm the required result has been achieved by taking strand tests at suitable times throughout the process
- Correctly massage the hair and scalp to emulsify the colour, when used, prior to removal following manufacturers' instructions

Continues on next page



Be clear on the differences between semi-permanent, quasi-permanent and permanent colour before you start using it.

- i Remove from the hair **products** that have developed, avoiding disturbance to areas still processing
- j Remove colouring and/or lightening materials from hair to minimise discomfort to your client *
- k Leave the hair and scalp free of **products** after the desired effect is achieved
- l Identify any problems during the service and resolve them within the limits of your own authority **
- m Promptly refer problems which cannot be resolved to the relevant person ***
- n Achieve the desired effect to the satisfaction of your client



Change hair colour

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Observation	1	2	3	4	5	6	7		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date									
Candidate signature									
Assessor signature									
IQA signature (if sampled)									
EQA 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

“
Colour is the most dramatic change that you can make to a client's hair – from blonde to brunette, her image can be totally changed.
 Andrew Barton

”

Timing tip

The maximum commercially viable service time for mixing and applying permanent colour is 25 minutes for regrowth.



Observation sign-off sheet

Unit GH9 Change hair colour

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your client suitable **advice** on the maintenance of their hair colour

Observation	1	2	3	4	5	6	7		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date									
Candidate signature									
Assessor signature									
IQA signature (if sampled)									
EQA signature (if sampled)									



Observation sign-off sheet

Unit GH9 Change hair colour

What you must cover



Change hair colour

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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 that you have used in each observation. You must use at least **three**.

	1	2	3	4	5	6	7		
Semi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quasi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Contra-indications

Tick the contra-indications on which you questioned clients in each observation. You must question clients on **all** of them.

	1	2	3	4	5	6	7		
History of previous allergic reaction to colouring products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other known allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin disorders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatible products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical advice or instructions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evident hair damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

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

	1	2	3	4	5	6	7		
Skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Observation sign-off sheet

Unit GH9 Change hair colour

What you must cover (continued)

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Factors

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

Temperature

Existing colour of hair

Percentage of white hair

Test results

Strength of hydrogen peroxide

Hair porosity

Hair length

Hair density

Skin tone

1	2	3	4	5	6	7		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Colour application techniques

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

Full head application of quasi-permanent

Regrowth application of permanent colour

Full head application of permanent colour

Pulled through highlights and/or lowlights covering at least 20% of the head

Woven highlights and/or lowlights

1	2	3	4	5	6	7		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Observation sign-off sheet

Unit GH9 Change hair colour

What you must cover (continued)



Change hair colour

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Advice

Tick the advice given in each observation. You must give **all** of the types of advice.

Suitable aftercare products and their use
How lifestyle can affect durability of colour
Use of heated styling equipment
Time interval between services

1	2	3	4	5	6	7		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature
(if sampled)

EQA signature
(if sampled)

1	2	3	4	5	6	7		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Image courtesy of Rae Palmer



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

“
Colour is such a visual change on someone – you have the power to change someone’s life by the colour you choose. So be careful and get great training!
Lisa Shepherd

”



Comment form

Unit GH9

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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

4

5

6

7



Knowledge sign-off sheet

Unit GH9 Change hair colour

What you must know



Change hair colour

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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 colouring work	E3
3 how to complete client records effectively	E3
4 your salon's and legal requirements for disposal of waste materials	E3
5 the limits of your authority for resolving colouring and lightening problems	E3
6 the person to whom you should report problems you cannot resolve	E3
7 your responsibilities under current Data Protection legislation	E3
8 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of products used for colouring and lightening	E3
9 your responsibilities under the current Electricity at Work Regulations	E3
How to work safely, effectively and hygienically when colouring hair	
10 what is contact dermatitis and how to avoid developing it whilst carrying out colouring services	E4
11 the range of protective clothing and products that should be available for clients	E3
12 the type of personal protective equipment available	E3
13 why it is important to use personal protective equipment	E4

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 pink). 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 GH9 Change hair colour

What you must know (continued)

86 Level 2 NVQ/SVQ Hairdressing

You need to understand:	Evidence type
14 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
15 why it is important to position your tools and equipment for ease of use	E3
16 the safety considerations which must be taken into account when colouring hair	E3
17 the types of lighteners and toners available	E3
18 the dangers associated with the inhalation of powder lighteners	E4
19 the precautions that must be taken when using powder and other lighteners	E3
20 why it is important to keep your work area clean and tidy	E3
21 the methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
22 the importance of personal hygiene	E3
23 why it is important to check electrical equipment used to aid the colouring and lightening process	E3
24 methods of cleaning, disinfecting and / or sterilisation used in salons	E3
25 the importance of questioning clients to establish any contra-indications to colouring and / or lightening services	E3
26 why it is important to record client responses to questioning	E3

Continues on next page



You need to understand:	Evidence type
27 the legal significance of client questioning and the recording of client's responses to questioning	E4
Tests and testing	
28 the types and purposes of tests	E4
29 the importance of following manufacturers' instructions for skin testing	E4
30 when and how tests should be carried out and the expected results	E4
31 how the results of tests can influence the colouring and lightening service	E4
32 the potential consequences of failing to carry out tests	E4
33 the courses of action to take in the event of adverse reactions to tests (eg what type of reactions you must report to other, more senior people)	E4
34 why it is important to record test results	E4
Basic science	
35 the principles of colour selection, including the International Colour Chart (ICC)	E4
36 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten	E4
37 the effect of different colouring and lightening products on the hair structure	E4
38 how the different strengths of hydrogen peroxide influence colouring and lightening	E4
39 how porosity levels can affect the choice and application of products and the results of the colouring process	E4
40 how the factors in the range can affect your choice of colouring and lightening products and application techniques	E4
41 the effects of temperature on the application and development of colouring and lightening products	E4

Continues on next page



Change hair colour

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Hints and tips

*Make sure you ask your client questions about contra-indications to colouring before **each** colouring service, and write down their answers.*



Knowledge sign-off sheet

Unit GH9 Change hair colour

What you must know (continued)

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You need to understand:	Evidence type
42 how to dilute hydrogen peroxide to form different strengths of solutions	E4
43 the importance of restoring the hair's pH balance after the colouring and lightening process	E4
44 why it is important to avoid disturbing areas still processing when removing products from developed areas	E4
45 why it is important to emulsify colour prior to removal	E4
46 why it is important to leave the hair and scalp free of colouring and lightening products	E4
47 how and why the contra-indications in the range can affect the delivery of colouring services to clients	E4
Products, equipment and their use	
48 the types of colouring and lightening products available, including temporary colours	E3
49 manufacturers' instructions for the use of the specific colouring and lightening products in your salon	E3
50 the importance of following manufacturers' instructions when measuring and mixing colouring and lightening products	E3
51 how to accurately measure and mix colour and lightening products to manufacturers' instructions	E3
52 the types of tools, materials and equipment used for highlighting and lowlighting hair	E3
53 when and how shampoos and conditioners should be used when colouring and lightening hair	E3

Continues on next page

You need to understand:	Evidence type
54 the importance of using products economically	E3
Colouring techniques and problems	
55 the importance of sectioning hair accurately when colouring and lightening	E3
56 methods of applying and removing colouring and lightening products	E3
57 the techniques for highlighting and lowlighting hair	E3
58 when to use the different types of lighteners and toners available	E4
59 the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look	E3
60 how to handle the hair when weaving to maintain an even tension and to secure the materials to prevent seepage	E3
61 the types and causes of colouring and lightening problems that may occur during processing (eg skin staining, deterioration of hair condition and product seepage)	E4
62 ways of resolving simple colouring and lightening problems that may occur during processing	E4
63 the potential risks of using lightening products on previously chemically treated hair	E4
Aftercare advice for clients	
64 the products for home use that will benefit the client and those to avoid and why	E3
65 how the continual use of heated equipment can affect the hair colour	E3
66 the recommended time intervals between colouring and other services	E3
67 how lifestyle can affect colour choice and the maintenance of colour	E3
Communication	
68 how to give effective advice and recommendations to clients	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



Change hair colour



Supplementary notes

Unit GH9

90 Level 2 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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date





GH10 styling hair

Drying, styling and finishing are some of the most popular salon services. These skills are important because they create the overall finish that clients demand. Blow drying, finger drying and finishing are the basic skills in each hairdresser's toolbox. Using straighteners and curling tongs will help you

get the fabulous finish your clients love. The basic science will help you understand what happens inside the hair to make these new shapes stay in place. As your skills, knowledge and confidence grow you will see how you can create some amazing styles.



Unit GH10 (City & Guilds Unit 016)

Style and finish hair

Mandatory

This unit has five outcomes. As some are linked, you can be observed by your assessor for up to four outcomes at the same time.

Outcome 1
 Maintain effective and safe methods of working when styling and finishing hair

Outcome 2
 Blow dry hair into shape

Outcome 3
 Finger dry hair into shape

Outcome 4
 Finish hair

Outcome 5
 Provide aftercare advice

“
 Subtle changes are often big changes to a client; even the way the hair is blow dried can make them feel very different about their hair.
 Andrew Barton
 ”



Evidence requirements

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

What you must do

Your assessor will observe your performance on at least **three** occasions, each on different clients, which must include blow drying with a brush to create volume, blow drying with a round brush to create curl, straightening and smoothing with a brush, and the use of heated styling equipment. 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 four of the following products:
- heat protectors

sprays

mousse

creams

gels

lotions

serums

- Used both of the following heated styling equipment:
- straighteners

tongs

Styled the following types of hair:

curly
straight
above shoulder length
below shoulder length
one length
layered

Taken into account the following factors:

hair cut
hair growth patterns
hair elasticity
head and face shape
hair texture
hair length
hair density

Given the following advice:

suitable aftercare products and their use
safe use of heated styling equipment and hand dryers
how to recreate and maintain the styles

Used the following blow drying tools and equipment:

hand dryer
round brush
flat brush
diffuser
nozzle

Produced the following blow dry finishes:

straightening
smoothing
creating volume
creating movement
creating curl



Styling hair

Useful words

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

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

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

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

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

Curly hair Hair that has a natural, uneven distribution of keratin along the hair shaft.

