
Candidate logbook
Level 1 NVQ Certificate

Hairdressing and Barbering



Hairdressing and Barbering

Name: _____

City & Guilds enrolment number: _____

Date registered with City & Guilds: _____

Date enrolled with centre: _____

Centre name: _____

Centre number: _____

Centre address: _____

Centre contact: _____

IQA name: _____

EQA name: _____

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INTRODUCTION AND USEFUL WORDS



Image courtesy of Cheyenes

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

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

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

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



WHAT QUALIFICATION AM I DOING?

If you are in Wales, England or Northern Ireland, you are taking the Level 1 NVQ Certificate in Hairdressing and Barbering. NVQ stands for National Vocational Qualification. The units in these qualifications are based on the National Occupational Standards for Hairdressing and Barbering. This means that that work you do to achieve any of the qualifications listed above is mainly about practical hairdressing and barbering skills and real work activities.

Image courtesy of REDKEN

WHAT DO I NEED TO ACHIEVE?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser or barber. For each unit you achieve you will earn credits.

To achieve the qualification you need to earn enough credits to meet the qualification structure, which is included in the Summary of unit achievement section. The qualification structure is made up of mandatory and optional units. Mandatory units are units that you must complete. There are also optional units, where you can select the right units that match your interests and the needs of your salon or barbershop. To achieve your qualification you must earn the minimum number of credits across both the mandatory and optional units.

WHAT'S IN A UNIT?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Hairdressing



and Barbering, which describe the standard of performance (Performance criteria or P statements) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding (K statements) you will need in order to work in a salon or barbershop. These standards have been mapped to the What you must do, What you must cover and What you must know sections of the units. The NOS has been mapped to the outcomes and criteria listed in the logbooks, full mapping can be found in the qualification handbook.

In your logbook you will see outcomes and criteria, generally the first outcome covers the performance criteria of the NOS (P statements) and lists what you must do as well as what you must cover. This is included in the observation sign-off sheet. The remaining outcomes cover the knowledge and understanding requirements and are included in the knowledge sign-off sheet located towards the end of each unit. This section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge range. The knowledge criteria (or K Statements) are the statements that begin with the letter K and a number (eg K1, K13) and the knowledge range are the words which are in bold. More details on the knowledge range can either be found in the More information section at the back of this logbook or in the Useful words section. The performance and knowledge ranges are also listed in the unit sections of the qualification handbook.

WHO WILL DECIDE WHETHER I HAVE ACHIEVED THE STANDARDS?

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

1 Your assessor

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

2 Internal Quality Assurer (IQA)

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

3 External Quality Assurer (EQA)

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





Image courtesy of Cheynes

HOW LONG WILL IT TAKE?

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

WHERE DO I GO IF I NEED MORE INFORMATION ABOUT MY ASSESSMENTS AND QUALIFICATION?

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

- Your tutor/assessor is the most important source of information about your qualification.
- Your centre's student handbook or prospectus.

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. 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).



Image courtesy of www.thechapel.co.uk

Image courtesy of Cheynes



USEFUL WORDS

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

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

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

Candidate A person working towards a qualification, i.e., yourself.

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

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

City & Guilds An awarding organisation for hairdressing and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

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

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

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

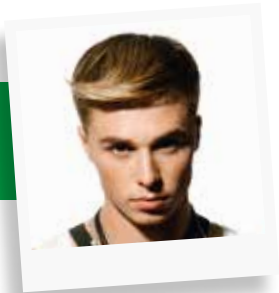
Habia (Hairdressing and Beauty Therapy Industry Authority) The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your NVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working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

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

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

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

Outcome An outcome states what you should know, understand or be able to do as the result of a process of learning.



Performance criteria This term is used to describe the practical requirements of the NOS. These are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook.

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

Range There are two types of range in your NVQ: performance range and knowledge and understanding range. The term 'performance range' is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found in the 'More information' section. Areas with knowledge range are shown in bold in the 'What you must know' part of the unit. The knowledge range as further breakdown to the areas of knowledge such as legislation listed in 'What you must know'. You could be tested on any area listed in the knowledge range in your knowledge assessment.

Standards (also known as National Occupational Standards, sometimes called NOS) These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for hairdressing. These standards have been used to create your qualification.

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

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

Image courtesy of Cheynes



Image courtesy of www.thechapel.co.uk



Image courtesy of JOICO Salon Ideas, hair by JOICO

ABOUT THE AUTHOR

Image courtesy of Cheynes



MELANIE MITCHELL

I started working in a hairdressing salon as part of my work experience placement at school. During the week that I started, the Saturday person left and I was lucky enough to be offered the position. The company had both a hairdressing and a beauty salon and I worked between the two. This gave me valuable experience as, when I was 17, I started studying at college on the combined hair and beauty course. However, all along, my passion and career path was always going to be in hairdressing.

When I left college, I worked for a short period of time in a local salon before moving on to a large corporate hairdressing group which had salons nationally within large department stores. Soon after this, I became one of their Regional Training Managers. It was during this time that I was asked to join City & Guilds as (what was known at the time) an External Verifier and I combined the roles very successfully.

Eventually, I decided that I wished to stay working with City & Guilds but that I also wanted the flexibility of self-employment. Therefore, I left the department store salons and established myself as a consultant.

I am currently the Technical Director for Cheynes Training, a national hairdressing training provider and I manage the field team and sub-contractors, along with all areas to do with the systems and quality of assessment, teaching and learning.

I am still with City & Guilds and I have recently been appointed as the Hairdressing Standardisation External Quality Assurer. This involves overseeing all of the Hairdressing External Qualification Assurers and standardising their reports to centres, training and information providing. I am still an External Qualification Assurer myself, covering colleges, private training providers, schools and prisons whilst I also carry out various other roles for City & Guilds, to include being the SmartScreen Expert, carrying out exam audits and undertaking systems visits.

I have been fortunate enough to have had a very varied and rewarding career and one which has taken me in a number of directions, ranging from the salon floor to senior education and training management. Little did I realise how many different avenues would be open to me when I entered the hairdressing industry 30 years ago.



FOREWORD



Image courtesy of Cheyenes

A FEW WORDS FROM EUGENE DAVIS

My journey into hairdressing started in New York over 25 years ago after getting my cosmetology licence, where I began in the salon environment. I quickly noticed that there were diverse opportunities available for a hairstylist. Realising this, I started to educate myself on the various techniques and new and innovative ways of hairdressing, which then lead me down the path of working as a freelancer/session stylist in music, television, celebrity and fashion. Within this I found my niche also as a wig and hairpieces designer for those undergoing cancer treatments resulting in hair loss and through alopecia. Along with this I realised I have a creative side for wigs, which I use within fashion and editorials.

I have found through my experience on this journey that the basic skills that I learned in the beginning of my training have been the foundation of every area of my career. These fundamentals include things like having confidence in the knowledge and skills I've acquired; communication with my clients and colleagues; fully understanding health and safety aspects involved within salon work; and working as a freelancer.

Having the ability to understand all hair classification types has been highly advantageous for me, playing a huge role within my career and has given me opportunities to work on a great array of projects and people. The opportunities that have presented themselves to me include working as part of the Official Proctor & Gamble Olympic Hair Team London 2012, and with brands such as Reebok in Miami, XtraFactor UK, Leading Shows at Mercedes Benz New York and Miami and working with celebrities such as Will Smith, Kate Beckinsale, Mary J. Blige and more. I say this to encourage you that these opportunities came from dedicating myself to my craft and truly enjoying the gift of creativity that I have been given. You too can achieve your goals whether that being the best salon or an award-winning stylist.



It starts with education and aspiring to be the best you that you can be. You must invest in your tools, increase your product knowledge, and learn from your predecessors, enter competitions, build your portfolio and ultimately provide the best experience for your clients. Having been giving the privilege to be a judge at a number of Industry Awards such as the L'Oréal Colour Trophy Hair Awards and Black Beauty and Hair Awards, I'm inspired by the next generation – and that's you! Your vision is important and so you must always strive for excellence.

I plan to continue to inspire, educate and help all those that follow me so they too can achieve their optimum potential. My greatest goal is to leave a lasting legacy that inspires other to achieve far greater than me. No matter what path you choose always be the best and proficient in all aspects that you choose.

Photograph supplied by My HairDressers Ltd. Photographer: Andrew Gilbert

SUMMARY OF UNIT ACHIEVEMENT



Image courtesy of Cheynes

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

Candidate name: _____

Candidate enrolment number: _____

Centre name: _____

Centre number: _____

Qualification outcomes

	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory units (all are required for full NVQ):				
101 Prepare for hair services and maintain work areas (CHB1)				
102 Contribute to the development of effective working relationships (CHB2)				
103 Blow dry hair (CHB5)				
104 Shampoo and condition hair (CHB10)				
Optional units (you must achieve a minimum of nine credits from this group):				
106 Assist with salon reception duties (CHB3)				
107 Assist with hair colouring and lightening services (CHB4)				
108 Plait and twist hair using basic techniques (CHB6)				
109 Assist with perming hair services (CHB7)				
212 Remove hair extensions (CHB8)				
218 Assist with shaving services (CB1)				
105 Assist with relaxing services (AH1)				

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles (eg 101, 102, 212, 218...). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature: _____

Date: _____

COMPLETE LIST OF UNITS

Image courtesy of Cheynes

MANDATORY UNITS

All units must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
101	Prepare for hair services and maintain work areas (CHB1)	1	26	3
102	Contribute to the development of effective working relationships (CHB2)	1	25	3
103	Blow dry hair (CHB5)	1	40	4
104	Shampoo and condition hair (CHB10)	1	40	4

OPTIONAL UNITS

A minimum of nine credits must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
106	Assist with salon reception duties (CHB3)	1	38	4
107	Assist with hair colouring and lightening services (CHB4)	1	48	5
108	Plait and twist hair using basic techniques (CHB6)	1	40	4
109	Assist with perming hair services (CHB7)	1	48	5
212	Remove hair extensions (CHB8)	2	48	5
218	Assist with shaving services (CB1)	2	39	5
105	Assist with relaxing services (AH1)	1	50	5

CREDIT VALUES

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

Image courtesy of Wella



TRACKING YOUR PROGRESS

Image courtesy of Cheyenes



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

MANDATORY UNITS

101 Prepare for hair services and maintain work areas (CHB1)

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

Sign _____

Date _____

102 Contribute to the development of effective working relationships (CHB2)

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

Sign _____

Date _____

103 Blow dry hair (CHB5)

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

Sign _____

Date _____

104 Shampoo and condition hair (CHB10)

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

Sign _____

Date _____

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

- each observation
- each outcome
- all of 'What you must cover'
- all the 'Knowledge and understanding'.

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



Image courtesy of Diva Pro



Image courtesy of Cheyenes

OPTIONAL UNITS

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

106 Assist with salon reception duties (CHB3)

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

Sign _____

Date _____

107 Assist with hair colouring and lightening services (CHB4)

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

Sign _____

Date _____

108 Plait and twist hair using basic techniques (CHB6)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐
 Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐
 All 'Knowledge and understanding' achieved ☐

Sign _____

Date _____



Image courtesy of Desmond Murray

Image courtesy of Wella



109 Assist with perming hair services (CHB7)

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

Sign _____

Date _____

212 Remove hair extensions (CHB8)

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

Sign _____

Date _____

218 Assist with shaving services (CB1)

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

Sign _____

Date _____

105 Assist with relaxing services (AH1)

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

Sign _____

Date _____





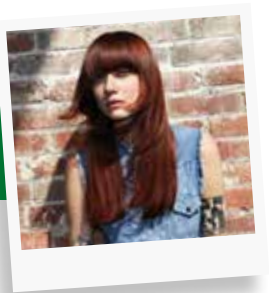


UNIT 101

PREPARE FOR HAIR SERVICES AND MAINTAIN WORK AREAS (CHB1)

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

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



UNIT 101

PREPARE FOR HAIR SERVICES AND MAINTAIN WORK AREAS (CHB1) MANDATORY

This unit has
three outcomes.

Outcome 1

Be able to prepare
and maintain the
work area for
hair services

Outcome 2

Know how
health and safety
policies and
procedures affect
the maintenance
of work areas

Outcome 3

Know how to
prepare and
maintain the
work area for
hair services

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **three** occasions – these must include preparation for three different hairdressing or barbering services. You must do correctly all the things listed under ‘What you must do’ on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. There are no range items.



Customer care isn't just when you are face to face with a client; it is also the preparation before they arrive and advice when they leave.



WHAT YOU MUST COVER

There are no range items in this unit.



HINTS AND TIPS

Stylists' work areas must be kept clean and tidy at all times of the day.

If you are asked a question and you do not know the answer, never be scared to ask another team member. It is always better to ask than to give the client incorrect information.



USEFUL WORDS

Data Protection Act This law is designed to protect personal data. All personal information must be:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the UK without adequate protection.

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

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

Manufacturers' instructions (MFIs) Guidance issued by manufacturers or suppliers of products or equipment concerning their safe and efficient use.

