

---

*Candidate logbook*  
Level 3 NVQ Diploma

---

# Hairdressing





# Hairdressing

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: \_\_\_\_\_

### **About City & Guilds**

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

Cover and book design by Select Typesetters Ltd  
Edited by Emily Gibson, Corbas Consulting Ltd  
Special thanks to Diane Mitchell

### **Equal opportunities**

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

### **Copyright**

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2015 and may not be copied, reproduced or distributed without prior written consent.

First edition 2008  
Revised edition 2009  
Reprinted 2009, 2010, 2011, 2012, 2013  
Second edition 2015  
Reprinted 2016, 2019, 2020

ISBN 978 0 85193 329 0

Please note: National Occupational Standards are © Hair and Beauty Industry Authority. Please check the conditions upon which they may be copied with Habia.

### **Publications**

For information about or to order City & Guilds support materials, contact 01924 930800 or [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com). Calls to our 01924 numbers cost your telephone company's access charge.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds  
1 Giltspur Street  
London  
EC1A 9DD  
[www.cityandguilds.com](http://www.cityandguilds.com)

# CONTENTS

Introduction and useful words	iv
About the author	ix
Foreword – a few words from Jennifer Cheyne	x
Summary of unit achievement	xi
Complete list of units	xii
Tracking your progress	xiii

## MANDATORY UNITS

304 Provide client consultation services (CHB14)	1
301 Creatively style and dress hair (CH8)	13
302 Creatively cut hair using a combination of techniques (CH9)	25
303 Creatively colour and lighten hair (CH10)	37

## OPTIONAL UNITS

401 Hair colour correction services (CH11)	53
306 Provide creative hair extension services (CH12)	67
307 Create a variety of permed effects (CH13)	81
402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)	95
403 Provide specialist hair and scalp treatments (CHB16)	107
404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)	121
308 Contribute to the financial effectiveness of the business (CHB18)	133
305 Provide a variety of relaxing services (AH7)	143
214 Cut men's hair using basic techniques (CB2)	157
213 Fulfil salon reception duties (CHB13)	171

## MORE INFORMATION

Hair characteristics and classifications	184
Health and safety and other legislation	185
Environmental and sustainable working practices	186
Values and behaviours	187
Glossary of terms	189

# INTRODUCTION AND USEFUL WORDS

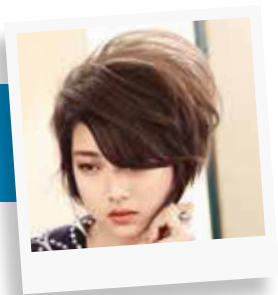


Image courtesy of Wella

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 3 NVQ Diploma in Hairdressing. NVQ stands for National Vocational Qualification. The units in these qualifications are based on the National Occupational Standards for Hairdressing. This means that that work you do to achieve any of the qualifications listed above is mainly about practical hairdressing skills and real work activities.

## WHAT DO I NEED TO ACHIEVE?

Your qualification is divided into 'units'. Each unit covers a different area of your work as a hairdresser. 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. To achieve your qualification you must earn the minimum number of credits across both the mandatory and optional units.

## WHAT'S IN A UNIT?

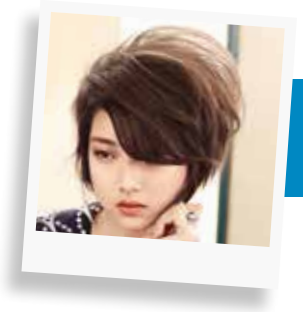
There are three main parts:

- 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, which describe the standard of performance (Performance criteria) you must achieve when carrying out activities in the workplace. They also state

Image courtesy of Wella





the knowledge and understanding (K statements) you will need in order to work in a salon. 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 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 more 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.



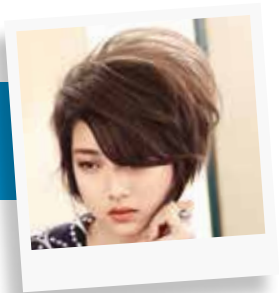


Image courtesy of Wella

### 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](http://www.cityandguilds.com)) or City & Guilds Customer Relations (01924 930800). Calls to our 01924 numbers cost your telephone company's access charge.

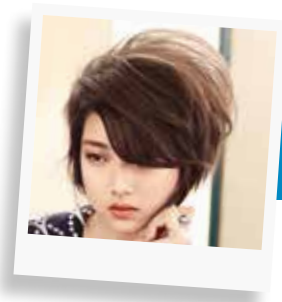
The Habia website ([www.habia.org.uk](http://www.habia.org.uk)).



Shutterstock/mimagephotography

Image courtesy of KMS California





## 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.

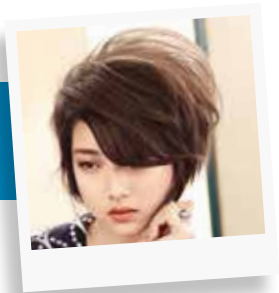


Image courtesy of Wella

**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.



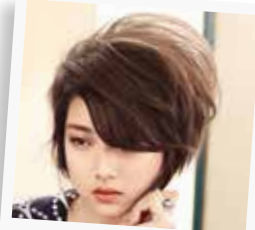
Image courtesy of JOICO Salon Ltd. Deas, hair by JOICO



Shutterstock/Horst Petzold

## ABOUT THE AUTHOR

Image courtesy of Wellia



### 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, as an External Verifier and I combined the roles very successfully.

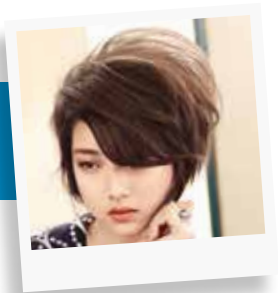
Eventually, I decided that I wished to stay working with City & Guilds but that I also wanted the flexibility of self-employment. Therefore, I left the department store salons and established myself as a consultant.

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 and 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.





### A FEW WORDS FROM JENNIFER CHEYNE, OBE

Hairdressing is a fabulous career; I started at 15 years old, and found a job I loved and still do!

I have had incredible opportunities and amazing experiences, such as travelling the world presenting shows and seminars to thousands of hairdressers. It has been fun doing the hair of royalty, pop stars and actors and achieving awards. It is a thrill to see our work appearing in magazines all from over the globe. To receive the OBE from the Queen for my input to the hairdressing industry was a total surprise and of course a great thrill.

However, I often get asked what my greatest achievement is and, for me, I am very proud that at Cheynes we have a wonderful, talented, motivated team of hairdressers who are excellent at all aspects of their craft but most importantly they still want to learn, and that they focus on building a strong loyal clientele and enjoy pleasing people every day. They all love being a hairdresser.

You need to decide 'Do I want to be a good hairdresser or a fantastic hairdresser?' The only way to stay ahead is to have passion for learning. If you constantly want to learn and try to be better with each client, each haircut, each colour, each day, you will be successful and have a fabulous career in a wonderful industry.

How many other jobs allow you to make someone feel good and look good – dozens and dozens of times each week, and by working hard, gain the chance to earn a really excellent salary and have a great lifestyle.

What other job is completely different every single day? What other job is as much fun and enables you to meet lots of interesting people.

However, before you can enter this exciting world, you must have passion, energy and determination that you have what it takes to become a successful hairdresser.

Here at Cheynes, we have a saying: training is not just important, it is everything!

If you want to become really successful at your chosen profession, you will need to work really hard at first learning new skills and then perfecting them and at the same time, constantly focusing on becoming the best you can be. To become a really good hairdresser you don't just reach it one day, it is a journey – it is about constantly learning. You must be self-motivated and take responsibility, but first you must start with learning the basic skills that we can teach you.



Candidate name:

Candidate enrolment number:

Centre name:

Centre number:

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
---------------	--------------------	---------------------	----------------------------

IQA signature:

Date: \_\_\_\_\_



# COMPLETE LIST OF UNITS

Image courtesy of Wella

## MANDATORY UNITS

All units must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
304	Provide client consultation services (CHB14)	3	68	8
301	Creatively style and dress hair (CH8)	3	60	7
302	Creatively cut hair using a combination of techniques (CH9)	3	121	14
303	Creatively colour and lighten hair (CH10)	3	121	14

## OPTIONAL UNITS

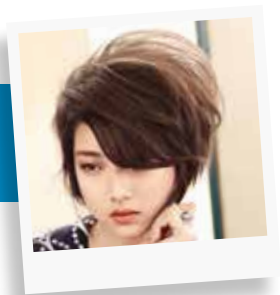
A minimum of 25 credits must be achieved from this group

Unit number	Unit title	Level	GLH	Credit
401	Hair colour correction services (CH11)	4	137	15
306	Provide creative hair extension services (CH12)	3	72	8
307	Create a variety of permed effects (CH13)	3	88	10
402	Develop, enhance and evaluate your creative hairdressing skills (CHB15)	4	63	9
403	Provide specialist hair and scalp treatments (CHB16)	4	97	12
404	Contribute to the planning, implementation and evaluation of promotional activities (CHB17)	4	61	10
308	Contribute to the financial effectiveness of the business (CHB18)	3	55	7
305	Provide a variety of relaxing services (AH7)	3	82	9
214	Cut men's hair using basic techniques (CB2)	2	111	12
213	Fulfil salon reception duties (CHB13)	2	47	6

## CREDIT VALUES

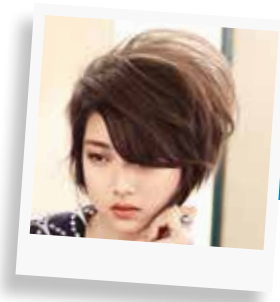
Each unit has a credit value, where one credit is equal to ten hours of notional learning time. So, every time you successfully complete a unit, you are awarded the credit (see above). This means that if you ever wanted to build on your current qualification or change to a different qualification, your 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 Wellia