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

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

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

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

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

Serum A product applied to wet or dry hair to add moisture and shine.

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

Tonging A technique that uses any heated equipment that traps hair to change its structure.

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

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 styling
Basic science
Products, equipment and their use
Blow drying and styling techniques and methods
Aftercare advice for clients
Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 105–108.



Observation sign-off sheet

Unit GH10 Style and finish hair

What you must do

96 Level 2 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. Outcomes 1, 2, 4 and 5 or 1, 3, 4 and 5 are assessed together.



Outcome 1

Maintain effective and safe methods of working when styling and finishing hair

- 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 wastage of **products**
 - minimise the risk of damage to tools, equipment and **heated styling equipment**
 - 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

- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Use styling products, methods and equipment identified as a result of consultation with your client
- i Use equipment that is safe and fit for purpose
- j Test the temperature of **heated styling equipment** prior to use and continually throughout the service *
- k Keep your tools and **heated equipment** free of product build-up **
- l Complete your styling and finishing services within a commercially viable time



Styling hair

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					
IQA signature (if sampled)					
EQA 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



Testing your equipment before use will ensure that no interruptions occur during your service.

Timing tip

*A commercially acceptable time for blow drying hair shorter than shoulder length is **35 minutes**. For long hair, **45 minutes** is acceptable.*



Observation sign-off sheet

Unit GH10 Style and finish hair

What you must do (continued)

Outcome 2

Blow dry hair into shape

- a Confirm with your client the look agreed at consultation prior to and during styling
- b Apply suitable **products**, when used, following manufacturers' instructions
- c Control your styling tools to minimise the risk of damage to the **hair**, client discomfort and to achieve the desired look
- d Take meshes of hair which suit the size of the styling tools
- e Maintain an even tension throughout the styling process
- f Keep the **hair** damp throughout the styling process
- g Effectively control the **hair** during the styling process taking account of **factors** influencing the service
- h Use **blow drying tools and equipment** in a way that achieves the desired **blow dry finish**



Image courtesy of Goldwell

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

Outcome 3

Finger dry hair into shape

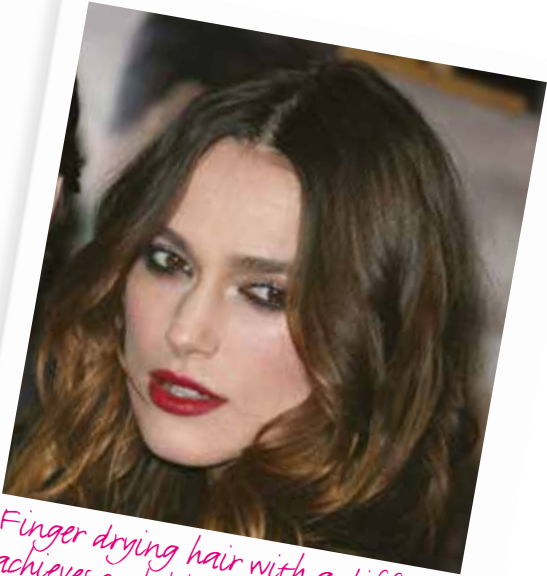
- a Confirm with your client the look agreed at consultation prior to and during styling
- b Apply suitable **products**, when used, following manufacturers' instructions
- c Keep the **hair** damp throughout the styling process
- d Effectively control the **hair** during the styling process taking account of **factors** influencing the service
- e Ensure that finger drying achieves the direction, balance and volume for the desired look



Styling hair

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page



Finger drying hair with a diffuser achieves curls like Keira Knightley's.



Observation sign-off sheet

Unit GH10 Style and finish hair

What you must do (continued)



Outcome 4

Finish hair

- a Use **heated styling equipment**, when necessary, that is at the correct temperature for your client's **hair** and the desired look
- b Control your use of **heated styling equipment**, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look *
- c Use back combing and back brushing techniques, when required, to achieve the desired look
- d Effectively apply and use suitable **products**, when required, to meet manufacturers' instructions
- e Ensure the finished look takes into account relevant **factors** influencing the service
- f Ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
- g Confirm your client's satisfaction with the finished look

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation ☐ Date _____

Covered by oral questioning ☐ Date _____

Continues on next page

Outcome 5

Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your client suitable **advice** on the maintenance of their style and hair condition



Styling hair

101

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

“

Good aftercare advice makes all the difference and ensures a happy client.

Maurice Lister

”



Hints and tips

Never leave a damp towel on your client's shoulders while you're blow drying their hair.



Observation sign-off sheet

Unit GH10 Style and finish 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.

Products

Tick the products used for each observation. You must use at least **four**.

	1	2	3		
Heat protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sprays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mousse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creams	<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"/>
Lotions	<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"/>

Heated styling equipment

Tick the heated styling equipment used for each observation. You must use **both** of them.

	1	2	3		
Straighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tongs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair

Tick the hair type styled in each observation. You must style **all** of them.

	1	2	3		
Curly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Straight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
One length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

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

	1	2	3		
Hair cut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Styling hair

Blow drying tools and equipment

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

	1	2	3		
Hand dryer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Round brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flat brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diffuser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nozzle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Blow dry finishes

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

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

Advice

Tick the advice covered in each observation. You must cover **all** of them.

	1	2	3		
Suitable aftercare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safe use of heated styling equipment and hand dryers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to recreate and maintain the style	<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					
IQA signature (if sampled)					
EQA signature (if sampled)					



Comment form

Unit GH10

104 Level 2 NVQ/SVQ Hairdressing

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

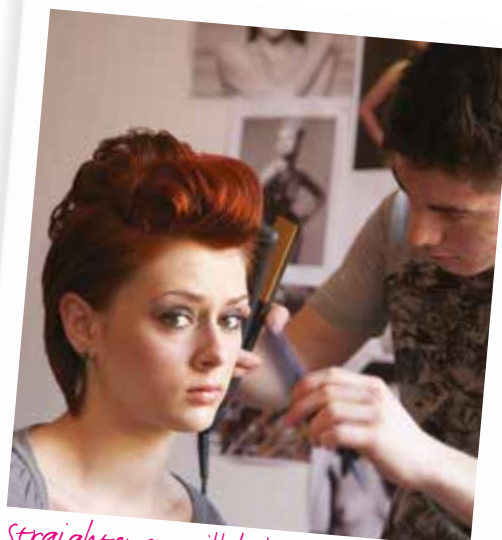
Comments

Date

1

2

3



straighteners will help you to perfect the finished look.

Knowledge sign-off sheet

Unit GH10 Style and finish hair

What you must know



Styling hair

105

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 styling and finishing	E3
3 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of styling and finishing products	E3
4 your responsibilities under the current Electricity at Work Regulations	E3
How to work safely, effectively and hygienically when styling	
5 what is contact dermatitis and how to avoid developing it whilst carrying out styling and finishing services	E3
6 the range of protective clothing that should be available for clients	E3
7 why it is important to use personal protective equipment	E3
8 the type of personal protective equipment available	E3
9 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
10 the safety considerations which must be taken into account when styling and finishing hair	E3
11 the importance of positioning equipment for ease of use	E3
12 why it is important to keep your work area clean and tidy	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 pink). 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 GH10 Style and finish hair

What you must know (continued)

106 Level 2 NVQ/SVQ Hairdressing

You need to understand:	Evidence type
13 methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
14 the importance of personal hygiene	E3
15 why it is important to check electrical equipment used to aid styling and finishing processes	E3
16 methods of cleaning, disinfecting and/or sterilisation used in salons	E3
17 the importance of using products economically	E3
18 the reasons why tools and heated styling equipment should be kept free from excess oils and product build-up	E3
Basic science	
19 the effects of humidity on hair	E4
20 the physical effects of blow drying, finger drying and heated styling processes on the hair structure	E4
21 how the incorrect application of heat can affect the hair and scalp	E4
22 why hair should be allowed to cool prior to finishing	E4
23 why hair should be kept damp during the blow drying and finger drying processes	E4
24 how heat protectors act to protect the hair	E4

Continues on next page

You need to understand:	Evidence type
Products, equipment and their use	
25 the range of products and equipment available for styling and finishing hair	E3
26 manufacturers' instructions on the use of the specific styling and finishing products in your salon	E3
27 why and how to use the different types of: <ul style="list-style-type: none"> – styling brushes when blow drying – attachments when blow drying – heated styling equipment when styling and finishing – products and when to apply them 	E3
Blow drying and styling techniques and methods	
28 current techniques for blow drying, finger drying and finishing hair	E3
29 how the factors in the range affect the styling process and the finished look	E3
30 how the finished result of blow drying is affected by: <ul style="list-style-type: none"> – tension – size of hair mesh – size of brush – the angle at which the brush is held – not allowing the hair to cool before removing the hair mesh from the brush 	E3
31 why the direction of the air flow when drying is important to achieve the desired look	E3
32 why hair needs to be sectioned for styling	E3
33 how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement	E3

Continues on next page



Styling hair

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Hints and tips

The hair should be moist rather than wet before starting to blow dry, so always towel-dry hair first.