Personal Protective Equipment (PPE) You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities.

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

Sterilisation The total destruction of micro-organisms.



OBSERVATION SIGN-OFF SHEET

UNIT 101 PREPARE FOR HAIR SERVICES

AND MAINTAIN WORK AREAS (CHB1)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times, including preparation for **three** different hairdressing or barbering services). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

Even if you are not having a good day, as soon as you walk into the salon, you must smile, be happy and positive, no matter how you feel inside.



OUTCOME 1

Be able to prepare and maintain the work area for hair services

- a Prepare for hair services
- b Maintain the work area



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

COMMENT FORM

UNIT 101 PREPARE FOR HAIR SERVICES AND MAINTAIN WORK AREAS (CHB1)



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

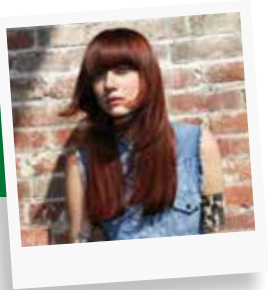


Some salons use towels that are washed after each client and some will use a disposable towel like Easydry.



Client care must be a priority for every hairdresser. How you treat your clients, even down to what towels you use, is as important as your styling when it comes to building client loyalty.

Anne Butterly, creator of Easydry towels – the Better Way to Dry



KNOWLEDGE SIGN-OFF SHEET

UNIT 101 PREPARE FOR HAIR SERVICES

AND MAINTAIN WORK AREAS (CHB1)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect the maintenance of work areas

2.1 Outline own responsibilities for health and safety

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K2	general salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment	Inferred knowledge
K5	why it is important to use personal protective equipment	Mandatory knowledge
K6	the type of personal protective equipment available	Inferred knowledge
K7	your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment	Inferred knowledge

2.2 Outline the importance of keeping and correctly storing client records

K11	the importance of the correct storage of client records in relation to the Data Protection Act	Mandatory knowledge
K12	the importance of and reasons for keeping records of hair services	Mandatory knowledge

2.3 Describe contact dermatitis and how it can be prevented

K8	what contact dermatitis is, and how to avoid developing it whilst carrying out services	Mandatory knowledge
----	---	---------------------

2.4 State the importance of preventing cross-infection and cross-infestation

K3	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge
K9	how to clean, disinfect and sterilise different types of tools for the different hair services such as metals, plastic, wood, electrical	Mandatory knowledge
K10	the difference between sterilising and disinfecting	Mandatory knowledge

Continues on next page

Always be polite and courteous at all times to the clients and to your fellow team members.



2.5 Describe the potential hazards and possible risks that may occur in the workplace

K4	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Mandatory knowledge
----	--	---------------------

2.6 Describe safe and hygienic working methods and practices that must be followed throughout the services

K19	the importance of following suppliers' and manufacturers' instructions for the safe use of equipment, materials and products	Mandatory knowledge
-----	--	---------------------

Outcome 3

Know how to prepare and maintain the work area for hair services

3.1 Describe how to prepare for hair services

K16	the types of products, materials, tools and equipment required for hair services offered by your salon	Inferred knowledge
-----	--	--------------------

3.2 Describe how to store products, materials, tools and equipment required for hair services

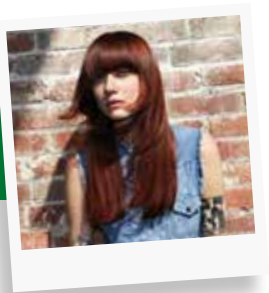
K17	how to set up materials, tools and equipment for the hair services offered by your salon	Inferred knowledge
K18	how and where to store materials, tools and equipment	Inferred knowledge
K20	the importance of checking and replenishing stock items	Mandatory knowledge

Continues on next page



HINTS AND TIPS

Always make sure that all hairdressing equipment has been sterilised before it is used on another client.



KNOWLEDGE SIGN-OFF SHEET

UNIT 101 PREPARE FOR HAIR SERVICES

AND MAINTAIN WORK AREAS (CHB1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of KMS California

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

3.3 Outline how to dispose of waste materials and products to maintain the work area

K15	how to dispose of waste materials and products from hair services	Inferred knowledge
K21	the condition in which the work area should be left ready for further services	Inferred knowledge

3.4 State the importance of understanding and following instructions

K13	the importance of following your stylist's instructions	Mandatory knowledge
K14	the importance of checking you have understood the instructions given by the stylist	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date



Image courtesy of Renscene Ltd/Barbicide

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

Comments

Date

[illegible]

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 102

CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

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

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



UNIT 102

CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

MANDATORY

This unit has
three outcomes.

Outcome 1

Be able to develop
working relationships
with clients and
colleagues

Outcome 2

Be able to plan for
self-development
within job role

Outcome 3

Know the key factors
that contribute to
effective working
relationships

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **three** occasions, **two** of which will cover your interaction with clients and **one** of which will cover your interaction with colleagues. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit.



Preparing work areas is important. Sitting clients at an untidy working position is an absolute taboo at Cheynes. Even on the busiest of busy days, we insist that work areas are fully prepared and ready before any work is undertaken. This is such an important part of our service standards.

Jennifer Cheyne, OBE

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following opportunities to learn:

active participation in training and development activities
active participation in salon activities
watching technical activities

Interacted with all of the following relevant people:

work colleagues
clients
management



HINTS AND TIPS

A smile makes you more approachable and this will help build relationships with people.

USEFUL WORDS

Active participation Taking part in something, for example, a training session.

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

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

Opportunities to learn Always take up any offers to learn, even if it is in your own time.

Relevant people The person you can ask for help from because they are likely to have knowledge about a particular area.

Salon standards for appearance and behaviour Your salon or barber shop manager will show you how they expect you to dress and

behave. There may be a salon or barber shop dress code or uniform and a code of conduct, which states how you should look and behave.

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

Target setting You and your manager will spend some time discussing your training needs, which will be split into specific, measurable, achievable, realistic and timely sections.

Your achievement of these targets will be used to measure your progress.

Work colleagues The team members that you work with in the salon.





OBSERVATION SIGN-OFF SHEET

UNIT 102 CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

WHAT YOU MUST DO

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

your interaction with clients and **one** of which will cover your interaction with colleagues). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to develop working relationships with clients and colleagues

- a Develop effective working relationships with clients
- b Develop effective working relationships with colleagues

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

OUTCOME 2

Be able to plan for self-development within job role

- a Identify personal strengths and weaknesses
- b Contribute and agree to a self-development plan with targets

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

OBSERVATION SIGN-OFF SHEET

UNIT 102 CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcomes 1 and 2.

Opportunities to learn Tick the opportunities to learn used in each observation. You must use **all** the opportunities to learn.

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

Relevant people Tick the relevant people you have interacted with in each observation. You must interact with **all** the relevant people.

	1	2	3		
Work colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Always take up any offers to learn, even if this is in your own time.





COMMENT FORM

UNIT 102 CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

HINTS AND TIPS

Never turn down the opportunity to learn. Even the most experienced hairdresser is still learning.



Teamwork is about assisting all members of the salon. Good teamwork will help to ensure that the salon runs smoothly.



COMMENT FORM

UNIT 102 CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)



Outcome 3

Know the key factors that contribute to effective working relationships

3.1 Describe how salon and legal requirements affect working relationships

K1	your job role and responsibilities and how this relates to the role of other team members	Inferred knowledge
K2	when you need to seek assistance, agreement with or permission from others	Mandatory knowledge
K3	why it is important to work within your job responsibilities and what might happen if you do not do so	Mandatory knowledge
K4	the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality	Inferred knowledge
K5	your salon's standards for personal appearance	Inferred knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or paper-based tests but will be observed when you are assessed on your practical skills.

HINTS AND TIPS

The more you assist your team in the salon, the more they will be willing to assist you.



No matter what gender, race or religious persuasion, every single person should be respected at all times.





KNOWLEDGE SIGN-OFF SHEET

UNIT 102 CONTRIBUTE TO THE DEVELOPMENT OF EFFECTIVE WORKING RELATIONSHIPS (CHB2)

WHAT YOU MUST KNOW

Image courtesy of JOICO Salon + Deas, hair by JOICO

3.2 Describe communication techniques and their importance in developing working relationships

K7	how to communicate in a clear, polite, confident way and why this is important	Mandatory knowledge
K8	the questioning and listening skills you need in order to find out information	Inferred knowledge
K9	the different methods of communication	Inferred knowledge
K10	how to recognise when a client is angry and when a client is confused	Mandatory knowledge

3.3 Outline the importance of following salon procedures

K6	your salon's guidelines for client care and why they should be followed	Inferred knowledge
----	---	--------------------

3.4 State the importance of target setting and improving personal performance

K11	how to get information about your job, your work responsibilities and the standards expected of you	Mandatory knowledge
K12	your salon's appeals and grievance procedures	Mandatory knowledge
K13	your personal development targets and timescales	Inferred knowledge
K14	the importance of meeting your work targets	Mandatory knowledge
K15	how to identify your own strengths and weaknesses	Mandatory knowledge
K16	the importance of continuous professional development	Mandatory knowledge
K17	who can help you identify and obtain opportunities for your development and training	Mandatory knowledge
K18	how using the National Occupational Standards can help you identify your development needs	Mandatory knowledge
K19	why good working relationships are important	Mandatory knowledge
K20	how to react positively to reviews and feedback and why this is important	Mandatory knowledge
K21	how to manage your time effectively	Inferred knowledge
K22	who to report to when you have difficulties in working with others	Mandatory knowledge

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date

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

Comments

Date

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
Population (millions)	7.5	7.6	7.7	7.8	7.9	8.0	8.1	8.2	8.3	8.4	8.5	8.6	8.7	8.8	8.9	9.0	9.1	9.2	9.3	9.4	9.5
GDP (trillion USD)	50.0	55.0	60.0	65.0	70.0	75.0	80.0	85.0	90.0	95.0	100.0	105.0	110.0	115.0	120.0	125.0	130.0	135.0	140.0	145.0	150.0
Life expectancy (years)	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95
Urban population (%)	55	58	61	64	67	70	73	76	79	82	85	88	91	94	97	100	100	100	100	100	100
Renewable energy (%)	10	12	15	18	22	26	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100
Carbon emissions (Gt CO2e)	20.0	21.0	22.0	23.0	24.0	25.0	26.0	27.0	28.0	29.0	30.0	31.0	32.0	33.0	34.0	35.0	36.0	37.0	38.0	39.0	40.0
Forest cover (%)	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30
Water stress (%)	10	12	15	18	22	26	30	35	40	45	50	55	60	65	70	75	80	85	90	95	100
Healthcare expenditure (USD/billion)	100	110	120	130	140	150	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Education expenditure (USD/billion)	50	55	60	65	70	75	80	85	90	95	100	105	110	115	120	125	130	135	140	145	150
Research & Development (USD/billion)	20	22	24	26	28	30	32	34	36	38	40	42	44	46	48	50	52	54	56	58	60
Trade share (%)	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45
Government debt (%)	60	65	70	75	80	85	90	95	100	105	110	115	120	125	130	135	140	145	150	155	160
Unemployment (%)	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
Income inequality (Gini index)	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Gender inequality (GII)	0.75	0.76	0.77	0.78	0.79	0.80	0.81	0.82	0.83	0.84	0.85	0.86	0.87	0.88	0.89	0.90	0.91	0.92	0.93	0.94	0.95
Human Development Index (HDI)	0.70	0.72	0.74	0.76	0.78	0.80	0.82	0.84	0.86	0.88	0.90	0.92	0.94	0.96	0.98	1.00	1.00	1.00	1.00	1.00	1.00

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



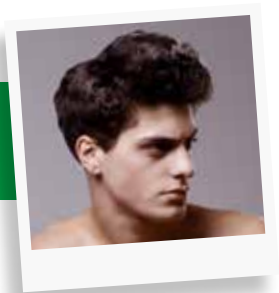


UNIT 103

BLOW DRY HAIR (CHB5)

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

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



UNIT 103

BLOW DRY HAIR (CHB5)

MANDATORY



This unit has four outcomes.

Outcome 1

Be able to blow dry hair

Outcome 2

Know how health and safety policies and procedures affect styling and finishing services

Outcome 3

Know the science of blow drying hair

Outcome 4

Know the tools, equipment, products and techniques used to blow dry hair

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.



One of the advantages of working in a salon, even on a part-time basis, is that aspiring young hairdressers get the opportunity to watch and learn from skilled and experienced hairdressers. This is a vital part learning and, providing all of the little jobs in salon have been done, we encourage all of our young people to watch and learn at every opportunity.

Jennifer Cheyne, OBE



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used both of the following types of tools:

flat brushes
round brushes

Used all of the following blow drying techniques:

creating volume
straightening
creating movement

Worked on both of the following hair lengths:

above shoulder length
below shoulder length



Clients will expect you to carry out your hairdressing on time. It would not be seen as good customer service if clients are kept waiting.