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

## MANDATORY UNITS

### 304 Provide client consultation services (CHB14)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 301 Creatively style and dress hair (CH8)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 302 Creatively cut hair using a combination of techniques (CH9)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 303 Creatively colour and lighten hair (CH10)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

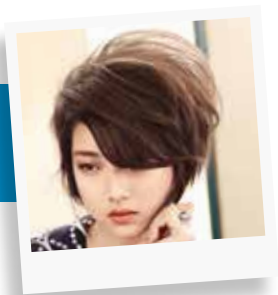
On this page and the following two pages, you can tick off when you have achieved:

- 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 Philip Kingsley



## OPTIONAL UNITS

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

### 401 Hair colour correction services (CH11)

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

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 306 Provide creative hair extension services (CH12)

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

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 307 Create a variety of permed effects (CH13)

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

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)

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

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 403 Provide specialist hair and scalp treatments (CHB16)

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

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 404 Contribute to the planning, implementation and evaluation of promotional activities (CHB17)

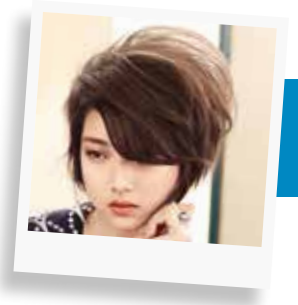
No practical observations  
 Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐  
 All 'What you must cover' achieved ☐  
 All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_







### 308 Contribute to the financial effectiveness of the business (CHB18)

No practical observations

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 305 Provide a variety of relaxing services (AH7)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 214 Cut men's hair using basic techniques (CB2)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_

### 213 Fulfil salon reception duties (CHB13)

Observations 1 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign \_\_\_\_\_

Date \_\_\_\_\_







# UNIT 304

## PROVIDE CLIENT CONSULTATION SERVICES (CHB14)

Consultation services are essential in all hairdressing salons. When working at this level, your consultation skills are particularly important because the type of work can be more challenging and you may be asked to provide support to colleagues with other consultation problems. One of the most important skills as a hairdresser is communication – listening,

questioning and advising. In this unit, you will find out how to identify the client's needs, whilst analysing their hair and scalp by performing tests and carrying out a visual examination. You will also develop the ability to recognise possible problems and to know how and when to offer alternative courses of action, including when to refer clients to other specialists.



## UNIT 304

### PROVIDE CLIENT CONSULTATION

### SERVICES (CHB14)

#### MANDATORY

This unit has three outcomes.

#### Outcome 1

Be able to provide consultation for hair services

#### Outcome 2

Understand the relevant policies and procedures when carrying out consultation services

#### Outcome 3

Understand the science of hair, skin and scalp



A successful consultation is essential to ensuring you meet your client's expectations; you have to completely understand the client's needs to be able to create the hair they want. Building their trust is key – eye contact, questions about lifestyle and routine and really taking the time to listen are all important factors to gaining trust during a consultation. Honesty is also crucial; if the client wants a particular style but doesn't have the right hair type or face shape to pull it off, taking the time to explain why and what alternatives there are will make sure they aren't left disappointed with a look that doesn't suit them.

**Richard Ward**

First impressions count and you only have one opportunity to do so.



#### EVIDENCE REQUIREMENTS

You will need to demonstrate in your everyday work that you have met the standard for providing consultation 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

You will be observed on these aspects of your performance as part of all technical observations and will be recorded on at least **five** occasions. These recorded observations must cover different technical 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. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



## 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:

### Consulted with both of the following types of clients:

new

regular

### Used all of the following consultation techniques as a means of identifying clients' wishes:

questioning

observation

### Adapted your advice to take into account all of the following factors limiting or affecting services:

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

test results

### Identified or can describe all of the following implications:

cost and frequency of maintenance

limitations to other services

changes to their existing hair and scalp care regime

### Taken into account all of the following hair characteristics:

hair density

hair texture

hair elasticity

hair porosity

hair condition

hair growth patterns

### Consulted on three of the following four hair classifications:

Type 1 – straight hair

Type 2 – wavy hair

Type 3 – curly hair

Type 4 – very curly hair

### Provided the following courses of action:

offered information, advice and guidance

referral to sources of support in line with your salon's procedure



## MORE INFORMATION

For more on hair classifications please see the 'More information' section at the back of this logbook.

## USEFUL WORDS

### Adverse hair, skin and scalp conditions

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

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

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

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

**Infection of the skin** A condition that may cause visible signs of swelling or redness on the skin, and may spread.

**Infestation** A condition whereby parasites such as head lice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

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

**Non-infectious skin condition** A condition that does not spread from one person to another, for example, eczema.

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

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





# OBSERVATION SIGN-OFF SHEET

## UNIT 304 PROVIDE CLIENT CONSULTATION SERVICES (CHB14)

### WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed on these aspects of your performance as part of all technical observations and will be recorded on at least **five** occasions. These recorded observations must cover **different** technical units. Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

#### OUTCOME 1

**Be able to provide consultation for hair services**

- a Prepare for the consultation services
- b Carry out consultation services
- c Analyse hair and scalp
- d Provide clients with advice and recommendations



A good consultation is the key to a successful relationship with your client.

**Melanie Mitchell**

	1	2	3	4	5		
Observation	<input type="radio"/>	<input type="radio"/>	<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)							

Image courtesy of Cheynes

Image courtesy of Cheynes

Image courtesy of Andrew Buckle/Creative hair by Hector Obeng

# OBSERVATION SIGN-OFF SHEET

## UNIT 304 PROVIDE CLIENT

### CONSULTATION SERVICES (CHB14)

#### WHAT YOU MUST COVER



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

#### Clients

Consulted with **both** of the following types of clients:

	1	2	3	4	5		
New	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Consultation techniques

Used **all** of the following consultation techniques as a means of identifying clients' wishes:

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

#### Factors limiting or affecting services

Adapted your advice to take into account **all** of the following factors limiting or affecting services:

	1	2	3	4	5		
Adverse hair, skin and scalp conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility of previous services and products used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Implications

Identified or can describe **all** of the following implications:

	1	2	3	4	5		
Cost and frequency of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limitations to other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to their existing hair and scalp care regime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



A thorough consultation should last around 10–15 minutes and leave you with a mutual and confident understanding of the desired outcome.

**Richard Ward**





# OBSERVATION SIGN-OFF SHEET

## UNIT 304 PROVIDE CLIENT

### CONSULTATION SERVICES (CHB14)

#### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Cheynes

#### Hair characteristics

Taken into account **all** of the following hair characteristics:

	1	2	3	4	5		
Hair density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hair classification

Consulted on **three** of the following **four** hair classifications:

	1	2	3	4	5		
Type 1 – straight hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 2 – wavy hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 3 – curly hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Type 4 – very curly hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Courses of action

Provided the following courses of action:

	1	2	3	4	5		
Offered information, advice and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral to sources of support in line with your salon's procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5		
Observation	<input type="radio"/>	<input type="radio"/>	<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)							

Talking to the client is very important; however, another form of communication is body language so always be professionally dressed, smile and create a good impression.





# COMMENT FORM

## UNIT 304 PROVIDE CLIENT

### CONSULTATION SERVICES (CHB14)

Image courtesy of Cheynes



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

#### Comments

#### Date

1

2

3

4

5

Image courtesy of www.thechapel.co.uk



A client may be with you with for a long period of time. Therefore, offer them refreshments, magazines and make sure that they are comfortable.





# KNOWLEDGE SIGN-OFF SHEET

## UNIT 304 PROVIDE CLIENT

### CONSULTATION SERVICES (CHB14)

#### 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 blue 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

#### Understand the relevant policies and procedures when carrying out consultation services

##### 2.1 Outline responsibilities for health and safety in own role

K12	your responsibilities under current relevant <b>health and safety legislation</b> and any other relevant legislation	Cross-unit knowledge
K14	your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	Inferred knowledge
K17	salon procedures and manufacturer's instructions in relation to conducting tests	Inferred knowledge

##### 2.2 Explain the importance of following current relevant legislation

K5	the importance of not discriminating against clients with illnesses and disabilities and why	Mandatory knowledge
K13	your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	Mandatory knowledge
K26	the importance of confirming and recording the course of action that is to be taken for the client	Mandatory knowledge
K29	how to complete the client records used in your organisation and the importance and reasons for gaining client consent	Mandatory knowledge
K30	the importance of the correct completion, storage and security of client records	Cross-unit knowledge
K31	the importance of confidentiality and what might happen if this is not maintained	Mandatory knowledge

##### 2.3 Describe how to communicate effectively when carrying out consultation services

K1	the importance of creating a setting in which clients feel comfortable	Mandatory knowledge
K2	how to explore clients' expectations, concerns and needs and explain any service limitations	Inferred knowledge
K3	the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	Inferred knowledge
K4	how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	Inferred knowledge
K6	the importance of engaging in conversation and making openings in conversations to encourage clients to speak	Mandatory knowledge
K7	the different types of visual aids that can support client consultation	Inferred knowledge
K9	the cost and frequency of maintenance for all services	Inferred knowledge

[Continues on next page](#)

K10	the duration, commitment and time required to carry out and maintain services	Inferred knowledge
K11	the implications of changes to their existing hair and scalp regime	Mandatory knowledge
K22	the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	Mandatory knowledge
K25	the limits and boundaries of your duties and responsibilities, and why it is important to explain these to the client	Mandatory knowledge
K32	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit knowledge
K33	how to maintain their agreed style	Inferred knowledge

## 2.4 Explain the roles and responsibilities of specialist service providers

K8	the types of additional sources of services, treatments and support that may be of interest to clients	Inferred knowledge
K23	your salon's policy for referring clients to other salons, sources and professionals	Inferred knowledge
K24	the role of other professionals such as pharmacists, trichologists, general practitioners, and the specialist services that they can offer	Mandatory knowledge

## Outcome 3

### Understand the science of hair, skin and scalp

#### 3.1 Describe different hair characteristics and classifications, and how they affect services and the choice of products

K27	how different types of hair characteristics impact on products and services	Mandatory knowledge
K28	how different types of hair classification impact on products and services	Mandatory knowledge

Continues on next page



#### HINTS AND TIPS

The use of a visual aid will help to confirm that both you and the client are talking about the same colour, style, length of hair, etc.



