Learner Journal Level 2 Technical Certificate



Barbering



Learner Journal Level 2 Technical Certificate

Barbering

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City & Guilds 1 Giltspur Street London EC1A 9DD T 01924 930800 www.cityandguilds.com

Development Editor: Charlotte Bradshaw Production Editor: Laurida Harrington-Poireau Copy Editor: Cara Frost-Sharratt Cover and book design by Select Typesetters Ltd Special thanks to Diane Mitchell

Front cover image

Photographer: Desmond Murray

Model: Jamie Thomas

Stylist: Dominic Camacho, Welsh Apprentice Barber of the Year

Make-up: Jo Sugar

Back cover image

Photographer: Desmond Murray

Model: Harley Nobes

Stylist: Montel Cambell, Scottish Apprentice Barber of the Year

Make-up: Jo Sugar

Foreword

A few words from Joe Sloan

Co-Director @ The Big Yin Gents Division

Education is paramount in our industry and maintaining a progressive nature is key.

I started my career in my father's hair salon at the age of 13. Hair was always something that fascinated me from a young age. There was so much that could be done with it and I knew I wanted my profession to evolve around that.

I'm now 29 and I have had my own men's hair salon The Big Yin Gents Division for nine years. Growing my business from nothing to where I am today wouldn't have been possible without my team and myself continuously learning.

I am now a City & Guild assessor and I am fortunate enough to share my knowledge with hundreds of learners at the very start of their career. My one piece of advice to you as someone who is in training would be, 'don't ask yourself what could go wrong; ask yourself what could go right?'



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Introduction

Welcome to your City & Guilds Learner Journal. It is designed to help you work towards your barbering qualification, by:

- showing you what you need to cover
- helping you to record your achievements and evidence.

In this journal, you will find forms that can support you and your tutors in your learner journey. You'll also find helpful pictures, hints, tips and more from leading people in barbering – all designed to make the qualification simple to understand and more fun to complete!

We're sure you will have lots of questions about your qualification and this introduction should answer some of them. Of course, your tutor/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 City & Guilds Level 2 Technical Certificate in Barbering aims to provide you with a range of specialist practical skills and technical knowledge, which will equip you to seek employment or further training within the barbering industry.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a barber. The qualification structure is made up of mandatory units. Mandatory units are units that you must complete.

To achieve the qualification you need to successfully achieve one externally set, synoptic assignment and one externally set, externally marked test, sat under examination conditions. In addition, you must also achieve the mandatory employer involvement requirement for this qualification.





What will the trade test (synoptic assignment) involve?

Synoptic assignment requires learners to draw together their learning from across the qualification to achieve specific outcomes or solve problems. The focus is on bringing together, selecting and applying learning from across the qualification, rather than demonstrating achievement against units or subsets of the qualification content.

Your skills will be assessed through the synoptic assignment component. In this externally set, internally marked and externally moderated assessment you will be given an appropriately levelled, substantial, occupationally relevant outcome to achieve or problem to solve. You will be marked against assessment objectives (AOs) such as your breadth and accuracy of knowledge, understanding of concepts and the quality of your technical skills, as well as your ability to use what you have learned in an integrated way to achieve a considered and high-quality outcome. These are detailed on page 20.

A typical assignment brief could be to carry out a range of services on a client in a salon environment, over a period of 4–6 hours. This will require you to use your skills and knowledge of a range of services from across the qualification. You will be required to draw from your knowledge and understanding across the range of the qualification content to effectively carry out the services, including cutting hair using basic barbering techniques, cutting facial hair to shape using basic techniques and creating basic outlines and detailing in hair.

What will the externally marked exam involve?

The external assessment will draw from the critical knowledge from across the mandatory content of the qualification, using a range of short answer questions to confirm breadth of knowledge and understanding. Extended response questions are included, giving you the opportunity to demonstrate higher level understanding and integration through discussion, analysis and evaluation and ensuring the assessment can differentiate between 'just able' and 'higher achieving' learners.

Command words

In examinations, certain words – often called command words – are commonly used as prompts to give an indication of the type of response that is expected by the question. These words commonly include 'state', 'describe', 'explain' and 'discuss'.

- The command word 'describe' requires you to give a representation of something in words; a 'picture in words'.
- An 'explain' question requires you to give reasons, or suggest causes.
- A 'discuss' or 'evaluate' question will usually be graded using level of response marking. You will be required to compose a response which considers the topic of the question. You will need to compare and contrast and consider any pros and cons; provide a discussion or argument which is justified and supported.

While these words give an indication of what is expected, it is important to understand that these words do not stand on their own. In preparation for the exam, you should not focus on simply learning the meanings of these words in isolation of the rest of the question but on interpreting the full question or task. The command words give an indication of what is wanted and, in the context of the instruction or question, the full meaning should be clear. For example, the questions below all use the word 'describe', but all require different sorts of answers.

Question	Answer required
Describe a(Describe how they look).	
Describe the process for(Describe a sequence of events).	
Describe the effect of on(Describe the changes following some	sort of impact).

In examinations, the numbers of marks available can also give an indication of the depth of response expected. Half marks are never used:

- AO1 type questions typically require a separate point per mark
- AO2 type questions may require a point or limited explanation for 1 mark, with a further mark available for more depth or explanation
- AO4 questions would expect a higher quality of response for higher marks and these are usually marked using level of response marking.

How will I be graded?

Individual assessments will be graded pass/merit/distinction where relevant.

Once all your assessments are complete, your evidence and the proposed marks from your tutor will be submitted to City & Guilds for moderation. City & Guilds will set the grade boundaries for each assessment and publish the results. Grade boundaries will be set using technical experts.

Grades from the synoptic and external assessment make up the overall qualification grade. The external exam will contribute 40%. A distinction is available at qualification level for those who have achieved high-end distinction.

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 learner handbook or prospectus will provide more details.

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

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

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



Qualification structure

For the Level 2 Technical Certificate in Barbering the teaching programme must cover the content detailed in the structure below:

Mandatory units

Unit number	Unit title	GLH
201	Principles and practices of hairdressing and barbering services	90
202	Shampoo, condition and treat the hair and scalp	30
208	Cut hair using basic barbering techniques	120
209	Dry and finish men's hair	30
210	Cut facial hair to shape using basic techniques	30
211	Create basic outlines and detailing in hair	60



Tracking your progress

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

On this page, you can tick when you have covered all the topics and the scope/range for each unit.

Mandatory units

201: Principles and practices of hairdressing and b	parbering services
Topics achieved ○ All scope/range covered ○	
All 'Knowledge and understanding' explored O	
All Knowledge and understanding explored	
Sign:	Date:
202: Shampoo, condition and treat the hair and so Topics achieved All scope/range covered All 'Knowledge and understanding' explored O	calp
Sign:	Date:
208: Cut hair using basic barbering techniques Topics achieved All scope/range covered All 'Knowledge and understanding' explored	
Sign:	Date:
209: Dry and finish men's hair Topics achieved O All scope/range covered O All 'Knowledge and understanding' explored O	
Sign:	Date:
210: Cut facial hair to shape using basic technique Topics achieved All scope/range covered All 'Knowledge and understanding' explored O	es
Sign:	Date:
211: Create basic outlines and detailing in hair Topics achieved O All scope/range covered O All 'Knowledge and understanding' explored O	
Sign:	Date:



Values and behaviours

Barbers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

Values

The following key values underpin the delivery of services in the barbering sector.

- A willingness to learn.
- 2 The completion of services and treatments in a commercially viable time.
- Meeting both organisational and industry standards of appearance.
- Ensuring personal hygiene and protection meets accepted industry and organisational requirements.
- 5 A flexible working attitude.
- 6 A team worker.
- 7 Maintaining customer care.
- A positive attitude.
- Personal and professional ethics.
- 10 The ability to self-manage.
- Creativity skills. 11
- Excellent verbal and non-verbal communication skills.
- 13 The maintenance of effective, hygienic and safe working methods.
- 14 Adherence to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.



Behaviours

The following behaviours underpin the delivery of services in the barbering sector.

These behaviours ensure that clients receive a positive impression of both the salon/barbershop and the individual.

- 1 Meeting the salon/barbershop's standards of behaviour.
- 2 Greeting the client respectfully and in a friendly manner.
- 3 Communicating with the client in a way that makes them feel valued and respected.
- 4 Identifying and confirming the client's expectations.
- Treating the client courteously and being helpful at all times. 5
- Keeping the client informed and reassured. 6
- Adapting behaviour to respond effectively to different client behaviour. 7
- 8 Responding promptly to a client seeking assistance.
- 9 Selecting the most appropriate way of communicating with the client.
- Checking with the client that you have fully understood their expectations. 10
- Responding promptly and positively to the client's questions 11 and comments.
- 12 Allowing the client time to consider the response and give further explanation when appropriate.
- 13 Quickly locating information that will help the client.
- Giving the client the information they need about the treatments or products offered by the salon/barbershop.
- Recognising information that the client might find complicated and checking whether they fully understand it.
- Explaining clearly to the client any reasons why their needs or expectations cannot be met.



