Learner Journal
Level 2 Technical Certificate

Cutting and Styling Services

City & Guilds
A City & Guilds Group Business

Learner Journal
Level 2 Technical Certificate

Cutting and Styling Services

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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: Elissa Healey
Styling: Alison Scattergood
Make-up: Jo Sugar

Back cover image
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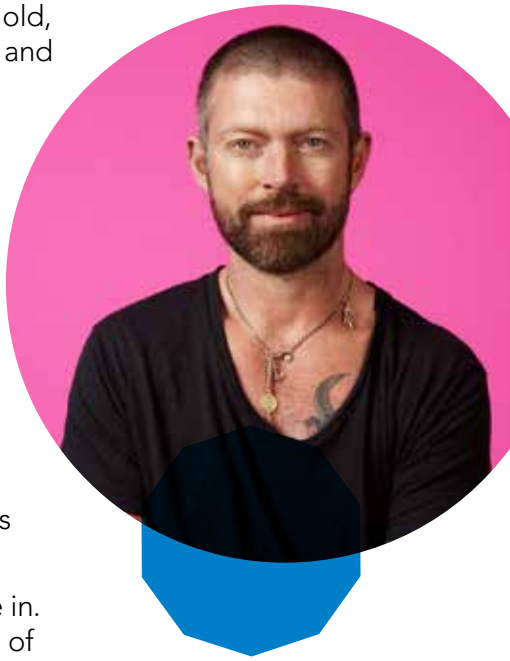
Foreword

A few words from Lee Stafford

Co-founder of Lee Stafford products and Lee Stafford Education



I'll always remember sitting in the hairdresser's with my mum, at 15 years old, contemplating what I wanted to do with my life when mum turned to me and said, "Lee, you hate getting your hands dirty, you hate being out in the cold, you love fashion, you certainly love the girls. What about becoming a hairdresser?" And just like that, I was sold!

We spend, on average, over a third of our life on the job and I can, hand on heart, say that I have never done a day's work in my life because hair has been my passion and my hobby. The older I get, the more I realise how valuable that is.

Don't get me wrong, it has certainly been frustrating and challenging along the way but anything worth anything always is. (It took me 10 years just to like any haircut that I did!)

It always makes me laugh when I hear people referring to the hair industry as something you do 'when all else fails'. I believe it's Cinderella's ugly stepsisters that have been spreading that vicious rumour.

In my opinion, hairdressing is one of the happiest professions you can be in. Now, I'm no Dalai Lama, but one thing I do know is that happiness is one of the most important things in life. And, as well as making you happy, there are limitless opportunities within the hair industry. There's the salon life, where you make people feel on top of the world every hour and become a local celebrity in the process; there's session work for magazines/red carpet; personal hairdresser to the stars; TV and film; hair education/teaching; and, of course, hair product development. Hairdressers are now firmly part of the rich and famous set.

I've been lucky to travel all over the world to beautiful countries which I probably would never have had the chance to visit otherwise, presenting hair shows for Redken and the Lee Stafford brand; which I'm proud to say is established in 40 countries now. I've made the most amazing friends on my journey, I've had more than my fair share of fun, been immersed in and inspired by the wonderful craft of hair and made more money than I ever dreamed of. There's nothing 'when all else fails' about that!

It's all there for the taking – the rainbows and the pot of gold. If this dozy Essex boy can do it, you bet your life you can do it too, it's just a question of how badly you want it. What are you prepared to do to became as good as you can be? Are you prepared to travel to work with the best? Work for free when need be? Put in all those extra hours? Be passionate, dedicated and have an attitude everyone wants to catch, with a big fat smile on your face for good measure? If you are, then success is inevitable!

I would like to leave you with the big secret…there isn't one! You simply reap what you sow. And remember, education is the backbone of our craft – without it, we are jelly.

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Introduction

Welcome to your City & Guilds Learner Journal. It is designed to help you work towards your cutting and styling 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 hairdressing – 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 Cutting and Styling Services 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 hairdressing industry.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser. 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 techniques, styling, setting and dressing hair and plaiting and twisting 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.

Wella

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 synoptic assignment will contribute 60% to 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.cityandguilds.com) or City & Guilds Customer Relations (01924 930800).

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

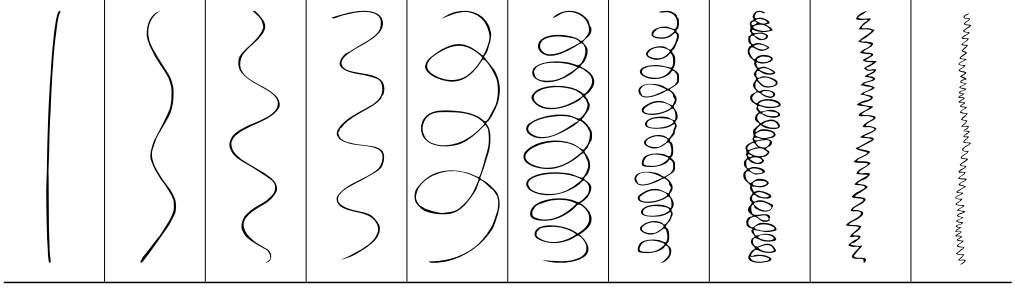
Qualification structure

For the **Level 2 Technical Certificate in Cutting and Styling Services** 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
203	Cut hair using basic techniques	120
204	Style, set and dress hair	90
206	Plait and twist hair	30

Straight hair	Wavy hair			Wavy-curly hair		Tight-curly hair	Kinky-curly hair	Kinky hair	Z-pattern hair
1	2A	2B	2C	3A	3B	3C	4A	4B	4C



Barking Dog Art

Hints and tips

As a guide, hair classifications refer to hair types that are straight, wavy, curly or very curly.