Knowledge sign-off sheet

Unit GH10 Style and finish hair

What you must know (continued)

108

Level 2 NVQ/SVQ Hairdressing

You need to understand:	Evidence type
34 how to carry out the styling techniques in the range	E3
35 the effects that can be achieved by curling on and off base	E3
36 the advice to give to clients prior to the use of heated styling equipment (eg the use of heat protectors, the need to avoid sudden movement, etc)	E3
Aftercare advice for clients	
37 the products for home use that will benefit the client and those to avoid and why	E3
38 how the continual use of heated equipment can affect the hair	E3
39 how to recreate and maintain the agreed style	E3
40 how lifestyle can influence the client's choice of style (eg active sports, career and job requirements)	E3
Communication	
41 how to give effective advice and recommendations to clients	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

Supplementary notes

Unit GH10



Styling hair

109

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



GHI set & dress hair

The skill of setting and dressing hair is what makes a stylist stand out from the crowd. Clients require this service as they find it so difficult to master for themselves. You will learn rollering, spiral curling and pin curling to achieve the most dramatic styles and make your clients return again and again!

The science will enable you to understand what happens inside the hair to make these styles stay in shape. As your confidence grows you will see amazing results which will encourage you to further your skills and use these for competitions and photographic work.



Unit GH11 (City & Guilds Unit 017)

Set and dress hair

Mandatory

Image courtesy of istockphoto.com

112 Level 2 NVQ/SVQ Hairdressing

This unit has four outcomes. As some are linked, you can be observed by your assessor for up to three outcomes at the same time.

Outcome 1

Maintain effective and safe methods of working when setting and dressing hair

Outcome 2

Set hair

Outcome 3

Dress hair

Outcome 4

Provide aftercare advice



Evidence requirements

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

What you must do

Your assessor will observe your performance on at least **three** occasions which must include observation of a curled effect, a smooth effect, and a rolled effect. At least one of the observations must be of a set using rollers secured with pins. 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 four of the following products:

setting lotions
gel
mousse
serums
creams
sprays
wax

Used the following setting techniques:

rollering
spiral curling
pin curling to give volume
pin curling to give flat movement

Image courtesy of Goldwell

“

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

Patrick Cameron

”

Used the following tools and equipment:

rollers

combs

pin curl clips

brushes

grips and pins

heated rollers

tongs

straighteners

Set the following hair types:

above shoulder length

below shoulder length

Used the following sectioning and winding techniques:

point to root

root to point

on base

off base

directional

brick

Taken into account the following factors:

hair cut

hair growth pattern

hair length

hair density

head and face shape

hair texture

hair elasticity

the occasion for which the style is required

Used the following dressing techniques and effects:

curls

rolls

smoothing

back-combing

back-brushing

Given the following advice:

suitable aftercare products and their use

use of heated styling equipment

how to recreate and maintain the style

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 setting and dressing hair

Basic science

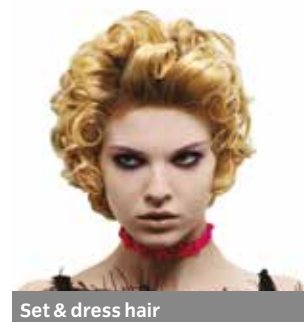
Products, equipment and their use

Setting and dressing techniques and effects

Aftercare advice for clients

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 123–126.



Set & dress hair

Useful words

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

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

Brick winding Placing wound curlers in a pattern that resembles brickwork to avoid gaps in the hair.

Cream A product used for setting and finishing a style.

Curly hair Hair that has a natural, uneven distribution of keratin along the hair shaft.

Directional winding Winding the hair on to curlers in the direction it will be worn.

Occasion A special event (such as a wedding or party) for which clients often have their hair styled. You will create appropriate styles for these.

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

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

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

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

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

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

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

Vertical roll A classic dressing that may be worn for a formal event.



Observation sign-off sheet

Unit GH11 Set and dress hair

What you must do

114 Level 2 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 setting and dressing hair

- 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 wastage of **products**
 - minimise the risk of damage to **tools and equipment**
 - 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

Timing tip

*A commercially acceptable time for a set and dressing service is **35 minutes** for hair shorter than shoulder length. It is **45 minutes** for longer hair.*



- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Use **tools and equipment**, techniques and products identified as a result of consultation with your client
- i Use **tools and equipment** that are safe and fit for purpose
- j Test the temperature of heated equipment prior to use and continually throughout the service *
- k Keep your **tools and equipment** free of **product** build-up
- l Complete your setting services within a commercially viable time



Set & dress hair

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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					
IQA signature (if sampled)					
EQA signature (if sampled)					

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

Continues on next page



Scarlett Johansson has her hair styled into glamorous 'up-dos' for red carpet events.



Observation sign-off sheet

Unit GH11 Set and dress hair

What you must do (continued)

116 Level 2 NVQ/SVQ Hairdressing



Outcome 2

Set hair

- Confirm and agree with your client the **setting techniques** and look required
- Control your **tools and equipment** to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
- Take meshes of **hair** which suit the size of the **tools and equipment**
- Section and wind** the hair cleanly and evenly to achieve the desired look
- Ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
- Maintain the correct tension throughout the setting process
- Keep the hair damp throughout the setting process, when necessary
- Apply suitable **products** following manufacturers' instructions
- Effectively control your client's hair throughout the setting process, taking account of **factors** influencing the service
- Remove any items used for setting, avoiding discomfort to your client
- Ensure your **setting techniques** achieve the desired look

Image courtesy of Goldwell

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature
(if sampled)

EQA signature
(if sampled)

1	2	3		
○	○	○	○	○

Continues on next page

Outcome 3

Dress hair

- a Leave your client's hair free of all section marks
- b Use heated equipment, when necessary, at the correct temperature for your client's **hair** and the desired look
- c Control your **tools and equipment** to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- d Secure the hair so that pins and grips, when used, are invisible
- e Effectively apply and use suitable **products** to meet manufacturers' instructions
- f Ensure the finished look takes into account relevant **factors** influencing the service
- g Ensure your **dressing techniques and effects** achieve the intended shape, direction and volume agreed with your client
- h Confirm your client's satisfaction with the finished look



Set & dress hair

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Hints and tips

The hair should be moist rather than wet before starting to set, so always towel-dry hair first.

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

“
Make sure an up-do is securely fastened. This doesn't necessarily mean using lots of pins and grips – just make sure the ones you do use are well placed.
Andrew Collinge

”



Observation sign-off sheet

Unit GH11 Set and dress hair

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your client suitable **advice** on the maintenance of their style and hair condition

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Hints and tips

Never leave a damp towel on your client's shoulders while you're setting their hair.



Observation sign-off sheet

Unit GH11 Set and dress hair

What you must cover



Set & dress hair

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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. You must use at least **four**.

	1	2	3		
Setting lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mousse	<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"/>
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sprays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tools and equipment

Tick the heated styling equipment used for each observation. You must use **all** of them.

	1	2	3		
Rollers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curl clips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grips and pins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heated rollers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tongs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Straighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Setting techniques

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

	1	2	3		
Rollering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiral curling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curling to give volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curling to give flat movement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair lengths

Tick the hair types set in each observation. You must take into account **all** of them.

	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"/>

Continues on next page



Observation sign-off sheet

Unit GH11 Set and dress hair

What you must cover (continued)

Sectioning and winding techniques

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

	1	2	3		
Point to root	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Root to point	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

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

	1	2	3		
Hair cut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth pattern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The occasion for which the style is required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Dressing techniques and effects

Tick the dressing techniques and effects covered in each observation. You must cover **all** of these.

	1	2	3		
Curls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rolls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Back-combing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Back-brushing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Set & dress hair

Advice

Tick the advice given for each observation. You must give **all** of them.

	1	2	3		
Suitable aftercare products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of heated styling equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to recreate and maintain the style	<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					
IQA signature (if sampled)					
EQA signature (if sampled)					



Don't be afraid to use your creativity when setting hair.

“
Some say that setting is old fashioned, but modern techniques often see setting at the forefront of fashion.
Maurice Lister
”



Comment form

Unit GH11

122

Level 2 NVQ/SVQ Hairdressing

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

Comments

Date

1

2

3

Knowledge sign-off sheet

Unit GH11 Set and dress hair

What you must know



Set & dress hair

123

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 setting services	E3
3 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of setting and dressing products	E3
4 your responsibilities under the current Electricity at Work Regulations	E3
How to work safely, effectively and hygienically when setting and dressing hair	
5 what is contact dermatitis and how to avoid developing it whilst carrying out setting and dressing services	E3
6 the range of protective clothing that should be available for clients	E3
7 why it is important to use personal protective equipment	E3
8 the type of personal protective equipment available	E3
9 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
10 the safety considerations which must be taken into account when setting and dressing hair	E3
11 the importance of positioning equipment for ease of use	E3
12 why it is important to keep your work area clean and tidy	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 pink). 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 GH11 Set and dress hair

What you must know (continued)

You need to understand:	Evidence type
13 the methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3
14 the importance of personal hygiene	E3
15 why it is important to check electrical equipment used to aid the setting and dressing processes	E3
16 methods of cleaning, disinfecting and/or sterilisation used in salons	E3
17 the importance of using products economically	E3
18 the reasons why tools and equipment should be kept free from excess oils, product build-up and hair	E3
Basic science	
19 the effects of humidity on hair	E4
20 the physical effects of setting on the hair structure	E4
21 how the incorrect application of heat can affect the hair and scalp	E4
22 why hair should be allowed to cool prior to dressing	E4
23 why hair should be kept damp during the setting process	E4
24 how heat protectors act to protect the hair	E4