## KNOWLEDGE SIGN-OFF SHEET

### UNIT 304 PROVIDE CLIENT

### CONSULTATION SERVICES (CHB14)

#### WHAT YOU MUST KNOW (CONTINUED)

#### 3.2 Explain the structure and function of hair and skin

K18	the basic structure of hair and skin	Mandatory knowledge
-----	--------------------------------------	---------------------

#### 3.3 Describe the growth cycle of hair

K19	the growth cycle of hair	Mandatory knowledge
-----	--------------------------	---------------------

#### 3.4 Explain why it is important to identify factors that may limit or affect services

Mandatory knowledge

#### 3.5 Explain how factors may limit or affect services and choice of products

K20	how different <b>factors</b> limit or affect the services and products that can be offered to clients	Mandatory knowledge
-----	---	---------------------

#### 3.6 Describe when and how tests are carried out

K16	the types and purposes of tests	Mandatory knowledge
-----	---------------------------------	---------------------

#### 3.7 Explain how test results influence services

K15	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
-----	---	---------------------

#### 3.8 Describe how to recognise adverse hair, skin and scalp conditions and their possible causes

K21	how to visually recognise <b>adverse hair and scalp conditions</b>	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.



Image courtesy of Cheynes

Image courtesy of Cheynes

Shutterstock/MartinDry

## 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 (%)	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 (%)	8.0	8.5	9.0	9.5	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
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	0.60	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	0.76	0.77	0.78	0.79	0.80
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 301

## CREATIVELY STYLE AND DRESS HAIR (CH8)

Styling and finishing techniques are key to the finish of every service you offer in the salon. You could do the best hair cut or colour but the finish is what will send your client out feeling a million dollars! These techniques form the end of many hairdressing services, as well as being used as a service themselves. The effects created can be amazing and should always

thrill your clients by reflecting their individuality, as well as the professional image of the salon. In this unit, you will develop skills in using conventional and non-conventional techniques when styling and dressing hair. You will also learn how to perfect fashionable looks when blow drying and how all of these different techniques can be combined to get the best results.



## UNIT 301

### CREATIVELY STYLE AND DRESS HAIR (CH8)

#### MANDATORY

This unit has five outcomes.

**Outcome 1**  
Be able to creatively style and dress hair

**Outcome 2**  
Understand how health and safety affects creative hair styling and dressing services

**Outcome 3**  
Know the factors that influence creative hair styling and dressing services

**Outcome 4**  
Understand the science of styling and dressing hair

**Outcome 5**  
Understand the tools, equipment, products and techniques used to creatively style and dress hair



Always take into account the client's hair type and tailor the products to it; if it's dry, use an oil to increase shine and add moisture, or if it's prone to flyaways, control them with an anti-frizz hairspray. Use the cool shot on your hairdryer to blast the hair with cold air; this helps set the style and fix the hair in place.

**Richard Ward**

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for styling and dressing hair to achieve a variety of creative looks. 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 **six** occasions, which must be carried out 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Image courtesy of Cheynes

Image courtesy of KMS California

Image courtesy of Richard 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:

**Used both of the following creative styling and dressing techniques:**

conventional

non-conventional

**Taken account of all the following factors:**

hair characteristics

hair classifications

desired look

the occasion for which the style is required

hair length

**Given all the following advice and recommendations:**

how to maintain their look

time interval between services

present and future products and services



Be ambitious! If you see a photo of a brilliant style, try it yourself and develop it further.



## USEFUL WORDS

**Added hair** A small or large hairpiece, or a small amount of hair attached to a comb or pin, and added to the style.

**Conventional** Techniques and equipment that are generally used when styling and dressing hair.

**Environmental and sustainable working** Practices which reduce harm to the environment and reduce wastage of resources.

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

**Non-conventional items** Things not usually used when styling and dressing hair, for example, straws or chopsticks.

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

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

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

**Twists** A small section of hair twisted along the length; a variation is the scalp twist, adding strands of hair into the twist.

**Wadding** Used to pad the hair out; an example of this could be a hair doughnut, sausage or padding used for producing chignons, buns and bridal hairstyles in the hair.



# OBSERVATION SIGN-OFF SHEET

## UNIT 301 CREATIVELY STYLE AND DRESS HAIR (CH8)

### 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 **six** 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 creatively style and dress hair

- a Prepare for creative styling and dressing services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Carry out creative hair styling and dressing services
- f Provide clients with advice and recommendations on the service(s) provided

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



When finishing a blow dry, products can make all the difference. Products can turn a good blow dry into a perfect one; there are many different serums, oils, waxes and sprays specifically designed to help you create the look you are going for, whether it's beachy and tousled or sleek and glossy.

**Richard Ward**



Image courtesy of Goldwell

# OBSERVATION SIGN-OFF SHEET

## UNIT 301 CREATIVELY STYLE AND DRESS HAIR (CH8)

### WHAT YOU MUST COVER

Image courtesy of Cheyenes



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

#### Creative styling and dressing techniques

Tick the creative styling and dressing techniques used in each observation. You must use **both** the creative styling and dressing techniques.

	1	2	3	4	5	6		
Conventional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-conventional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Use of appropriate accessory (ies) or added hair

Tick the appropriate accessory (ies) or added hair used in each observation. You must use **one** of the following in **one** of the observations.

	1	2	3	4	5	6		
Accessory (ies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Added hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Factors

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

	1	2	3	4	5	6		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desired look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The occasion for which the style is required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Hair by Patrick Cameron, make-up by Alison Chesterton and couture by Marco Erbi, photography by Alistair Hughes



Think 'outside the box' when styling and dressing hair. Using non-conventional styling techniques will be a talking point in the salon.



# OBSERVATION SIGN-OFF SHEET

## UNIT 301 CREATIVELY STYLE AND DRESS HAIR (CH8)

### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Cheyenes

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** advice and recommendations.

	1	2	3	4	5	6		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved								
Candidate signature								
Assessor signature								
IPA signature (if sampled)								
EQA signature (if sampled)								



What we sell is time; using tried-and-tested methods to maximise and sell it wisely is crucial to your financial performance, and is a mindset to be created and encouraged throughout your whole team.

**Hellen Ward**



One of the key factors to ensure a client returns is an amazing finished look.

Shutterstock/AntonMaltsev

# COMMENT FORM

## UNIT 301 CREATIVELY STYLE AND

### DRESS HAIR (CH8)

Image courtesy of Cheyenes



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

#### Comments

#### Date

1

2

3

4

5

6

Image courtesy of Balmain



#### HINTS AND TIPS

When backcombing, a firmer effect is created if a fine-toothed comb is used.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 301 CREATIVELY STYLE AND DRESS HAIR (CH8)

### WHAT YOU MUST KNOW

Image courtesy of Cheynes

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 blue 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

#### Understand how health and safety affects creative hair styling and dressing services

##### 2.1 Explain 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
K3	the types of protective clothing that should be available for clients	Inferred knowledge
K13	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow	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
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K12	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K15	the correct methods of waste disposal	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 styling and dressing services	Cross-unit knowledge
----	--	----------------------

##### 2.5 Explain the importance of questioning clients prior to and during services

		Cross-unit knowledge
--	--	----------------------

##### 2.6 Explain 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
K8	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Continues on next page



### Outcome 3

#### Know the factors that influence creative hair styling and dressing services

##### 3.1 Explain the factors that may influence services provided

K16	your salon's expected service times for styling and dressing	Inferred knowledge
K30	how different <b>factors</b> affect the styling and dressing process and the finished look	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

##### 3.3 Describe the potential consequences of excessive tension on the hair and scalp

K22	the potential consequences of excessive tension on the hair and scalp	Mandatory knowledge
-----	---	---------------------

### Outcome 4

#### Understand the science of styling and dressing hair

##### 4.1 Explain the effects of humidity on hair

K17	the effects of humidity on hair	Mandatory knowledge
-----	---------------------------------	---------------------

##### 4.2 Explain the physical effects of styling and finishing on the hair and how they work to maintain the look

K18	the physical effects of styling and finishing products on the hair and how they work to maintain the look	Mandatory knowledge
-----	---	---------------------

##### 4.3 Explain the effects of backcombing and backbrushing on the hair structure

K20	the effects of backcombing and backbrushing on the hair structure	Mandatory knowledge
-----	---	---------------------

##### 4.4 Explain the potential effects of using and securing added hair and accessories on the hair structure

K21	the potential effects on the hair structure of using and securing added hair and accessories	Mandatory knowledge
-----	--	---------------------

### Outcome 5

#### Understand the tools, equipment, products and techniques used to creatively style and dress hair

##### 5.1 Explain the importance of preparing hair for styling and dressing

K28	the <b>preparation procedures</b> required for the different styling and dressing techniques	Inferred knowledge
-----	--	--------------------

##### 5.2 Explain the range of tools, products and equipment available and the effects they achieve

K23	the types of products, tools and equipment available for styling and dressing hair and how to use them	Inferred knowledge
K24	the suitability of specific products and equipment for use with different hair types and for achieving different effects	Mandatory knowledge
K25	the types of <b>conventional</b> and <b>non-conventional</b> items that may be used when styling hair and the effects they create	Mandatory knowledge
K26	the types of non-conventional items that may be used as accessories when dressing hair	Mandatory knowledge



#### HINTS AND TIPS

The creativity of hair-up is as far as your imagination will allow.