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 barbering services
Topics achieved ○
All scope/range covered ○
All 'Knowledge and understanding' explored ○

Sign: _____ Date: _____

202: Shampoo, condition and treat the hair and scalp
Topics achieved ○
All scope/range covered ○
All 'Knowledge and understanding' explored ○

Sign: _____ Date: _____

203: Cut hair using basic techniques
Topics achieved ○
All scope/range covered ○
All 'Knowledge and understanding' explored ○

Sign: _____ Date: _____

204: Style, set and dress hair
Topics achieved ○
All scope/range covered ○
All 'Knowledge and understanding' explored ○

Sign: _____ Date: _____

206: Plait and twist hair
Topics achieved ○
All scope/range covered ○
All 'Knowledge and understanding' explored ○

Sign: _____ Date: _____

Values and behaviours

Hairdressers 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 hairdressing sector.

1. A willingness to learn.
2. The completion of services and treatments in a commercially viable time.
3. Meeting both organisational and industry standards of appearance.
4. Ensuring personal hygiene and protection meets accepted industry and organisational requirements.
5. A flexible working attitude.
6. A team worker.
7. Maintaining customer care.
8. A positive attitude.
9. Personal and professional ethics.
10. The ability to self-manage.
11. Creativity skills.
12. 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.

KMS California

Behaviours

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

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

1 Meeting the salon/spa'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.
5 Treating the client courteously and being helpful at all times.
6 Keeping the client informed and reassured.
7 Adapting the behaviour to respond effectively to different client behaviour.
8 Responding promptly to a client seeking assistance.
9 Selecting the most appropriate way of communicating with the client.
10 Checking with the client that you have fully understood their expectations.
11 Responding promptly and positively to the client's questions 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.
14 Giving the client the information they need about the treatments or products offered by the salon.
15 Recognising information that the client might find complicated and checking whether they fully understand it.
16 Explaining clearly to the client any reasons why their needs or expectations cannot be met.

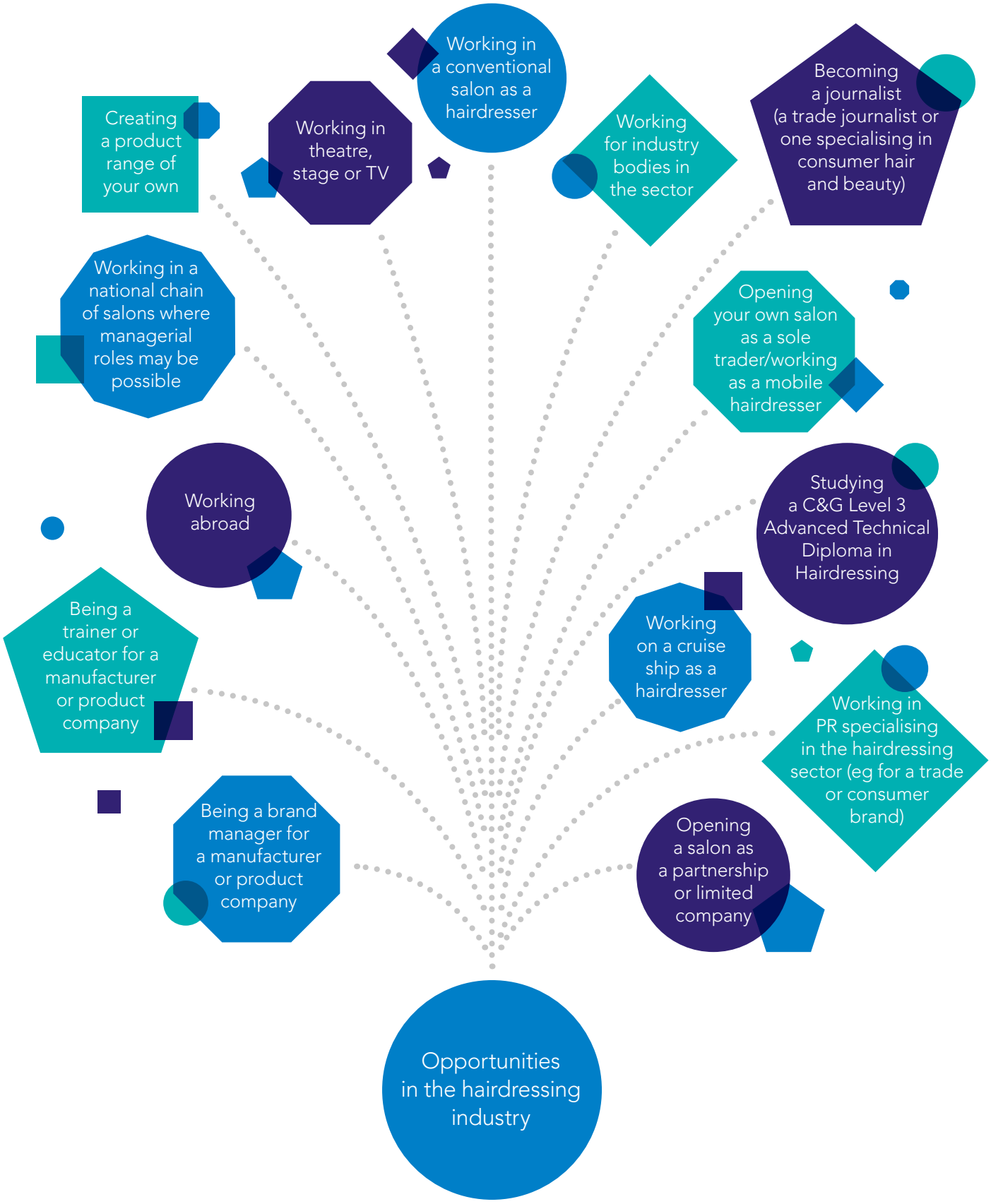
Health and safety working practices

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.