Continues on next page

You need to understand:	Evidence type
Products, equipment and their use	
25 the range of tools and equipment available for setting and dressing	E3
26 the range of products available for setting and dressing	E3
27 manufacturers' instructions on the use of the specific setting and dressing products in your salon	E3
28 why and how to use the different types of: <ul style="list-style-type: none"> – tools and equipment for setting and dressing – products for setting and dressing and when to apply them 	E3
Setting and dressing techniques and effects	
29 the current techniques for setting and dressing hair	E3
30 how the factors in the range affect the setting and dressing processes and the finished look	E3
31 the types of setting techniques and why and when they are used	E3
32 why and how to use the different types of sectioning and winding techniques in the range	E3
33 why and how to use smoothing, back-combing and back-brushing techniques	E3
34 how the angle of winding on and off base influences the volume and direction of the hair movement	E3
35 why set hair sections need to be brushed out thoroughly	E3
36 the methods of handling, controlling and securing hair to achieve curls and rolls	E3



Set & dress hair

Continues on next page



Knowledge sign-off sheet

Unit GH11 Set and dress hair

What you must know (continued)

126 Level 2 NVQ/SVQ Hairdressing

You need to understand:	Evidence type
Aftercare advice for clients	
37 the products for home use that will benefit the client and those to avoid and why	E3
38 how the continual use of heated equipment can affect the hair	E3
39 how to recreate and maintain the agreed style	E3
40 how lifestyle can influence their choice of style (eg active sports, career and job requirements)	E3
41 the removal and/or take-down requirements for the hairstyle	E3
Communication	
42 how to give effective advice and recommendations to clients	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



Supplementary notes

Unit GHII



Set & dress hair

127

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



GH12 *cutting* *hair*

Great hairdressing starts with a great haircut! Hair cutting is the foundation for all new looks and the best way to maintain an existing hairstyle. Your cutting skills are among the most important you will need as a hairdresser and they all start

here in this unit! First you will learn the basics but as your skills develop, you will learn how to adapt your work to personalise each look to the client's features. This will help you build a loyal client base and a successful hairdressing career.



Unit GH12 (City & Guilds Unit 018)

Cut hair using basic techniques

Mandatory

Image courtesy of Goldwell

130

Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

Maintain effective and safe methods of working when cutting hair

Outcome 2

Cut hair to achieve a variety of looks

Outcome 3

Provide aftercare advice



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for cutting a variety of looks on both hair types. 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 **eight** occasions – two for each cutting look (fringes can be incorporated into any of the cutting looks). These looks must include a one length above the shoulder, and a short graduation incorporating the use of scissor over comb. 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.

Image courtesy of Goldwell

“

All great haircuts require good technique and imagination. However, without the basics in place, this won't be possible.

Andrew Collinge

”



Agyness Deyn's rock chick crop complements her quirky and fun personality.

Photograph by Richard Stonehouse, Camera Press London

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:

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

hair density
hair texture
head and face shape
hair growth patterns
hair elasticity

Used all of the following cutting techniques:

club cutting
freehand
scissors over comb

Achieved all of the following looks:

one length
uniform layer
short graduation
long graduation
with a fringe

Cut the following hair types:

curly
straight

Given the following advice:

how to maintain their look
time interval between services

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 cutting hair
Hair
Cutting techniques
Aftercare advice for clients
Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 138–140.



Cutting hair

Useful words

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

Basic uniform layer All the sections of the hair are the same length, as shown here.



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

Factors You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance (see the 'What you must cover' section for a list of the different factors).

Freehand cutting The cutting of hair without holding it in place.

Hair elasticity How much the hair can be stretched and return to its original length. Hair that has been bleached or tinted will have impaired elasticity.

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



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



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

Short graduation The inner layers of the hair lengths are longer than the outline shape, as shown here.





Observation sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must do

132 Level 2 NVQ/SVQ Hairdressing

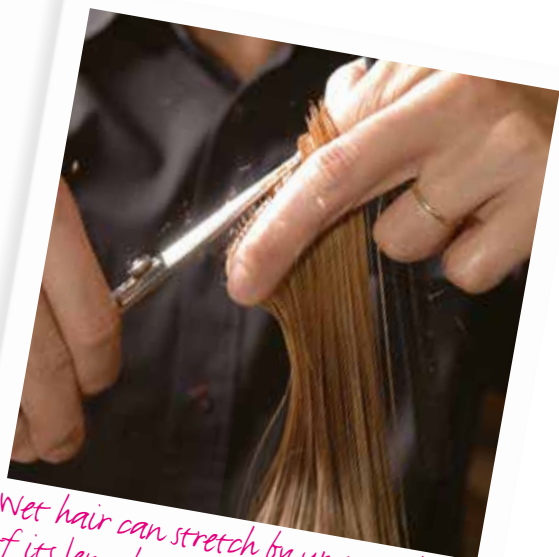
Within your work you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **twice** for each look).

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 cutting hair

- Ensure your client's clothing is effectively protected throughout the service
- Ensure your client's skin is kept free of excess hair cuttings 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 service
- Use working methods that:
 - minimise the risk of damage to tools
 - 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 that are safe and fit for purpose
- Complete the service within a commercially viable time



Wet hair can stretch by up to a third of its length. Adjust your cutting so the hair isn't too short when it's dry.

Observation	1	2	3	4	5	6	7	8		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date										
Candidate signature										
Assessor signature										
IQA signature (if sampled)										
EQA signature (if sampled)										

Continues on next page

Outcome 2

Cut hair to achieve a variety of looks

- Correctly establish the **factors** likely to influence the service
- Confirm with your client the **look** agreed at consultation prior to commencing the cut
- Accurately establish and follow the cutting guideline(s) to achieve the **look** required
- Control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired **look**
- Use cutting **techniques** suitable for your client's **hair type** and to achieve the desired look
- Adapt your cutting **techniques** to take account of the **factors** that influence the service
- Change your position around your client in a way that helps you to ensure the accuracy of the cut
- Establish accurate distribution of weight, balance and shape by regularly cross-checking the cut
- Remove any unwanted hair outside the desired outline shape *
- Consult with your client during the cutting process to confirm the desired **look**
- Make a final visual check of the hair to ensure the finished cut is accurate
- Confirm your client's satisfaction with the finished cut



Cutting hair

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A fringe can be combined with any of the other looks.

Observation	1	2	3	4	5	6	7	8		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date										
Candidate signature										
Assessor signature										
IQA signature (if sampled)										
EQA signature (if sampled)										

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

Continues on next page



Observation sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must do (continued)

134 Level 2 NVQ/SVQ Hairdressing

Outcome 3

Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your client suitable **advice** on the maintenance of their cut

Observation	1	2	3	4	5	6	7	8		
Achieved	○	○	○	○	○	○	○	○	○	○
Date										
Candidate signature										
Assessor signature										
IQA signature (if sampled)										
EQA signature (if sampled)										

Timing tip

The maximum commercially viable service time for cutting hair is 45 minutes.



Rihanna has a heart-shaped face, so her side-swept fringe suits her face shape.

Observation sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must cover



Cutting hair

135

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.

Factors

Tick the factors considered for each observation. **All** factors must be considered.

	1	2	3	4	5	6	7	8		
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Look

Tick the look achieved for each observation. Each look must be achieved **twice**.

	1	2	3	4	5	6	7	8		
One length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uniform layer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a fringe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Techniques

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

	1	2	3	4	5	6	7	8		
Club cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissors over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair types

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

	1	2	3	4	5	6	7	8		
Curly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Straight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Observation sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must cover (continued)

Advice

How to maintain their look

Time interval between services

Tick the advice given in each observation. **Both** must be given.

1	2	3	4	5	6	7	8		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature
(if sampled)

EQA signature
(if sampled)

1	2	3	4	5	6	7	8		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Advising your client on how to make the most of their new cut will earn you a good reputation.

Comment form

Unit GH12



Cutting hair

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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

4

5

6

7

8





Knowledge sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must know

138 Level 2 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 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 pink). 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.

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 the looks in the range	E3
3	your salon's and legal requirements for disposal of waste materials	E3
How to work safely, effectively and hygienically when cutting hair		
4	the range of protective clothing that should be available for clients	E3
5	why it is important to protect clients from hair clippings	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 cutting 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 position your cutting tools for ease of use	E3
11	methods of cleaning, disinfecting and/or sterilisation used in salons	E3
12	the methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
13	the correct use and maintenance of cutting tools	E3
14	the importance of personal hygiene	E3

Continues on next page

You need to understand:	Evidence type
Hair	
15 the factors that must be taken into consideration prior to and during cutting (eg hair types, hair density, hair growth patterns, etc) and how these affect the service	E3
16 the factors which should be considered when cutting wet hair and dry hair	E3
17 the average rate of hair growth	E3
Cutting techniques	
18 how the factors in the range can affect the way the hair is cut	E3
19 why it is important to check the hair before and after shampooing prior to cutting	E3
20 the importance of consulting with clients throughout the cutting process	E3
21 the importance of applying the correct degree of tension to the hair when cutting	E3
22 how and why to use club, freehand and scissors-over-comb cutting techniques	E3
23 the reasons for establishing and following guidelines	E3
24 how to create and follow a guideline for one length, uniform layer, short graduation and long graduation looks	E3
25 how the angle at which the hair is held will affect the weight distribution, balance and degree of graduation of the cut	E3
26 how to create the looks in the range	E3
27 the importance of working with the natural fall of the hair when considering the weight distribution within a haircut	E3
28 the importance of cross-checking the cut	E3
29 how to cross-check and balance the cut	E3

Continues on next page



Cutting hair

139

Hints and tips

Hairdressing scissors should only be used for cutting hair. Never use them to cut anything else or the blades will become blunt and misaligned.