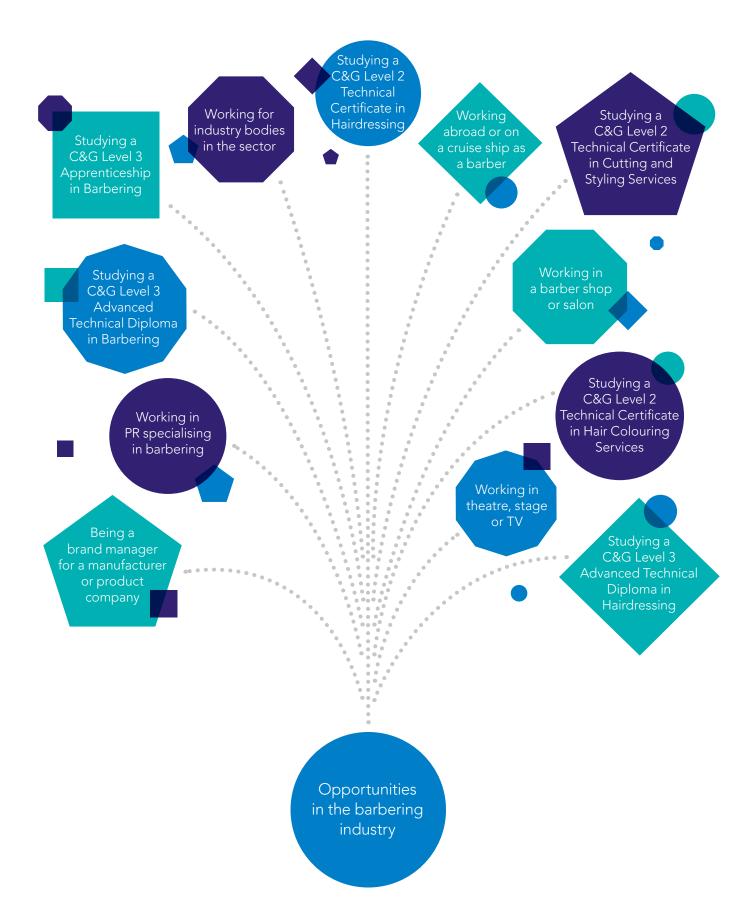
Health and safety working practices

You will need to work with consideration of health and safety working practices throughout each unit by:

- maintaining personal hygiene and safety practices
- preparing and keeping the work area clean and tidy
- minimising the risk of contact dermatitis, cross-infection and cross-infestation
- ensuring own posture and working methods minimise fatigue and risk of injury
- positioning clients to meet the needs of services without causing discomfort
- preparing client hair and protecting clothing
- following manufacturer and workplace instructions for the safe use of tools, equipment and products
- keeping client skin free of excess hair cuttings throughout cutting services
- testing hair and skin prior to, and during, colouring and lightening services
- testing hair prior to smoothing and strengthening services, perming and neutralising services, relaxing services and hair and scalp treatments
- wearing personal protective equipment when using relaxing chemicals.



Barber Career planner and next steps



Employer involvement tracker

Employer involvement is essential to maximise the value of your experience. You must achieve the mandatory employer involvement requirement for this qualification before you can be awarded a qualification grade.

Activity	No. of hours	Date	Tutor signature

Work experience record

ocation:
Pole:
Dates:
lours:
iours.
Key areas learnt

Employer feedback	
Candidate signature:	Date:
Assessor signature:	Date:
IQA signature (if sampled):	Date:

Trade testing (synoptic assignment)

Getting ready for your trade test (synoptic assignment)

Towards the end of your qualification you will be assessed on carrying out a variety of barbering services on a number of clients within a commercially set time.

This will be assessed to make sure you have the necessary skills, knowledge, values and behaviours to confirm that you are now ready to be employed in the barbering industry.

This end trade test will require you to use consultation techniques to identify client requirements and build a professional rapport.

You will draw on the knowledge, understanding and practical skills you have developed during the qualification to deliver a range of personalised barbering services, adapting to any factors, as required during the services.

You will be marked on the quality and accuracy of your practical performance and your ability to reflect on the services carried out. It is therefore important that you carry out your work to the highest standard you can.

You should show how well you know and understand the subject and how you are able to use your knowledge and skills together to complete the tasks.

Mock trade test (sample assignment)

You will be provided with the mock trade test/sample assignment by your tutor. The assignment will be in the form of a brief that will detail exactly what you will be expected to do.

The assignment will cover a range of services from across the units in the mandatory content of this qualification.



Marking grid

The assessments for this qualification are set against a series of assessment objectives (AOs). They are designed to allow judgement of the candidate to be made across a number of different categories of performance. Each assessment for the qualification has been allocated a set number of marks against these AOs, based on weightings recommended by stakeholders of the qualification.

Assessment objective	Level 2 Technical Certificate in Barbering Examples of types of knowledge expected	Weighting
AO1 Recall of knowledge relating to the qualification Learning Outcomes.	Recollection of relevant influencing factors specific to services, including all relevant tests; recognition of hair classifications and their characteristics; Health and Safety working practices, personal presentation and hygiene legislation; scientific facts; different types of tools and equipment; characteristics of hair products and services; methods and sequencing of techniques (cutting, styling and finishing, shampooing and conditioning); consultation.	20%
AO2 Understanding of concepts, theories and processes relating to the Learning Outcomes.	Interpretation of outcomes of consultation and hair, scalp and skin analysis, including all relevant test results; consideration of influencing factors; selection of tools, equipment and products; techniques across all services; the effects of scientific principles; methods and sequencing of techniques; provision of information to clients including aftercare advice and recommendations.	15%
AO3 Application of practical/technical skills.	Conducting client consultation, skin and hair analysis and relevant tests; application of techniques for services; control and use of tools and products; communication of information to clients; selling and promoting services and products.	25%
AO4 Bringing it all together – coherence of the whole subject.	Creation of finished look; client satisfaction; planning own time; completing services within realistic time scales; sequencing of different services; adapting service for influencing factors; working professionally; promoting products and services.	25%
AO5 Attending to detail/perfecting.	Preparation for services; methodical working; positioning of self and client; checking accuracy/progress of services; weight distribution and balance; refinement of finished look.	15%



Service planning notes

Use this section to make notes on which services link well together, what should be avoided, etc.				



Mock assessment feedback form

Task/AO	
1	Tutor feedback: Learner self-reflection/evaluation:
2	
2	Tutor feedback:
	Learner self-reflection/evaluation:
3	Tutor feedback:
	Learner self-reflection/evaluation:

Task/AO	
4	Tutor feedback: Learner self-reflection/evaluation:
5	Tutor feedback:
	Learner self-reflection/evaluation:

Revision tips

These revision tips will help you prepare for your external assessment.

- Regularly check your knowledge and understanding to ensure that you still remember key content covered at the beginning of the qualification.
- Take opportunities to recap, revise and recall, both in the classroom and using blended and online resources and activities. Find out which learning strategies work best for you.
- Use a range of different revision strategies that best meet your learning needs. For example, creating cue or flash cards can help you remember key knowledge content. You could make use of mobile learning apps to prepare your own revision flash cards to help develop a secure understanding of key terminology, concepts and frameworks.
- Familiarise yourself with how to deal with different command verbs, such as the differences between responses which describe, explain, compare or evaluate.
- Ensure you have developed your note-taking skills. This will prepare you to capture and summarise the most important aspects of the content. These notes will be invaluable when you are preparing for your examination and help to identify any gaps in your knowledge and understanding.
- Don't just memorise facts and figures; try to make links and deeper connections. Visualisation and concept mapping can help you to apply your knowledge and understanding in different contexts and situations.
- You will need to manage your time effectively as independent candidates.
- Creating revision timetables or planners is a useful exercise to help you prioritise your learning activities, focusing on areas where there might be gaps in your understanding. There are example revision planners on pages 26 and 27.
- It's important to stay fit and healthy in order to be physically and mentally prepared to demonstrate your knowledge and understanding. Remember to get enough sleep, drink plenty of water, eat well and get enough downtime in the build-up to the exam. Simple relaxation techniques can help if you are feeling stressed.

Revision planner

Week commencing:

		-	NA	T	E : 1	0	0 1
0.00	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am		-		-			
11.00 am							
12.00 am							
12.00 am							
1.00 pm							
2.00							
2.00 pm							
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6.00 pm							
7.00 pm							
7.00 pm							
8.00 pm							
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9.00 pm							
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Revision planner

Week commencing:

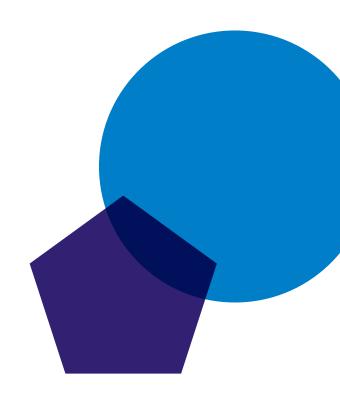
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
2.00 pm							
3.00 pm							
4.00 pm							
5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							



Unit 201: Principles and practices of hairdressing and barbering services

The purpose of this unit is to provide you with an understanding of the working practices within the hairdressing and barbering industries. You will be able to comply with relevant legislation, work professionally and follow safe working practices. You will develop the skills required to conduct yourself in a professional manner. You will

learn how to communicate with clients and colleagues and will be encouraged to identify the attributes that can be used to make yourself more desirable to future employers. You will understand the importance of the client consultation process and how to ascertain the individual needs of clients and how to recommend services and products.



What is this unit about?

Unit 201: Principles and practices of hairdressing and barbering services

Mandatory

This unit has **four** outcomes.

Outcome 1

Work safely in the salon/barbershop

Outcome 2

Understand hair, skin and scalp analysis

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

Outcome 4

Advise clients and make recommendations throughout the service

Getting started

Introduce yourself to the unit by asking yourself:

- How can I keep myself and others safe whilst at work?
- What can I do to ensure I am displaying a professional attitude at all times?
- What do I have to consider in order to make my client's experience a positive one?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.