Continues on next page



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 301 CREATIVELY STYLE AND DRESS HAIR (CH8)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Cheyenes

#### 5.3 Describe the correct use and maintenance of styling and dressing tools and equipment

K7	the correct use and maintenance of tools and equipment	Mandatory knowledge
----	--	---------------------

#### 5.4 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment

K14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K27	the manufacturers' instructions on the use of the styling and finishing products in your salon	Inferred knowledge

#### 5.5 Explain the importance of applying correct techniques during styling and dressing services

K19	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge
K29	when, why and how to use the different types of: K29.1 securing equipment K29.2 accessories K29.3 added hair	Inferred knowledge
K31	methods of handling, controlling and securing hair during the styling and dressing process	Inferred knowledge
K32	the type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved	Mandatory knowledge
K33	the importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure	Inferred knowledge

#### 5.6 Outline the importance of using products cost-effectively

Cross-unit knowledge

#### 5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K34	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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.



## SUPPLEMENTARY NOTES

### UNIT 301 CREATIVELY STYLE AND

### DRESS HAIR (CH8)

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



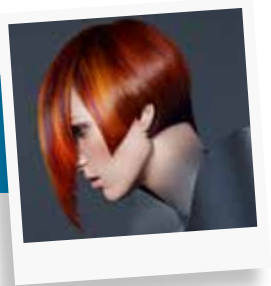


## UNIT 302

# CREATIVELY CUT HAIR USING A COMBINATION OF TECHNIQUES (CH9)

Cutting is the most popular service in a salon; clients visit the salon for a cut more than for any other service. A good haircut is the basis of every great hairstyle and can completely change the client's image. As a professional stylist, you can inspire your client with your eye for design, taking your cutting to the extreme, or toning it down to suit

the individual's needs and lifestyle. In this unit, you will use a range of cutting tools and techniques to create styles of precision, disconnected cuts for fashion, and classical styles. You will use a range of advanced cutting skills to create a personalised and individual restyle look for your client.



## UNIT 302

### CREATIVELY CUT HAIR USING

### A COMBINATION OF TECHNIQUES (CH9)

#### MANDATORY

This unit has four outcomes.

**Outcome 1**  
Be able to cut hair using a combination of techniques

**Outcome 2**  
Understand how health and safety policies and procedures affect creative cutting services

**Outcome 3**  
Understand the factors that may influence creative cutting services

**Outcome 4**  
Understand the tools, equipment, products and techniques used to creatively cut hair

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of 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 your performance on at least **six** occasions. Each observation must be of a different creative cut on different clients and must include a creative restyle. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Creativity is power: when unleashed, it will change your life forever.

**Stell Andrew/Rush**

Hairdressing is part of the fashion industry and, therefore, you must always look the part. This includes hair, make-up and clothes.



Image courtesy of Goldwell

Image courtesy of JOCO Salon I-Deas, hair by JOCO

Image courtesy of Rush

## 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 tools and equipment:

scissors

clippers

razors

### Covered both:

wet hair

dry hair

### Used eight out of the following ten cutting techniques and effects:

graduating

layering

tapering

club cutting

scissors over comb

clipper over comb

thinning

freehand

texturising

disconnecting

### Take into account all of the following factors:

hair classifications

hair characteristics

head, face and body shape

hair length

client requirements

client lifestyle

### Used both of the following creative finishing techniques:

styling

product application

### Given all of the following advice and recommendations:

how to maintain their look

time interval

between services

present and future products and services



Mastering precision technique forms the foundation of the Sassoon education system. Our educators deliver our philosophy with confidence and creativity, they teach the rules of freedom – knowing the rules and then how to break them.

**Sassoon**



Always double-check with the client how much hair you are going to cut. Once you have made the cut, there is no going back!

## USEFUL WORDS

**Asymmetric** An uneven balance; for example, a side parting, with a larger volume of hair on one side of the head.

**Classic look** A style of timeless appeal, such as a 'bob' haircut.

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

**Disconnected cut** When one or more sections of the haircut do not connect, link or blend with adjacent sections.

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

**Graduating cutting** Blending hair layers from a longer to a shorter length, or from a shorter to a longer length.

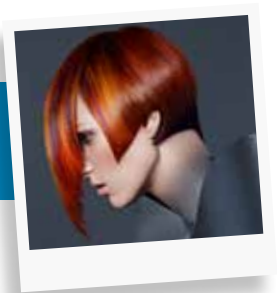
**Precision cut** A cut that uses strong, accurate, clearly defined lines, such as a geometric cut.

**Tapering cutting** A fine line into the head shape, for example, when blending layers from the fringe to a longer length at the front of the haircut.

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

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





## OBSERVATION SIGN-OFF SHEET

### UNIT 302 CREATIVELY CUT HAIR USING A COMBINATION OF TECHNIQUES (CH9)

#### 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 **six** times, each of a different creative cut 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 cut hair using a combination of techniques

- a Prepare for creative hair cutting services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Carry out creative hair cutting services
- f Provide clients with advice and recommendations on the service(s) provided

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

#### HINTS AND TIPS

Scissors will need to be serviced on a regular basis in order to ensure that they maintain balance and sharpness for a clean precision cut.



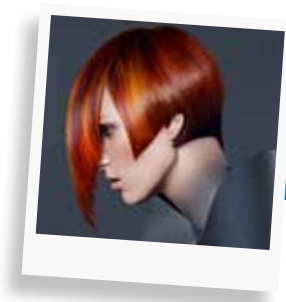


# OBSERVATION SIGN-OFF SHEET

## UNIT 302 CREATIVELY CUT HAIR USING

## A COMBINATION OF TECHNIQUES (CH9)

### 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 and equipment** Tick the tools and equipment used in each observation. You must use **all** the tools and equipment listed.

	1	2	3	4	5	6		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Hair** Tick the haircut in each observation. You must cut **both** kinds of hair.

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

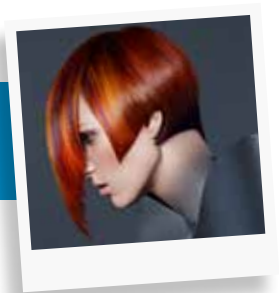
**Cutting techniques and effects** Tick the cutting techniques and effects used in each observation. You must use **eight** of the **ten** techniques and effects.

	1	2	3	4	5	6		
Graduating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Club cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissors over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clipper over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texturising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disconnecting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	1	2	3	4	5	6		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head, face and body shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client lifestyle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



## OBSERVATION SIGN-OFF SHEET

### UNIT 302 CREATIVELY CUT HAIR USING A COMBINATION OF TECHNIQUES (CH9) WHAT YOU MUST COVER (CONTINUED)

#### Creative finishing techniques

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

Styling

Product application

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

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** advice and recommendations.

How to maintain their look

Time interval

between services

Present and future

products and services

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

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

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



A great haircut is the foundation for all successful hairdressing work. Apart from client consultation, the haircut is the most important part of the whole hairdressing process and underpins all other hairdressing services.

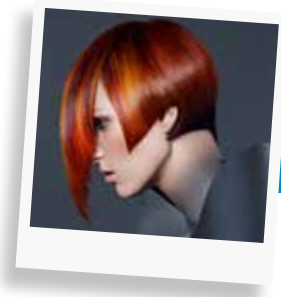
**Jennifer Cheyne, OBE**

Always invest in good quality cutting tools. You can have a great technique, but with poor quality tools the haircut will be compromised.



# COMMENT FORM

## UNIT 302 CREATIVELY CUT HAIR USING A COMBINATION OF TECHNIQUES (CH9)



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

### Comments

### Date

1

2

3

4

5

6

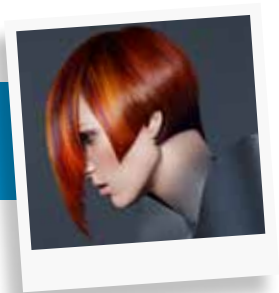


### HINTS AND TIPS

Personalising a haircut is the key to a regular client.

Always make sure that, between cuts, you have closed your scissor blades and that you are safely holding your scissors in your hand. Otherwise, you could easily stab yourself, your client or a colleague.





## KNOWLEDGE SIGN-OFF SHEET

### UNIT 302 CREATIVELY CUT HAIR USING

### A COMBINATION OF TECHNIQUES (CH9)

#### 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 blue 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

#### Understand how health and safety policies and procedures affect creative cutting services

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K13	the importance of personal hygiene and presentation in maintaining <b>health and safety</b> in your workplace	Cross-unit knowledge

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

K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow	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
K4	why it is important to protect clients from hair clippings	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
K12	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K15	the correct methods of waste disposal	Inferred knowledge

##### 2.4 Explain the importance of questioning the client prior to and during services

##### 2.5 Explain 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
K8	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K9	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Continues on next page

### Outcome 3

#### Understand the factors that may influence creative cutting services

##### 3.1 Explain the factors that may influence the services

K16	your salon's expected service times for different cutting looks	Inferred knowledge
K17	the different <b>factors</b> that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	Mandatory knowledge
K20	the <b>factors</b> which should be considered when cutting wet hair and dry hair	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

		Mandatory knowledge
--	--	---------------------

### Outcome 4

#### Understand the tools, equipment, products and techniques used to creatively cut hair

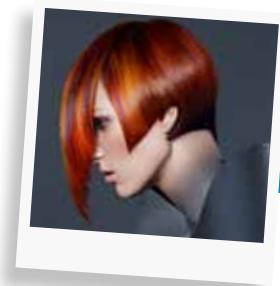
##### 4.1 Explain why it is important to prepare hair prior to cutting

K22	why hair products should be removed from the hair prior to cutting	Mandatory knowledge
-----	--	---------------------

##### 4.2 Describe the range of tools, equipment and products available, and the creative effects they achieve

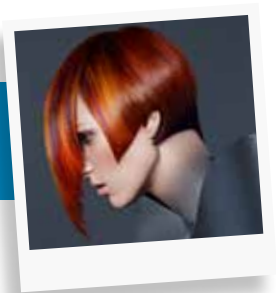
K21	which tools can be used on either wet or dry hair or both	Inferred knowledge
K31	the size of clipper blades and attachments available and the effects that these achieve	Mandatory knowledge
K34	the types of products available for finishing women's hair	Inferred knowledge

Continues on next page



Some clients will see a picture and want to look like that person. You will need to explain that, if their hairline does not sit correctly for the cut, the look would not suit their face shape or they may not be able to recreate the look due to their lifestyle.