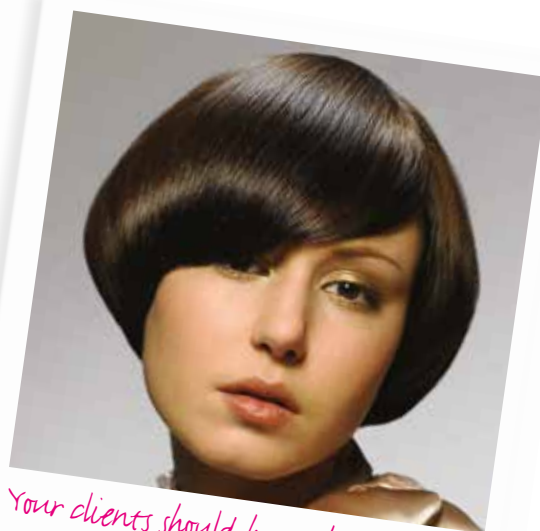


Knowledge sign-off sheet

Unit GH12 Cut hair using basic techniques

What you must know (continued)

You need to understand:	Evidence type
Aftercare advice for clients	
30 the importance of having regular cuts	E3
31 the recommended time interval between cuts	E3
Communication	
32 how to give effective advice and recommendations to clients	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



Your clients should have their hair cut every 4-6 weeks to keep their style in the best condition.

Supplementary notes

Unit GH12



Cutting hair

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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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date





G4 salon reception

The reception is one of the most important areas of the salon and the receptionist has one of the most important roles. A good receptionist will help the salon to run smoothly and efficiently, making the most of their time in order to maximise the profits of the salon. This unit covers the important skills of welcoming clients and visitors,

dealing with enquiries, making customers' appointments and handling payments. Over the course of this unit, your communication skills will develop so that you can deal with different people, including those who appear to be angry, confused and those who are making a complaint.



Unit G4 (City & Guilds Unit 019)

Fulfil salon reception duties

Optional

Tracey Devine, Angels

144

Level 2 NVQ/SVQ Hairdressing

This unit has four outcomes.

Outcome 1

Maintain the reception area

Outcome 2

Attend to clients and enquiries

Outcome 3

Make appointments for salon services

Outcome 4

Handle payments from clients



“

The receptionist is usually the first member of staff that a client sees as they enter the salon and the last as they leave, so they have a vital role in making clients feel good about their visit to the salon.

Maurice Lister

”

Evidence requirements

You must practically demonstrate in your work situation that you have met the standards for fulfilling 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 you on at least **three** occasions, covering all four main outcomes of this unit. You must do correctly all the things listed under ‘What you must do’ on the sign-off sheets that follow.

Evidence from simulated activities may be used to produce performance evidence, but only when naturally occurring performance evidence cannot be obtained for the following methods of payment – cash equivalents, cheque and payment cards – and for all the types of payment discrepancy. This is because you may not come across all the different methods of payment or all the different discrepancies and you may need to show in some other way that you would know what to do if these situations did occur. Your assessor will advise you on how to collect your evidence through simulated activities, if you need to do this. 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 two of the following types of enquiries:

in person
by telephone
electronically

Handled all the methods of payment:

cash
cash equivalents
cheque
payment cards

Handled three of the following types of people:

those who have different needs and expectations
those who appear angry
those who may be confused
those who have a complaint

Handled both types of appointments:

in person
by telephone

Obtained all the following appointment details:

client's name
client's contact details
service required
estimated price
date
time
member(s) of staff booked for service

Dealt with all the following types of discrepancies:

invalid currency
invalid card
incorrect completion of cheque
suspected fraudulent use of payment card
payment disputes

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements
Communication
Salon services, products and pricing
Calculating and taking payments
Making appointments

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 154–156.



Salon reception

Useful words

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

Fraudulent card A card that has been stolen or is a fake.

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

Invalid card A card that has expired or has been refused due to lack of funds in the client's bank account or because the client has exceeded their credit limit.

Payment discrepancies When there is a problem with a payment. Reasons for this may be an invalid credit/debit card or if you suspect that the card is fraudulent.

Payment dispute When the client disagrees with what they are being asked to pay.

Hints and tips

Avoid asking, 'Have you got an appointment?', as this can sound blunt and cold. Instead, for a new client say, 'Welcome to the salon, how may I help you?', or for an existing client say, 'Hello Mrs X, it's lovely to see you again'.



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do

146 Level 2 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 below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain the reception area

- a Ensure the reception area is clean and tidy at all times
- b Maintain the agreed levels of reception stationery
- c Ensure that product displays have the right levels of stock at all times
- d Offer clients hospitality to meet 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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page

“

Customer care begins the moment a client enters the salon. Each salon visit begins at the reception.

Ruth Langley

”



Each telephone call is an opportunity to build your salon's business.

Outcome 2

Attend to clients and enquiries

- Attend to **people** promptly and in a polite manner
- Correctly identify the purpose of **enquiries**
- Confirm appointments and promptly inform the relevant person
- Promptly refer **enquiries** which cannot be dealt with to the relevant person at the right time *
- Record messages correctly and pass them to the relevant person at the right time
- Give accurate information clearly
- Give confidential information only to authorised people **
- Balance the need to give attention to individuals whilst ensuring others are not left without attention



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					
IQA signature (if sampled)					
EQA 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



“
*Smile as you dial!
 Your voice is the
 only tool you have
 when on the phone.*
 Ruth Langley
 ”



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do (continued)

Hints and tips

Only try to deal with enquiries that need technical knowledge if you have enough experience in that technical process.

Outcome 3

Make appointments for salon services

- a Deal with all requests for **appointments** politely and promptly
- b Accurately identify client requirements for the service requested
- c Schedule appointments in a way that satisfies the client and the stylist, and ensures the most productive use of salon time
- d Confirm that the **appointment details** are acceptable to the client
- e Record **appointment details** accurately, clearly and to meet your salon's requirements

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page



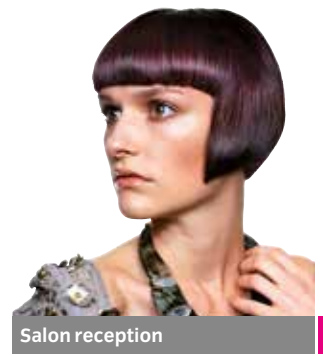
staff holidays should be entered in the appointment book as soon as they're confirmed.

Outcome 4

Handle payments from clients

- a Accurately total charges to the client
- b Inform clients of charges clearly and in a courteous manner
- c Visually inspect purchases for condition and quality as they are processed for payment *
- d Establish the client's **method of payment** and acknowledge receipt of payments
- e Ensure accepted payments are correct
- f Record information about the sale accurately, clearly and to meet your salon's requirements
- g Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept **
- h Tactfully inform clients when authorisation cannot be obtained for non-cash payment ***
- i Identify and resolve, where possible, any **discrepancies** in payments within the limits of your own authority ****
- j Promptly refer payment **discrepancies** which you cannot resolve to the relevant person for action *****

Continues on next page



Hints and tips

The telephone is the pulse of the business. Reception duties are the heart of the business. Both coordinate the entire salon and are essential for its smooth running.



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must do (continued)

- k Give the correct change and issue receipts when required by clients
- l Follow cash point security procedures at all times
- m Identify and report low levels of change in time to avoid shortages

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					
IQA signature (if sampled)					
EQA 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
****	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

Observation sign-off sheet

Unit G4 Fulfil 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.

People

Tick the types of clients that you have dealt with during your observations.

Three of the four types of people must be dealt with, and you must prove to your assessor that you know how you would deal with the fourth.

	1	2	3		
People who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who appear angry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who may be confused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enquiries

Tick the types of enquiries that you have dealt with during your observations. **Two** of the three types of enquiries must be dealt with, and you must prove to your assessor that you know how you would deal with the third.

	1	2	3		
In person	<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"/>
Electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

Tick the types of appointments that you have handled during your observations. **Both** types of appointments must be handled.

	1	2	3		
In person	<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"/>

Continues on next page



Observation sign-off sheet

Unit G4 Fulfil salon reception duties

What you must cover (continued)

Appointment details

Tick the appointment details that you have obtained during your observations. **All** appointment details must be obtained.

	1	2	3		
Client's name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's contact details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estimated price	<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(s) of staff booked for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Methods of payment

Tick the methods of payment that you have handled during your observations. **All** methods of payment must be handled. Simulated activities are allowed.

	1	2	3		
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cash equivalents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Discrepancies

Tick the types of discrepancies that you have dealt with during your observations. **All** types of discrepancies must be dealt with. Simulated activities are allowed.