What is this unit about? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Topics

Outcome 1

Work safely in the salon/barbershop

- 1.1 Safe working practices
- 1.2 Legislation relevant to hairdressing and barbering
- 1.3 Environmental and sustainable working practices
- 1.4 Preparation for services

Outcome 2

Understand hair, skin and scalp analysis

- 2.1 Structure and function of the hair and skin
- 2.2 Characteristics and classifications of the hair
- 2.3 Hair, skin and scalp disorders

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

- 3.1 Communication in the salon/barbershop
- 3.2 Behaviours and values expected of a hairdresser/barber

Outcome 4

Advise clients and make recommendations throughout the service

- 4.1 Consult with clients
- 4.2 Agree services and products with clients
- 4.3 Provide aftercare, advice and recommendations
- 4.4 Create and promote retail opportunities

■ Education is the backbone of our craft – without it we are jelly.

Lee Stafford, Co-founder of Lee Stafford products and Lee Stafford Education



In this industry, you never stop learning. If you want to be a part of an amazing community with limitless opportunities then barbering is the career for you.

Dominic Camacho, Welsh Apprentice Barber of the Year



Unit planner

Unit 201: Principles and practices of hairdressing and barbering services

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know
What I want to learn
Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.
What I have learnt
What i have learnit

What do you need to know?

Unit 201: Principles and practices of hairdressing and barbering services

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Safe working practices

understand the importance of following health and safety and working safely to prevent: ○ injuries, ○ accidents, ○ cross-infection

understand: O the hazards and risks which exist in the work area, ○ the importance of risk assessments, ○ the procedures for storage and handling of chemical products, O the industry hygiene and safety practices (sterilisation, sanitisation, cleaning and disinfection), O the maintenance of safe environmental conditions (lighting, ventilation, temperature, positioning of equipment), O sustainable working practices (minimising pollution, reducing and managing waste, reducing energy usage), O the importance of ensuring equipment is clean and safe to use (PAT testing, trailing wires, secure plugs), O the workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products, O the importance of correct posture and working techniques to minimise fatigue and risk of injury, ○ the procedures for dealing with spillages (water, chemicals), ○ how to dispose of waste products safely (contaminated and non-contaminated waste), ○ the correct storage and handling of products containing chemicals, • the correct use of PPE (goggles, masks, gloves, aprons)

O recognise the signs of contact dermatitis

O understand the importance of following working practices that minimise the risk of developing contact dermatitis

Continues on next page

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.



Hints and tips

Make sure all your tools are kept clean in accordance with salon requirements.

What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Legislation relevant to hairdressing and barbering

understand the impact of legislation on working practices in hairdressing and barbering and the Health and Safety legislation, including: O Health and Safety at Work Act (HASAWA), O The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), O The Personal Protective Equipment Regulations, ○ The Health and Safety (First Aid) Regulations, ○ The Manual Handling Operations Regulations, O The Control of Substances Hazardous to Health Regulations (COSHH), O The Electricity at Work Regulations, ○ The Environmental Protections Act, ○ The Management of Health and Safety at Work Regulations, O Workplace Regulations (Health, Safety and Welfare), O The Health and Safety (Information for Employees) Regulations, ○ Regulatory Reform (Fire Safety) Order, ○ consumer/employee legislation understand the impact of legislation on working practices in hairdressing and barbering and the consumer/employee legislation, including: ○ The Equality Act, ○ The Data Protection Act, ○ Consumer Rights Act, Working Time Regulations

Environmental and sustainable working practices

understand the methods of working that promote environmental and sustainable practices, including: O reducing and managing waste, ○ reducing energy and other resources, ○ recycling and eco-friendly products

Continues on next page

Hints and tips

A method that promotes environmental and sustainable practices is turning off the taps during the shampooing and conditioning service.



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:
Preparation for services
understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the hairdresser: O aprons, O masks, O goggles, O gloves
understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the client: — gown, — towel, — cutting collar, — plastic cape
Structure and function of the hair and skin
understand the structure and function of the hair, including: ○ cuticle, ○ cortex, ○ medulla
understand the structure and function of the skin, including: O epidermis, O dermis, O sweat glands, O sebaceous glands, O blood capillaries, O hair bulbs, O arrector pili muscles, O hair follicles, O dermal papilla
Characteristics and classifications of the hair
understand the types of hair characteristics and their impact on services including: \bigcirc density, \bigcirc texture, \bigcirc elasticity, \bigcirc porosity, \bigcirc condition, \bigcirc growth patterns, \bigcirc hair growth cycle, \bigcirc average rate of hair growth
understand the types of classifications and their impact on services, including: type 1 – straight hair (fine/thin, medium and coarse), type 2 – wavy hair (fine/thin, medium and coarse), type 3 – curly hair (loose curls and tight curls), type 4 – very curly hair (soft and wiry)
Hair, skin and scalp disorders
understand the types and characteristics of contra-indications, and the impact of these on services including certain infections and infestations such as: oringworm, oringetigo, or scabies, or folliculitis, or pityriasis capitis/dandruff, oringrowing hair, or pediculosis capitis/head lice
understand adverse hair, skin and scalp conditions and their impact on services, including: O eczema, O alopecia, O psoriasis, O scars/keloid scarring, O moles, O cysts, O fragilitas crinium, O skin tags

Continues on next page

■ My advice is always, "work hard, aim high, be nice and stay humble". This is the standard behaviour expected from anyone who wishes to achieve greater things in this ever-changing, exciting and developing industry. >

Kevin Vorley, K Barbers Emporium



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Communication in the salon/barbershop

O understand the methods of communicating professionally with clients and colleagues

verbal communication: ○ language used, ○ confident attitude, ○ tone of voice, ○ listening techniques

body language: ○ posture, ○ eye contact, ○ facial expressions, ○ visual aids, ○ images (magazines style books, images online), ○ colour chart

understand the purpose of questioning and listening skills, including: ○ identify client requirements, ○ encourage and allow time for client to ask questions, O avoid misunderstandings, O build relationships with clients and colleagues, O check well-being and comfort

understand the methods of gaining client information, including: O open questions (identifying requirements and initiating conversation), O closed questions (confirming requirements, recommendations and concluding conversations), O discussion (gathering specific information, drawing information out of clients who are not forthcoming)

O understand the importance of effective communication on salon/ barbershop reputation

Continues on next page



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Behaviours and values expected of a hairdresser/barber

understand the behaviours that ensure that clients receive a positive impression of both the salon/barber shop and the individual, including: O professional appearance, O personal hygiene, O respecting and valuing clients (not discriminating), O adapting own behaviour to meet client behaviours and needs

understand the behaviours for working with colleagues and contributing to the effectiveness of the salon/barbershop, including: O recognising when to ask for help, O willingness to learn and improve own performance, O having a positive, supportive and flexible approach to working, O reporting and dealing with problems, ○ collaborative working to achieve objectives, ○ responding to feedback, O dealing with conflict or differences of opinion, O managing own time in line with organisation and industry standards for services

Agree services and products with clients

understand the importance of giving the client realistic expectations in line with legal requirements, including: O Cosmetic Products Regulations, ○ Consumer Contracts Regulations, ○ Trade Descriptions Act, ○ Consumer Protection legislation, O completing client records and their legal significance, Ogaining client consent for services, Oconfirming client satisfaction



What do you need to cover?

Unit 201: Principles and practices of hairdressing and barbering services

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Identify your clients' requirements:

use of observation use of questioning use of visual aids

Conduct visual checks to meet specified procedures:

identify factors that limit or affect the products and services that can be offered

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

conduct tests as necessary, taking into consideration service requirements

identify and report problems as necessary

Provide advice to clients and agree products and services:

make recommendations

agree services and products

confirm cost and duration

Provide aftercare and recommendations to your client regarding:

how to maintain their look

time interval between services

present and future products and services

Create and promote retail opportunities:

identify product and services to meet the client's needs

describe features and benefits of a range of products

provide demonstration of products where possible

close sales

Continues on next page

Hints and tips

Consultation skills are very important before any service; listen to your client.

What do you need to cover? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Interpret buying signals - when the client is not ready to buy:

avoiding eye contact

quick movements

handling products with little interest

making excuses why they don't want

to buy yet

studying lots of different products Interpret buying signals - when the client is ready to buy:

spending time focusing on one product or treatment

asking specific questions about a product or treatment

discussing a price

holding money/purse/ wallet

displaying positive body language

Hints and tips

It is important to be professional at all times.



Useful words

Unit 201: Principles and practices of hairdressing and barbering services

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



Adverse hair, skin and scalp conditions

Factors of the hair, skin or scalp may limit what services clients can have: for example, if a client has psoriasis, then it may

not be advisable to have harsh chemicals used on their hair.



Client's lifestyle

Factors in the client's life that influence the choice of hairstyle, eg a client who works in the fashion industry may wish to match their image with the latest fashions.



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

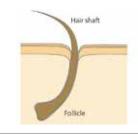


Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment dermatitis can improve.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment, giving the hair its natural colour.



Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again as new hair begins to form.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.



Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.