Cambridge Regional College

Hair stylist
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

Location:

Role:

Dates:

Hours:

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 cutting and styling 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 hairdressing 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 cutting and styling 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.

Jules Selmes/Inoar

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 Cutting and Styling Services 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	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 to 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 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:

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							

Revision planner

Week commencing:

9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
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3.00 pm							
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9.00 pm							
10.00 pm							

Sofia Zhuravetc/Shutterstock.com

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 hairdressing industry.

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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

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

Lee Stafford, **co-founder of Lee Stafford products and Lee Stafford Education**

Lee Stafford

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 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.

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:
Safe working practices
understand the importance of following health and safety and working safely to prevent: ○ injuries, ○ accidents, ○ cross-infection
understand: ○ the hazards and risks which exist in the work area, ○ the importance of risk assessments, ○ the procedures for storage and handling of chemical products, ○ the industry hygiene and safety practices (sterilisation, sanitisation, cleaning and disinfection), ○ the maintenance of safe environmental conditions (lighting, ventilation, temperature, positioning of equipment), ○ sustainable working practices (minimising pollution, reducing and managing waste, reducing energy usage), ○ the importance of ensuring equipment is clean and safe to use (PAT testing, trailing wires, secure plugs), ○ the workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products, ○ 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)
○ recognise the signs of contact dermatitis
○ understand the importance of following working practices that minimise the risk of developing contact dermatitis

Continues on next page

Hints and tips

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

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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: ○ Health and Safety at Work Act (HASAWA), ○ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), ○ The Personal Protective Equipment Regulations, ○ The Health and Safety (First Aid) Regulations, ○ The Manual Handling Operations Regulations, ○ The Control of Substances Hazardous to Health Regulations (COSHH), ○ The Electricity at Work Regulations, ○ The Environmental Protections Act, ○ The Management of Health and Safety at Work Regulations, ○ Workplace Regulations (Health, Safety and Welfare), ○ 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: ○ 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.

bikeriderlondon/Shutterstock.com

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: ○ aprons, ○ masks, ○ goggles, ○ 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: ○ epidermis, ○ dermis, ○ sweat glands, ○ sebaceous glands, ○ blood capillaries, ○ hair bulbs, ○ arrector pili muscles, ○ hair follicles, ○ dermal papilla
Characteristics and classifications of the hair
understand the types of hair characteristics and their impact on services including: ○ density, ○ texture, ○ elasticity, ○ porosity, ○ condition, ○ growth patterns, ○ hair growth cycle, ○ 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: ○ ringworm, ○ impetigo, ○ scabies, ○ folliculitis, ○ pityriasis capitis/dandruff, ○ ingrowing hair, ○ pediculosis capitis/head lice
understand adverse hair, skin and scalp conditions and their impact on services, including: ○ eczema, ○ alopecia, ○ psoriasis, ○ scars/keloid scarring, ○ moles, ○ cysts, ○ fragilitas crinium, ○ skin tags

Continues on next page

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:
Communication in the salon/barbershop
○ 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, ○ avoid misunderstandings, ○ build relationships with clients and colleagues, ○ check well-being and comfort
understand the methods of gaining client information, including: ○ open questions (identifying requirements and initiating conversation), ○ closed questions (confirming requirements, recommendations and concluding conversations), ○ discussion (gathering specific information, drawing information out of clients who are not forthcoming)
○ understand the importance of effective communication on salon/barbershop reputation

Continues on next page

Anastasia Kazakova/Shutterstock.com

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: ○ professional appearance, ○ personal hygiene, ○ respecting and valuing clients (not discriminating), ○ 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: ○ recognising when to ask for help, ○ willingness to learn and improve own performance, ○ having a positive, supportive and flexible approach to working, ○ reporting and dealing with problems, ○ collaborative working to achieve objectives, ○ responding to feedback, ○ dealing with conflict or differences of opinion, ○ 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: ○ Cosmetic Products Regulations, ○ Consumer Contracts Regulations, ○ Trade Descriptions Act, ○ Consumer Protection legislation, ○ completing client records and their legal significance, ○ gaining client consent for services, ○ confirming client satisfaction

"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**

Christine Langer-Pueschel/Shutterstock.com

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.

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.

473620269O/Shutterstock.com

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.

Dragon Images/Shutterstock.com

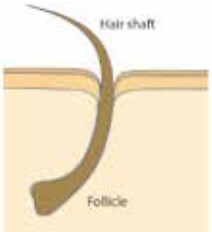
Client's lifestyle
Factors in the client's life that influence the choice of hairstyle, eg a client who works in the fashion industry may wish to match their image with the latest fashions.

City & Guilds

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.

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.



Barking Dog Art

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.

Billion Photos/Shutterstock.com

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 andsafety risks at work. It normally includes gloves, goggles, aprons etc.

laihio1/Shutterstock.com

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 consultation 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 consultation 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 consultation 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 aftercare services carried out for each 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	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Describe features and benefits of a range of products	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Provide demonstration of products where possible	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Close sales	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Interpret buying signals – when the client is not ready to buy	Record the buying signals interpreted for each client.		
Avoiding eye contact	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Quick movements	◯ Date and sign:	◯ Date and sign:	◯ 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	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Studying lots of different products	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Interpret buying signals – when the client is ready to buy	Record the buying signals interpreted for each client.		
Spending time focusing on one product or treatment	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Asking specific questions about a product or treatment	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Discussing a price	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Holding money/purse/ wallet	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Displaying positive body language	◯ Date and sign:	◯ Date and sign:	◯ 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

1 I am still learning this technique
2 I am still practising this technique
3 I can now demonstrate competence of this technique
4 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 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

Use this space to record any workplace, employer or client comments.

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: _____

IQA signature (if sampled): _____ Date: _____

Cheynes Training

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 hairdressing industry.

Design Essentials

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.