USEFUL WORDS

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

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

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

Disinfection Inhibits the growth of disease-causing micro-organisms using chemical agents.

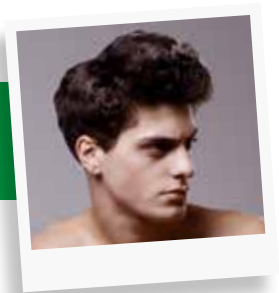
Humidity The amount of water vapour in the air; a humid atmosphere can affect the blow dry as hair can become damp and revert back to its natural form.

Manufacturers' instructions (MFIs) Guidance from manufacturers on the safe use of their products and equipment.

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

Sterilisation The total destruction of micro-organisms.





OBSERVATION SIGN-OFF SHEET

UNIT 103 BLOW DRY HAIR (CHB5)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to blow dry hair

- a Prepare for blow drying services
- b Apply safe and hygienic methods of working throughout services
- c Confirm blow drying instructions with stylist
- d Apply products as instructed
- e Select suitable tools and equipment
- f Carry out blow drying services

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

HINTS AND TIPS

Whilst the client is having their blow dry, they may like to view the other services which you offer in the salon or read any product information that you may have. If requested, find the information that will help the client and answer any questions that they may have.



OBSERVATION SIGN-OFF SHEET

UNIT 103 BLOW DRY HAIR (CHB5)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools

Tick the tools used in each observation. You must use **both** of the tools.

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

Hair

Tick the hair lengths worked on in each observation. You must work on **both** the hair lengths.

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

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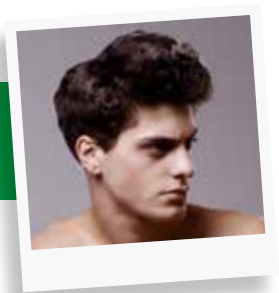


HINTS AND TIPS

Keep the hair dryer moving to avoid applying too much heat in a single spot.

HINTS AND TIPS

Complete a visual check of your hairdryer every day to ensure that there are no loose connections and that it is safe to use.



OBSERVATION SIGN-OFF SHEET

UNIT 103 BLOW DRY HAIR (CHB5)

WHAT YOU MUST COVER (CONTINUED)

Shutterstock/Selins

Tools

Tick the blow drying techniques used in each observation. You must use **all** the blow drying techniques.

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

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

HINTS AND TIPS

Apply products to the hair before and after the blow dry to maintain the look.



Image courtesy of Philip Kingsley

COMMENT FORM

UNIT 103 BLOW DRY HAIR (CHB5)



This form can be used for assessor/candidate comments, if required.

Comments

1

2

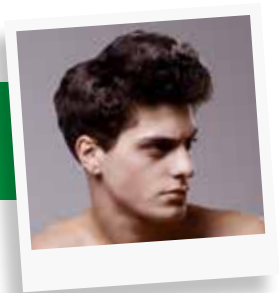
3

Date



HINTS AND TIPS

Cold air will help to set the new shape of the hair.



KNOWLEDGE SIGN-OFF SHEET

UNIT 103 BLOW DRY HAIR (CHB5)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect styling and finishing services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K4	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K13	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K3	your salon's requirements for the disposal of waste	Inferred knowledge
K6	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K7	why it is important to position your tools, products and materials for ease of use	Mandatory knowledge
K10	your salon's and legal requirements for disposal of waste materials	Inferred knowledge
K21	the importance of checking client comfort throughout the blow drying process	Mandatory knowledge

Continues on next page



2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services	Mandatory knowledge
----	---	---------------------

2.5 State the importance of following instructions when blow drying

K12	the importance of following your stylist's instructions	Mandatory knowledge
-----	---	---------------------

2.6 State the importance of preventing cross-infection and cross-infestation

K8	why it is important to keep your work area clean and tidy	Mandatory knowledge
K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge
K14	methods of cleaning, disinfecting and sterilisation used in salons	Mandatory knowledge

Outcome 3

Know the science of blow drying hair

3.1 Describe the structure of the hair

K24	the basic structure of the hair	Mandatory knowledge
-----	---------------------------------	---------------------

3.2 Describe the effects of humidity on hair

K25	the effects of humidity on the hair	Mandatory knowledge
-----	-------------------------------------	---------------------

Outcome 4

Know the tools, equipment, products and techniques used to blow dry hair

4.1 Identify the tools, equipment and products available and the effects they achieve

K16	the types and purposes of blow drying products	Mandatory knowledge
K17	the range of flat and round brushes available for blow drying	Mandatory knowledge

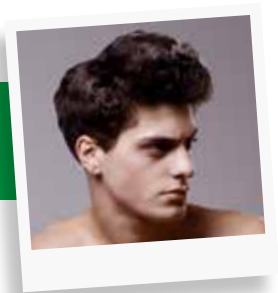
4.2 State the importance of following salon and manufacturers' instructions for products, tools and equipment

K11	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
-----	--	--------------------



Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 103 BLOW DRY HAIR (CHB5)

WHAT YOU MUST KNOW (CONTINUED)

Shutterstock/Selins

4.3 Outline the importance of applying correct technique during drying and finishing services

K15	your salon's expected service times for basic blow drying services	Inferred knowledge
K18	why and how to use flat and round brushes to create volume, movement and to straighten hair	Mandatory knowledge
K19	why the direction of the airflow is important to achieve the desired look and avoid damage to the cuticle	Mandatory knowledge
K20	the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	Mandatory knowledge
K22	methods of handling and controlling hair sections during the blow drying process	Inferred knowledge
K23	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge

4.4 Outline the importance of using products cost effectively

Mandatory knowledge

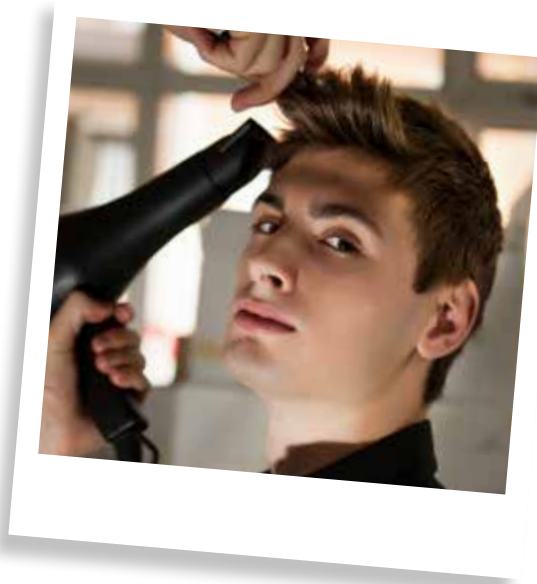
Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test

☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Shutterstock/Ildar nurkovic



Remember that a client can see your facial expressions in the mirror, so never pull faces and always ask the client questions rather than just talking about yourself.

SUPPLEMENTARY NOTES

UNIT 103 BLOW DRY HAIR (CHB5)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 104

SHAMPOO AND CONDITION HAIR (CHB10)

A good shampoo and conditioner will cleanse the hair, stimulate the scalp and keep the hair healthy and ready for the next service. It can also be one of the most relaxing and enjoyable parts of the visit for the client. The shampoo may be the first

experience that a client has in the salon and first impressions count. In this unit, you will learn about how to control the temperature and flow of the water and how to perform the massage movements needed for different hair lengths and conditions.



UNIT 104

SHAMPOO AND CONDITION HAIR (CHB10)

MANDATORY

This unit has four outcomes.

Outcome 1

Be able to shampoo and condition the hair and scalp

Outcome 2

Know how health and safety policies and procedures affect shampooing and conditioning services

Outcome 3

Understand the basic science of shampooing and conditioning treatments

Outcome 4

Understand the products and techniques used in shampooing and conditioning

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

If the range requirement has not been fully covered by these observations, you may be able to provide additional observed evidence.

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



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following massage techniques:

effleurage

rotary

friction

petrissage

Used both of the following types of conditioning products:

surface

penetrating



USEFUL WORDS

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

Conditioning product A product designed to add moisture and repair the hair. (See 'Penetrating conditioners' and 'Surface conditioning products'.)

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

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

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

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

Effleurage A gentle stroking movement.

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

Massage techniques These are the movements you will learn to apply the product, loosen dirt and stimulate the scalp.

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

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

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

Petrissage Slow and firm kneading movement.

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

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

Surface conditioning products Products designed to add moisture to the hair in order to improve shine and texture. A surface conditioner acts on the surface of the hair by closing the cuticle scales and promoting shine.



OBSERVATION SIGN-OFF SHEET

UNIT 104 SHAMPOO AND

CONDITION HAIR (CHB10)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to shampoo and condition the hair and scalp

- a Prepare for shampooing and conditioning services
- b Apply safe and hygienic methods of working throughout services
- c Use products, tools and equipment as instructed
- d Carry out shampooing and conditioning services as instructed

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



Ensure the hair is very wet before applying shampoo, as you will then have to use less product.

Anne Butterly, creator of Easydry towels – the Better Way to Dry

OBSERVATION SIGN-OFF SHEET

UNIT 104 SHAMPOO AND

CONDITION HAIR (CHB10)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Massage techniques

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

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

Continues on next page



HINTS AND TIPS

For long hair, your hands must be removed regularly from the head to prevent tangling. You should use effleurage between techniques to soothe the scalp and prevent tangling.



Always thoroughly dry your hands after shampooing and conditioning to help prevent dermatitis.



OBSERVATION SIGN-OFF SHEET

UNIT 104 SHAMPOO AND

CONDITION HAIR (CHB10)

WHAT YOU MUST COVER (CONTINUED)

Conditioning products Tick the conditioning products used in each observation. You must use **both** of the conditioning products.

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

HINTS AND TIPS

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



COMMENT FORM

UNIT 104 SHAMPOO AND CONDITION HAIR (CHB10)



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

3

Look at your nails... are they too long?
Do you have accessories or jewellery
on that could scratch the client or cause
them discomfort?



Always ask open-ended questions
so that your client doesn't just give
you one-word answers. Open-ended questions
usually start with 'when', 'why', 'what', 'who',
and 'how'.





KNOWLEDGE SIGN-OFF SHEET

UNIT 104 SHAMPOO AND CONDITION HAIR (CHB10)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests but will be observed when you are assessed on your practical skills.

Outcome 1

Be able to shampoo and condition the hair and scalp

1.4 Carry out shampooing and conditioning services as instructed

K14	your salon's expected service time for shampooing and conditioning	Inferred knowledge
-----	--	--------------------

Outcome 2

Know how health and safety policies and procedures affect shampooing and conditioning services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K3	the range of protective clothing that should be available to yourself and clients	Inferred knowledge
K12	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

K9	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Mandatory knowledge
----	--	---------------------

2.3 State safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K28	the importance of checking client comfort throughout the shampooing and conditioning process	Mandatory knowledge
K30	how to use electrical heated equipment when conditioning hair	Mandatory knowledge

Continues on next page

The meeting and greeting of a client for the first time is important. Always address the client by their name and with a smile.



2.4 Describe contact dermatitis and how it can be prevented	
K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services	Mandatory knowledge
2.5 State the importance of following instructions when shampooing and conditioning	
K10 the importance of following your stylist's instructions	Mandatory knowledge
K13 the person to whom you should report low levels of resources	Mandatory knowledge
K15 what may happen if instructions for shampooing and conditioning hair are not followed	Mandatory knowledge
2.6 State the importance of preventing cross-infection and cross-infestation	
K6 why it is important to keep your work area clean and tidy	Mandatory knowledge
K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge

Outcome 3

Understand the basic science of shampooing and conditioning treatments

3.1 Describe the basic science which underpins the services provided	
K16 how shampoo and water act together to cleanse the hair	Mandatory knowledge
K17 how the build-up of products can affect the hair, scalp and effectiveness of other services	Mandatory knowledge
K18 how shampoos and conditioning products affect the hair and scalp	Mandatory knowledge
K24 the effects of water temperature on the scalp	Mandatory knowledge
K29 how heat affects the hair during the conditioning treatment	Mandatory knowledge

Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 104 SHAMPOO AND

CONDITION HAIR (CHB10)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of KMS California/Kerasilk

Outcome 4

Understand the products and techniques used in shampooing and conditioning

4.1 Describe the range of products available

K19	different types of shampoo and conditioning products and their effects	Mandatory knowledge
-----	--	---------------------

4.2 State the importance of following salon and manufacturers' instructions when applying and removing shampooing and conditioning products

K11	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
-----	--	--------------------

K25	the importance of removing shampoo and conditioner and excess water from the hair	Mandatory knowledge
-----	---	---------------------

4.3 Describe the massage techniques used during shampooing and conditioning

K20	when and how to use different massage techniques when shampooing and conditioning different lengths of hair	Inferred knowledge
-----	---	--------------------

4.4 State the importance of detangling the hair from point to root

K26	the importance of detangling the hair from point to root	Mandatory knowledge
-----	--	---------------------

K27	the importance of detangling the hair without causing damage to the hair and scalp	Mandatory knowledge
-----	--	---------------------

4.5 State the importance of using shampoos and conditioners cost effectively

K7	the importance of using shampoos and conditioners cost effectively	Mandatory knowledge
----	--	---------------------

4.6 State the problems that may arise from incorrect shampooing and conditioning

K21	how to shampoo and condition the hair and the potential consequences of doing this incorrectly	Mandatory knowledge
-----	--	---------------------

K22	the types and causes of problems that can arise when shampooing and conditioning hair	Mandatory knowledge
-----	---	---------------------

K23	the types of problems that should be reported and the person to whom they should be reported	Mandatory knowledge
-----	--	---------------------

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

SUPPLEMENTARY NOTES

UNIT 104 SHAMPOO AND CONDITION HAIR (CHB10)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



Photographer: Squiz Hamilton/Hair stylist: Eugene Davis/Stylist: Deborah La Touche/
Makeup artist: Stan Duke/Model: Dennis Okwere AMCK Models



UNIT 105

ASSIST WITH RELAXING SERVICES (AH1)

In this unit, you will learn how to maintain safe methods of working when assisting with relaxing services. Plus, you will learn how to remove chemical relaxers and normalise the hair, along with how

to prepare and apply normalising products. This process involves ensuring that the temperature of the water is correct and that you leave the hair free of chemicals and excess moisture.