Scope record

Unit 201: Principles and practices of hairdressing and barbering services

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Client's requirements	Record the consult	tation services carried out for	each client.
Use of observation	Date and sign:	Date and sign:	Date and sign:
Use of questioning	Date and sign:	Date and sign:	Date and sign:
Use of visual aids	Date and sign:	Date and sign:	Date and sign:
Conduct visual checks	Date and sign:	Date and sign:	Date and sign:
Visual checks	Record the consult	tation services carried out for	each client.
Identify factors that limit or affect the products and services that can be offered	Date and sign:	Date and sign:	Date and sign:
Adverse hair, skin and scalp conditions	Date and sign:	Date and sign:	Date and sign:
Incompatibility of previous services and products used	Date and sign:	Date and sign:	Date and sign:
Client's lifestyle	Date and sign:	Date and sign:	Date and sign:
Conduct tests as necessary, taking into consideration service requirements	Date and sign:	Date and sign:	Date and sign:
Identify and report problems as necessary	Date and sign:	Date and sign:	Date and sign:
Client advice	Record the consult	tation services carried out for	each client.
Make recommendations	Date and sign:	Date and sign:	Date and sign:
Agree services and products	Date and sign:	Date and sign:	Date and sign:
Confirm cost and duration	Date and sign:	Date and sign:	Date and sign:
Aftercare and recommendations	Record the afterca	are services carried out for ea	ch client.
How to maintain their look	Date and sign:	Date and sign:	Date and sign:
Time interval between services	Date and sign:	Date and sign:	Date and sign:
Present and future products and services	Date and sign:	Date and sign:	Date and sign:

Continues on next page

Unit 201: Principles and practices of hairdressing and barbering services

Retail opportunities	Record the promotion of products carried out for each client.					
Identify products and services to meet the client's needs	0	Date and sign:	0	Date and sign:		Date and sign:
Describe features and benefits of a range of products		Date and sign:	0	Date and sign:	0	Date and sign:
Provide demonstration of products where possible	\bigcirc	Date and sign:	\bigcirc	Date and sign:	\bigcirc	Date and sign:
Close sales	0	Date and sign:	0	Date and sign:	0	Date and sign:
Interpret buying signals – when the client is not ready to buy	Red	cord the buying signals	inte	erpreted for each client.		
Avoiding eye contact	0	Date and sign:	0	Date and sign:	0	Date and sign:
Quick movements	0	Date and sign:	0	Date and sign:	0	Date and sign:
Handling products with little interest		Date and sign:		Date and sign:		Date and sign:
Making excuses why they don't want to buy yet	0	Date and sign:		Date and sign:	\bigcirc	Date and sign:
Studying lots of different products	0	Date and sign:		Date and sign:	\bigcirc	Date and sign:
Interpret buying signals – when the client is ready to buy	Red	cord the buying signals	inte	erpreted for each client.		
Spending time focusing on one product or treatment		Date and sign:		Date and sign:	\bigcirc	Date and sign:
Asking specific questions about a product or treatment		Date and sign:	<u> </u>	Date and sign:	<u> </u>	Date and sign:
Discussing a price	0	Date and sign:	0	Date and sign:	0	Date and sign:
Holding money/purse/ wallet	0	Date and sign:		Date and sign:	0	Date and sign:
Displaying positive body language	\bigcirc	Date and sign:	\bigcirc	Date and sign:	\bigcirc	Date and sign:



Self-reflection and observation feedback

Unit 201: Principles and practices of hairdressing and barbering services

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
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Self-reflection and observation feedback Continued

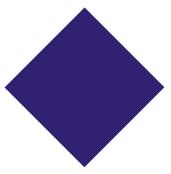
Unit 201: Principles and practices of hairdressing and barbering services

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
		-		
		-		

Supplementary comments

Unit 201: Principles and practices of hairdressing and barbering services

Comments	Date
Has all topic content been covered?	
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 32.	
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:
QA signature (if sampled):	Date:





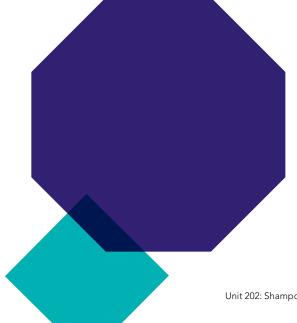
Unit 202: Shampoo, condition and treat the hair and scalp

The purpose of this unit is for you to develop the knowledge and skills needed to provide shampooing and conditioning services. In this unit you will work towards the industry standards required in professional hairdressing services.

This unit will introduce you to the role of science in the service, as

well as help you to understand how the different types of products, equipment and techniques can be adapted to the needs of the client.

You will also develop and hone your practical skills in providing shampooing and conditioning services using the appropriate massage techniques.



What is this unit about?

Unit 202: Shampoo, condition and treat the hair and scalp

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to shampoo and condition hair

Outcome 2

Shampoo and condition hair

Getting started

Introduce yourself to the unit by asking yourself:

- What hair and scalp conditions might my client have?
- What are the different products I can use?
- What is the correct method for applying shampoo and conditioning products?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.



What is this unit about? Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Topics

Outcome 1

Prepare to shampoo and condition hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair and scalp
- 1.3 Select products and equipment

Outcome 2

Shampoo and condition hair

- 2.1 Scientific effects
- 2.2 Principles of massage techniques
- 2.3 Shampoo and condition hair
- 2.4 Provide aftercare, advice and recommendations to the client

Hints and tips

If your client's hair has a build-up of styling product, using a clarifying shampoo can help to clear the excess products and oils.



Unit planner

Unit 202: Shampoo, condition and treat the hair and scalp

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know
What I want to learn
Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.
What I have learnt

What do you need to know?

Unit 202: Shampoo, condition and treat the hair and scalp

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and

understanding.

You need to be able to:

Prepare self, client and work area

understand the importance of: O barber and client positioning during the shampoo service, O following correct working practices for the prevention of contact dermatitis

Scientific effects

understand the relationship between science and shampoo and conditioning services, including: O how shampoo and water act together to cleanse the hair, O how pH values of products affect the hair and scalp

understand the effects of water temperature on: \bigcirc the scalp, \bigcirc the structure of the hair

understand how the build-up of products can affect: O the hair and scalp, O other services

understand how the application of heat during treatments affects: O the scalp, O the structure of the hair

Products and equipment

understand the effects on the hair and scalp of: O shampooing and conditioning products, O incorrect use of shampooing and conditioning products

Principles of massage techniques

understand the purpose and benefits of scalp massage during shampooing, including: ○ rotary, ○ effleurage, ○ friction

understand the purpose and benefits of scalp massage during conditioning, including: ○ effleurage, ○ petrissage

Hints and tips

Heat and hot water open the hair cuticle scales, while cold and cool water close the cuticle scales.



What do you need to cover?

Unit 202: Shampoo, condition and treat the hair and scalp

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

shampoo area

client:

- towel
- gown
- shoulder cape

position of self and client

Consult with client, analyse hair, inspect scalp and make recommendations based on the client's requirements and the condition of their hair and scalp:

presence of contra-indications

hair and scalp conditions:

- damaged
- product build-up
- normal
- oily
- dry
- dandruff affected
- sensitive

Select products and equipment, taking into consideration the hair and scalp analysis and service requirements:

shampoos

conditioning products:

- surface
- penetrating
- scalp treatment

tools and equipment

Adapt the scalp massage technique based on the required purpose and benefit:

shampooing:

- rotary
- effleurage
- friction

conditioning:

- effleurage
- petrissage

Continues on next page



What do you need to cover? Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Adapt the service to meet the needs of the client's hair, scalp and comfort:

water temperature and flow

use of massage techniques

monitoring and timing the development of conditioning products removal methods for:

- products
- excess water

preparation for next service

Shampoo and condition the client's hair:

detangle the hair from point to root repeat the shampooing process, if required remove conditioning and treatment products adapt methods to remove excess water from the hair

Provide aftercare, advice and any recommendations:

correct detangling techniques

suitable shampoos, conditioning products

time interval between services

present and future products and services







Useful words

Unit 202: Shampoo, condition and treat the hair and scalp

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

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Contra-indications

When a client has a medical or hair condition that may react with services or products.



Dandruff

Caused by flakes of dead skin being present in the client's hair, arising from a very dry or irritated scalp.

Effleurage

Effleurage is a gentle, stroking massage movement.

Incompatibility

When a previous service or product will cause a reaction with any chemicals being added to the hair.

Petrissage

Petrissage is a slow, firm, deep, circular kneading massage movement, which stimulates the scalp and the sebaceous glands.

pH value

A number given to a product based on how acidic or alkaline it is.

Referral

When a client is advised to seek further advice from an expert. For example, if a client had visible signs of head lice, you would refer them to a pharmacist.



Trichologist

A specialist in hair and scalp disorders, to whom you might refer a client with signs of thinning and/or weak hair.



Scope record

Unit 202: Shampoo, condition and treat the hair and scalp

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas	Record the preparation procedure carried out for each client.					
Work area: shampoo area	Date and sign:	Date and sign:	Date and sign:			
Client area: towel, gown, shoulder cape	Date and sign:	Date and sign:	Date and sign:			
Position of self and client	Date and sign:	Date and sign:	Date and sign:			
Hair and scalp conditions	Record the consultation	on service carried out for (each client.			
Damaged	Date and sign:	Date and sign:	Date and sign:			
Product build-up	Date and sign:	Date and sign:	Date and sign:			
Normal	Date and sign:	Date and sign:	Date and sign:			
Oily	Date and sign:	Date and sign:	Date and sign:			
Dry	Date and sign:	Date and sign:	Date and sign:			
Dandruff	Date and sign:	Date and sign:	Date and sign:			
Sensitive	Date and sign:	Date and sign:	Date and sign:			

Continues on next page



Unit 202: Shampoo, condition and treat the hair and scalp

Products and equipment	Record the consult	Record the consultation service carried out for each client.					
Shampoos	Date and sign:	Date and sign:	Date and sign:				
Conditioning products: surface, penetrating, scalp treatment	Date and sign:	Date and sign:	Date and sign:				
Tools and equipment	Date and sign:	Date and sign:	Date and sign:				
Massage techniques	Record the massag	ge technique carried out for	each client.				
Rotary	Date and sign:	Date and sign:	Date and sign:				
Effleurage	Date and sign:	Date and sign:	Date and sign:				
Friction	Date and sign:	Date and sign:	Date and sign:				
Petrissage	Date and sign:	Date and sign:	Date and sign:				

Continues on next page

1 Using and recommending the correct shampoo and conditioner to your client is crucial! It will prolong the life of their colour and keep their hair looking at its best for much longer. Treatments are a great way of improving the quality quickly and effectively.