KMS California

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: ○ stylist and client positioning during the shampoo service, ○ following correct working practices for the prevention of contact dermatitis
Scientific effects
understand the relationship between science and shampoo and conditioning services, including: ○ how shampoo and water act together to cleanse the hair, ○ how pH values of products affect the hair and scalp
understand the effects of water temperature on: ○ the scalp, ○ the structure of the hair
understand how the build-up of products can affect: ○ the hair and scalp, ○ other services
understand how the application of heat during treatments affects: ○ the scalp, ○ the structure of the hair
Products and equipment
understand the effects on the hair and scalp of: ○ shampooing and conditioning products, ○ 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.

Easydry EcoTowels

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

racorn/Shutterstock.com

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

Design Essentials

Bed Head

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.

Goncharov_Artem/Shutterstock.com

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.

racorn/Shutterstock.com

pointbreak/Shutterstock.com

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

Monkey Business Images/Shutterstock.com

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 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 affected	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Sensitive	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Continues on next page

Goldwell

Scope record Continued

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

Products and equipment	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 massage 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

"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**

STUART HOLMES SALON

Scope record Continued

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

Client considerations	Record the service technique carried out for each client.		
Water temperature and flow	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Use of massage techniques	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Monitoring and timing the development of conditioning products	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Removal methods for products and excess water	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Preparation for next service	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Shampoo and condition the client's hair	Record the service technique carried out for each client.		
Detangle the hair from point to root	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Repeat the shampooing process if required	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Remove conditioning and treatment products	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Adapt methods to remove excess water from the hair	◯ 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	Record the aftercare service provided for each client.		
Correct detangling techniques	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Suitable shampoos, conditioning products	◯ 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:

Hints and tips

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

Air Images/Shutterstock.com

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

1 I am still learning this technique
2 I am still practising this technique
3 I can now demonstrate competence of this technique
4 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 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

Use this space to record any workplace, employer or client comments.

Comments	Date

Has all topic content been covered?

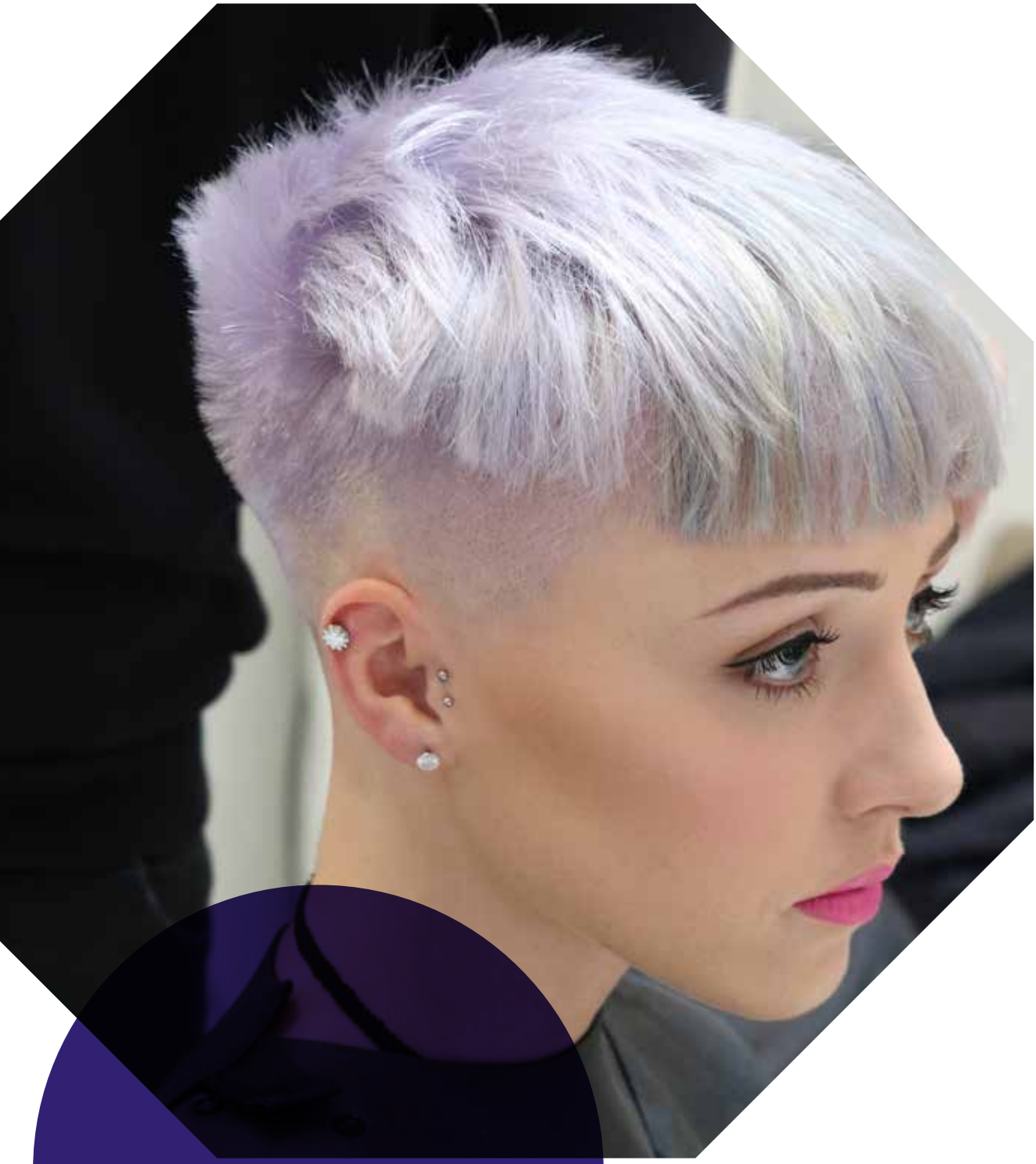
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 50.