## KNOWLEDGE SIGN-OFF SHEET

### UNIT 302 CREATIVELY CUT HAIR USING A COMBINATION OF TECHNIQUES (CH9) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

#### 4.3 Describe the correct use and maintenance of cutting tools and equipment

K7	the correct use and maintenance of cutting tools	Mandatory knowledge
K14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K30	how to level and test clippers	Inferred knowledge

#### 4.4 Explain the importance of applying correct techniques during services

K23	how and why to use different cutting techniques	Mandatory knowledge
K24	how to create and follow guidelines	Inferred knowledge
K25	how to personalise and adapt cutting techniques	Inferred knowledge
K26	the effects that can be created by combining and adapting different cutting techniques	Inferred knowledge
K27	the importance of considering weight distribution and working with the natural growth patterns of the hair	Mandatory knowledge
K28	the importance of applying the correct degree of tension to the hair when cutting	Mandatory knowledge
K29	the importance of keeping the hair damp throughout the wet cutting process	Mandatory knowledge
K33	how to cross-check and balance the cut	Inferred knowledge

#### 4.5 Explain the types of problems that may occur during services and ways in which they can be resolved

K32	the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible	Mandatory knowledge
-----	---	---------------------

#### 4.6 Explain the importance of providing advice and recommendations on the service(s) provided and products available

K18	sources of creative information such as magazines, internet and film	Inferred knowledge
K19	how to obtain and interpret inspiration such as historical, cultural and fashion	Inferred knowledge
K35	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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

**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

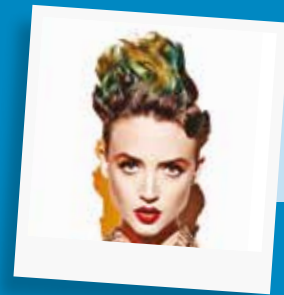
IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





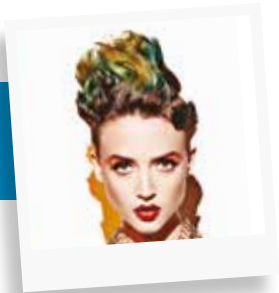
## UNIT 303

# CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

Dark and mysterious, sophisticated and dramatic, alluring and slick: these are just some of the images you can produce with colour to complement hair cutting and styling services. In this unit, your skills in colouring techniques will develop to include innovative methods of colour placement in order to accentuate the client's style and 'colour and cut', and in order to perfect natural warm tones or bold contrasts that accentuate the

features of the client's style. You will learn how to use contemporary block colouring techniques for bold statements, whilst always personalising the colour to suit the individual client's requirements. You will also develop your knowledge and understanding of the principles of colour and be able to resolve basic colouring problems, including restoring depth and tone and neutralising unwanted tones.





## UNIT 303

### CREATIVELY COLOUR

### AND LIGHTEN HAIR (CH10)

#### MANDATORY

This unit has five outcomes.

**Outcome 1**  
Be able to creatively colour and lighten hair

**Outcome 2**  
Understand how health and safety policies and procedures affect colouring and lightening services

**Outcome 3**  
Understand the factors that may influence colouring and lightening services

**Outcome 4**  
Understand the science of colouring and lightening hair

**Outcome 5**  
Understand the tools, equipment, products and techniques used for creative colouring and lightening services

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for creatively colouring and lightening 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 **six** occasions, each of which must be 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



CRAZY COLOR® Neutral Mix can be mixed with any other vibrant CRAZY COLOR® shade to create softer pastel shades. This is perfect for those who are looking to colour their hair for the first time and perhaps would like a softer result.

**Crazy Color**



## 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:

permanent  
quasi-permanent  
lighteners  
toners

### Carried out all the following tests:

skin  
incompatibility  
porosity  
elasticity  
colour

### Considered all the following factors:

hair classifications  
hair characteristics  
temperature  
existing colour of hair  
percentage of white hair  
test results  
strength of hydrogen peroxide  
hair length  
skin tone  
time interval from last perm or relaxer  
recent removal of hair extensions

### Used all the following colouring and lightening effects:

slicing  
block colour  
weaving

### Used two of the following three lightening application techniques:

full head  
regrowth application  
block lightening on a partial head

### Used two of the following three colour correction products:

semi-permanent colour  
quasi-permanent colour  
permanent colour

### Used two of the following three colour correction techniques:

restoring depth and tone  
neutralising colour tone  
colouring resistant hair

### Given all of the following advice and recommendations:

how to maintain their colour  
time interval between services  
present and future products and services

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



## USEFUL WORDS

**Block colouring** Colouring areas of hair in a way that is intended to enhance the style of the cut.

**Colour depth** Lightness or darkness of the hair, ranging from 2 to 9 on the International Colour Chart system.

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

**Decolouring/colour reduction** Removing artificial/synthetic colour from the hair.

**Elasticity test** A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

**Incompatibility test** A test to see if the hair will react to any of the chemical products that are about to be used on it.

**Lightening** This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach.

**Melanin** The natural pigment that gives colour to the skin and hair. Different types give different colours; for instance, eumelanin is responsible for black and brown tones.

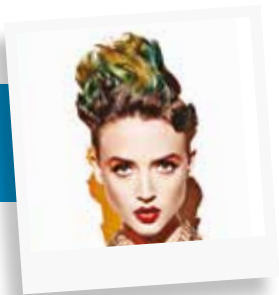
**Skin test/patch test** A test carried out prior to colouring services, following a manufacturer's instructions, to ascertain whether the client's skin may react with the chemicals in the colouring product.

**Slicing** A technique used to select slices of hair to be coloured.

**Strand test** A test carried out during colour development to check the progress of the colour and identify when it should be removed.

**Weaving** A technique usually using foil, wraps or mesh for adding multiple colours to hair.





# OBSERVATION SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### 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 **six** 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 creatively colour and lighten hair

- Prepare for creative colouring and lightening services
- Apply safe and hygienic methods of working throughout services
- Consult with clients about services and outcomes of tests
- Confirm with clients the desired effect
- Select suitable products, tools and equipment
- Assess any colouring problems and implement suitable action
- Carry out colouring and lightening services
- Provide clients with advice and recommendations on the service(s) provided

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



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

**Andrew Barton**

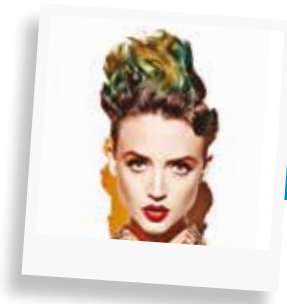


# OBSERVATION SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR

### AND LIGHTEN HAIR (CH10)

#### 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** the products.

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

#### Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests.

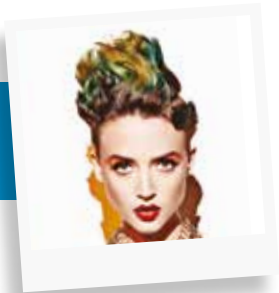
	1	2	3	4	5	6		
Skin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input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

Continues on next page

#### HINTS AND TIPS

Manufacturers' instructions (MFIs) should always be read before using a product because the method of application and development times may differ.





# OBSERVATION SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of JOICO Salon I-Deas, hair by JOICO

#### Factors

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

	1	2	3	4	5	6		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Existing colour of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of white hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strength of hydrogen peroxide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skin tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval from last perm or relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent removal of hair extensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Colouring and lightening effects

Tick the colouring and lightening effects used in each observation. You must carry out **all** the colouring and lightening effects.

	1	2	3	4	5	6		
Slicing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Block colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Lightening application techniques

Tick the lightening application techniques used in each observation. You must carry out **two** of the **three** lightening application techniques.

	1	2	3	4	5	6		
Full head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regrowth application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Block lightening on a partial head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

In some salons there will be a cutting and colouring specialist. You will need to work as part of a team to create the look that the client requires.



# OBSERVATION SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR

### AND LIGHTEN HAIR (CH10)

#### WHAT YOU MUST COVER (CONTINUED)



#### Colour correction products

Tick the colour correction products used in each observation. You must use **two** of the **three** colour correction products.

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

#### Colour correction techniques

Tick the colour correction products used in each observation. You must use **two** of the **three** colour correction techniques.

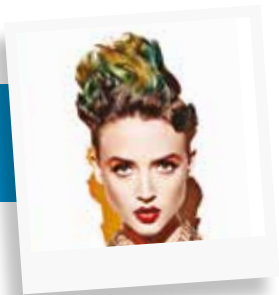
	1	2	3	4	5	6		
Restoring depth and tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutralising colour tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colouring resistant hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4	5	6		
How to maintain their colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



## COMMENT FORM

### UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

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

#### Comments

#### Date

1

2

3

4

5

6



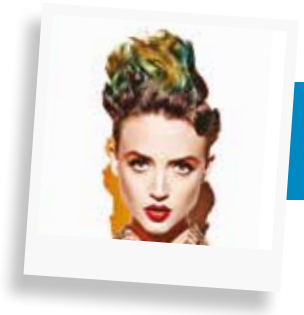
I was very excited to share our latest collection and technique of colour this year; giving a haircut a different dimension through colour is an amazing feeling. Our theme was 60s and Alfred Hitchcock movies, including birds; this gave me and my team a great platform to show what we can do with colour.