Rachel, Salon Director at Stuart Holmes Salon





Unit 202: Shampoo, condition and treat the hair and scalp

Record the service technique carried out for each client.					
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Record the service technic	que carried out for each clie	ent.			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
Date and sign:	Date and sign:	Date and sign:			
	Date and sign: Date and sign:	Date and sign: Date and sign:			

Continues on next page

Hints and tips

Repeating the shampooing process is recommended for oily or dirty hair.

Unit 202: Shampoo, condition and treat the hair and scalp

Aftercare, advice and recommendations	Red	cord the aftercare se	ervice provided for eac	ch client.
Correct detangling techniques	0	Date and sign:	Date and sign:	Date and sign:
Suitable shampoos, conditioning products	0	Date and sign:	Date and sign:	Date and sign:
Time interval between services	0	Date and sign:	Date and sign:	Date and sign:
Present and future products and services	0	Date and sign:	Date and sign:	Date and sign:

Hints and tips

Always protect your hands with hand cream and/or barrier cream to prevent dermatitis.



Self-reflection and observation feedback

Unit 202: Shampoo, condition and treat the hair and scalp

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
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				_
	-			
	-			
	-			
	-			

Continues on next page

Self-reflection and observation feedback Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
		-		
		-		

Supplementary comments

Unit 202: Shampoo, condition and treat the hair and scalp

Jse this space to record any workplace, employer or client comments.	
Comments	Date
las all topic content been covered?	
his section must be signed when all the topic content has been covered. emember to fill in the 'What I have learnt' section on page 50.	
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nge and essential knowledge requirements have been met for this unit.	
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2A signature (if sampled):	Date:





Unit 208: Cut hair using basic barbering techniques

This unit enables you to develop the knowledge and skills that will equip you to achieve a variety of looks and neckline finishes for men. Cutting men's hair is one of the most popular services provided by barber shops and is considered to be the cutting edge of male grooming, a huge area of growth in today's market. In order to cut hair well and to provide shape and structure, the professional barber needs to have a combination of good practical skills, precision working and an eye for design.

You will develop and hone your cutting skills by gaining practical experience in using a range of different techniques. To complete this unit, you will be required to create a variety of haircuts and taking into account factors that may impact upon the service.



What is this unit about?

Unit 208: Cut hair using basic barbering techniques

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to cut men's hair

Outcome 2

Cut men's hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different looks I can create when cutting hair?
- How can I use tools to better my technique?
- How can different types of hair affect how I cut a client's hair?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.

■ Barbering is an amazing industry with so many amazing gateways which allow you to express yourself and be who you want to be!

Ollie Foster, English Apprentice Barber of the Year



What is this unit about? Continued

Unit 208: Cut hair using basic barbering techniques

Topics

Outcome 1

Prepare to cut men's hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Select tools and equipment
- 1.4 Prepare hair prior to cutting

Outcome 2

Cut men's hair to achieve a variety of looks

- 2.1 Cut hair using different techniques
- 2.2 Provide aftercare advice and recommendations



Unit planner

Unit 208: Cut hair using basic barbering techniques

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know
What I want to learn
Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.
What I have learnt

What do you need to know?

Unit 208: Cut hair using basic barbering techniques

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when are you confident you fully understand these areas.

You need to:

Cut hair using different techniques

understand the effects of: O different cutting techniques, O different cutting angles and their impact on distribution balance and degree of graduation understand the methods of working when cutting men's hair and their importance in achieving the desired look: O keeping hair damp when cutting wet hair, O maintaining tools and equipment, O guidelines and applying the correct degree of tension, O control and use of tools, O balancing and shaping sideburns, O check weight, balance and shape, O client comfort when removing eyebrow hair, O cutting to the natural neckline, O removing unwanted hair outside the desired outline shape, O cross-checking and visual-checking the cut, O consulting with client throughout the cutting process

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Understanding and retaining the principle basic techniques of cutting creates the structure required for all your creative work.



What do you need to cover?

Unit 208: Cut hair using basic barbering techniques

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Use and adapt different cutting techniques to achieve a variety of looks:

eyebrow trim

cutting techniques:

- club cutting
- freehand
- scissor over comb
- clipper over comb
- thinning
- fading

different looks:

- uniform layer
- graduation
- with a fringe
- with a parting
- around the ear outline
- over the ear
- with a fade (hair, skin)

neckline shapes:

- tapered
- squared
- full neckline

outline shapes:

- natural
- created
- tapered

Provide aftercare advice and recommendations:

how to maintain look

time interval between services

present and

future services

retail opportunities

• Remember that all aspects of the haircut are equally as important but a beautiful clean outline is vital.

Alison Scattergood, Hairdressing/Barbering Lecturer and Course Coordinator

Useful words

Unit 208: Cut hair using basic barbering techniques

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

Club cutting

A technique used to add bulk and define a perimeter.



Factors

How to take into account certain characteristics of your client's hair and appearance.

Full neckline Collar-length hair.



Scissor over comb

The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital

bone, softening and fine-detailing hairlines.

Skin fade

Also known as a bald fade, this is similar to a taper cut. The cut is achieved by the settings and going from a skin fade, then blending into the rest of the haircut.

Square neckline

This is known as a Boston.

Tapering

Cutting short layers; you can use scissors or clippers. This technique is good for detailing hairlines, softening a look and removing weight.



Thinning

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

Trimmers

Small clippers with smaller blades to create a closer, finer cut with more definition and detail.



Scope record

Unit 208: Cut hair using basic barbering techniques

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Cutting techniques	Record the cutting technique used for each client.				
Eyebrow trim	Date and sign:	Date and sign:	Date and sign:		
Club cutting	Date and sign:	Date and sign:	Date and sign:		
Freehand	Date and sign:	Date and sign:	Date and sign:		
Scissor over comb	Date and sign:	Date and sign:	Date and sign:		
Clipper over comb	Date and sign:	Date and sign:	Date and sign:		
Thinning	Date and sign:	Date and sign:	Date and sign:		
Fading	Date and sign:	Date and sign:	Date and sign:		

Continues on next page



Hints and tips

Always ensure the client is leaning back in the barber chair, with their eyes protected.

Scope record Continued

Unit 208: Cut hair using basic barbering techniques

Different looks	Record the different look carried out for each client.						
Uniform layer	Date and sign:	Date and sign:	Date and sign:				
Graduation	Date and sign:	Date and sign:	Date and sign:				
With a fringe	Date and sign:	Date and sign:	Date and sign:				
With a parting	Date and sign:	Date and sign:	Date and sign:				
Around the ear outline	Date and sign:	Date and sign:	Date and sign:				
Over the ear	Date and sign:	Date and sign:	Date and sign:				
With a fade (hair, skin)	Date and sign:	Date and sign:	Date and sign:				
Neckline shapes	Record the neckline	shape used for each client					
Tapered	Date and sign:	Date and sign:	Date and sign:				
Squared	Date and sign:	Date and sign:	Date and sign:				
Full neckline	Date and sign:	Date and sign:	Date and sign:				

Continues on next page



Scope record Continued

Unit 208: Cut hair using basic barbering techniques

Outline shapes Record the outline shape used for each client.						
Natural	\bigcirc	Date and sign:	\bigcirc	Date and sign:	\bigcirc	Date and sign:
Created	\bigcirc	Date and sign:	\bigcirc	Date and sign:	0	Date and sign:
Tapered		Date and sign:		Date and sign:	0	Date and sign:
Aftercare advice and recommendations	Re	cord the aftercare servi	ce c	carried out for each clie	nt.	
How to maintain look	0	Date and sign:	0	Date and sign:	0	Date and sign:
Time interval between services		Date and sign:		Date and sign:	0	Date and sign:
Present and future services	0	Date and sign:	0	Date and sign:	0	Date and sign:
Retail opportunities		Date and sign:	\bigcirc	Date and sign:	\bigcirc	Date and sign:

Hints and tips

The men's grooming industry is still a growing market so keeping our product knowledge up to date is key.



Self-reflection and observation feedback

Unit 208: Cut hair using basic barbering techniques

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
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				_
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	-			
	-			

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Self-reflection and observation feedback Continued

Unit 208: Cut hair using basic barbering techniques

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
		-		
		-		

Supplementary comments

Unit 208: Cut hair using basic barbering techniques

Comments	Date
Has all topic content been covered?	
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 66.	
We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, ange and essential knowledge requirements have been met for this unit.	
Candidate signature:	Date:
Assessor signature:	Date:
OA signature (if sampled):	Date:

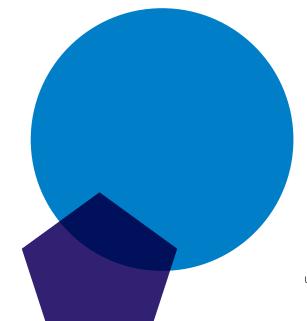


Unit 209: Dry and finish men's hair

The purpose of this unit is for you to develop the skills and knowledge needed to dry and finish hair. Drying and finishing skills are becoming increasingly popular in the current barbering market. A good professional should be able to manipulate and shape hair of different lengths and densities,

demonstrating a high degree of manual dexterity.

The unit covers current techniques and you will be given the opportunity to practise these, gaining experience in creating a variety of finished looks. You will also be introduced to the relevant underpinning knowledge.