	1	2	3		
Invalid currency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Invalid card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incorrect completion of cheque	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspected fraudulent use of payment card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment disputes	<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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit G4



Salon reception

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

Comments	Date
1	
2	
3	



“
*First impressions
count and will
always count.*
Ruth Langley
”



Knowledge sign-off sheet

Unit G4 Fulfil salon reception duties

What you must know

154 Level 2 NVQ/SVQ Hairdressing

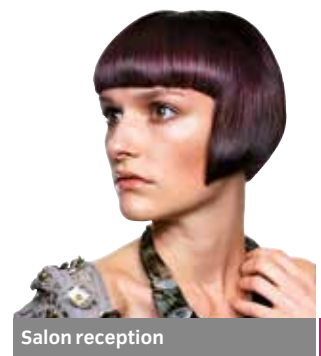
You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends 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 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 – dealing with suspected fraud – authorising non-cash payments when these are 'over limit' – client care at reception – personal safety 	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 – dealing with payments and discrepancies 	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	relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act	E3
Communication		
7	the importance of taking messages and passing them on to the right person at the right time	E3
8	the importance of effective communication to the salon's business	E3
9	how and when to ask questions	E3

Continues on next page

You need to understand:	Evidence type
10 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	E3
11 how to say things that suit the purpose of your discussion	E3
12 how to speak clearly in a way that suits the situation	E3
13 how to show you are listening closely to what people are saying to you	E3
14 how to adapt what you say to suit different situations (ie the amount you say, your manner and tone of voice)	E3
Salon services, products and pricing	
15 the services available, their duration and cost	E3
16 the products available for sale and their cost	E3
17 what to look for to identify any defects in products as they are being processed for sale (eg damage, loose packaging, cracked and/or leaking containers, etc)	E3
18 how to identify any current discounts and special offers (eg 2-for-1 offers, coupons, etc)	E3
19 what and how much stationery should be kept at your reception area	E3



Continues on next page

“
*As a hairdresser, you are
 always ‘on stage’.*
 Ruth Langley
 ”



Knowledge sign-off sheet

Unit G4 Fulfil salon reception duties

What you must know (continued)

156 Level 2 NVQ/SVQ Hairdressing

You need to understand:	Evidence type
Calculating and taking payments	
20 common methods of calculating payments including point of sale technology and physical calculations	E3
21 how to keep cash and other payments safe and secure	E3
22 the types of payment that you are authorised to accept	E3
23 how to gain electronic authorisation for payment cards	E3
24 how to identify suspected counterfeit payments	E3
25 how to identify suspected stolen cheques, credit cards and payment cards	E3
26 how to deal with customers offering suspect tender or suspect non-cash payments	E3
27 consequences of failure to handle payments correctly	E3
Making appointments	
28 the importance of making appointments correctly	E3
29 the common systems available for making appointments within the hairdressing industry (eg manual and electronic)	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 G4



Salon reception

157

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

Comments

Date

Unit sign-off

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



G18 promoting services or products

As a professional hairstylist you will be well positioned to introduce your clients to the best services and products for their hair. But the range of products available is always growing and salons often offer

new services to meet the demands of fashion. You will need to keep up to date with new developments if you and your salon are to reap the benefits in this important area of business.



Unit G18 (City & Guilds Unit 020)

Promote additional services or products to customers *Optional*

Image courtesy of Graham Richardson, Cutting Room Creative

160 Level 2 NVQ/SVQ Hairdressing

This unit has three outcomes.

Outcome 1

Identify additional services or products that are available

Outcome 2

Inform clients about additional products or services

Outcome 3

Gain client commitment to using additional services or products



Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standards for promoting additional services or products to clients. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

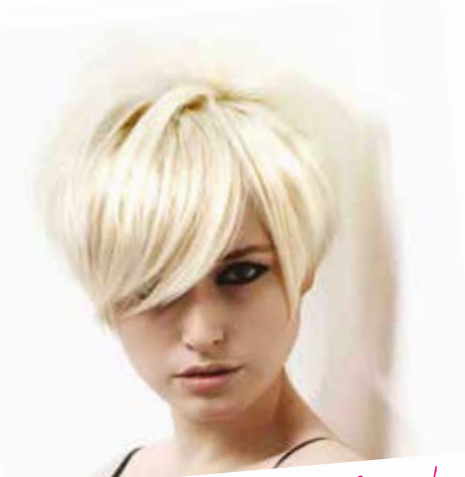
What you must do

Your evidence should be collected when carrying out a real job, whether paid or voluntary and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit.

You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.

You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent. This will involve your assessor observing you on around **three** different occasions.

Image courtesy of L'Oréal Professionnel



Many clients can benefit from the salon's colouring services. See if you can tap into this potential!

Image courtesy of Central Hairdressing Academy

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 to promote additional services and products:

use of services or products that are new to your client

additional use of services or products that your client has used before

Used one of the following methods of communication:

face to face

in writing

telephone

text message

email

internet

intranet

Offered additional services and products through:

following salon procedures for offering additional services or products to your client

creating opportunities for encouraging your client to use additional services or products

identifying what your client wants by seeking information directly

identifying what your client wants from spontaneous client comments

What you must know

You will be assessed on your knowledge of the following:

Salon requirements

Service and product promotion

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see page 167.



Promoting services or products

Useful words

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

Additional services and products The products that your salon stocks and the additional services that clients may not be aware of, such as colouring, conditioning treatments, or beauty therapy services, eg waxing.

Client's rights These are the client's rights to be protected as a consumer or purchaser of goods and services within your salon. Most of these rights come from laws, such as the Sale Of Goods Act, the Supply of Goods and Services Act, the Consumer Protection Act and the Unfair Contract Terms Act. It's important to know what your client's rights are to ensure that you comply with them.

Communication If you communicate well with your client, they are more likely to purchase additional services and products.

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

Equal opportunities No one should be discriminated against on the grounds of their age, race, sex/gender or disability. There is legislation to enforce this, and you can see details at various websites, including: www.eoc.org.uk.

Legal requirements You need to know the laws relating to health and safety, data protection, equal opportunities and disability discrimination.

Salon procedures The rules and systems that your salon has in place, which your supervisor will inform you of.



Observation sign-off sheet

Unit GI8 Promote additional services or products to customers

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 below within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Identify additional services or products that are available

- a Update and develop your knowledge of your salon's **services or products**
- b Check with others when you are unsure of **new service or product** details *
- c Identify appropriate **services or products** that may interest your client
- d Spot opportunities for offering your client additional **services or products** that will improve their client experience

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					
IQA signature (if sampled)					
EQA signature (if sampled)					

* Covered by observation

☐

Date

Covered by oral questioning

☐

Date

Continues on next page

Outcome 2

Inform clients about additional services or products

- Choose the most appropriate time to inform your client about additional **services or products**
- Choose the most appropriate method of communication to introduce your client to additional **services or products**
- Give your client accurate and sufficient information to enable them to make a decision about the additional **services or products**
- Give your client time to ask questions about the additional **services or products**



Promoting services or products

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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					
IQA signature (if sampled)					
EQA signature (if sampled)					

Continues on next page



Be sensitive to how interested your client seems when you're informing them of services and products.



Observation sign-off sheet

Unit GI8 Promote additional services or products to customers

What you must do (continued)

Outcome 3

Gain client commitment to using additional services or products

- Close the discussion appropriately if your client shows no interest *
- Give relevant information to move the situation forward when your client show interest **
- Secure client agreement and check client understanding of the delivery of the **service or product**
- Take action to ensure prompt delivery of the additional **services or products** to your client
- Refer your client to others or to alternative sources of information if the additional **services or products** are not your responsibility ***

Image courtesy of L'Oréal



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					
IQA signature (if sampled)					
EQA 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

Observation sign-off sheet

Unit G18 Promote additional services or products to customers

What you must cover



Promoting services or products

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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.

Additional services and products

Tick additional services and products covered for each observation. You must cover **both** new and previously used.

	1	2	3		
Use of services or products which are new to your client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional use of services or products that your client has used before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Offered additional services and products through

Tick the types of services and products that you have recommended.

	1	2	3		
Following salon procedures for offering additional services or products to your client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating opportunities for encouraging your client to use additional services or products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifying what your client wants by seeking information directly					
Identifying what your client wants from spontaneous client comments	<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					
IQA signature (if sampled)					
EQA signature (if sampled)					



Comment form

Unit GI8

166 Level 2 NVQ/SVQ Hairdressing

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

Comments	Date
1	
2	
3	

“
It is our duty to recommend services and products to the client. We need to ensure the client can recreate their style at home, and to do this they need to purchase a home care range of professional products.
 Ruth Langley
 ”



Knowledge sign-off sheet

Unit G18 Promote additional services or products to customers

What you must know



Promoting services or products

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You need to understand:	Evidence type
Salon requirements	
1 your salon's procedures and systems for encouraging the use of additional services or products	E3
Service and product promotion	
2 how the use of additional services or products will benefit your clients	E3
3 how your client's use of additional services or products will benefit your salon	E3
4 the main factors that influence clients to use your services or products	E3
5 how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	E3
6 how to give appropriate, balanced information to clients about services or products	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date

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

Always be honest with clients about the benefits of products. This is to comply with the Sales of Goods Act, but also to build a trusting relationship with your client.



Supplementary notes

Unit GI8

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Level 2 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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date





G8 working effectively

OK, all of us have days when we feel less enthusiastic about work than we should! But professional people focus hard and work through these feelings to always maintain the highest standards. This is particularly important in a service industry such as hairdressing. It is the people

who always work effectively who are most likely to achieve great things in their careers. Are you one of them? In this unit you will find out what it takes to be a good team member and how to measure your own performance. This will help ensure you are a highly valued member of staff.



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Level 2 NVQ/SVQ Hairdressing

Unit G8 (City & Guilds Unit 021)

Develop and maintain your effectiveness at work *Optional*

Image courtesy of Goldwell

This unit has two outcomes.

Outcome 1

Improve your personal performance at work

Outcome 2

Work effectively as part of a team



Evidence requirements

You will need to demonstrate in your everyday work that you have met the standards for developing and maintaining your effectiveness at work. 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 contributions to effective teamwork on at least **one** occasion which will be recorded. 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 some of the evidence of your performance will be gathered from observations made by your assessor, you will need to put together more documentary evidence in your portfolio to support your achievement of this unit.

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 opportunity to learn in the following ways:

from colleagues and other relevant people

active participation in training and development activities

active participation in salon activities

Agreed and reviewed targets for the following:

productivity

personal development

Offered assistance:

on a one-to-one basis

in a group

“

Good team players will support each other in achieving the team's objectives rather than their own individual goals.