**Chris Williams, International Colour Director – Rush**

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### WHAT YOU MUST KNOW



#### Outcome 2

**Understand how health and safety policies and procedures affect colouring and lightening services**

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge

K12	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
K17	which colouring and lightening services should not be carried out on minors under 16 years of age	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	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
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
K11	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K15	the correct methods of waste disposal	Inferred knowledge
K40	the importance of preparing your client's hair and protecting their skin, where necessary, prior to service.	Inferred knowledge
K51	the importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas	Mandatory knowledge

##### 2.4 Describe contact dermatitis and how it can be prevented

K13	what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
-----	---	----------------------

##### 2.5 Explain the importance of questioning clients prior to and during the services

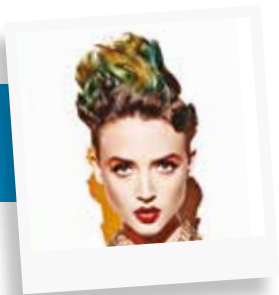
K18	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
-----	---	---------------------

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 a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue 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.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of JOICO Salon I-Deas, hair by JOICO

#### 2.6 Explain 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
K8	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K9	the different methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

#### Outcome 3

#### Understand the factors that may influence colouring and lightening services

##### 3.1 Explain the factors that may influence the services

K16	your salon's expected service times for creative colouring and lightening services	Inferred knowledge
K34	how different <b>factors</b> may impact on your colouring and lightening service	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

K47	how and why to adapt the sequence of application to take account of the relevant <b>factors</b>	Mandatory knowledge
-----	---	---------------------

[Continues on next page](#)



Image courtesy of Cheyenes



## Outcome 4

### Understand the science of colouring and lightening hair

#### 4.1 Describe how to recognise contra-indications and how they affect colouring and lightening services

K19	the importance of recognising any <b>contra-indications</b> to colouring and lightening services	Mandatory knowledge
-----	--	---------------------

#### 4.2 Explain why it is important to test the hair and scalp prior to and during colouring and lightening

K21	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
K35	the importance of constantly monitoring the development of lightening products	Mandatory knowledge
K53	the importance of constantly monitoring colouring and lightening processes	Mandatory knowledge

#### 4.3 Describe when and how colouring and lightening tests are carried out

K20	the types and purposes of tests	Mandatory knowledge
K22	when and how tests should be carried out and the importance of recording test results	Mandatory knowledge

#### 4.4 Explain how test results influence the colouring and lightening services

K23	how the results of tests can influence the colouring and lightening services	Mandatory knowledge
K24	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

#### 4.5 Explain the effects on the hair structure when colouring and lightening hair

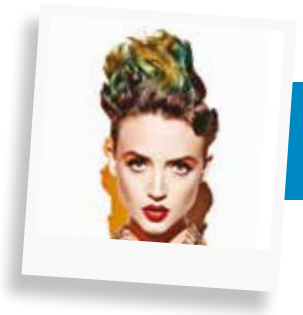
K29	the effects on the hair of different colouring products and lighteners	Mandatory knowledge
K30	what is meant by the term 'oxidation'	Mandatory knowledge
K32	how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair	Mandatory knowledge
K55	the importance of restoring the hair's pH balance after the colouring or lightening process	Mandatory knowledge

#### 4.6 Explain the effects on the hair structure when pre-softening and pre-pigmenting hair

K29	the effects on the hair of different colouring products and lighteners	Mandatory knowledge
-----	--	---------------------

#### 4.7 Describe the effects of natural and artificial light on the appearance of hair colour

K28	the effects of light and artificial lighting on the appearance of hair colour	Mandatory knowledge
-----	---	---------------------



Continues on next page

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### WHAT YOU MUST KNOW (CONTINUED)

#### 4.8 Explain the principles of colour selection

K26	the principles of colour selection, including the International Colour Chart (ICC)	Mandatory knowledge
K27	how the natural pigmentation of hair affects the colouring and lightening process	Mandatory knowledge
K31	how the type and distribution of melanin creates natural hair colour	Mandatory knowledge

#### 4.9 Explain the effects that temperature has on the colouring and lightening process

K33	effects of temperature on the application and development of colouring products and lighteners	Mandatory knowledge
-----	--	---------------------

#### Outcome 5

#### Understand the tools, equipment, products and techniques used for creative colouring and lightening services

#### 5.1 Identify the tools, equipment and products available and the effects they achieve

K38	the pH values of different colouring products and lighteners	Mandatory knowledge
K39	the types of colouring, lightening and toning products available, including temporary colours	Inferred knowledge

#### 5.2 Describe the different methods of applying and removing colouring and lightening products, and the effects that can be achieved

K43	the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques	Inferred knowledge
K44	how to use <b>lightening application techniques</b> suitable for achieving the desired look	Inferred knowledge
K45	how to place colour in a way to complement a hair style	Inferred knowledge
K46	how to carry out a full head and regrowth application using lighteners	Inferred knowledge
K48	the importance of sectioning hair accurately when colouring and lightening	Inferred knowledge
K49	methods of applying and removing colouring products and lighteners	Inferred knowledge
K52	the importance of applying lightener quickly and accurately, taking into account relevant factors influencing the service	Mandatory knowledge
K54	how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage	Mandatory knowledge

[Continues on next page](#)

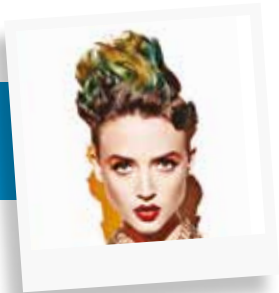
#### HINTS AND TIPS

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

K56	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge
K57	why toners are used after lightening products	Mandatory knowledge
<b>5.3 State the importance of following salon and manufacturers' instructions during colouring and lightening services</b>		
K14	suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K21	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
K36	the importance of measuring and mixing colours and lighteners following manufacturers' instructions	Mandatory knowledge
<b>5.4 Explain the types and causes of colouring and lightening problems</b>		
K37	the reasons for pre-lightening	Mandatory knowledge
K61	the types and causes of colouring and lightening problems and how to rectify them	Mandatory knowledge
K62	the reasons for pre-softening and pre-pigmenting hair	Mandatory knowledge
<b>5.5 Describe ways of resolving colouring and lightening problems</b>		
K58	how and why to restore depth and tone of colour	Mandatory knowledge
K59	how and why to neutralise colour tone	Mandatory knowledge
K63	methods of pre-softening and pre-pigmenting hair	Mandatory knowledge

Continues on next page





# KNOWLEDGE SIGN-OFF SHEET

## UNIT 303 CREATIVELY COLOUR AND LIGHTEN HAIR (CH10)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of JOICO Salon I-Deas, hair by JOICO

#### 5.6 Outline the importance of using products cost-effectively

K7	how to minimise the waste of products	Inferred knowledge
K50	the importance of using products economically	Cross-unit knowledge

#### 5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K25	the importance of informing your client of the likely cost, duration and expected outcome of the service	Inferred knowledge
K41	sources of creative information and inspiration such as historical, cultural and fashion	Inferred knowledge
K42	the importance of basing your recommendations on an evaluation of your client's hair	Inferred knowledge
K60	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit 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.



“Hair colour is the paint box for any professional hairdresser, bringing any haircut to life. Confidence and knowledge in hair colour will help shape a very successful career.”

**William Wilson Goldwell**

Shutterstock/Bayanova Svetlana

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 401

## HAIR COLOUR CORRECTION SERVICES (CH11)

The advanced technical skills of colour correction are increasingly in demand. More clients are experimenting with colour themselves, and wanting to change their hair colour more often, so colour correction is becoming a regular specialist service in many salons. It is important to understand the principles of colour to be able to resolve complex colouring problems.

In this unit you will obtain the knowledge required to neutralise unwanted tones in the hair, along with the ability to remove artificial colour, lifting hair from dark brown to blonde. You'll learn how to carry out pre-pigmentation, transforming light blondes to rich browns and reds, and how to correct banding and problems with highlights and lowlights.



## UNIT 401

### HAIR COLOUR CORRECTION

#### SERVICES (CH11)

#### OPTIONAL

This unit has five outcomes.

**Outcome 1**  
Be able to carry out hair colour correction services

**Outcome 2**  
Understand how health and safety policies and procedures affect hair colour correction services

**Outcome 3**  
Understand the factors that influence hair colour correction services

**Outcome 4**  
Understand the science of hair colour correction services

**Outcome 5**  
Understand the products and techniques used in hair colour correction services



#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for hair colour correction 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 **four** occasions 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



When correcting colour a great colourist always has the hair's integrity in mind. That is why it is important to understand the structure and limits of the hair and wherever possible use gentle colour removers.

**Britany Newby from National Educator for Passion4hair**

You will never stop learning about colour. Product manufacturers are developing more and more colour products to assist with the correct colour choice.



Image courtesy of Goldwell

Image courtesy of Wella

Image courtesy of Goldwell

## 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:

### Carried out four out of the following five types of colour correction:

removing artificial colour  
removing bands of colour  
recolouring hair treated with lightener using pre-pigmentation and colour  
recolouring hair that has had artificial colour removed  
correcting highlights and lowlights

### Used four out of the following five types of products:

semi-permanent  
quasi-permanent  
permanent  
lighteners  
colour removers for artificial colour

### Carried out all the following tests:

skin  
colour test  
incompatibility  
porosity  
elasticity

### Considered all the following factors:

hair classifications  
hair characteristics  
temperature  
existing colour of hair  
test results  
strength of hydrogen peroxide  
hair length  
percentage of white hair  
sequence of application  
scalp sensitivity

### Given all the following advice and recommendations:

how to maintain their colour  
time interval between services  
present and future products and services



Use visual aids to help you and your client with the desired colour choice.



## USEFUL WORDS

**Colour bands** Dark or intense lines/patches of colour, often resulting from overlapping colour.

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

**Decolour/colour reduction** Removal of artificial/synthetic colour from the hair.

**Eumelainin** The natural black/brown colour pigments in the hair and skin.

**Incompatibility test** A test to see if the hair will react to any chemical products that are about to be used on it.

**Lightening** This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also removes eumelainin and pheomelanin and they do not deposit tone.

**Melanin** The pigment that gives colour to the skin and hair.

**Neutralising tones** Correcting an unwanted tone in the hair by introducing the opposite colour to cancel it out; for example, green tones are neutralised by red.

**Oxidation** A reaction caused by introducing oxygen to another chemical, for example, mixing

hydrogen peroxide with lightening products (powder bleach).