What is this unit about?

Unit 209: Dry and finish men's hair

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to dry and finish men's hair

Outcome 2

Dry and finish men's hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different looks I can create when drying men's hair?
- How can I use tools and equipment to better my technique?
- How are different products used during these services?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.

If you are driven, want to succeed and push yourself to be the best you can be then you will continue to develop new skills and get better at what you do. Keep up to date with the latest trends and make your own, then you will stand out as a barber. Take on board what others teach and add your own twist. **J**

Montel Campbell, Scottish Apprentice Barber of the Year

Hints and tips

Remember the client's lifestyle and try to be realistic when advising how to style their hair.

What is this unit about? Continued

Unit 209: Dry and finish men's hair

Topics

Outcome 1

Prepare to dry and finish men's hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Scientific effects of drying hair
- 1.4 Select products, tools and equipment

Outcome 2

Dry and finish men's hair to achieve a variety of looks

- 2.1 Dry and finish hair using different techniques
- 2.2 Provide aftercare advice and recommendations



Wella

Hints and tips

Select your tools wisely. Different brushes and combs are used for different styles, so make sure your kit contains various sizes and shapes to achieve different looks.

Unit planner

Unit 209: Dry and finish men's hair

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning. What I know What I want to learn Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check. What I have learnt

What do you need to know?

Unit 209: Dry and finish men's hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Dry and finish hair using different techniques

understand the effects of using: ○ different brushes, ○ styling attachments, oproducts

understand the methods of working when drying hair and their importance to achieve the desired look, including: O application of products, O keeping the hair damp, O control of the hair and sections and maintaining tension, ○ control of temperature and airflow, ○ finishing and visual-checking,

- O minimising the risk of damage to hair length and client discomfort

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Take extra care not to burn the scalp when blow-waving. Be mindful of where you direct the air flow and nozzle to dry the hair.



What do you need to cover?

Unit 209: Dry and finish men's hair

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Use and adapt different drying and finishing techniques to achieve a variety of looks: drying techniques:

- brush drying angle of brush
- finger drying elevation of hair

finished look:

- straightening
- smoothing
- creating volume
- creating movement
- creating texture

Provide aftercare advice and recommendations on service provided:

how to maintain the look

time interval between services

present and future products and services

retail opportunities



Useful words

Unit 209: Dry and finish men's hair

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

Elasticity

The hair's ability to stretch and then return to its original length when tested. If the hair does not spring back, it may mean the hair is weak and too damaged to withstand some treatments.

Finger drying

Drying or styling the hair by repeatedly running the hairdresser's fingers through it.



Hair classifications

Defines how straight or curly your natural hair is. Type 1 – straight hair, type 2 – wavy hair, type 3 – curly hair, type 4 – very curly hair. The classification your client sits in will affect the style you choose and the products you use.

Head and face shape

The client's head and face shape is something that should always be considered before agreeing a style with the client, as it can and should influence the choice of design.

Humidity

Humidity is caused by water vapour being present in the air. This can cause the hair to lose its style/ shape and the added moisture can sometimes cause the hair to frizz.



Male pattern baldness

The most common type of hair loss. It generally follows a pattern of a receding hairline, followed by thinning of the hair on the crown and temples. This leaves a horseshoe shape around the back and sides of the head.



Serums are ideal on flyaway or very dry hair. They protect the hair from damage, eg from heated styling equipment





Straight hair	Wavy hair				-curly air	Tight- curly hair	Kinky- curly hair	Kinky hair	Z- pattern hair	
1	2A	2B	2C	3A	3B	3C	4A	4B	4C	
			3		(1990)	MINTERNATION	hipan rappingan rap		VANDANI, MARINE DAIRAN DAIRAN DAIRAN DAIRAN	

Scope record

Unit 209: Dry and finish men's hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Drying techniques	Record the drying technique used for each client.					
Finger drying – elevation of hair	Date and sign:	Date and sign:	Date and sign:			
Finishing techniques	Record the finishing	technique used for each of	lient.			
Straightening	Date and sign:	Date and sign:	Date and sign:			
Smoothing	Date and sign:	Date and sign:	Date and sign:			
Creating volume	Date and sign:	Date and sign:	Date and sign:			
Creating movement	Date and sign:	Date and sign:	Date and sign:			
Creating texture	Date and sign:	Date and sign:	Date and sign:			
Aftercare advice and recommendations	Record the aftercare	e service provided for each	ı client.			
How to maintain the look	Date and sign:	Date and sign:	Date and sign:			
Time interval between services	Date and sign:	Date and sign:	Date and sign:			
Present and future products and services	Date and sign:	Date and sign:	Date and sign:			
Retail opportunities	Date and sign:	Date and sign:	Date and sign:			



Self-reflection and observation feedback

Unit 209: Dry and finish men's hair

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- 1 I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
				_
				_

Continues on next page

Self-reflection and observation feedback Continued

Unit 209: Dry and finish men's hair

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
		-		
		-		

Supplementary comments

Unit 209: Dry and finish men's hair

Use this space to record any workplace, employer or client comments.	
Comments	Date
Has all topic content book saverad?	
Has all topic content been covered?	
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 80.	
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:

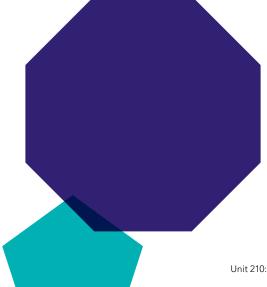


Unit 210: Cut facial hair to shape using basic techniques

The purpose of this unit is to introduce you to the skills and knowledge required for cutting and shaping facial hair. It will give you the opportunity to develop, apply and adapt these skills to achieve a variety of looks. Cutting and shaping facial hair is an up-and-coming service area in male grooming. Today's

barber needs to be able to inspire their clients by having an awareness of current trends, as well as good technical expertise.

You will gain practical experience in using a range of different tools and techniques, as well as an awareness of different facial hair shapes.



What is this unit about?

Unit 210: Cut facial hair to shape using basic techniques

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to shape facial hair

Outcome 2

Shape facial hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different looks I can create when shaping facial hair?
- How can I adapt my tools to better my finish?
- How do different facial hair shapes enhance the client's image?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.

Barbering is amazing. Push yourself and take in what people tell you; every day's a school day, don't be afraid to try something new.

Eamonn Magill, Northern Irish Apprentice Barber of the Year

What is this unit about? Continued

Unit 210: Cut facial hair to shape using basic techniques

Topics

Outcome 1

Prepare to shape facial hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Select tools and equipment

Outcome 2

Shape facial hair to achieve a variety of looks

- 2.1 Shape facial hair using different cutting techniques
- 2.2 Provide aftercare, advice and recommendations

Hints and tips

Before starting your design, make sure you accurately establish what the client wants. Use visual aids, if required, to ensure a clear understanding.



Unit planner

Unit 210: Cut facial hair to shape using basic techniques

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know
What I want to learn
Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check.
What I have learnt
What i have learnit

What do you need to know?

Unit 210: Cut facial hair to shape using basic techniques

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

O understand the importance of correct barber and client positioning during the service

Shape facial hair using different cutting techniques

understand the effects of: ○ continual close cutting to the skin, O different cutting angles and their impact on distribution, balance and degree of graduation

understand the methods of working when shaping facial hair and their importance to achieving the desired look, including: O control and use of tools, O working with growth patterns when considering weight distribution, ○ checking weight, balance and shape, ○ ensuring client comfort, ○ checking the desired look is achieved to the satisfaction of the client

understand the importance of using guidelines for: ○ cutting, ○ removal of ear hair, O removal of nostril hair

O understand the importance of removing unwanted hair outside the desired outline shape

understand when to use: ○ a razor, ○ clippers/trimmers

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Hints and tips

Facial features and contours must be considered when choosing a desired shape; your aim should be to complement the face shape.

What do you need to cover?

Unit 210: Cut facial hair to shape using basic techniques

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- towel
- gown
- eye pads

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

conduct tests:

- elasticity
- porosity

influencing factors:

- head and face shape and facial features
- hair classifications
- hair characteristics
- hair style
- adverse skin conditions
- facial piercing and tattoos
- scarring
- client's wishes
- ingrowing hair
- skin elasticity

Select tools and equipment, taking into account the desired look and any influencing factors:

scissors

razors

clippers

clipper attachments

trimmers

combs

methods of testing and levelling clippers

Use and adapt different techniques for shaping facial hair to achieve a variety of looks:

cutting techniques:

- scissor over comb
- clipper with attachment
- clipper over comb
- freehand

different looks:

- tapered beard
- full beard outlines
- partial beard (goatee, curtain rail)
- moustache only

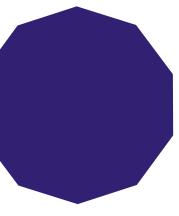
Provide aftercare advice and recommendations:

how to maintain look

time interval between services

present and future service

retail opportunities



Useful words

Unit 210: Cut facial hair to shape using basic techniques

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

Curtain rail

A narrow beard following the mandible.

Freehand

Cutting without holding the hair in place so there is no tension. An example is when cutting a fringe.

Goatee

A narrow beard that circles the mouth and chin.

Ingrowing hair

Hairs that curl round and grow back into the skin. They are particular problems in areas that are shaved and produce raised red spots. These can sometimes become infected and are very painful.

Partial beard

Any facial hair that is neither a full beard nor a moustache.

Stubble

A neatened, several-day, full beard growth.



Trimmers

Small clippers with smaller blades to create a closer, finer cut with more definition and detail.

Hints and tips

Make sure you use the correct tools for the service.