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 203: Cut hair using basic techniques

The purpose of this unit is to provide you with the skills and knowledge to cut hair using basic techniques. Hair cutting is one of the most popular services provided by salons and often considered to be the foundation for styling hair and providing other services. In order to cut hair well and to provide shape and structure, the professional hairdresser needs to have a combination of good technique, excellent communication skills and some degree of creativity.

This unit enables you to develop the cutting skills that will equip you with a sound foundation from which you can create a variety of looks. In this unit you will work towards industry standards to develop the skills and techniques required to deliver a professional service. You will develop and hone your cutting skills by gaining practical experience in using different techniques.

To complete this unit, you will be required to create a variety of haircuts, taking into account factors that may impact the service.

What is this unit about?

Unit 203: Cut hair using basic techniques

Mandatory

This unit has **two** outcomes.

Outcome 1
Prepare to cut hair

Outcome 2
Cut 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 do different types of hair affect the client's hair cut?

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 hairdressing industry.

City & Guilds

Unit 203: Cut hair using basic techniques

Topics

Outcome 1
Prepare to cut 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
Cut hair to achieve a variety of looks
2.1 Cut hair using different techniques
2.2 Provide aftercare advice and recommendations to clients

Hints and tips

Small, accurate and methodical sections are key to a beautiful haircut. Always check with the client during stages of the cut to ensure satisfaction.

Kzenon/Shutterstock.com

Unit planner

Unit 203: Cut hair 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 do you need to know?

Unit 203: Cut hair 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.

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

Tools and equipment
understand the types of tools and equipment there are, their purpose and the effects they achieve, including: ○ scissors, ○ cutting comb, ○ thinning scissors/razors, ○ sectioning clips
○ understand the methods for maintaining tools and equipment used in salons
○ understand the importance of the stylist and client's positioning during the cutting service
understand the effects of using: ○ different cutting techniques, ○ different cutting angles
understand the impact of different cutting techniques and angles on: ○ distribution, ○ balance, ○ degree of graduation

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Hints and tips

Scissors are held with your thumb and your ring finger – not your middle finger. Your little finger supports the scissors, often on the finger rest attached to the scissors; your first and middle fingers support the shanks. You move only your thumb when you cut the hair, as this gives you the greatest control when cutting.

MHD

What do you need to know? Continued

Unit 203: Cut hair using basic techniques

You need to be able to:
understand the importance of: ○ the control and use of tools and equipment, ○ considering when to cut hair wet or dry, ○ keeping hair damp when cutting wet hair, ○ following guidelines and applying the correct degree of tension, ○ cross-checking the cut, ○ removing unwanted hair outside the desired outline shape
understand methods of working when cutting hair and their importance in achieving the desired look, including: ○ establishing and following guidelines when cutting, ○ maintaining and adapting tension throughout the cut, ○ controlling and using tools, ○ checking weight, balance and shape throughout the cutting service

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What do you need to cover?

Unit 203: Cut hair using basic techniques

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:
- trolley
- work station
- cutting stool

client:
- gown
- towel
- cutting collar

position of self and client

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

conduct tests:
- elasticity
- porosity

influencing factors:
- hair classifications
- hair characteristics

client features

head, face and body shape

facial features

hair growth patterns

alopecia

client lifestyle

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

wet hair

dry hair

scissors

cutting comb

thinning scissors/razors

sectioning clips

Continues on next page

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.

Hertford Regional College

Hints and tips

Hair growth patterns can affect the choice of style and cutting techniques – always check the hair for any growth patterns during the consultation, prior to shampooing and then again when the hair is wet, as growth patterns are not always detected.

Unit 203: Cut hair using basic techniques

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

cutting techniques:
- club cutting
- freehand
- scissor over comb
- texturising

different looks:
- one length
- uniform layer
- short graduation
- long graduation
- with fringe

Use the correct methods of working when cutting hair:

establish and follow guidelines when cutting

maintain and adapt tension throughout the cut

control and use of tools

check weight, balance and shape throughout the cutting service

Aftercare advice and recommendations:

how to maintain look

time interval between services

present and future services

retail opportunities

Hints and tips

To check a classic bob, rest a back mirror on the client's nape after blow drying. This will give you the perfect view of the whole haircut from underneath and you can spot anything not sitting perfectly.

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Useful words

Unit 203: Cut hair using basic techniques

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

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Alopecia
Hair loss, for example, thinning hair, bald patches over the head, or total hair loss over the head and body.

Club cutting
A technique used to add bulk and define a perimeter.

BeautyStockPhoto/Shutterstock.com

Current look
A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

City & Guilds

Diagonal angle
Slanted lines, in between vertical and horizontal.

Kzenon/Shutterstock.com

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

Horizontal angle
Flat across, like the horizon.

City & Guilds

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

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

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

Vertical angle
Straight up, at a 90˚ angle to the horizon.

Hints and tips

Texturising introduces differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift.

Scope record

Unit 203: Cut hair 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 procedure carried out for each client.		
Work area: trolley, work station, cutting stool	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Client area: towel, gown, cutting collar	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Position of self and client	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Consultation	Record the consultation service carried out for each client.		
Conduct tests: elasticity, porosity	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Influencing factors: hair characterstics, hair classifications	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Client features	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Head, face and body shape	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Facial features	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair growth patterns	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Alopecia	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Client lifestyle	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

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Scope record Continued

Unit 203: Cut hair using basic techniques

Tools and equipment	Record the tools and equipment used for each client.		
Wet hair	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Dry hair	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Scissors	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Cutting comb	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Thinning scissors/razors	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Sectioning clips	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Cutting techniques	Record the look created for each client.		
One length	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Uniform layer	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Short graduation	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Long graduation	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
With fringe	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

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Scope record Continued

Unit 203: Cut hair using basic techniques

Correct methods of working	Record the method of working used for each client.		
Establish and follow guidelines when cutting	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Maintain and adapt tension throughout the cut	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Control and use of tools	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Check weight, balance and shape throughout the cutting service	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Aftercare advice and recommendations	Record the aftercare service carried out for each client		
How to maintain 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 services	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Retail opportunities	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Anna Baburkina/Shutterstock.com

Self-reflection and observation feedback

Unit 203: Cut hair 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

1 I am still learning this technique
2 I am still practising this technique
3 I can now demonstrate competence of this technique
4 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 203: Cut hair using basic techniques

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

Supplementary comments

Unit 203: Cut hair using basic techniques

Use this space to record any workplace, employer or client comments.