**Pheomelanin** The natural red and yellow pigments that produce warm tones in the hair.

**Pre-pigmentation** Reintroduction of gold to red tones in the hair (depending on existing base and target colour), prior to application of the new colour.

**Primary colours** Red, yellow (gold) and blue (ash) are the three colour pigments that cannot be made up from other colours. When mixing any two of these colours, secondary colours are produced, for example red plus yellow equals orange (copper).

**Secondary colours** Violet, green (matt) and orange (copper) are each made up from two primary colours. Red and blue make violet.

**Skin test/patch test** A test carried out before colouring, following manufacturer's instructions, to check whether the client's skin reacts with the chemicals in the colouring product.

**Test cutting** Removing a strand of hair for processing in order to check the likely results of the selected colour



# OBSERVATION SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### 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, on at least **four** occasions 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 carry out hair colour correction services

- Prepare for hair colour correction services
- Apply safe and hygienic methods of working throughout services
- Analyse and evaluate hair colour problems
- Consult with clients about services and outcomes of tests
- Confirm with clients the desired effect
- Evaluate the suitability of products, tools and equipment for hair colour correction services
- Carry out the hair colour correction services
- Provide clients with advice and recommendations on the service(s) provided

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

One of the keys to a good colour correction is to find out what product the client has used on their hair previously.



# OBSERVATION SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### WHAT YOU MUST COVER



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

#### Colour correction

Tick the colour correction techniques used in each observation. You must carry out **four** out of the **five** colour correction techniques.

	1	2	3	4		
Removing artificial colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing bands of colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recolouring hair treated with lightener using pre-pigmentation and colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recolouring hair that has had artificial colour removed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correcting highlights and lowlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Products

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

	1	2	3	4		
Semi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quasi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lighteners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour removers for artificial colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests.

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

Continues on next page

#### HINTS AND TIPS

A skin test must always be carried out 24 hours prior to the service.





# OBSERVATION SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Goldwell

#### Factors

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

	1	2	3	4		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Existing colour of hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strength of hydrogen peroxide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of white hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp sensitivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation	<input type="radio"/>	<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 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

Image courtesy of Goldwell



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

#### Comments

1

---

---

2

---

---

3

---

---

4

---

---

#### Date

---

---

---

---

---

---

---

---

Image courtesy of Goldwell



Image courtesy of Royston Blythe; photography by Alex Styles; hair by Royston Blythe and Nick Malenko

#### HINTS AND TIPS

Always follow manufacturers' instructions. If you are unsure of any of their instructions then call their help line before proceeding.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### 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 blue 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

#### Understand how health and safety policies and procedures affect hair colour correction services

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge

K12	the current legal requirements and guidance relating to age restrictions for colour correction services	Mandatory knowledge
-----	---	---------------------

K13	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
-----	--	----------------------

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

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

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
----	---	----------------------

K10	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
-----	--	----------------------

K11	the safety considerations which must be taken into account when colour correcting hair	Inferred knowledge
-----	--	--------------------

K16	the correct methods of waste disposal	Inferred knowledge
-----	---------------------------------------	--------------------

K50	the importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas	Mandatory knowledge
-----	--	---------------------

##### 2.4 Describe contact dermatitis and how it can be prevented

K14	what is contact dermatitis and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
-----	--	----------------------

##### 2.5 Explain the importance of questioning clients prior to and during the services

K18	the importance of determining the nature and extent of the colouring problem	Mandatory knowledge
-----	--	---------------------

K19	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
-----	---	---------------------

Continues on next page

K20	the importance of reviewing and updating client's records with their hair colouring and/or lightening history, and how this may affect the <b>colour correction</b> service	Mandatory knowledge
K41	the importance of gaining and recording your client's agreement to the service, products and anticipated outcome	Mandatory knowledge

## 2.6 Explain 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
K7	why it is important methods of cleaning, disinfecting and or sterilisation are used in salons	Cross-unit knowledge
K8	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

## Outcome 3

### Understand the factors that influence hair colour correction services

#### 3.1 Explain the factors that may influence the services

K17	your salon's expected service times for colour correction services	Inferred knowledge
K32	how different <b>factors</b> may impact on colour correction services	Mandatory knowledge

#### 3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

## Outcome 4

### Understand the science of hair colour correction services

#### 4.1 Describe how to recognise contra-indications and how they affect colouring and lightening services

K21	the importance of recognising any <b>contra-indications</b> and why the contra-indications can affect the delivery of the colour correction service	Mandatory knowledge
-----	---	---------------------

#### 4.2 Explain why it is important to test the hair and scalp prior to and during colouring and lightening

K23	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	Mandatory knowledge
-----	---	---------------------

#### 4.3 Describe when and how colouring and lightening tests are carried out

K22	the types and purposes of tests	Mandatory knowledge
K24	when and how tests should be carried out and the importance of recording test results	Mandatory knowledge

#### 4.4 Explain how test results influence the correction service

K25	how the results of tests can influence the colour correction services	Mandatory knowledge
K26	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

#### 4.5 Explain the principles of colour selection and colour correction

[Continues on next page](#)





# KNOWLEDGE SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### WHAT YOU MUST KNOW (CONTINUED)

K34	the principles of colour selection, including the International Colour Chart (ICC)	Mandatory knowledge
K35	the principles of colour correction	Mandatory knowledge
K36	how the type and distribution of melanin creates natural hair colour	Mandatory knowledge

#### 4.6 Explain the effects on the hair structure of colour correction products

K37	the effects on the hair of different colour correction products	Mandatory knowledge
K38	what is meant by the term 'oxidation'	Mandatory knowledge
K39	how oxidation agents affect the natural and artificial colour pigments	Mandatory knowledge
K47	how the different strengths of hydrogen peroxide affect colouring and lightening	Mandatory knowledge
K60	the importance of restoring the hair's pH balance after the colour correction service	Mandatory knowledge

#### 4.7 Explain the effects on the hair structure when pre-softening and pre-pigmenting hair

K48	the reasons for pre-softening and pre-pigmenting hair	Mandatory knowledge
-----	---	---------------------

#### 4.8 Describe the effects of natural and artificial light on the appearance of hair colour

K30	the effects of light and artificial lighting on the appearance of hair colour	Mandatory knowledge
-----	---	---------------------

#### 4.9 Explain the effects that temperature has on the colouring and lightening process

K49	effects of temperature on the application and development of colour correction products	Mandatory knowledge
-----	---	---------------------

### Outcome 5

#### Understand the products and techniques used in hair colour correction services

#### 5.1 Identify the tools, equipment and products available and the effects they achieve

K27	the range available, service options and <b>products</b> for resolving client's colouring and or lightening problem(s)	Inferred knowledge
K40	the pH values of differing colouring products and lighteners	Mandatory knowledge
K42	the types of tools, materials and equipment used for colour correction and how and when to use them	Inferred knowledge
K43	the different types of colour correction products available and when to use them	Inferred knowledge

Continues on next page



Image courtesy of Goldwell

Image courtesy of Wella

## 5.2 Explain methods and techniques used for colour correction

K44	methods of applying and removing colour correction products	Inferred knowledge
K46	how and why pre- and post-treatments should be used when carrying out colour correction services	Mandatory knowledge
K51	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge
K52	the importance of sectioning hair accurately for the colour correction service	Inferred knowledge
K53	methods of pre-softening and pre-pigmenting hair	Mandatory knowledge
K54	how to remove artificial colour	Mandatory knowledge
K55	how to remove bands of colour	Mandatory knowledge
K56	how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour	Mandatory knowledge
K57	how to recolour hair that has had artificial colour removed	Mandatory knowledge
K58	how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage	Mandatory knowledge
K63	why it is important to leave the hair and scalp free of colour correction products	Mandatory knowledge

## 5.3 Explain the importance of following salon and manufacturers' instructions during colour correction services

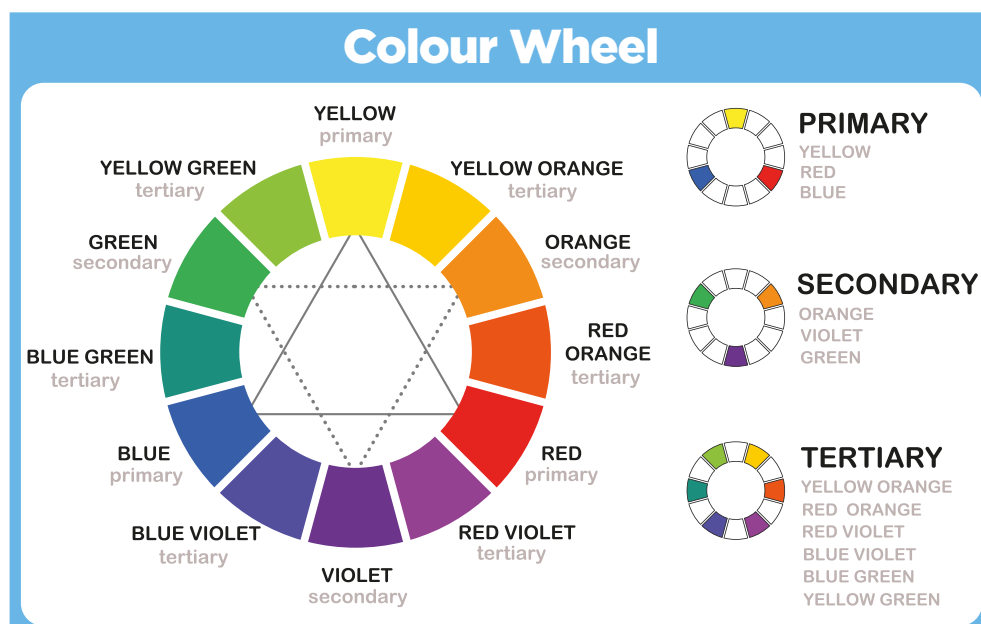
K15	suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K45	the importance of following manufacturers' instructions when measuring and mixing colour correction products	Mandatory knowledge

Continues on next page



Shades are intermixable and can create a devilish shade unique to you!