Scope record

Unit 210: Cut facial hair to shape using basic techniques

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas	Record the preparation steps taken for each client.					
Work station	Date and sign:	Date and sign:	Date and sign:			
Trolley	Date and sign:	Date and sign:	Date and sign:			
Client towel	Date and sign:	Date and sign:	Date and sign:			
Client gown	Date and sign:	Date and sign:	Date and sign:			
Client eye pads	Date and sign:	Date and sign:	Date and sign:			
Position of self and client	Date and sign:	Date and sign:	Date and sign:			
Conduct tests	Record the conduct te	ests carried out for each	client.			
Elasticity	Date and sign:	Date and sign:	Date and sign:			
Porosity	Date and sign:	Date and sign:	Date and sign:			

Continues on next page

Hints and tips

Place a rolled fresh towel between the client's head and the headrest for extra comfort.



Scope record Continued

Unit 210: Cut facial hair to shape using basic techniques

Influencing factors	Record the influencing factors considered for each client.			
Head and face shape and facial features	Date and sign:	Date and sign:	Date and sign:	
Hair classifications	Date and sign:	Date and sign:	Date and sign:	
Hair characteristics	Date and sign:	Date and sign:	Date and sign:	
Hair style	Date and sign:	Date and sign:	Date and sign:	
Adverse skin conditions	Date and sign:	Date and sign:	Date and sign:	
Facial piercing and tattoos	Date and sign:	Date and sign:	Date and sign:	
Scarring	Date and sign:	Date and sign:	Date and sign:	
Client's wishes	Date and sign:	Date and sign:	Date and sign:	
Ingrowing hair	Date and sign:	Date and sign:	Date and sign:	
Skin elasticity	Date and sign:	Date and sign:	Date and sign:	
Select tools and equipment	Record the tools and	d equipment used for each	client.	
Scissors	Date and sign:	Date and sign:	Date and sign:	
Razors	Date and sign:	Date and sign:	Date and sign:	
Clippers	Date and sign:	Date and sign:	Date and sign:	
Clipper attachments	Date and sign:	Date and sign:	Date and sign:	
Trimmers	Date and sign:	Date and sign:	Date and sign:	
Combs	Date and sign:	Date and sign:	Date and sign:	
Methods of testing and levelling clippers	Date and sign:	Date and sign:	Date and sign:	

Continues on next page

Scope record Continued

Unit 210: Cut facial hair to shape using basic techniques

Cutting techniques	Re	cord the cutting techni	que	used for each client.		
Scissor over comb	\bigcirc	Date and sign:		Date and sign:		Date and sign:
Clipper with attachment		Date and sign:	0	Date and sign:	\bigcirc	Date and sign:
Clipper over comb		Date and sign:	0	Date and sign:	0	Date and sign:
Freehand	0	Date and sign:	0	Date and sign:	\bigcirc	Date and sign:
Different looks	Re	cord the look created f	or e	each client.		
Tapered beard		Date and sign:		Date and sign:		Date and sign:
Full beard outlines	\bigcirc	Date and sign:	0	Date and sign:	\bigcirc	Date and sign:
Partial beard (goatee, curtain rail)		Date and sign:		Date and sign:		Date and sign:
Moustache only	0	Date and sign:	0	Date and sign:	0	Date and sign:
Aftercare advice and recommendations	Re	cord the aftercare serv	ice p	orovided for each client		
How to maintain look		Date and sign:		Date and sign:	0	Date and sign:
Time interval between services		Date and sign:		Date and sign:		Date and sign:
Present and future service	0	Date and sign:		Date and sign:	0	Date and sign:
Retail opportunities	0	Date and sign:	0	Date and sign:	\bigcirc	Date and sign:



Hints and tips

Facial hair outline should always be even and precise, whether you are tapering a beard line or creating a new shape. Outlines are paramount when shaping facial hair.

Self-reflection and observation feedback

Unit 210: Cut facial hair to shape using basic techniques

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
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Self-reflection and observation feedback Continued

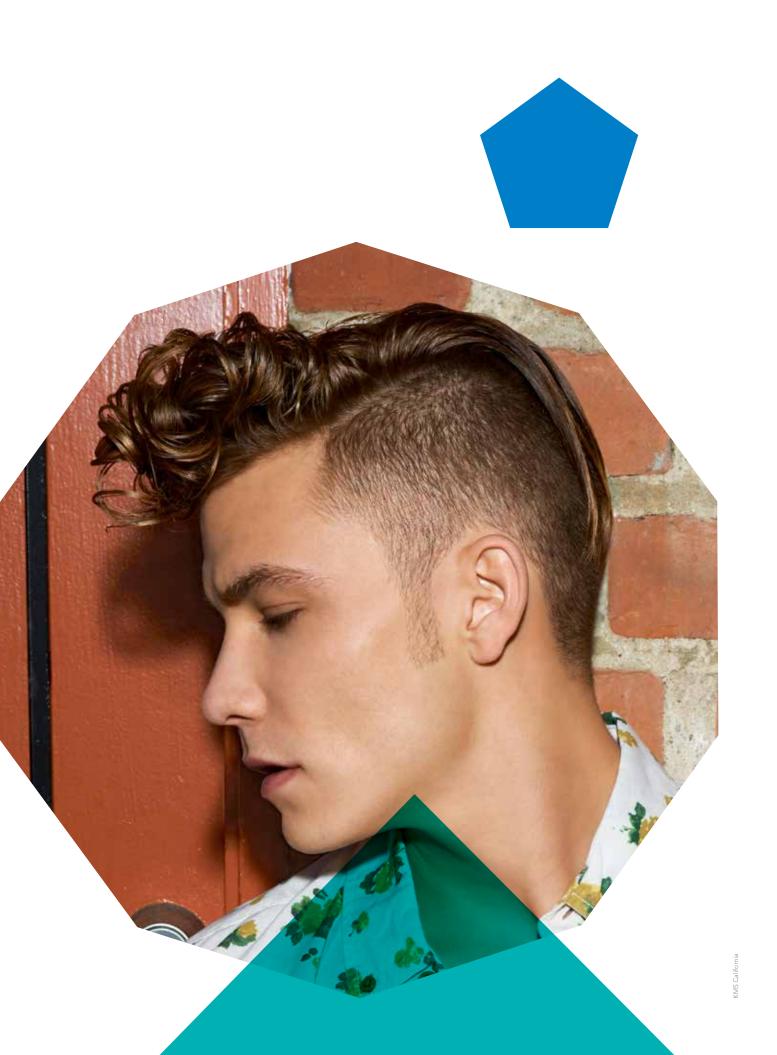
Unit 210: Cut facial hair to shape using basic techniques

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Supplementary comments

Unit 210: Cut facial hair to shape using basic techniques

Comments	Date
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Has all topic content been covered?	
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 92.	
We confirm that this evidence is authentic and the assessments were	
onducted under specified conditions and that all the performance criteria, ange and essential knowledge requirements have been met for this unit.	
Candidate signature:	Date:
Assessor signature:	Date:
QA signature (if sampled):	Date:



Unit 211: Create basic outlines and detailing in hair

The purpose of this unit is to enable you to develop the knowledge and skills that will equip you to create a range of outlines and detailing in hair, using differing techniques.

It is important that today's barber can meet client expectations and create unique designs that capture the perceived image of the client. The barbering professional needs to be aware of current trends and practices, as well as have an aptitude for precision working.



What is this unit about?

Unit 211: Create basic outlines and detailing in hair Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to create outlines and detailing

Outcome 2

Create outlines and detailing to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are the different designs I can create?
- How can I inspire my clients with design choices?
- How do different types of hair affect the design?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the barbering industry.

I truly believe that to be a barber you have to love your job. My advice would be to fall in love with the trade and everything else you desire to accomplish will be achievable.

Tariq Howes, Young Fed/Afro Barber of the Year

Unit 211: Create basic outlines and detailing in hair

Topics

Outcome 1

Prepare to create outlines and detailing

- 1.1 Prepare self, client and work area
- 1.2 Consult with client and analyse hair
- 1.3 Select tools and equipment

Outcome 2

Create outlines and detailing to achieve a variety of looks

- 2.1 Create outlines and detailing using different techniques
- 2.2 Provide aftercare, advice and recommendations



Hints and tips

It's the small details that make the big difference so personalise the hair to suit the individual.

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Unit planner

Unit 211: Create basic outlines and detailing in hair

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning. What I know What I want to learn Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the trade test or skills check. What I have learnt

What do you need to know?

Unit 211: Create basic outlines and detailing in hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Consult with client and analyse hair

understand the importance of: O agreeing likely duration of service and the cost implications, O accessing suitable multimedia sources or photographic imagery for design inspiration

understand the principles of creating designs, including: ○ design possibilities and limitations, O adaption of cutting to suit different head shapes, O clipper attachments to use when creating a suitable foundation haircut in preparation for design

understanding the importance of considerations when choosing a clipper attachment, including: ○ hair density, ○ hair length, ○ hair texture, O hair colour

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.



What do you need to cover?

Unit 211: Create basic outlines and detailing in hair

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- towel
- gown
- eye pads

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

conduct tests:

- elasticity
- porosity

use of visual aids for designs

ascertain any relevant influencing factors, including:

- hair characteristics
- hair classifications
- head shape
- hair length
- hair style
- presence of male pattern baldness
- adverse skin conditions
- scarring
- tattoos

agreement of:

- design
- placement

Select tools and equipment, taking into account the desired look and any influencing factors:

razors

clippers

clipper attachments

trimmers

Use and adapt different techniques to create designs and detailing to achieve a variety of looks:

maximising positioning potential:

- contour of head
- growth patterns
- scarring
- hair density

cutting techniques:

- clippering
- fading

equipment-handling techniques used to achieve:

- curved lines
- straight lines

types of problems and their resolutions:

- attachments coming off
- lines too wide or too long
- incorrect use of fading

visual-checking

Aftercare advice and recommendations:

how to maintain look

time interval between services

present and future services

retail opportunities

Useful words

Unit 211: Create basic outlines and detailing in hair

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



Contour of the head The outline of the client's head, which can influence the design.