UNIT 105

ASSIST WITH RELAXING SERVICES (AH1)

OPTIONAL

This unit has three outcomes.

Outcome 1

Be able to assist with relaxing services

Outcome 2

Know how health and safety policies and procedures affect the relaxing services

Outcome 3

Understand how to assist in the relaxing service

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.



When using any relaxer, take extreme caution as it can cause irreparable damage. If in doubt, always ask a senior team member.



Hair by Craig Chapman, make-up by Ella Butler, styling by Kate Jeffery, photography by Barry Jeffery

Image courtesy of Charlotte Mensah

Image courtesy of McBride Research Labs Inc., makers of Design Essentials®

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used both types of normalising products:

normalising shampoo

post-relaxer

treatments



When a client is having their hair relaxed, it can take a long time and the stylist may need you to assist throughout the process. Always be flexible if you need to change your break or lunch to assist.



A good relaxer system should condition before, during and after the process.

Jacqui McIntosh, Avlon Education

HINTS AND TIPS

Always follow manufacturers' instructions on the application and removal procedures.

USEFUL WORDS

Non-sodium relaxer This type of relaxer does not contain sodium hydroxide.

Normalising products These are post-relaxing treatments and shampoos. They are sometimes also known as stabilisers or neutralising products for the relaxing process.

Normalising shampoo (also known as neutralising shampoo) Applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Post-relaxing treatment Applied after the relaxer has been rinsed from the hair.

Pre-relaxing treatment Usually used on porous hair, prior to the application of a relaxer.

Scalp protector Protects the client's scalp from the chemical used during relaxing.

Sodium relaxer The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's disulphide bonds.

Texturising (using chemicals) A method of relaxing African-type hair which reduces the natural curl pattern to leave the hair softer and more manageable. This process is carried out on hair up to 5 cm (2 inches) in length.

Virgin application Applying relaxer to hair that has not been relaxed before.





OBSERVATION SIGN-OFF SHEET

UNIT 105 ASSIST WITH

RELAXING SERVICES (AH1)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to assist with relaxing services

- a Apply safe and hygienic methods of working throughout services
- b Use products, tools and equipment as instructed
- c Carry out the removal of relaxing products as instructed
- d Carry out the normalising of relaxed hair as instructed

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



Conditioning is paramount when carrying out this service.

Jacqui McIntosh, Avlon Education

HINTS AND TIPS

Never use additional heat during the relaxing process.



OBSERVATION SIGN-OFF SHEET

UNIT 105 ASSIST WITH RELAXING SERVICES (AH1)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Normalising products Tick the products used in each observation. You must use **both** types of normalising products.

	1	2		
Normalising shampoo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-relaxer treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

HINTS AND TIPS

If the relaxer should come into contact with the client's eyes, flush with tepid water. If the irritation continues, then the client should be receive immediate medical attention.





COMMENT FORM

UNIT 105 ASSIST WITH RELAXING SERVICES (AH1)

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

HINTS AND TIPS

Always make sure that you fully rinse the relaxer out of the hair, otherwise it could break and damage the hair and scalp.



If, during the relaxing process, there is an irritation to the scalp, rinse the relaxer off immediately and discontinue the process.



Hair by Craig Chapman, make-up by Ella Butler, styling by Kate Jeffery, photography by Barry Jeffery

Image courtesy of McBride Research Labs Inc., makers of Design Essentials®

KNOWLEDGE SIGN-OFF SHEET

UNIT 105 ASSIST WITH

RELAXING SERVICES (AH1)

WHAT YOU MUST KNOW

Outcome 2

Know how health and safety policies and procedures affect the relaxing services

2.1 Outline own responsibilities for health and safety when assisting with relaxing services

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K12	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge

2.2 State the safe working practices that must be followed when assisting with relaxing services

K2	your salon's requirements for client preparation	Inferred knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K6	why it is important to position your tools, products and materials for ease of use	Mandatory knowledge
K9	your salon's and legal requirements for disposal of waste materials	Inferred knowledge
K10	suppliers, and manufacturers, instructions for the safe use of equipment, materials and products which you must follow	Mandatory knowledge
K19	the importance of ensuring your working methods minimise the risk of chemicals being spread onto the client's skin, clothes and surrounding areas	Mandatory knowledge

2.3 Describe contact dermatitis and how it can be prevented

K4	what is contact dermatitis and how to avoid developing it whilst assisting with relaxing services	Mandatory knowledge
----	---	---------------------

2.4 State the importance of following instructions when assisting with relaxing services

K11	the importance of following your stylist's instructions	Mandatory knowledge
K13	the person to whom you should report low levels of resources	Mandatory knowledge
K20	why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed	Mandatory knowledge

2.5 State the importance of preventing cross-infection and cross-infestation

K7	why it is important to keep your work area clean and tidy	Mandatory knowledge
K8	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge



You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests, but will be observed when you are assessed on your practical skills.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 105 ASSIST WITH

RELAXING SERVICES (AH1)

WHAT YOU MUST KNOW (CONTINUED)

Hair by Craig Chapman, make-up by Ella Butler, styling by Kate Jeffery, photography by Barry Jeffery

Outcome 3

Understand how to assist in the relaxing service

3.1 Outline the importance of the normalising and post-relaxing process

K15	the role and importance of:	Mandatory knowledge
K15.1	post-relaxing treatments during the relaxing process	
K15.2	normalising shampoos during the relaxing process	
K16	how low and high water pressure and temperature can affect the hair when removing relaxers	Mandatory knowledge
K17	the importance of removing excess moisture prior to applying normalising products	Mandatory knowledge
K18	the importance of ensuring the hair and scalp is clean and free from chemicals	Mandatory knowledge

3.2 State the importance of following salon and manufacturers' instructions when using normalising and post-relaxing products

3.3 State the types and causes of problems that may occur when relaxing hair

K14	your own limits of authority for resolving relaxing problems	Mandatory knowledge
K21	the types and causes of problems that may occur when relaxing	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Image courtesy of Avlon



Comments

Date

[illegible]

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 106

ASSIST WITH SALON RECEPTION DUTIES (CHB3)

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

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



UNIT 106

ASSIST WITH SALON RECEPTION

DUTIES (CHB3)

OPTIONAL

This unit has **four outcomes**.

Outcome 1

Be able to assist with salon reception duties

Outcome 2

Know the salon and legal requirements for assisting with reception duties

Outcome 3

Understand the importance of effective communication

Outcome 4

Know the salon services and products

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.

If the stylist asks you to greet the client and bring them through to their section, do so in a respectful and friendly manner.



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

Hellen Ward



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Handled both of the following types of enquiries:

face to face

by telephone

Booked appointments made in both of the following ways:

face to face

by telephone

Recorded all of the following appointment details:

client's name and contact details

service

date

time

member of staff booked for service



USEFUL WORDS

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

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

Confidential information This could include personal conversations with clients, colleagues, content of client record card, client and staff personal details such as address and telephone number, and financial aspects of the salon.

Data Protection Act This law is designed to protect personal data. All personal information must be:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the UK without adequate protection.

Faulty product A product that is damaged in some way, for example a bottle may have cracked or the nozzle may not be working correctly.

Hospitality Welcoming the client, offering refreshments and magazines, and making sure that the client is comfortable.

Limits of own authority This will be determined by your job description and workplace policies.

Personal presentation This includes personal hygiene, use of personal protection equipment and clothing and accessories suitable to the salon.

Relevant person This is the person who is responsible for carrying out a particular task or service.

Test A test will determine if a client is suitable for a particular service, for example a skin test which will identify if the client is allergic to a particular product or chemical.



OBSERVATION SIGN-OFF SHEET

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to assist with salon reception duties

- a Maintain the reception area
- b Attend to clients and enquiries
- c Help to make appointments for salon services

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

Solve payment discrepancies simply and discretely to avoid embarrassment to clients and staff. Avoid loss of profit and ensure that the till balances at the end of the day.



HINTS AND TIPS

Always inform a client if they are going to be kept waiting, even if it is for a short period of time.



OBSERVATION SIGN-OFF SHEET

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Enquiries

Tick the types of enquiries handled in each observation. You must handle **both** types of enquiries.

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

Appointments

Tick the types of appointments handled in each observation. You must handle booking appointments made **both** ways.

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

Continues on next page



Smile as you dial! Your voice is the only tool you have when on the phone.

Ruth Langley



Never disclose any client's personal information to the general public. This includes address, telephone number, date of birth, etc.



OBSERVATION SIGN-OFF SHEET

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

WHAT YOU MUST COVER (CONTINUED)

Appointment details

Tick the types of appointment details recorded in each observation.
You must record **all** the types of appointment details.

Client's name and contact details

Service

Date

Time

Member of staff booked for service

1

☐

2

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Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1

☐

2

☐

☐

☐



COMMENT FORM

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

Image courtesy of REDKEN



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2



Shutterstock/Thinglass

Hairdressing is a fashion industry. Therefore, your personal appearance is important. Always make sure that your hair is freshly washed and styled, that your nails are neatly presented, that your dress code meets the requirements of your salon and that your footwear is clean.



Image courtesy of L'Oréal Professionnel



KNOWLEDGE SIGN-OFF SHEET

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Know the salon and legal requirements for assisting with reception duties

2.1 Describe the salon procedures for assisting with reception duties

K1	your salon's procedures for:	Inferred knowledge
K1.1	maintaining the reception area	
K1.2	client care at reception	
K3	how to identify any faults in retail products such as damage and loose packaging	Mandatory knowledge
K4	what and how much reception stationery should be kept at your reception area	Inferred knowledge
K11	your salon's procedures for:	Mandatory knowledge
K11.1	maintaining confidentiality	
K11.2	taking messages	
K11.3	making and recording appointments	
K11.4	carrying out tests	Inferred knowledge
K13	the importance of confirming and making appointments correctly	Mandatory knowledge
K17	the importance of checking that clients have had tests for specific services	Mandatory knowledge

Continues on next page

HINTS AND TIPS

Always keep the reception area clean and tidy. Remove any used cups, tidy up the magazines and keep the stationery such as price lists neatly displayed.



2.2 State the legal requirements for maintaining client confidentiality

K18	the confidentiality requirements within the Data Protection Act	Mandatory knowledge
K19	the consequences of breaking confidentiality	Mandatory knowledge

2.3 Identify own limits of authority when assisting with salon reception duties

K2	the limits of your authority when maintaining the reception areas	Mandatory knowledge
K12	the limits of your authority when:	Mandatory knowledge
K12.1	attending to people and enquiries	
K12.2	making appointments	
K12.3	carrying out tests	
K15	who to refer to with different types of enquiries	Inferred knowledge

2.4 Identify the person to whom problems with reception duties should be referred

K16	the person in your salon to whom you should refer reception problems	Inferred knowledge
-----	--	--------------------

Continues on next page



Communication isn't just how you talk to the clients; it also involves your facial expressions, body language, how you shake the client's hand, etc.





KNOWLEDGE SIGN-OFF SHEET

UNIT 106 ASSIST WITH SALON

RECEPTION DUTIES (CHB3)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of REDKEN

Outcome 3

Understand the importance of effective communication

3.1 Explain the importance of effective communication

K5	the importance to the salon's business of effective communication	Mandatory knowledge
K6	how and when to ask questions	Inferred knowledge
K7	how to speak clearly in a way that suits the situation	Inferred knowledge
K8	how to show you are listening closely to what people are saying to you	Inferred knowledge
K9	how to adapt what you say to suit different situations	Inferred knowledge
K10	how to show positive body language	Inferred knowledge
K14	the importance of taking messages and passing them on to the right person at the right time	Mandatory knowledge

Outcome 4

Know the salon services and products

4.1 List the services and products available in the salon

K20	the services available and their duration	Inferred knowledge
K21	the products available for sale and their cost	Inferred knowledge

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test

☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Comments

Date

[illegible]

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 107

ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

Colouring hair is one of the most innovative areas of the hairdressing industry. Hair colouring often requires that colouring products be added to the hair and then removed when they have worked. The removal stage is important in safely stopping the colouring process and revealing the true

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



UNIT 107

ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

OPTIONAL

This unit has
three outcomes.