This makes the salon more successful and a great place to work.

Maurice Lister

”

What you must know

You will be assessed on your knowledge of the following:

Salon roles, procedures and targets

Improving your performance

Working with others

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 178–179.



Always try to be aware of what you could do to help other team members in their work.



Working effectively

Useful words

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

Appraisal Where your manager or supervisor reviews your work and sets objectives for the future.

Continuing professional development (CPD)

The term used to describe how people in a profession continue to update and improve their skills throughout their career.

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

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

National Occupational Standards The Hairdressing and Beauty Therapy Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries. Your NVQ/SVQ is based on standards written by Habia and you can read these to check what you need to be competent at in order to achieve your Level 2 NVQ/SVQ.

Personal development Taking opportunities to develop your career and learn new skills.

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



Observation sign-off sheet

Unit G8 Develop and maintain your effectiveness at work

What you must do

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Level 2 NVQ/SVQ Hairdressing

Within your work, you must show your assessor that you can do the following. You will be observed at least **once**. Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.



Outcome 1

Improve your personal performance at work

- Identify your own strengths and weaknesses and discuss them with the relevant person
- Find out more information from relevant people to perform a task when the instructions you have are unclear *
- Seek feedback from relevant people about how you can improve your performance
- Ask your colleagues for help and take **opportunities to learn** when they are available
- Seek help from relevant people when you are unable to obtain learning opportunities relating to your work **
- Regularly review developments in hairdressing and related areas
- Agree realistic work **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 L'Oréal Professionnel

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

Work effectively as part of a team

- a Agree ways of working together to achieve objectives
- b Politely ask for help and information from your colleagues, when necessary
- c Respond to requests for assistance from colleagues willingly and politely
- d Anticipate the needs of others and promptly offer **assistance** within your capabilities
- e Make effective use of your time throughout your working day
- f Report problems likely to affect salon services to the relevant person promptly and accurately *
- g Resolve misunderstandings with your colleagues in a helpful way at the time they happen **
- h Be friendly, helpful and respectful in the contact you have with colleagues



Working effectively

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Hints and tips

Be a team player; someone who can think of ways to solve problems but is willing to compromise and not demand their ideas are used.

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





Observation sign-off sheet

Unit G8 Develop and maintain your effectiveness at work

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.

Opportunities to learn Tick the types of opportunities to learn taken during each observation. You must take **all** types of opportunities.

From colleagues and other relevant people	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in training and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in salon activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Targets Tick the types of targets worked towards for each observation. You must work towards **both** types of target.

Productivity	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assistance given Tick the types of assistance offered for each observation. **Both** types of assistance must be offered.

On a one-to-one basis	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Comment form

Unit G8



Working effectively

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

Comments

1

Date



Image courtesy of Denman

“

We all have strengths and weaknesses. The key is to focus on your strengths and manage your weaknesses.

Ruth Langley

”



Knowledge sign-off sheet

Unit G8 Develop and maintain your effectiveness at work

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 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 need to understand:		Evidence type
Salon roles, procedures and targets		
1	your job role and responsibilities and how this relates to the role of other team members	E3
2	how to get information about your job, your work responsibilities and the standards expected of you	E3
3	how to find out relevant information about other people's areas of responsibility	E3
4	the limits of your own authority and that of others in relation to giving assistance	E3
5	why it is important to work within your job responsibilities and what might happen if you do not do so	E3
6	the standards of behaviour that are expected of you when working in the salon	E3
7	your salon's appeal and grievance procedures	E3
8	the commercially viable range of times for the performance of hairdressing services offered	E3
9	your productivity targets and timescales	E3
10	your personal development targets and timescales	E3
11	the importance of meeting your work targets	E3
Improving your performance		
12	how to identify your own strengths and weaknesses	E3
13	the importance of continuous professional development and how it affects your job role	E3

Continues on next page

You need to understand:	Evidence type
14 who can help you identify and obtain opportunities for your development/training	E3
15 how using the National Occupational Standards for hairdressing can help you identify your development needs	E3
16 how to access information on National Occupational Standards and qualifications, relevant to hairdressing	E3
17 how to maintain awareness of current and emerging trends and developments within the industry and why this is important	E3
18 the importance of continually using and updating your own personal development plan	E3
Working with others	
19 why harmonious working relationships are important	E3
20 how to react positively to reviews and feedback and why this is important	E3
21 support cooperative ways of working (eg anticipate the needs of others for information and support, avoid actions that discriminate against others or offend others, act assertively when needed to protect your own rights, show that you are willing to help resolve disagreements)	E3
22 how to manage your time effectively	E3
23 who to report to when you have difficulties in working with others	E3
24 how to deal with relationship difficulties and conflicts when working with others	E3
25 the questioning and listening skills you need in order to find out information	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date



Working effectively





Supplementary notes

Unit G8

180

Level 2 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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



Image courtesy of Goldwell



Image courtesy of Central Hairdressing Academy

GHLB *plaiting* & *twisting*

Your client base can increase when you give them an extra option of styling – plaiting and twisting. This is popular with clients who want a complicated, intricate style. You may need to practise these skills often to achieve a professional finish, but it will pay off when you

are able to create incredible styles. Some styles must last for a period of time, so you will be expected to advise your client on how to maintain their look. Showing them the best products to use and how to safely remove plaits are all part of the service.



Unit GH13 (City & Guilds Unit 022)

Plait and twist hair

Optional

Image courtesy of Barrie Stephen

184

Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

Maintain effective and safe methods of working when plaiting and twisting

Outcome 2

Plait and twist hair

Outcome 3

Provide aftercare advice



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for using plaiting and twisting 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 **four** occasions. You must demonstrate a different type of plait or twist on each of the four occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. 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.

Image courtesy of Goldwell

“

Make sure you always use bands intended for professional use, otherwise the hair may be damaged.

Maurice Lister

”

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:

sprays

serums

gels

Created the following plaits and twists:

multiple cornrows

French plait

fishtail plait

two-strand twists

flat twists

Taken into account the following factors:

hair density

hair texture

head and face shape

hair elasticity

hair length

scalp condition

desired look

Given the following advice:

suitable home care products and their use

how to remove plaits and twists

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 on the hair of plaiting and twisting

Plaiting and twisting techniques

Products and their use

Aftercare advice for clients

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 192–194.



Plaiting & twisting

Useful words

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

Aftercare advice Giving the client tips on how to maintain their style and hair condition. If the client is going to remove his/her own added hair you will need to advise him/her on how to do this safely.

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

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

Fishtail plait A method of plaiting using two strands.

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

Gels Holds 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 attaching 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.



Observation sign-off sheet

Unit GH13 Plait and twist hair

What you must do

186 Level 2 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 **four** times). Each occasion must show a different look.

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



make sure you secure the hair properly during plaiting.

Outcome 1

Maintain effective and safe methods of working when plaiting and twisting

- Ensure your client's clothing is effectively protected throughout the service
- Wear personal protective equipment, if required
- 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
 - 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 risks of cross-infection, infestation and offence to your clients and colleagues
- Complete the plaiting and twisting service within a commercially viable time

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

Continues on next page

Outcome 2

Plait and twist hair

- a Confirm with your client the look agreed at consultation prior to and during the service
- 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 service
- f Effectively control and secure your client's hair throughout the plaiting and twisting processes, taking account of **factors** influencing the service
- g Apply suitable **products**, when necessary, at the right time in the process to achieve the style requirements *
- h Consult with your client during the service to ensure the tension is comfortable
- i Adjust the tension of **plaits** and/or **twists**, 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/or **twists** achieves the desired look
- k Confirm your client's satisfaction with the finished look



Plaiting & twisting

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Hair accessories can be added to plaits to create a unique look.

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

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

Continues on next page



Observation sign-off sheet

Unit GH13 Plait and twist hair

What you must do (continued)

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Timing tip

The maximum commercially viable time for French plaits and fishtail plaits is 30 minutes.

Outcome 3

Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your client suitable **advice** on the maintenance of their style and hair condition

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

Hints and tips

Avoid damaging hair by carefully removing bands and let your client know how to do this safely by themselves.



Observation sign-off sheet

Unit GH13 Plait and twist hair

What you must cover



Plaiting & twisting

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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 in each observation. **All** products must be used.

	1	2	3	4		
Sprays	<input type="radio"/>	<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"/>	<input type="radio"/>
Gels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Plaits and twists

Tick the plaits and twists created in each observation. You must create **all** of them.

	1	2	3	4		
Multiple cornrows	<input type="radio"/>	<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"/>	<input type="radio"/>
Fishtail plait	<input type="radio"/>	<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"/>	<input type="radio"/>
Flat twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors taken into account for each observation. **All** factors must be taken into account.

	1	2	3	4		
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desired look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Observation sign-off sheet

Unit GH13 Plait and twist hair

What you must cover (continued)

190 Level 2 NVQ/SVQ Hairdressing

Advice

Suitable home care products and their use
How to remove plaits and twists

Tick the advice given in each observation. **Both** must be given.

1	2	3	4		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

Timing tip

The maximum commercially viable time for twists and cornrows to cover 50% of the head is 45 minutes.



Nathalie Emmanuel's cornrows make her stand out from the crowd.