Hair density

How many hairs there are on the head. The more hairs on the head, the denser/thicker it is.



Fading A technique used to blend facial hair into the hairline.



Retail opportunities

During the aftercare service, opportunities should be created by the stylist to upsell further services or products which will benefit the client's experience. These additional sales will be key to any business' success.

Growth patterns

Hair growth is different from client to client so needs to be considered each time. Hair can grow in an adverse direction to the client's desired hair style. Ignoring the growth pattern would cause significant problems for the style and the results of the service.

> • Outlines and hairlines are paramount to any haircut so make sure they are precise. Your client is a walking advertisement for your barber shop make sure they are a good one. J

Alison Scattergood, Hairdressing/Barbering Lecturer and Course Coordinator

Scope record

Unit 211: Create basic outlines and detailing in hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Positioning	Record the positioning observations carried out for each client.				
Contour of head	Date and sign:	Date and sign:	Date and sign:		
Growth patterns	Date and sign:	Date and sign:	Date and sign:		
Scarring	Date and sign:	Date and sign:	Date and sign:		
Hair density	Date and sign:	Date and sign:	Date and sign:		
Cutting techniques	Record the cutting to	echnique used for each cli	ent.		
Clippering	Date and sign:	Date and sign:	Date and sign:		
Fading	Date and sign:	Date and sign:	Date and sign:		

Continues on next page

Hints and tips

Outlines are the perfect way to finish a haircut, whether it is tapered or natural. Think about the natural growth patterns and always explain what would look best.



Scope record Continued

Unit 211: Create basic outlines and detailing in hair

Rec	ord the handling tec	hniqu	e used for each client.		
\bigcirc	Date and sign:		Date and sign:		Date and sign:
0	Date and sign:		Date and sign:		Date and sign:
Rec	ord the problems an	d res	olutions experienced fo	or ea	ach client.
	Date and sign:	0	Date and sign:	0	Date and sign:
	Date and sign:	\bigcirc	Date and sign:	\bigcirc	Date and sign:
\bigcirc	Date and sign:	0	Date and sign:	0	Date and sign:
	Date and sign:	0	Date and sign:	0	Date and sign:
	Rec	Date and sign: Date and sign:	Date and sign: Date and sign:	Date and sign: Date and sign:	Date and sign: Date and sign:

Continues on next page

Hints and tips

Straight lines equal a masculine look.



Scope record Continued

Unit 211: Create basic outlines and detailing in hair

Aftercare advice and recommendations	Record the aftercare service provided for each client.					
How to maintain look	0	Date and sign:	\bigcirc	Date and sign:	0	Date and sign:
Time interval between services	0	Date and sign:		Date and sign:	0	Date and sign:
Present and future services	0	Date and sign:		Date and sign:	0	Date and sign:
Retail opportunities	0	Date and sign:		Date and sign:	0	Date and sign:

The word 'barber' comes from the Latin word 'barba', meaning 'beard'. To be able to call yourself a barber, you must have both practical and theoretical knowledge on how to shape and shave a gentleman's facial hair as well as being competent in creating gentlemen's hair styles. 5

Pall Mall Barbers





Self-reflection and observation feedback

Unit 211: Create basic outlines and detailing in hair

Use this section to reflect on your performance as you practise and develop your skills. Give yourself a score from the 'Level of my performance' key below and add your comments. Your tutor will also give you feedback based on their observation.

Level of my performance

- I am still learning this technique
- I am still practising this technique
- I can now demonstrate competence of this technique
- I can now work at commercial standard and timings for this technique

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score
				_
				_
		_		
				_
		_		
		_		
	-	_		
		_		

Continues on next page

Self-reflection and observation feedback Continued

Unit 211: Create basic outlines and detailing in hair

Date	Self-reflection (Learner)	Score	Observation feedback (Tutor)	Score

Supplementary comments

Unit 211: Create basic outlines and detailing in hair

Comments	Date
Has all topic content been covered?	
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 106.	
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:
OA signature (if sampled):	Date:



More information

Health and safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principal items of legislation which apply to general salons and barbershops and, therefore, to employers and employees/trainees alike:

- Health and Safety at Work Act.
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).
- The Health and Safety (First Aid) Regulations.
- The Regulatory Reform (Fire Safety) Order.
- The Manual Handling Operations Regulations.
- The Control of Substances Hazardous to Health (COSHH) Regulations.
- The Electricity at Work Regulations.
- The Environmental Protection Act.
- The Management of Health and Safety at Work Regulations.
- The Health and Safety (Information for Employees) Regulations.
- Data Protection Act.
- Working Time Directives.
- Cosmetic Products Regulations.
- Sale of Goods Act.
- Distance Selling Regulations (note: replaced June 2014 by Consumer Contracts Regulations).
- Trade Descriptions Act.
- Consumer Protection legislation.
- Disability Discrimination Act.



Environmental and sustainable working practices

You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

- Reducing waste and managing waste (recycle, reuse, safe disposal).
- 2 Reducing energy usage (energy efficient appliances, low-energy lighting, utilising solar panels).
- Reducing water usage and other resources. 3
- Preventing pollution.
- 5 Using disposable items.
- Using recycled, eco-friendly furniture. 6
- 7 Using low chemical paint.
- Using organic and allergy-free nail products. 8
- Using environmentally friendly product packaging.
- 10 Choosing responsible domestic products (Fairtrade tea and coffee).
- Encouraging carbon-reducing journeys to work.



Glossary of terms

Adverse hair, skin and scalp conditions

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

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Client's lifestyle

Factors in the client's life that influence the choice of hairstyle; eg a client who works in the fashion industry may wish to match their image with the latest fashions.

Club cutting

A technique used to add bulk and define a perimeter.

Consultation

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

Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment, dermatitis can improve.

Contour of the head

The outline of the client's head, which can influence the design.

Contra-indications

When a client has a medical or hair condition that may react with services or products.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment giving the hair its natural colour.

Curtain rail

A narrow beard following the mandible.

Dandruff

Caused by flakes of dead skin being present in the client's hair, arising from a very dry or irritated scalp.

Effleurage

Effleurage is a gentle, stroking massage movement.

Elasticity

The hair's ability to stretch and then return to its original length when tested. If the hair does not spring back, it may mean the hair is weak and too damaged to withstand some treatments.

Factors

How to take into account certain characteristics of your client's hair and appearance.

Fading

A technique used to blend facial hair into the hairline.

Finger drying

Drying or styling the hair by repeatedly running the hairdresser's fingers through it.

Freehand

Cutting without holding the hair in place so there is no tension. An example is when cutting a fringe.

Full neckline

Collar-length hair.

Goatee

A narrow beard that circles the mouth and chin.

Growth patterns

Hair growth is different from client to client so needs to be considered each time. Hair can grow in an adverse direction to the client's desired hair style. Ignoring the growth pattern would cause significant problems for the style and the results of the service.

Hair classifications

Defines how straight or curly your natural hair is. Type 1 – straight hair, type 2 – wavy hair, type 3 – curly hair, type 4 – very curly hair. The classification your client sits in will affect the style you choose and the products you use.



Hair density

How many hairs there are on the head. The more hairs on the head, the denser/thicker it is.

Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again, as new hair begins to form.

Head and face shape

The client's head and face shape is something that should always be considered before agreeing a style with the client, as it can and should influence the choice of design.

Humidity

Humidity is caused by water vapour being present in the air. This can cause the hair to lose its style/ shape and the added moisture can sometimes cause the hair to frizz.

Incompatibility

When a previous service or product will cause a reaction with any chemicals being added to the hair.

Ingrowing hair

Hairs that curl round and grow back into the skin. They are particular problems in areas that are shaved and produce raised red spots. These can sometimes become infected and are very painful.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.

Male pattern baldness

The most common type of hair loss. It generally follows a pattern of a receding hairline, followed by thinning of the hair on the crown and temples. This leaves a horseshoe shape around the back and sides of the head.

Partial beard

Any facial hair that is neither a full beard nor a moustache.

Petrissage

Petrissage is a slow, firm, deep, circular kneading massage movement, which stimulates the scalp and the sebaceous glands.

pH value

A number given to a product based on how acidic or alkaline it is.

Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.

Referral

When a client is advised to seek further advice from an expert. For example, if a client had visible signs of head lice, you would refer them to a pharmacist.

Retail opportunities

During the aftercare service, opportunities should be created by the stylist to upsell to further services or products which will benefit the client's experience. These additional sales will be key to any business' success.

Scissor over comb

The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine-detailing hairlines.

Serums

Serums are ideal on flyaway or very dry hair. They protect the hair from damage, eg from heated styling equipment.

Skin fade

Also known as a bald fade, this is similar to a taper cut. The cut is achieved by the settings and going from a skin fade, then blending into the rest of the haircut.

Square neckline

This is known as a Boston.

Stubble

A neatened, several-day, full-beard growth.

Tapering

Cutting short layers; you can use scissors or clippers. This technique is good for detailing hairlines, softening a look and removing weight.

Thinning

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

Trichologist

A specialist in hair and scalp disorders, to whom you might refer a client with signs of thinning and/or weak hair.

Trimmers

Small clippers with smaller blades to create a closer, finer cut with more definition and detail.