Outcome 1

Be able to assist
with colouring and
lightening services

Outcome 2

Know how health
and safety policies
and procedures
affect colouring and
lightening services

Outcome 3

Know how to
remove colouring
and lightening
products



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

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

You must show that you have used three out of the four products in the range. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.

HINTS AND TIPS

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



Colour, along with cutting, is one of the two most important services in most salons. Assisting experienced colourists and watching carefully how they go about their work is a fantastic way of understanding more about this really important area.

Jennifer Cheyne, OBE

Image courtesy of Cheynes

Image courtesy of Goldwell

Image courtesy of KIMS California

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used three out of the following four colouring and lightening products:

semi-permanent

quasi-permanent

permanent

lightening



When colouring hair, always wear PPE. This includes gloves and an apron.

Assisting with colour requires a high standard of professional attitude. If the services are completed incorrectly, it could affect the reputation of the salon.



USEFUL WORDS

Highlights A method of partially colouring the hair.



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



Lightening products Either bleach or pre-lighteners that last until they grow out. Hair can be damaged by excessive use of lighteners, so conditioning the hair is vital.

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

Personal protective equipment (PPE) Equipment used to protect yourself and your clothes, such as gloves, aprons and barrier cream.

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 107 ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

WHAT YOU MUST DO

Image courtesy of Cheynes

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **two** times, **one** of which will include the removal of colouring and lightening materials). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

OUTCOME 1

Be able to assist with colouring and lightening services

- a Apply safe and hygienic methods of working throughout services
- b Use products, tools and equipment as instructed
- c Carry out the removal of colouring and lightening products as instructed

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

HINTS AND TIPS

Any persons under the age of 16 years cannot use following chemicals or have the product applied on their own hair: quasi- or permanent hair colouring, permanent waving, bleach, lighteners, relaxing and chemical straightening products.

OBSERVATION SIGN-OFF SHEET

UNIT 107 ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Products

Tick the products used in each observation. You must use **three** out of the **four** products.

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

Removal

Tick when you have removed colouring and lightening materials. You must remove colouring and lightening materials **once**.

	1	2		
Colouring and lightening materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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





COMMENT FORM

UNIT 107 ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

Image courtesy of Cheyres

This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2

HINTS AND TIPS

Always refer to manufacturers' instructions for the use of any colour and lightening product.



Colouring and lightening materials must be removed safely.

Image courtesy of Goldwell

HINTS AND TIPS

The client may come in for a semi-permanent colour and, during the conversation you have with them, they mention that they are looking for a product that lasts more than six to eight shampoos. You could then suggest that they have a quasi-permanent colour, which can last up to 12 shampoos.

Image courtesy of Wella



KNOWLEDGE SIGN-OFF SHEET

UNIT 107 ASSIST WITH COLOURING

AND LIGHTENING SERVICES (CHB4)

WHAT YOU MUST KNOW

Outcome 2

Know how health and safety policies and procedures affect colouring and lightening services

2.1 Outline own responsibilities for health and safety when assisting with colouring and lightening services

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K2	the current legal requirements and guidance relating to age restrictions for colouring and lightening services	Mandatory knowledge
K4	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K10	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge
K21	the importance of checking the product removal is to the satisfaction of the stylist and client	Mandatory knowledge

2.2 State the safe working practices that must be followed when assisting with colouring and lightening services

K3	your salon's requirements for client preparation	Inferred knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K9	why it is important to position your tools, products and materials for ease of use	Mandatory knowledge
K13	your salon's and legal requirements for disposal of waste materials	Inferred knowledge
K17	the importance of using working methods that prevent the spread of colouring products being spread onto the client's skin, clothes and surrounding areas	Mandatory knowledge

2.3 Describe contact dermatitis and how it can be prevented

K6	what contact dermatitis is, and how to avoid developing it whilst assisting with hair colouring and lightening services	Mandatory knowledge
----	---	---------------------

2.4 State the importance of following instructions when assisting with colouring and lightening services

K11	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K12	the importance of following your stylist's instructions	Mandatory knowledge
K14	the person to whom you should report low levels of resources	Mandatory knowledge

Continues on next page

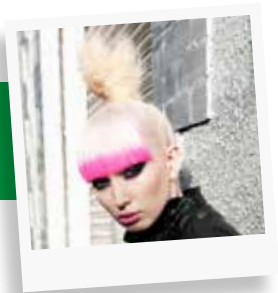


You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests but will be observed when you are assessed on your practical skills.

HINTS AND TIPS

When mixing colour or a lightening product, always do so in a well ventilated room.



KNOWLEDGE SIGN-OFF SHEET

UNIT 107 ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Chyennes

2.5 State the importance of preventing cross-infection and cross-infestation

K7	why it is important to keep your work area clean and tidy	Mandatory knowledge
K8	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge

Outcome 3

Know how to remove colouring and lightening products

3.1 State the importance of following salon and manufacturers' instructions when removing colouring and lightening products

K16	remove colouring and lightening products	Inferred knowledge
K18	the importance of emulsifying permanent colouring products as part of the removal process	Mandatory knowledge
K20	the importance of thoroughly rinsing products and leaving the hair tangle free	Mandatory knowledge

3.2 State the types and causes of problems that may occur when removing colouring and lightening products

K15	your own limits of authority for resolving colouring problems	Mandatory knowledge
K19	the types and causes of problems that may occur when removing colouring and lightening products and materials from the hair	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



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



Image courtesy of Wella

SUPPLEMENTARY NOTES

UNIT 107 ASSIST WITH COLOURING AND LIGHTENING SERVICES (CHB4)

Image courtesy of Cheynes



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 108

PLAIT AND TWIST HAIR USING BASIC TECHNIQUES (CHB6)

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

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



UNIT 108

PLAIT AND TWIST HAIR USING

BASIC TECHNIQUES (CHB6)

OPTIONAL

This unit has
four outcomes.

Outcome 1

Be able to plait
and twist hair using
basic techniques

Outcome 2

Know how health
and safety policies
and procedures
affect plaiting and
twisting services

Outcome 3

Know the factors that
influence plaiting and
twisting services

Outcome 4

Know the tools,
equipment, products
and basic techniques
used to plait and
twist hair

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

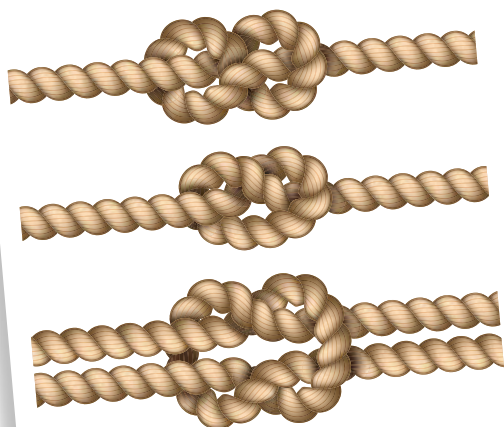
Your assessor will observe these aspects of your performance on **three** occasions, which must include observation of:

- a minimum of five cornrows
- a single French plait
- a series of small two-strand twists covering a minimum of 25% of the head.

You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.



Look for inspiration in different knot types – there are lots of different types of rope knots, sailor's knots and textures.

Shelley Dalton

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all the following types of products:

sprays

oils

moisturisers

gels

Created all the following types of plaits and twists:

multiple cornrows

French plait

two-strand twists



USEFUL WORDS

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

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

Cornrow plait A three-strand plait that sits on top of its base. Also known as rows, braids, or canerows, this is where the hair is braided very close to the scalp, using an underhand, upward motion to produce a continuous, raised row.

French plait This is when the hair is gathered tightly and pulled back from the forehead into one large plait down the back of the head.

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

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

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

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

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

Two-strand twists For this style, you take two equal sections of hair and twirl one section around the other until you reach the very end of the hair. This is also referred to as double strand twist.



OBSERVATION SIGN-OFF SHEET

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times, which must include observation of a minimum of five cornrows, a single French plait and a series of small two-strand twists covering a minimum of 25% of the head). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.



OUTCOME 1

Be able to plait and twist hair using basic techniques

- a Prepare for plaiting and twisting services
- b Apply safe and hygienic methods of working throughout services
- c Confirm plaiting and twisting instructions with stylist
- d Apply products as instructed
- e Carry out plaiting and twisting services

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

HINTS AND TIPS

Keep your sections neat and tidy for a professional result.

OBSERVATION SIGN-OFF SHEET

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved ‘What you must do’ in Outcome 1.

Products Tick the products used in each observation. You must use **all** of the products.

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

Continues on next page



HINTS AND TIPS

Plaiting and twisting is a quick method of creating a stunning look on your client.





OBSERVATION SIGN-OFF SHEET

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)

WHAT YOU MUST COVER (CONTINUED)

Plaits and twists

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

	1	2	3		
Multiple cornrows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French plait	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two-strand twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

HINTS AND TIPS

If using bands or grips to secure the hair, use a matching colour, so that they do not show.



COMMENT FORM

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)



This form can be used for assessor/candidate comments, if required.

Comments

1

2

3

Date

HINTS AND TIPS

Apply product to the hair before, during and afterwards to make the hair more manageable.





KNOWLEDGE SIGN-OFF SHEET

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect plaiting and twisting services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K11	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

K10	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Mandatory knowledge
-----	--	---------------------

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K8	why it is important to position your tools for ease of use	Mandatory knowledge
K13	the correct methods of waste disposal	Inferred knowledge
K28	the importance of checking client comfort throughout the process	Mandatory knowledge

Continues on next page

HINTS AND TIPS

If you drop any of your hairdressing equipment on the floor, make sure it is sterilised before you use it again.



2.4	Describe contact dermatitis and how it can be prevented	Mandatory knowledge
2.5	State the importance of following instructions when plaiting and twisting	
K15	the importance of following your stylist's instructions	Mandatory knowledge
K16	the importance of checking you have understood the instructions given by the stylist	Mandatory knowledge
2.6	State the importance of preventing cross-infection and cross-infestation	
K5	why it is important to keep your work area clean and tidy	Mandatory knowledge
K6	why it is important to avoid cross-infection and infestation	Mandatory knowledge
K7	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge
K9	methods of cleaning, disinfecting and/or sterilisation used in salons	Mandatory knowledge

Outcome 3

Know the factors that influence plaiting and twisting services

3.1	State the factors that may influence the services provided	
K14	your salon's expected service times for plaiting and twisting hair	Inferred knowledge
K21	how hair texture affects the plaiting process and styling possibilities	Mandatory knowledge
3.2	State how to identify signs of traction alopecia and the potential consequences of excessive tension on the hair	
K19	the potential consequences of excessive tension on the hair	Mandatory knowledge
K20	how to identify the signs of traction alopecia	Mandatory knowledge

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 108 PLAIT AND TWIST HAIR

USING BASIC TECHNIQUES (CHB6)

WHAT YOU MUST KNOW (CONTINUED)

Outcome 4

Know the tools, equipment, products and basic techniques used to plait and twist hair

4.1 Describe the products, tools and equipment available and their use

K26	the types of products available for use with plaits and twists and when you would use them	Inferred knowledge
-----	--	--------------------

4.2 State the importance of following salon and manufacturers' instructions for products, tools and equipment

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
-----	--	--------------------

4.3 Describe the different methods of creating plaits and twists and the effects that can be achieved

K17	the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	Mandatory knowledge
K18	the importance of sectioning hair accurately when plaiting and twisting	Mandatory knowledge
K22	how to create cornrows, a French plait and two-strand twists	Inferred knowledge
K23	how to handle the hair when plaiting and twisting to maintain a correct and even tension	Inferred knowledge
K24	how to adjust the tension of plaits	Inferred knowledge
K25	methods of securing the completed plait and twists	Inferred knowledge

4.4 Outline the importance of using products cost effectively

K27	the importance of using products economically	Mandatory knowledge
-----	---	---------------------

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered

by a paper-based test

☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

HINTS AND TIPS

If the client's face shape is not suitable for plaiting and twisting, the result may be unflattering. You should soften the face shape by leaving out the fringe area or bringing hair onto the face.