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, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

Unit 204: Style, set and dress hair

The purpose of this unit is for you to develop the skills and knowledge needed to style, set and dress hair.

Styling, setting and dressing are essential skills for the professional hairdresser. 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 the current techniques for blow drying, finger drying, setting, dressing and hair up.

You will be given the opportunity to practise these techniques, gaining practical experience in creating a variety of looks. You will also be introduced to the relevant underpinning knowledge.

What is this unit about?

Unit 204: Style, set and dress hair

Mandatory

This unit has **two** outcomes.

Outcome 1
Prepare for styling and finishing hair

Outcome 2
Style, set and dress 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 styling hair?
- What are the different looks I can create when putting up hair?
- What are the different techniques for setting 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 hairdressing industry.

Stasique/Shutterstock.com

Hints and tips

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

Unit 204: Style, set and dress hair

Topics

Outcome 1
Prepare for styling and finishing hair
1.1 Prepare self, client and work area
1.2 Consult with clients and analyse hair
1.3 Scientific effects of drying services
1.4 Select products, tools and equipment

Outcome 2
Style, set and dress hair to achieve a variety of looks
2.1 Dry hair using different techniques
2.2 Set hair using different techniques
2.3 Dress and put hair up using different techniques
2.4 Provide aftercare, advice and recommendations to clients

Hints and tips

Think about versatility when styling hair – show how the hairstyle can be worn in different ways.

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Unit planner

Unit 204: Style, set and dress 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 204: Style, set and dress 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.

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 stylist and client positioning during the cutting service
Scientific effects of drying services
understand the relationship between science and drying services and the effects of: ○ humidity on the hair, ○ heat on the hair structure, ○ air flow during styling, ○ heat protectors on the hair structure
understand the importance of: ○ adapting equipment temperature to different hair types, ○ allowing hair to cool prior to finishing
Select products, tools and equipment
understand the different types of products, their purpose and the effects they achieve, including: ○ heat protectors, ○ sprays, ○ mousses, ○ creams, ○ gels, ○ serums, ○ wax, ○ setting lotions
understand the different types of tools and equipment, their purpose and the effects they achieve, including: ○ hand dryer, ○ attachments, ○ round brush, ○ flat brush, ○ heated styling equipment, ○ rollers, ○ combs, ○ pin curl clips, ○ brushes, ○ grips and pins
Dry hair using different techniques
understand the effects of using: ○ different products, ○ styling brushes, ○ styling attachments
understand the methods of working when drying hair and their importance in achieving the desired look, including: ○ sectioning of hair, ○ keeping the hair damp throughout the drying process , ○ minimising the risk of damage to hair length and client discomfort
understanding the importance of controlling different hair lengths and maintaining tension, including: ○ above shoulder, ○ below shoulder, ○ one length, ○ layered
understanding the importance of finishing a dried look, including: ○ use of heated styling equipment, ○ backcombing and back brushing techniques, ○ application of finishing products, ○ visual checks
Set hair using different techniques
understand the effects of: ○ curling off base, ○ curling on base, ○ angle of winding, ○ wrap-setting hair
understand the methods of working when setting hair and their importance in achieving the desired look, including: ○ removing setting items
understand the importance of sectioning and winding, including: ○ point to point, ○ root to point, ○ on base, ○ off base, ○ directional, ○ brick
Dress and put hair up using different techniques
understand the methods of working when dressing hair and their importance in achieving the desired look, including: ○ removing section marks, ○ visual checks, ○ minimising the risk of damage to hair, ○ minimise the risk of client discomfort

Artmim/Shutterstock.com

What do you need to cover?

Unit 204: Style, set and dress 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:
- gown
- towel

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:
- hair characteristics
- hair classifications
- hair cut
- hair growth patterns
- alopecia
- hair extensions
- head and face shape
- the occasion for which the style is required

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

products:
- heat protectors
- sprays
- mousses
- creams
- gels
- serums
- wax
- setting lotions

tools and equipment:
- hand dryer
- attachments
- round brush
- flat brush
- heated styling equipment
- rollers
- combs
- pin curl clips
- brushes
- grips and pins

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

blow dry finish:
- straightening
- smoothing
- creating volume
- creating movement
- creating curl

finger drying

Continues on next page

MHD

Unit 204: Style, set and dress hair

Use different methods of working when drying hair:

sectioning of hair

keeping the hair damp throughout the drying process

control of different hair lengths and maintaining tension:
- above shoulder
- below shoulder
- one length
- layered

finishing dried look:
- use of heated styling equipment
- backcombing and back brushing techniques
- application of finishing products
- visual checks

minimising the risk of damage to hair length and client discomfort

Use and adapt different setting techniques to create a variety of looks:

setting techniques:
- rollering
- spiral curling
- pin curling to give volume or flat movement

Use different methods of working when setting hair:

sectioning and winding:
- point to point
- root to point
- on base
- off base
- directional
- brick

removing setting items

Use and adapt different techniques for dressing a set look:

dressing and hair up techniques:
- curls
- smoothing
- rolls
- backcombing and/or back brushing

methods of working when dressing hair and their importance in achieving the desired look:
- removing section marks
- visual checks
- minimising the risk of damage to hair and client discomfort

Use aftercare advice and recommendations:

how to maintain the look

time interval between services

present and future products and services

retail opportunities

Hints and tips

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

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Useful words

Unit 204: Style, set and dress hair

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

seirceil/Shutterstock.com

Backcomb
Technique used to comb the hair in the opposite direction with a brush or comb. The stylist would start from the ends of the strands, towards the scalp, to ultimately achieve a fuller or thicker look to the hair.