Comment form

Unit GH13



Plaiting & twisting

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

Comments	Date
1	
2	
3	
4	

Image courtesy of Denman Brush





Knowledge sign-off sheet

Unit GH13 Plait and twist hair

What you must know

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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 pink). 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 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 is contact dermatitis and how to avoid developing it whilst carrying out plaiting and twisting services	E3
4	the range of protective clothing that should be available for clients	E3
5	why it is important to use personal protective equipment	E3
6	the type of personal protective equipment available	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	the methods of working safely and hygienically and which minimise the risks 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
13	the importance of using bands for professional use	E3

Continues on next page

You need to understand:	Evidence type
Effects on the hair of plaiting and twisting	
14 the potential consequences of excessive tension on the hair	E4
15 what is traction alopecia	E4
16 how to identify the signs of traction alopecia	E4
17 the physical effects on the hair structure of plaiting and twisting	E4
Plaiting and twisting techniques	
18 how hair texture affects the plaiting process and styling possibilities	E3
19 how to create cornrows, a French plait, two-strand twists, fishtail plaits and flat twists	E3
20 the importance of sectioning hair accurately when plaiting and twisting	E4
21 the methods of securing the completed plaits and twists	E3
22 how to handle the hair when plaiting and twisting to maintain a correct and even tension	E3
23 how to adjust the tension of plaits and twists	E3
24 how the factors in the range influence the choice and direction of plaited or twisted style	E3
Products and their use	
25 the types of products available for use with plaits and twists	E3
26 when and why you would use the types of products in the range	E3
27 the importance of using products economically	E3
28 manufacturers' instructions relating to the use of the products in the range	E3

Continues on next page



Plaiting & twisting

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Hints and tips

Be sure to identify contra-indications before you start the service. Conduct your tests and ensure the hair and scalp are in good condition beforehand.



Knowledge sign-off sheet

Unit GH13 Plait and twist hair

What you must know (continued)

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Hints and tips

Check your client is comfortable throughout the service. Incorrect sections or securing can be very uncomfortable.

You need to understand:	Evidence type
Aftercare advice for clients	
29 the products for home use that will benefit the client and those to avoid and why	E3
30 how lifestyle can influence their choice of style (eg active sports, career and job requirements)	E3
31 the removal requirements for plaits and twists	E3
Communication	
32 how to give effective advice and recommendations to client	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



Supplementary notes

Unit GH13



Plaiting & twisting

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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

IQA signature
(if sampled)

Date

EQA signature
(if sampled)

Date



Image courtesy of Harry Boocock, The Hair Studio, Leeds

*more
information*

Maximum service times for Level 2 hairdressing services

For certain units, you will have to complete services within a 'commercially viable time'. You will find these timings within the units, but below is a complete list for your reference.

Service	Mins (maximum)
1 Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
2 Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
3 Set and dress hair – above shoulder (excluding drying)	35
4 Set and dress hair – below shoulder (excluding drying)	45
5 Blow dry and finish – above shoulders	35
6 Blow dry and finish – below shoulders	45
7 Cut hair only	45
8 Mix and apply colour – regrowth, permanent colour	25
9 Pulled through highlights/lowlights (including preparation and application) – full head	35
10 Pulled through highlights/lowlights (including preparation and application) – at least 20% of the head	15
11 Woven highlights/lowlights (including preparation and application) – full head	75
12 French plait, fishtail plait	30
13 Twists and/or cornrows to cover 50% of the head	45
14 Perm (winding only)	45

Further information on health & 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 & safety law. They have defined two 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 electric 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, rather than someone who uses the correct manual handling techniques.

General guidance on health & safety legislation applicable to hairdressing

Health & safety is the responsibility of all persons at work. Employers and supervisors in particular have a greater responsibility for health & 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 & safety of himself and of other persons who may be affected by his acts or omissions at work; and

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

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 & 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.

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.

Glossary of Habia terms

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Level 2 NVQ/SVQ Hairdressing

Activators Products used to maintain curl in permed or naturally curly hair.

Adverse skin and scalp conditions These are conditions that can have an effect on what and how a service is delivered to clients. Examples are psoriasis, alopecia, cysts, impetigo, scars, moles and facial alopecia.

African type hair Any hair type, irrespective of ethnic origin, which is tightly or loosely coiled, but resembling typical black African hair.

Chemically treated hair Hair that has been either relaxed, permed or coloured, or has undergone any mixture of these processes.

Colour test A test to ascertain if a colour is suitable and/or achievable. It can be done on a test cutting or on a small section of hair on the head.

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 Act (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.

Trades Descriptions Act (1968 and 1972) Products should not be falsely or misleadingly described in relation to their 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.

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

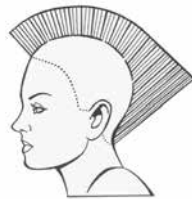
Contra-indications Conditions which indicate a service should not be carried out.

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

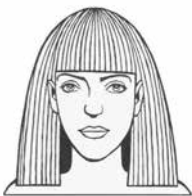
Croquignole Winding from points to roots.

Cutting Terminology:

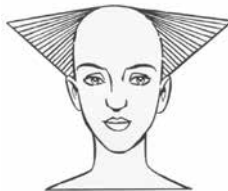
Long graduation cut A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape, as shown below.



One length cut A one length cut is when the hair is cut the same outside length, as shown below.



Short graduation cut A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape, as shown below.



Uniform layer The uniform layer cut is when all sections of the hair are the same length, as shown below.



Debris This covers loose materials such as glue and hair extension backing, etc.

Density The amount of hair follicles in a given area.

Disinfection Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents.

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

Enhancing the salon's image Ensuring that the final look helps the salon's targeted position within the commercial market.

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

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.

Fishtail plait (also known as a herringbone plait) A four-strand plait achieved by crossing four pieces of hair over each other to create a 'herringbone' look.

Flat twists Where the hair is rolled and twisted by hand flat to the scalp.

Freehand The cutting of hair without holding it in place.

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.

Full head application of permanent colour and/or lightener

This technique generally requires the separate application to mid lengths, ends and the roots as part of the same process to achieve a colour change.

Hair extensions:

Cold attachment systems Examples are sewing, plaiting, fusing, self-adhesive, air pressure, micro-rings, ultrasound

Hot attachment systems Examples are pre-bonded, hot bonding and hot box.

Hair growth patterns These are double crown, widows peak, cow lick, nape whorl, natural parting and regrowth.

Human hair Hair extension work to denote the use of cleaned, natural hair as opposed to man-made fibre hair extensions.

Incompatibility This refers to chemicals which do not work together and may have an adverse reaction.

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 Control of Substances Hazardous to Health (COSHH) Regulations, the Electricity at Work Regulations and the Cosmetic Products (Safety) Regulations.

Lighteners Products that lighten the natural pigments of the hair (changes melanin and pheomelanin to oxymelanin) without depositing artificial colour – otherwise known as bleach or pre-lighteners.

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, cling film, etc. used as part of the colouring and lightening processes.

Micro-organisms Organisms of microscopic size.

Moisturisers Products that add moisture to hair.

Natural hair Hair which still has its natural structure, be it tightly or loosely coiled. This term is used in relation to African type 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.

Outlines The perimeter of a haircut, beard, moustache or sideburn shape.

Oxidising agents These products introduce oxygen into the hair. They are mixed with oxidation based colour removers, colouring and lightening products and used in neutralisers.

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 protection 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 apron are the normal requirement for yourself.

Plant extracts Examples are aloe vera, okra, fresh lemon and lime, avocado.

Plastic hair covering This can be a fitted plastic cap or 'cling film' – the purpose of which is to protect the hair from the bonding glue.

Porosity The speed at which hair can absorb moisture and or liquid. This is dependent on the condition of the hair cuticle.

Post-damping lotion Any product applied to wound hair (eg perming lotion).

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

Pre-damping lotions Any product applied to the hair prior to winding (eg booster, perming lotions, wrap humectants).

Pre-perm treatment A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

Pulled through highlights and lowlights This technique can include the use of a variety of commercially available products (eg colour pots, plastic/rubber caps, bags, plastic strips, spatulas, etc).

Glossary of Habia terms (continued)

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Level 2 NVQ/SVQ Hairdressing

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

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). In this particular unit, 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.

Rollers These can include rollers secured with pins, Velcro rollers, spiral rods, style formers, bendies, etc.

Rolls When dressing long hair, 'rolls' will also cover 'pleats'.

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

Salon services Covers all the services offered in your workplace.

Scalp plaits 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.

Sensitised hair Hair which has a fragile internal structure naturally or caused by mechanical, chemical and/or environmental factors.

Serum A silicone based product used for styling.

Sharps A term used by the Health & Safety Executive to describe sharp objects. In the context of hairdressing sharps, include scissors, razors and razor blades which may have bye-laws covering their disposal.

Skin test A test to determine if the client is allergic to the product being applied.

Sterilisation The total destruction of micro-organisms.

Strand test This test is used in colouring, lightening, rearranging and relaxing processes to establish the effect of the product on the hair and its condition ie:

- For colouring: the depth and tone has been achieved
- For lightening: the degree of lift has been achieved
- For rearranging: the degree of straightness has been achieved before winding
- For relaxing: the degree of straightness has been achieved

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

Technical Where this word is used in the National Occupational Standards, it refers to any professional hairdressing or barbering service.

Tensile strength test A test to determine the breaking point of hair which indicates the strength of the internal structure of the hair.

Thinning Reducing the amount of hair without reducing the length. Within the standards at Level 2, this will be carried out with scissors. The use of razors for thinning is included in appropriate Level 3/6 standards.

Toner (colour) The use of pastel or fantasy colourants to enhance the effect of a permanent colour or lightener result.

Tonging A technique that uses any heated equipment that traps hair to change its structure (eg Marcel type tongs, crimpers and spring tongs).

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

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

Virgin hair Hair that has not had any chemical treatment on it.

Weaving (colour) Applying colour to woven sections of hair.



White hair (ie Canities) The term used to describe colourless hair, commonly known as grey hair.

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 Career Happiness Index survey, conducted in 2012