Comments

Date

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
Population (millions)	7.5	7.6	7.7	7.8	7.9	8.0	8.1	8.2	8.3	8.4	8.5	8.6	8.7	8.8	8.9	9.0	9.1	9.2	9.3	9.4	9.5
GDP (trillion USD)	45.0	48.0	51.0	54.0	57.0	60.0	63.0	66.0	69.0	72.0	75.0	78.0	81.0	84.0	87.0	90.0	93.0	96.0	99.0	102.0	105.0
Life expectancy (years)	75.0	75.5	76.0	76.5	77.0	77.5	78.0	78.5	79.0	79.5	80.0	80.5	81.0	81.5	82.0	82.5	83.0	83.5	84.0	84.5	85.0
Urban population (%)	55.0	56.0	57.0	58.0	59.0	60.0	61.0	62.0	63.0	64.0	65.0	66.0	67.0	68.0	69.0	70.0	71.0	72.0	73.0	74.0	75.0
Renewable energy (%)	10.0	11.0	12.0	13.0	14.0	15.0	16.0	17.0	18.0	19.0	20.0	21.0	22.0	23.0	24.0	25.0	26.0	27.0	28.0	29.0	30.0
CO2 emissions (Gt)	20.0	21.0	22.0	23.0	24.0	25.0	26.0	27.0	28.0	29.0	30.0	31.0	32.0	33.0	34.0	35.0	36.0	37.0	38.0	39.0	40.0
Forest cover (%)	22.0	22.5	23.0	23.5	24.0	24.5	25.0	25.5	26.0	26.5	27.0	27.5	28.0	28.5	29.0	29.5	30.0	30.5	31.0	31.5	32.0
Healthcare expenditure (%)	10.0	10.5	11.0	11.5	12.0	12.5	13.0	13.5	14.0	14.5	15.0	15.5	16.0	16.5	17.0	17.5	18.0	18.5	19.0	19.5	20.0
Internet usage (%)	40.0	45.0	50.0	55.0	60.0	65.0	70.0	75.0	80.0	85.0	90.0	95.0	98.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Gender inequality index	0.65	0.64	0.63	0.62	0.61	0.60	0.59	0.58	0.57	0.56	0.55	0.54	0.53	0.52	0.51	0.50	0.49	0.48	0.47	0.46	0.45
Human Development Index	0.70	0.72	0.74	0.76	0.78	0.80	0.82	0.84	0.86	0.88	0.90	0.92	0.94	0.96	0.98	1.00	1.02	1.04	1.06	1.08	1.10

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 109

ASSIST WITH PERMING TECHNIQUES (CHB7)

Adding permanent curls to straight hair is called perming. This work is challenging but the effects can be amazing. You will be involved in the final stage of the perming process – neutralising. This stage is very important as it is the point at which the curl becomes permanent, so the success of the service is down to you. In this unit, you will follow the stylist's instructions, learning how

to neutralise hair and leave it ready for the next service. You will learn all about the chemical processes taking place deep inside the hair when it's being neutralised and what the neutralising products are able to do. You will also find out why it is so important to use the correct products, and to apply them for the correct amount of time.



UNIT 109

ASSIST WITH PERMING TECHNIQUES (CHB7)

OPTIONAL

This unit has three outcomes.

Outcome 1

Be able to assist with the perming and neutralising services

Outcome 2

Know how health and safety policies and procedures affect the perming and neutralising services

Outcome 3

Understand the neutralising process



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

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



A successful perm cannot be achieved without effective neutralising.

Maurice Lister

HINTS AND TIPS

If the neutraliser should come into contact with the client's eyes, flush with tepid water. If the irritation continues, then the client should be taken to hospital.



Image courtesy of Wella

Image courtesy of Goldwell

Hair by Hector Obeng, Hector's Global Hair with Zeal/Photography: Andrew Buckle

WHAT YOU MUST COVER

There are no range items in this unit.

Image courtesy of Wella



USEFUL WORDS

Applicator bottle A bottle designed to apply neutraliser (which doesn't require foaming).

Blot The process of removing excess moisture from the hair after rinsing, using towels, cotton wool or paper towels.

Bowl and sponge A method of applying the neutraliser. The product is put into a bowl, foamed up with the sponge, and then applied to each perm rod.

Caucasian hair One of the three ethnic hair types (Asian and African type are the other two). Caucasian hair is usually straight or slightly wavy and is sometimes referred to as 'European hair'.

Cortex The main layer in the structure of the hair, which lies under the cuticle (the disulphide bonds are found here).

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

Disulphide bonds The bonds in hair that are broken and re-formed during perming and neutralising. The disulphide bonds give the hair its strength.

Oxidation The addition of oxygen to the hair. The chemical process of hardening the hair to fix the curl – the second stage of perming (called neutralising).

Post-perm conditioner

A product used after the perm to close the cuticle, lock in moisture and bring the hair back to the correct pH of 4.5–5.5.

Pre-perm shampoo

A shampoo designed to be used before a perm, containing no conditioning additives that may form a barrier against the perm.

Reduction The addition of hydrogen to the hair. The chemical process of softening the hair to shape it around the perm rod – the first stage of perming.

Image courtesy of Paul Falltricks



Image courtesy of Wella

HINTS AND TIPS

If you get the towels around your client wet, remove the towel immediately.



OBSERVATION SIGN-OFF SHEET

UNIT 109 ASSIST WITH PERMING

TECHNIQUES (CHB7)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to assist with the perming and neutralising services

- a Apply safe and hygienic methods of working throughout services
- b Use products, tools and equipment as instructed
- c Carry out the neutralising process as instructed

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



Make sure that the temperature of the water is correct and that your client is comfortable. Leaning back into a back-wash isn't the most comfortable position for a client.

Image courtesy of Wella

Hair by Hector Obeng, Hector's Global Hair with Zeal/Photography: Andrew Buckle

COMMENT FORM

UNIT 109 ASSIST WITH PERMING

TECHNIQUES (CHB7)



This form can be used for assessor/candidate comments, if required.

Comments

Date

1

2





KNOWLEDGE SIGN-OFF SHEET

UNIT 109 ASSIST WITH PERMING

TECHNIQUES (CHB7)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or be paper-based.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any paper-based or online tests but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect the perming and neutralising services

2.1 Outline own responsibilities for health and safety when assisting with perming and neutralising services

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Mandatory knowledge
K5	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K11	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Mandatory knowledge
K17	the importance of ensuring your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas	Mandatory knowledge

2.2 State the safe working practices that must be followed when assisting with perming and neutralising services

K2	your salon's requirements for client preparation	Inferred knowledge
K7	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Mandatory knowledge
K9	the importance of minimising the wastage of perming chemicals	Mandatory knowledge
K13	your salon's and legal requirements for disposal of waste materials	Inferred knowledge
K27	the importance of checking client comfort throughout the neutralising process	Mandatory knowledge

Continues on next page



2.3 Describe contact dermatitis and how it can be prevented

K6	what contact dermatitis is, and how to avoid developing it whilst assisting with perming services	Mandatory knowledge
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2.4 State the importance of following instructions when assisting with perming and neutralising services

K3	the importance of following your stylist's instructions	Mandatory knowledge
K4	the importance of checking you have understood the instructions given by the stylist	Mandatory knowledge
K14	the person to whom you should report low levels of resources	Mandatory knowledge

2.5 State the importance of preventing cross-infection and cross-infestation

K8	why it is important to keep your work area clean and tidy	Mandatory knowledge
K10	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Mandatory knowledge

Continues on next page



Perming is one of the most neglected skills in hairdressing due partly to its lack of popularity at present, however, we always make sure all of our team have a really good training in this area. Fashion can change really quickly and all it takes is for a few 'fashionistas' to appear with a modern variation of permed hair and a whole new trend could start literally overnight. It will happen, be ready for the day!

Jennifer Cheyne, OBE





KNOWLEDGE SIGN-OFF SHEET

UNIT 109 ASSIST WITH PERMING

TECHNIQUES (CHB7)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Wella

Outcome 3

Understand the neutralising process

3.1 Describe the neutralising process and why it is important

K16	how to remove chemicals in a way which minimises the risk of damage to the hair	Inferred knowledge
K18	why you would adapt the water temperature, pressure and direction to support client comfort and to protect the hair	Mandatory knowledge
K19	the importance of leaving the hair and scalp clean and free from chemicals and excess moisture	Mandatory knowledge
K20	the role and importance of neutralising in the perming process	Mandatory knowledge
K21	the importance of accurate timing when neutralising perms	Mandatory knowledge
K22	why it is important to handle the hair in the direction of the wind when rinsing and blotting	Mandatory knowledge
K23	how water pressure can affect the hair when removing neutralisers in the perming process	Mandatory knowledge
K24	the importance of thoroughly rinsing out product	Mandatory knowledge
K26	the importance of remove the rods without disturbing the curl formation	Mandatory knowledge

3.2 State the importance of following salon and manufacturers' instructions when neutralising

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K25	the importance of following manufacturer's instructions for the specific perming and neutralising products in your salon	Mandatory knowledge

3.3 State the types and causes of problems that occur when neutralising hair

K15	your own limits of authority for resolving perming problems	Mandatory knowledge
K28	the types and causes of problems that may occur when neutralising perms	Mandatory knowledge

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a paper-based test ☐ Date

Image courtesy of Wella



MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.

TECHNIQUES (CHB7)

Image courtesy of Wella



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

Comments

Date

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



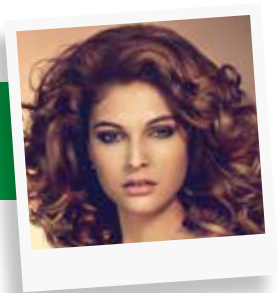


UNIT 212

REMOVE HAIR EXTENSIONS (CHB8)

Hair extensions are becoming part of mainstream hairdressing, with more and more clients wanting immediate, interchangeable looks. Nobody wants to be tied down to the same look for long, and adding hair to give colour, length and volume

is the perfect solution. In this unit you will cover how to change hair length by removing short and long-term extension systems. You will also learn how to use a variety of products and tools.



UNIT 212

REMOVE HAIR EXTENSIONS (CHB8)

OPTIONAL

This unit has four outcomes.

Outcome 1

Be able to remove hair extensions

Outcome 2

Know how health and safety policies and procedures affect hair extension removal services

Outcome 3

Know the factors that influence the removal of hair extensions

Outcome 4

Know the tools, equipment, products and techniques used to remove hair extensions



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

Simulation is not allowed for any performance evidence within this unit. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.

HINTS AND TIPS

Once the added hair has been effectively removed, you will need to carry out a thorough shampoo and conditioning treatment on the hair. This will ensure that the hair and scalp are free from products, hair attachments and debris.



WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used two out of the following four types of tools and products:

seam releasers

scissors

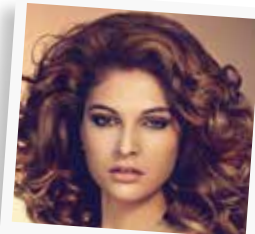
disconnectors

solutions

Removed both of the following types of extensions:

short-term extension systems

long-term extension systems



HINTS AND TIPS

Keeping your client comfortable throughout the service is a safe working practice. The same applies to you, so stand correctly and take regular breaks.

USEFUL WORDS

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

Attachment systems There are several methods of attaching added hair. Some examples are glue-in, dip-in, grip-in, bonded, sewn in and plaited in.

Cornrow-based wefts These are when natural hair is braided into a cornrow. A weft of hair is then sewn onto the cornrow with a needle and cotton.

Cornrow plaits These are when the hair is braided very close to the scalp to produce a raised plait.

Hot bonded or fusion This is when individual strands of extension hair are added to the client's own hair with a melted resin.

Long-term hair extensions Hair extensions that will last six weeks plus: hot bonded or fusion, micro ring or loop, cornrow-based wefts, cornrow plaits.

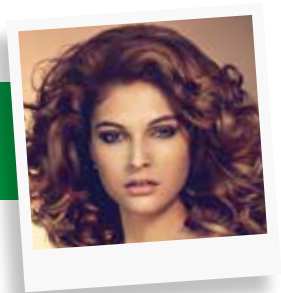
Micro ring or loop Small sections of hair are gently pulled through the micro ring and the hair extension strands are placed inside the rings. The rings are then squeezed shut using specialist hair extension pliers.

Pull test This is a test that will help you to evaluate excessive hair loss. Separate a handful of hair and gently pull at the roots – if more than 12 hairs are lost, this may be an indication of abnormal hair loss.

Short-term hair extensions Hair extensions that will last anything from 24 hours to six weeks: sewn, plaited, rings, tapes, clip-in hairpieces and additions, taped weft, cold bonding (latex), wefted hair – tracks/rows, plaited cornrows.

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to remove hair extensions

- a Prepare for the removal of hair extensions
- b Apply safe and hygienic methods of working throughout services
- c Carry out the removal of hair extensions

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

Image courtesy of Great Lengths Hair Extensions



First impressions count: be suitably clean and tidy to reflect the required industry standards.



Image courtesy of Balmain

OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Removal tools and products

Tick the tools or products used in each observation. You must use **two** out of the **four** types of tools and products.

	1	2		
Seam releasers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disconnectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solutions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Removal

Tick the removal types undertaken in each observation. You must remove **both** types of extension system.