Conventional
Techniques and equipment that are generally used when styling and dressing hair, including setting, pin curling, finger waving, rolls, plaits, twists, curls, woven.

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

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

Rik-raks
When the hair is wound around an object and straightening irons are used to secure a wave or bend in the hair.

Roll
Also called a vertical or horizontal roll. A fold within the hair that can be dressed on its own in a classical style, or incorporated with other features.

Spiral curling
Curling the hair into a spiral shape, using either thermal styling or rollers.

frantic00/Shutterstock.com

Straightening
Hair styling technique used to flatten or straighten the hair to give it a smooth and sleek appearance.

Traction alopecia
A condition that results in an area of baldness due to excessive tension applied to the hair.

Hints and tips

Use larger rollers to create looser curls.

Julia Savchenko/iStockphoto.com

Scope record

Unit 204: Style, set and dress 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.

Working areas	Record the preparation procedure carried out for each client.		
Work area: work station, gown	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Client: gown, towel	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Position of self and client	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Consultation	Record the consultation service 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:
Hair characteristics	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair classifications	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair cut	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair growth patterns	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Alopecia	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair extensions	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Head and face shape	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
The occasion for which the style is required	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Continues on next page

Hints and tips

Aim the hairdryer down the hair shaft to smooth the cuticle, create shine and avoid any heat damage to the scalp. Use the cold setting on your hairdryer on each dried section to really 'set' your style. After styling take a step back and view the hair from every angle to check it's balanced.

MilanMarkovic78/Shutterstock.com

Products, tools and equipment	Record the products, tools and equipment used for each client.		
Heat protectors	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Sprays	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Mousses	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Creams	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Gels	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Serums	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Wax	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Setting lotions	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hand dryer	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Attachments	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Round brush	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Flat brush	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Heated styling equipment	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Rollers	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Combs	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Pin curl clips	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Brushes	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Grips and pins	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Continues on next page

Hints and tips

For loose backcombing, use a wide-tooth comb. To achieve a firmer backcombed effect, use a comb with finer teeth.

Scope record Continued

Unit 204: Style, set and dress hair

Drying techniques	Record the drying technique used for each client.		
Blow dry finish	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
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 curl	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Finger drying	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Methods of working when drying hair	Record the method used for each client		
Sectioning of hair	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Keeping the hair damp throughout the drying process	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Control of different hair lengths and maintaining tension: above shoulder, below shoulder, one length, layered	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Use of heated styling equipment	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Backcombing and back brushing techniques	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Application of finishing products	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Visual checks	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Minimising the risk of damage to hair length and client discomfort	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Setting techniques	Record the setting technique used for each client.		
Rollering	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Spiral curling	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Pin curling to give volume or flat movement	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Continues on next page

Scope record Continued

Unit 204: Style, set and dress hair

Different methods of working when setting hair	Record the method used for each client.		
Point to point	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Root to point	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
On base	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Off base	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Directional	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Brick	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Removing setting items	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Dressing a set look	Record the method used for each client.		
Curls	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Smoothing	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Rolls	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Backcombing and/or back brushing	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Dressing hair	Record the method used for each client.		
Removing section marks	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Visual checks	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Minimising the risk of damage to hair and client discomfort	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Aftercare advice and recommendations	Record the aftercare service used for each 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 204: Style, set and dress 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
2 I am still practising this technique
3 I can now demonstrate competence of this technique
4 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 204: Style, set and dress hair

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

Supplementary comments

Unit 204: Style, set and dress hair

Use this space to record any workplace, employer or client comments.

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 82.

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:

Diana Koryakovtseva

Unit 206: Plait and twist hair

The purpose of this unit is for you to develop the skills and knowledge needed to plait and twist hair across all hair classifications.

In today's market, plaiting and twisting hair is a popular and diverse area of hairdressing and is a key skill for any good stylist. It requires a high degree of manual dexterity and an aptitude for precision working, as well as a creative flair.

The unit covers the techniques for creating different types of plaits and twists and provides you with the opportunity to gain practical experience in creating a variety of different looks.

What is this unit about?

Unit 206: Plait and twist hair

Mandatory

This unit has **two** outcomes.

Outcome 1
Prepare to plait and twist

Outcome 2
Plait and twist 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 plaiting and twisting hair?
- How do different techniques vary across different hair classifications?
- How can different techniques be combined to create an overall look?

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 hairdressing industry.

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Hints and tips

Make sure you secure the hair properly during plaiting.

Unit 206: Plait and twist hair

Topics

Outcome 1
Prepare to plait and twist
1.1 Prepare self, client and work area
1.2 Consult with clients and analyse hair
1.3 Select products, tools and equipment

Outcome 2
Plait and twist hair to achieve a variety of looks
2.1 Plait and twist hair using different techniques
2.2 Provide aftercare advice and recommendations

The Academy Enfield Training Services

Nicholas Sutcliffe

Unit planner

Unit 206: Plait and twist 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?

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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 correct stylist and client positioning during the service
Plait and twist hair using different techniques
understand the effects of: ○ using different products, ○ creating different plaits and twists, ○ different methods of securing completed plaits and twists, ○ handling hair/maintaining tension
understand the methods of working when plaiting and twisting hair and their importance in achieving the desired look, including: ○ application of product, ○ sectioning of hair, ○ achieving balance, ○ consulting with client during the service

Hints and tips

To ensure you produce even plaits and twists, it is important to maintain an even tension on the hair while working.