	1	2		
Short-term extension systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term extension systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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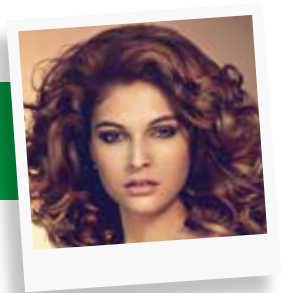
Every salon will have different required standards of behaviour. During your induction, usually the salon manager will explain what these standards are.



HINTS AND TIPS

To prolong the life of an attachment, advise the client to wear a hairnet or satin scarf over their hair in bed to prevent the hair from tangling and loosening.





OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST COVER (CONTINUED)

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

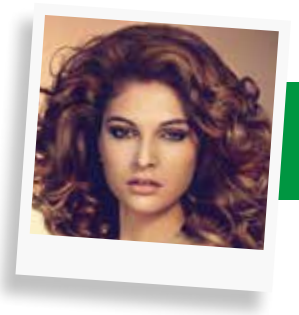
HINTS AND TIPS

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



COMMENT FORM

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)



This form can be used for assessor/candidate comments, if required.

Comments

1

2

Date



HINTS AND TIPS

Within a salon, you are part of a team. Therefore, if you see that a stylist has a need of assistance, go and ask what you can do to help out.



KNOWLEDGE SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Outcome 2

Know how health and safety policies and procedures affect hair extension removal services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K4	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K6	why it is important to use personal protective equipment	Mandatory knowledge
K10	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
K18	the importance of ensuring client comfort and providing reassurance throughout the removal process	Mandatory knowledge

2.2 Describe the potential hazards and possible risks that may occur in the workplace and affect services

Cross-unit knowledge

2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K3	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K7	why it is important to position your tools, products and materials for ease of use	Mandatory knowledge
K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K12	your salon's and legal requirements for disposal of waste materials	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out removal of hair extensions	Cross-unit knowledge
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2.5 State the importance of following instructions when removing hair extensions

K13	the person to whom you should report low levels of resources	Mandatory knowledge
K14	your own limits of authority for resolving problems	Mandatory knowledge
K15	the importance of following your hair extension specialist's instructions	Mandatory knowledge

Continues on next page

2.6 State the importance of preventing cross-infection and cross-infestation

K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
----	---	----------------------

Outcome 3

Know the factors that influence the removal of hair extensions

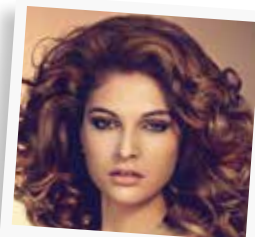
3.1 State the factors that may influence the services provided

K20	the hair growth cycle	Mandatory knowledge
K22	how wearing extensions beyond their recommended time period can effect the removal process	Mandatory knowledge
K23	the types of anxieties commonly experienced by clients undergoing the hair extension removal process such as natural hair shedding	Mandatory knowledge

3.2 State how to identify signs of traction alopecia and the potential consequences of excessive tension on the hair

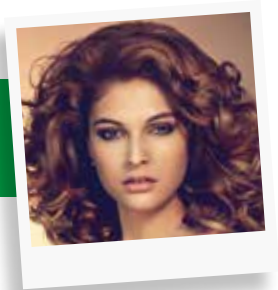
K21	the potential consequences of excessive tension on the hair	Mandatory knowledge
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Continues on next page



HINTS AND TIPS

If a client asks for assistance, always respond as soon as possible. This could be as simple as providing them with a refreshment.



KNOWLEDGE SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST KNOW (CONTINUED)

Outcome 4

Know the tools, equipment, products and techniques used to remove hair extensions

4.1 Describe the tools, equipment and products available and their use

K19	the types of tools and products to use when removing short-term and long-term hair extension systems	Mandatory knowledge
-----	--	---------------------

4.2 State the importance of following salon and manufacturers' instructions for products, tools and equipment

K11	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
-----	--	--------------------

K17	the importance of minimising damage to the client's natural hair during the removal process	Mandatory knowledge
-----	---	---------------------

4.3 Describe different methods for removing hair extensions

K16	how to remove short-term and long-term hair extension systems	Inferred knowledge
-----	---	--------------------

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a written test ☐ Date

Tick if cross-unit knowledge test was an online test ☐ Date

Tick if cross-unit knowledge test was a written test ☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.





Comments

Date

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
Population (millions)	7.5	7.6	7.7	7.8	7.9	8.0	8.1	8.2	8.3	8.4	8.5	8.6	8.7	8.8	8.9	9.0	9.1	9.2	9.3	9.4	9.5
GDP (trillion USD)	50.0	52.0	54.0	56.0	58.0	60.0	62.0	64.0	66.0	68.0	70.0	72.0	74.0	76.0	78.0	80.0	82.0	84.0	86.0	88.0	90.0
Life expectancy (years)	75.0	75.5	76.0	76.5	77.0	77.5	78.0	78.5	79.0	79.5	80.0	80.5	81.0	81.5	82.0	82.5	83.0	83.5	84.0	84.5	85.0
Urban population (%)	55.0	56.0	57.0	58.0	59.0	60.0	61.0	62.0	63.0	64.0	65.0	66.0	67.0	68.0	69.0	70.0	71.0	72.0	73.0	74.0	75.0
Renewable energy (%)	10.0	11.0	12.0	13.0	14.0	15.0	16.0	17.0	18.0	19.0	20.0	21.0	22.0	23.0	24.0	25.0	26.0	27.0	28.0	29.0	30.0
CO2 emissions (Gt)	15.0	15.5	16.0	16.5	17.0	17.5	18.0	18.5	19.0	19.5	20.0	20.5	21.0	21.5	22.0	22.5	23.0	23.5	24.0	24.5	25.0
Forest cover (%)	30.0	30.5	31.0	31.5	32.0	32.5	33.0	33.5	34.0	34.5	35.0	35.5	36.0	36.5	37.0	37.5	38.0	38.5	39.0	39.5	40.0
Healthcare expenditure (%)	5.0	5.2	5.4	5.6	5.8	6.0	6.2	6.4	6.6	6.8	7.0	7.2	7.4	7.6	7.8	8.0	8.2	8.4	8.6	8.8	9.0
Internet usage (%)	20.0	25.0	30.0	35.0	40.0	45.0	50.0	55.0	60.0	65.0	70.0	75.0	80.0	85.0	90.0	95.0	98.0	100.0	100.0	100.0	100.0
Gender inequality index	0.60	0.58	0.56	0.54	0.52	0.50	0.48	0.46	0.44	0.42	0.40	0.38	0.36	0.34	0.32	0.30	0.28	0.26	0.24	0.22	0.20
Human Development Index	0.70	0.72	0.74	0.76	0.78	0.80	0.82	0.84	0.86	0.88	0.90	0.92	0.94	0.96	0.98	1.00	1.02	1.04	1.06	1.08	1.10

Candidate signature

Date

Assessor signature

Date

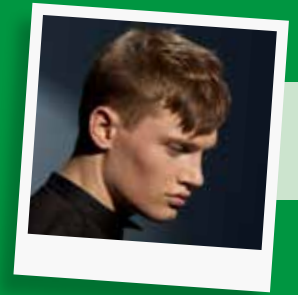
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UNIT 218

ASSIST WITH SHAVING SERVICES (CB1)

Shaving is an exciting and expanding service within the barbering industry. The cut-throat shave has been a tradition practised by barbers for centuries. It's now seen as a 'must have' skill set required for the modern day barber. Male clientele are now spending

more time and money in barber shops, and why shouldn't they? This unit introduces you to the shaving service by explaining how to correctly prepare the skin. If the skin is not properly prepared, you could cause damage or discomfort to the client during the shaving service.



UNIT 218

ASSIST WITH SHAVING SERVICES (CB1)

OPTIONAL

This unit has three outcomes.

Outcome 1

Be able to assist with shaving services

Outcome 2

Know how health and safety policies and procedures affect shaving services

Outcome 3

Know how to assist with shaving services

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

If the requirements have not been fully covered by these observations you may be able to provide additional observed evidence.



A professional lathering application must only cover the beard area, and not the client's clothes, hair or the floor – or ceiling.

Maurice Lister

WHAT YOU MUST COVER

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following lathering products:

creams

oils

gel

soap

Carried out both of the following lathering techniques:

application by brush

application by massage

Assisting with shaving requires a professional attitude. If the services are completed incorrectly it could affect the reputation of the salon.



USEFUL WORDS

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

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

Effleurage A gentle stroking movement.

Personal protective equipment (PPE)

Equipment used to protect yourself and your clothes, such as gloves and an apron.

Petrissage Slow, firm, kneading movement.

Sterilisation The total destruction of microorganisms.



The shaving process should be quiet and calming, using essential oils to relax the client.



OBSERVATION SIGN-OFF SHEET

UNIT 218 ASSIST WITH

SHAVING SERVICES (CB1)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to assist with shaving services

- a Prepare for shaving services following instructions
- b Apply safe and hygienic methods of working throughout services
- c Assist with shaving services as instructed
- d Use products, tools and equipment as instructed

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

HINTS AND TIPS

Using a good quality shaving brush will help to apply the lather evenly.



Image courtesy of Goldwell

Image courtesy of Pall Mall Barbers

OBSERVATION SIGN-OFF SHEET

UNIT 218 ASSIST WITH SHAVING SERVICES (CB1)

WHAT YOU MUST COVER



Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Lathering products

Tick the lathering products used in each observation. You must use **all** of the lathering products.

	1	2		
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lathering techniques

Tick the lathering techniques carried out in each observation. You must use **both** of the lathering techniques.

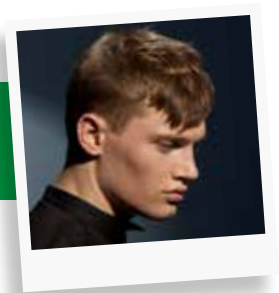
	1	2		
Application by brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application by massage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



During a shaving service, always explain to the client what you are doing now and what you will be doing next.





COMMENT FORM

UNIT 218 ASSIST WITH SHAVING SERVICES (CB1)

This form can be used for assessor/candidate comments, if required.

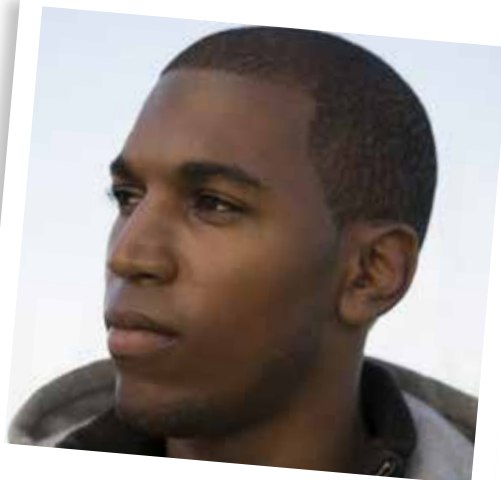
Comments

Date

1

2

Barbering is a fashion industry. Therefore, your personal appearance is important. Always make sure that your hair is freshly washed and styled, your dress code meets the requirements of your salon and that your footwear is clean.



HINTS AND TIPS

Always thoroughly dry your hands to help prevent dermatitis.



KNOWLEDGE SIGN-OFF SHEET

UNIT 218 ASSIST WITH

SHAVING SERVICES (CB1)

WHAT YOU MUST KNOW

Image courtesy of Goldwell



Outcome 2

Know how health and safety policies and procedures affect shaving services

2.1 Outline own responsibilities for health and safety when assisting with shaving

K1	your responsibilities for health and safety as defined by the specific legislation covering your job role	Cross-unit knowledge
K4	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K13	the importance of ensuring your personal hygiene, protection and appearance meets accepted industry and organisational requirements	Cross-unit knowledge

2.2 State the safe working practices that must be followed when assisting with shaving services

K2	your salon's requirements for client preparation	Inferred knowledge
K3	the importance of using the correct type of barber's chair for shaving services	Mandatory knowledge
K5	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K8	the safety considerations which must be taken into account when using lathering products and hot towels	Inferred knowledge
K11	why it is important to position your tools, products and materials for ease of use	Cross-unit knowledge
K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products that you must follow	Inferred knowledge
K14	the importance of following workplace and suppliers, or manufacturers' instructions for the safe use of equipment, materials and products	Cross-unit knowledge
K16	how to ensure hazardous waste is disposed of to meet legal and salon requirements	Inferred knowledge
K30	the importance of checking client comfort throughout the process	Mandatory knowledge

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 218 ASSIST WITH

SHAVING SERVICES (CB1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

2.3 Describe contact dermatitis and how it can be prevented

K10	what is contact dermatitis and how to avoid developing it whilst assisting with shaving services	Cross-unit knowledge
-----	--	----------------------

2.4 State the importance of following instructions when assisting with shaving services

K7	the importance of following your stylist's instructions including effective use of your working time	Mandatory knowledge
K18	the person you should report low levels of resources to	Inferred knowledge
K33	your own limits of authority for shaving services	Mandatory knowledge

2.5 State the importance of preventing cross-infection and cross-infestation

K6	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K9	methods of working safely and hygienically which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K15	how to clean, disinfect and or sterilise all tools and equipment immediately after the shaving service	Mandatory knowledge

Continues on next page



You must always value your clients' custom.



Shutterstock/Viorel Sima

Outcome 3

Know how to assist with shaving services

3.1 Outline how to prepare for shaving services

K17	when to replenish low levels of resources, to minimise disruption to your own work and to clients	Mandatory knowledge
-----	---	---------------------

3.2 State the importance of following salon and manufacturers' instructions when assisting with shaving

K26	the importance of applying lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area	Mandatory knowledge
K27	the importance of following manufacturers' instructions for the use of lathering products	Mandatory knowledge

3.3 Describe the effects of lathering products and hot and cold towels on the skin and hair

K20	the importance of applying hot towels to suit the needs of the shaving service and the comfort of your client, whilst following the instructions from the stylist	Mandatory knowledge
K21	the effect of hot and cold towels on the skin and hair	Mandatory knowledge
K28	the importance of lathering and its effect on skin and hair	Mandatory knowledge

3.4 Describe how to correctly prepare and use lathering products

K19	how to prepare and use hot and cold towels	Inferred knowledge
K22	how to prepare and use lathering products correctly so they are fit for use in time for the shaving service	Inferred knowledge
K23	how to apply lathering products in a way that takes account of factors identified by the stylist	Inferred knowledge
K29	why it is important to leave your client's skin free from lathering products after the shaving service	Mandatory knowledge

Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 218 ASSIST WITH

SHAVING SERVICES (CB1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

3.5 State when, why and how to use brush and massage techniques when lathering

K24	the function of effleurage and petrissage massage techniques when lathering	Mandatory knowledge
-----	---	---------------------

K25	when, why and how to use brush and massage techniques when applying lathering products	Mandatory knowledge
-----	--	---------------------

3.6 State why timing is important to shaving services

K31	why timing is critical to the shaving service	Mandatory knowledge
-----	---	---------------------

3.7 Outline the types and causes of problems that may occur when assisting with shaving services

K32	the types and causes of problems that may occur when assisting with shaving services	Mandatory knowledge
-----	--	---------------------

Tick if mandatory knowledge was covered by an online test ☐ Date

Tick if mandatory knowledge was covered by a written test ☐ Date

Tick if cross-unit knowledge test was an online test ☐ Date

Tick if cross-unit knowledge test was a written test ☐ Date

MORE INFORMATION

For more details on the knowledge and understanding range of this unit, please turn to the 'More information' section in the back of this logbook.



Shutterstock/StevenLeonDay

SUPPLEMENTARY NOTES

UNIT 218 ASSIST WITH SHAVING SERVICES (CB1)

Image courtesy of Goldwell



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

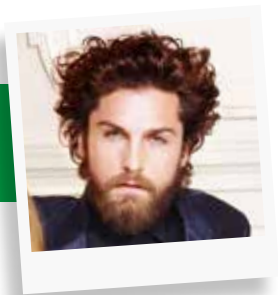
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Date





MORE INFORMATION



HAIR CHARACTERISTICS AND CLASSIFICATIONS

Image courtesy of Wella

Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

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

Type 1 – Straight hair

- Fine/thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- Medium – hair has lots of volume and body.
- Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- Fine/thin – hair has a definite 'S' pattern. Normally can accomplish various styles.
- Medium – hair tends to be frizzy and a little resistant to styling.
- Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite 'S' pattern. It also tends to be frizzy.
- Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a 'Z' pattern shape.

HEALTH AND SAFETY AND OTHER LEGISLATION

Image courtesy of Wellia



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 salon operations and, therefore, to employers and employees/trainees alike:

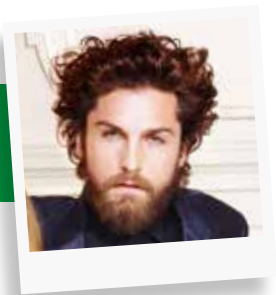
- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health (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

Image courtesy of KMS California



Image courtesy of Cheynes





ENVIRONMENTAL AND SUSTAINABLE WORKING PRACTICES

Image courtesy of Wella

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 efficiency hairdryers, low energy lighting, utilising solar panels)
- 3 Reducing water usage and other resources
- 4 Preventing pollution
- 5 Using disposable items (easy dry towels)
- 6 Using recycled, eco friendly furniture
- 7 Using low chemical paint
- 8 Using organic and allergy free hair products
- 9 Using ultra-low ammonia hair colourants
- 10 Using environmentally friendly product packaging
- 11 Choosing responsible domestic products (Fairtrade tea and coffee)
- 12 Encouraging carbon reducing journeys to work



Image courtesy of Wella

Image courtesy of Wella

VALUES AND BEHAVIOURS

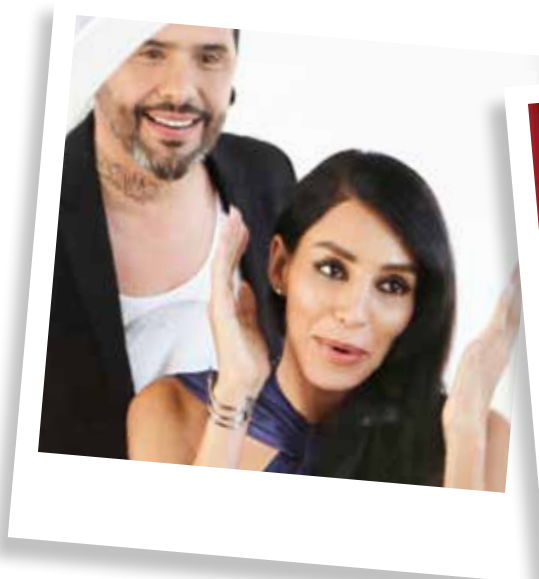


Hairdressers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

VALUES

The following key values underpin the delivery of services in the hair and barbering sector:

- 1 A willingness to learn
- 2 The completion of services 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



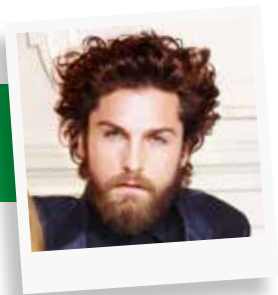


Image courtesy of Wella

BEHAVIOURS

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual.

- 1 Meeting the salon'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 helpfully 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 clients' 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 services or products offered by the salon
- 15 Recognising information that the client might find complicated and checking whether they fully understand
- 16 Explaining clearly to the clients any reasons why their needs or expectations cannot be met



Image courtesy of Wella

Image courtesy of Kent

GLOSSARY OF TERMS

Image courtesy of Wellia



Active participation Taking part in something, for example, a training session.

Aftercare advice Giving the client tips on how to maintain their style and hair condition. For example, if the client is going to remove their own added hair, then you will need to advise them on how to do this safely.

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

Applicator bottle A bottle designed to apply a chemical product, for example neutraliser (which doesn't require foaming).

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

Attachment system There are several methods of attaching added hair. Some examples are glue-in, grip-in, bonded, sewn in and plaited in.

Blot The process of removing excess moisture from the hair after rinsing, using towels, cotton wool or paper towels.

Bowl and sponge A method of applying neutraliser. The product is put into a bowl, foamed up with the sponge, and then applied to each perm rod.

Caucasian hair One of the three ethnic hair types (Asian and African type are the other two). Caucasian hair is usually straight or slightly wavy and is sometimes referred to as 'European hair'.

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

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

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

Conditioning product A product designed to add moisture and repair the hair. (See 'Penetrating conditioners' and 'Surface conditioning products'.)

Confidential information This could include personal conversations with clients, colleagues, content of client record card, client and staff personal details such as address and telephone number, and financial aspects of the salon.

Cornrow plait Also known as rows, braids, or canerows, this is where the hair is braided very close to the scalp, using an underhand, upward motion to produce a continuous, raised row.

Cornrow-based weft These are when natural hair is braided into a cornrow. A weft of hair is then sewn onto the cornrow with a needle and cotton.

Cortex The main layer in the structure of the hair, which lies under the cuticle (the disulphide bonds are found here).

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

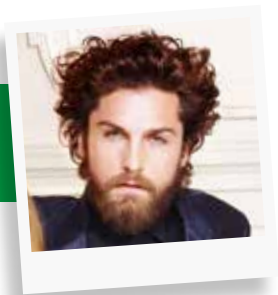
Creating volume Methods of achieving root lift when blow drying hair, including pulling the hair away from the scalp and drying at the roots.

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

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

Data Protection Act This law is designed to protect personal data. All personal information must be:

- used fairly and lawfully
- used for limited, specifically stated purposes
- used in a way that is adequate, relevant and not excessive
- accurate
- kept for no longer than is absolutely necessary
- handled according to people's data protection rights
- kept safe and secure
- not transferred outside the UK without adequate protection.



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

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

Disulphide bonds The bonds in hair that are broken and re-formed during perming and neutralising. The disulphide bonds give the hair its strength.

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

Effleurage A gentle stroking movement.

Faulty products Products that are damaged in some way, for example a bottle may have cracked or the nozzle may not be working correctly.

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

French plait This is when the hair is gathered tightly and pulled back from the forehead into one large plait down the back of the head.

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

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

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

Highlights A method of partially colouring the hair.



Hospitality Welcoming the client, offering refreshments and magazines, and making sure that the client is comfortable.

Hot bonded or fusion This is when individual strands of extension hair are added to the client's own hair with a melted resin.

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

Lightening products Either bleach or pre-lighteners that last until they grow out. Hair can be damaged by excessive use of lighteners, so conditioning the hair is vital.

Limits of own authority This will be determined by your job description and workplace policies.

Long-term hair extensions Hair extensions that will last six weeks plus: hot bonded or fusion, micro ring or loop, cornrow-based wefts, cornrow plaits.

Manufacturers' instructions (MFIs) Guidance issued by manufacturers or suppliers of products or equipment concerning their safe and efficient use.

Massage techniques These are the movements you will learn to apply the product, loosen dirt and stimulate the scalp.

Micro ring or loop Small sections of hair are gently pulled through the micro ring and the hair extension strands are placed inside the rings. The rings are then squeezed shut using specialist hair extension pliers.



Non-sodium relaxer This type of relaxer does not contain sodium hydroxide.

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

Normalising products These are post-relaxing treatments and shampoos. They are sometimes also known as stabilisers or neutralising products for the relaxing process.

Normalising shampoo (also known as neutralising shampoo) Applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

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

Opportunities to learn Always take up any offers to learn, even if it is in your own time.

Oxidation The addition of oxygen to the hair. The chemical process of hardening the hair to fix the curl – the second stage of perming (called neutralising).

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

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

Personal presentation This includes personal hygiene, use of personal protection equipment and clothing and accessories suitable to the salon.

Personal Protective Equipment (PPE) You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities.

Petrissage Slow and firm kneading movement.

Post-perm conditioner A product used after the perm to close the cuticle, lock in moisture and bring the hair back to the correct pH of 4.5–5.5.

Post-relaxing treatment Applied after the relaxer has been rinsed from the hair.

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

Pre-perm shampoo A shampoo designed to be used before a perm, containing no conditioning additives that may form a barrier against the perm.

Pre-relaxing treatment Usually used on porous hair, prior to the application of a relaxer.

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



Pull test This is a test that will help you to evaluate excessive hair loss. Separate a handful of hair and gently pull at the roots – if more than 12 hairs are lost, this may be an indication of abnormal hair loss.

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

Reduction The addition of hydrogen to the hair. The chemical process of softening the hair to shape it around the perm rod – the first stage of perming.

Relevant person This is the person who is responsible for carrying out a particular task or service.

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



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

Salon standards for appearance and behaviour

Your salon or barber shop manager will show you how they expect you to dress and behave. There may be a salon or barber shop dress code or uniform and a code of conduct, which states how you should look and behave.

Scalp protector Protects the client's scalp from the chemical used during relaxing.

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

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

Short-term hair extensions Hair extensions that will last anything from 24 hours to six weeks: sewn, plaited, rings, tapes, clip-in hairpieces and additions, taped weft, cold bonding (latex), wefted hair – tracks/rows, plaited cornrows.

Sodium relaxer The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's disulphide bonds.

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

Sterilisation The total destruction of micro-organisms.

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

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

Surface conditioning products Products designed to add moisture to the hair in order to improve shine and texture. A surface conditioner acts on the surface of the hair by closing the cuticle scales and promoting shine.

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



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

Test A test will determine if a client is suitable for a particular service, for example a skin test which will identify if the client is allergic to a particular product or chemical.

Texturising (using chemicals) A method of relaxing African-type hair which reduces the natural curl pattern to leave the hair softer and more manageable. This process is carried out on hair up to 5 cm (2 inches) in length.

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

Two-strand twists For this style, you take two equal sections of hair and twirl one section around the other until you reach the very end of the hair. This is also referred to as double strand twist.

Virgin application Applying chemical services, such as relaxer, to hair that has not had that chemical service before.

Work colleagues The team members that you work with in the salon.





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