Evgeniy pavlovski/Shutterstock.com

What do you need to cover?

Unit 206: Plait and twist 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

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:
- hair characteristics
- hair classification
- head and face shape
- hair length
- scalp condition
- signs of alopecia
- desired look

Select products, tools and equipment for plaiting and twisting wet or dry hair, taking into account the desired look and any influencing factors, tools and equipment:

products:
- sprays
- gels
- serums

Continues on next page

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Hints and tips

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

What do you need to cover? Continued

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Use and adapt different techniques for plaiting and twisting hair to achieve a variety of looks:

techniques for plaiting and twisting:

- multiple cornrows
- French plait
- fishtail plait
- two-strand twists
- flat twists

Methods of working when plaiting and twisting hair and their importance in achieving the desired look:

hair preparation:

- application of product
- sectioning of hair

achieving balance

consulting with client during the service

Aftercare, advice and recommendations on service provided:

how to maintain the look

how to remove plaits and twists

present and future products and services

retail opportunities

Hints and tips

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

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Useful words

Unit 206: Plait and twist hair

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

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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.

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

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Fishtail plait
A more intricate-looking plait which evolves from sectioning the hair into two pieces and taking hair from the outside of each piece and bringing it across alternative sides repeatedly.

Flat twists
Flat twists offer a neat way to add a protective style to your client's hair. They work well on natural, relaxed, textured hair.

French plait
The French braid includes three sections of hair that are braided together from the crown of the head to the nape of the neck.

Multiple cornrows
Cornrows are created when the hair is braided very close to the scalp using a typical braiding motion while gathering small pieces of hair. The braids are individual but numerous and usually cover the entire scalp. They can be straight or curved in design.

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Scalp condition
The condition of the scalp may limit what services clients can have. For example, if a client had severe flaking of the scalp (dandruff) it may not be advisable to have a lot of harsh chemicals used on their hair.

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

Two-strand twists
A hairstyle created by twisting two sections of hair around one another, from the scalp to the ends.

"When braiding hair, do not put too much tension on the scalp as, over time, this will cause traction alopecia."
Shelly Line, **H.O.B.O. recruitment**

H.O.B.O
HAIRDRESSING OF BLACK ORIGIN
RECRUITMENT

Hints and tips

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

Scope record

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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: workstation, trolley	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Client: towel, gown	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Position of self and client	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Consultation	Record the consultation service 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:
Hair characteristics	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair classification	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Head and face shape	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Hair length	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Scalp condition	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Signs of alopecia	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Desired look	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Products, tools and equipment	Record the tools and equipment used for each client.		
Sprays	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Gels	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Serums	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Continues on next page

Hints and tips

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

The Chapel hair salons

Scope record Continued

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Techniques for plaiting and twisting hair	Record the technique used for each client.		
Multiple cornrows	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
French plait	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Fishtail plait	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Two-strand twists	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Flat twists	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Methods of working	Record the method used for each client.		
Application of product	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Sectioning of hair	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Achieving balance	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
Consulting with client during the service	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:

Aftercare, advice and recommendations	Record the aftercare service provided for each client.		
How to maintain the look	◯ Date and sign:	◯ Date and sign:	◯ Date and sign:
How to remove plaits and twists	◯ 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:

Nicholas Sutcliffe

Self-reflection and observation feedback

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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
2 I am still practising this technique
3 I can now demonstrate competence of this technique
4 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

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

Supplementary comments

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Use this space to record any workplace, employer or client comments.

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:

IQA signature (if sampled): Date:

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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 hairdressing salons 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.

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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.

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

City & Guilds

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.

Alopecia
Hair loss, for example, thinning hair, bald patches over the head, or total hair loss over the head and body.

Backcomb
Technique used to comb the hair in the opposite direction with a brush or comb. The stylist would start from the ends of the strands, towards the scalp, to ultimately achieve a fuller or thicker look to the 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.

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.

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

Conventional
Techniques and equipment that are generally used when styling and dressing hair, including setting, pin curling, finger waving, rolls, plaits, twists, curls, woven.

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.

Current look
A commercial style that is currently fashionable. It might be a style that a celebrity has and which clients may request.

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

Diagonal angle
Slanted lines, in between vertical and horizontal.

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.

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

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

Fishtail plait
A more intricate-looking plait which evolves from sectioning the hair into two pieces and taking hair from the outside of each piece and bringing it across alternative sides repeatedly.

Flat twists
Flat twists offer a neat way to add a protective style to your client's hair. They work well on natural, relaxed, textured hair.

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

French plait
The French braid includes three sections of hair that are braided together from the crown of the head to the nape of the neck.

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.

Horizontal angle
Flat across, like the horizon.

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

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.

Multiple cornrows
Cornrows are created when the hair is braided very close to the scalp using a typical braiding motion while gathering small pieces of hair. The braids are individual but numerous and usually cover the entire scalp. They can be straight or curved in design.

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.

Rik-raks
When the hair is wound around an object and straightening irons are used to secure a wave or bend in the hair.

Roll
Also called a vertical or horizontal roll. A fold within the hair that can be dressed on its own in a classical style, or incorporated with other features.

Scalp condition
The condition of the scalp may limit what services clients can have. For example, if a client had severe flaking of the scalp (dandruff) it may not be advisable to have a lot of harsh chemicals used on their hair.

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

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

Spiral curling
Curling the hair into a spiral shape, using either thermal styling or rollers.

Straightening
Hair styling technique used to flatten or straighten the hair to give it a smooth and sleek appearance.

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

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

Traction alopecia
A condition that results in an area of baldness due to excessive tension applied to the hair.

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

Two-strand twists
A hairstyle created by twisting two sections of hair around one another, from the scalp to the ends.

Vertical angle
Straight up, at a 90° angle to the horizon.

Mark Leeson and Andrew O'Toole

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