### Crazy Color





# KNOWLEDGE SIGN-OFF SHEET

## UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

#### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

#### 5.4 Explain the types and causes of colour correction problems

K31	the potential problems of using colour correction products on previously chemically treated hair	Mandatory knowledge
K54	how to remove artificial colour	Mandatory knowledge
K56	how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour	Mandatory knowledge
K57	how to recolour hair that has had artificial colour removed	Mandatory knowledge
K61	the types and causes of colour correction problems that may occur during processing and how to rectify them	Mandatory knowledge

#### 5.5 Describe ways of dealing with colour correction problems

K62	how to correct highlights and lowlights whilst retaining a highlight and lowlight effect	Mandatory knowledge
-----	--	---------------------

#### 5.6 Outline the importance of using products cost-effectively

K59	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

#### 5.7 Explain the importance of providing clients with advice and recommendations on products and services provided in the salon

K28	methods of presenting options for a course of action based on your analysis in a way the client will understand	Inferred knowledge
K29	the importance of explaining the likelihood of achieving and maintaining the colour change to the client	Mandatory knowledge
K33	the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services	Mandatory knowledge
K64	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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.

Explain to the client the process you are going to take when correcting their colour. They will need to know such things as the amount of time it will take, cost and aftercare advice.





## SUPPLEMENTARY NOTES

### UNIT 401 HAIR COLOUR

### CORRECTION SERVICES (CH11)

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

EQA signature (if sampled)

Date





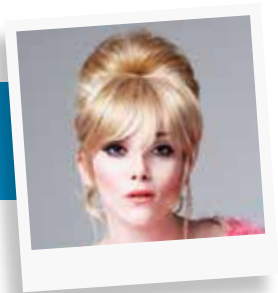
# UNIT 306

## PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

No other hairdressing service can transform hair like extensions can! Long, flowing, straight, shiny hair or volume and colour can be added to a variety of hair lengths: no wonder that hair extensions are one of the biggest growth areas of hairdressing services today. In this unit, you will learn how to work safely when preparing, adding

and removing hair extensions. You will use your creativity to design fabulous looks with the use of coloured strands, achieving high fashion statements or accentuating subtle, natural tones and styles. You will also develop your skills in cutting and styling extensions to deliver spectacular results.





## UNIT 306

### PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

#### OPTIONAL

This unit has  
four outcomes.

**Outcome 1**  
Be able to attach  
hair extensions

**Outcome 2**  
Understand  
how health and  
safety policies and  
procedures affect  
hair extension  
services

**Outcome 3**  
Understand  
the factors that  
influence hair  
extension services

**Outcome 4**  
Understand the  
tools, equipment,  
products and  
techniques used  
for hair extension  
services



#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for providing creative hair extension 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 your performance on **three** 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Ensure that the natural hair is completely detangled before adding extensions or the natural hair can become matted in the root area.

**Shelly Dalton**

Check with the client that they are comfortable and that the tension is not excessive on their hair.



## 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 three cutting tools:

scissors  
thinning scissors  
razors

### Taken account of all the following factors:

hair characteristics  
hair classification  
test results  
attachment method  
direction and fall of the added hair  
client's own hair length  
evident hair damage  
quantity of added hair  
head and face shape  
finished look

### Used both of the following attachment systems:

short-term  
long-term

### Used both of the following types of hair extensions:

artificial  
human

### Add and attach both of the following:

full head  
partial head

### Used three out of the following five cutting techniques:

point cutting  
tapering  
freehand  
razoring  
texturising

### Used three out of the following four creative finishing techniques:

drying  
product application  
setting  
use of heated styling equipment

### Given all the following advice and recommendations:

how to maintain the attachment system  
time interval between services  
present and future products and services



A client may want to take some time to digest the advice you have given regarding hair extensions. It could be that they need time to consider the cost, time taken, recommended colour choice and aftercare.

## USEFUL WORDS

**Acrylic** Made from synthetic (man-made) fibre.

**Attachment system** The method used for attaching hair extensions to the client's own hair. These can be short- or long-term.

**Cold bonding** A method of attaching a weft of added hair using latex-based glue.

**Clarifying shampoo** A deep-cleansing shampoo, used before applying extensions to remove products, oils and residues from the hair.

**Hot bonding or fusion** A method of attaching a strand of added hair to the natural hair using heated equipment which melts either the synthetic hair or resin.

**Human hair extensions** Hair extensions made from human hair.

**Man-made extensions** Hair extensions made from synthetic/acrylic fibre.

**Manufacturers' instructions** The instructions set out by manufacturers on how to apply, use, maintain or dispose of their product(s). These must be followed to achieve the best results.

**Micro ring or loop** Individual strands of human hair are held securely in place using tiny micro-rings, which are gripped in place using specialist tools.

**Plaited cornrows** Raised scalp plaits applied before sewing wefts of hair into them.

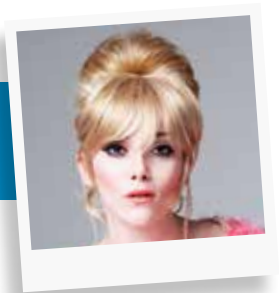
**Pull test** Usually carried out to evaluate excessive and/or abnormal hair loss. If more than a few strands are shed on each test, this may be an indication of an abnormal hair condition.

**Resin** An adhesive used to bond some extensions onto the natural hair.

**Tapering** This method of cutting hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish.

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

**Wefts or strips** Sections of real or fibre extension hair, separated and ready to apply to the natural hair.



# OBSERVATION SIGN-OFF SHEET

## UNIT 306 PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

### 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 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 attach hair extensions

- a Prepare for hair extension services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients to confirm the desired look
- d Select suitable products, tools and equipment
- e Carry out hair extension services
- f Provide clients with advice and recommendations on the service(s) provided

	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)					



Colour match the locks to the root area for the most natural look.

**Melissa Birch**



Image courtesy of Balmain

Image courtesy of Balmain

Image courtesy of Balmain



# OBSERVATION SIGN-OFF SHEET

## UNIT 306 PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

### WHAT YOU MUST COVER



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

#### Cutting tools

Tick the cutting tools used in each observation. You must use **two** of the **three** cutting tools.

	1	2	3		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinning scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Factors

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

	1	2	3		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attachment method					
Direction and fall of the added hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Client's own hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evident hair damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of added hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finished look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Attachment systems

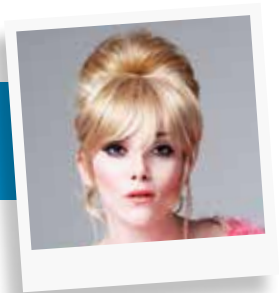
Tick the attachment systems used in each observation. You must use **both** attachment systems.

	1	2	3		
Short-term	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

#### HINTS AND TIPS

Remember: prior to application, the hair must be clean, dry and free from oil.



## OBSERVATION SIGN-OFF SHEET

### UNIT 306 PROVIDE CREATIVE HAIR

#### EXTENSION SERVICES (CH12)

#### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Balmain

#### Hair extensions

Tick the hair extensions used in each observation. You must use **both** types of hair extensions:

	1	2	3		
Artificial	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Add and attach

Tick the hair extensions added and attached in each observation. You must add and attach **both** of the following:

	1	2	3		
Full head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partial head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Cutting techniques

Tick the cutting techniques used in each observation. You must use **three** out of the **five** cutting techniques.

	1	2	3		
Point cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texturising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Creative finishing techniques

Tick the creative finishing techniques used in each observation. You must use **three** out of the **four** creative finishing techniques.

	1	2	3		
Drying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of heated styling equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Find the natural parting areas; to do this, ask the client to shake their head. Avoid these areas during application.

**Melissa Birch**

# OBSERVATION SIGN-OFF SHEET

## UNIT 306 PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

### WHAT YOU MUST COVER (CONTINUED)



#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

How to maintain the attachment system

1

☐

2

☐

3

☐

☐

☐

Time interval between services

☐

☐

☐

☐

☐

Present and future products and services

☐

☐

☐

☐

☐

Observation

1

☐

2

☐

3

☐

☐

☐

Date achieved

Candidate signature

Assessor signature

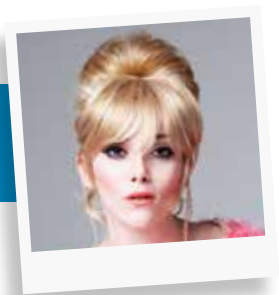
IQA signature (if sampled)

EQA signature (if sampled)



#### HINTS AND TIPS

There must be no 'bagging' or stray hairs once the extension hair is locked in position.



## COMMENT FORM

### UNIT 306 PROVIDE CREATIVE HAIR EXTENSION SERVICES (CH12)

Image courtesy of Balmain

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

#### Comments

#### Date

1

2

3



To achieve the correct tension, rest the fingers against the head; this will also help with stability.

**Melanie Mitchell**



Creative hair by Balmain



Hair extensions can take a long time to attach and, therefore, be aware of the time it takes to carry out this service.

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 306 PROVIDE CREATIVE HAIR

### EXTENSION SERVICES (CH12)

#### WHAT YOU MUST KNOW

#### Outcome 2

#### Understand how health and safety policies and procedures affect hair extension services

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K12	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit 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
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
K6	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K8	why it is important to position your tools, products and equipment for ease of use	Cross-unit knowledge
K14	the correct methods of waste disposal	Inferred knowledge

##### 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 hair extension systems	Cross-unit knowledge
----	---	----------------------

##### 2.5 Explain the importance of questioning clients prior to and during services

K19	the importance of questioning clients to establish any contra-indications to hair extension services	Mandatory knowledge
K21	the legal significance of client questioning and of recording the client's responses	Mandatory knowledge

##### 2.6 Explain the importance of preventing cross-infection and cross-infestation

K7	why it is important to keep your work area clean and well organised	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K11	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

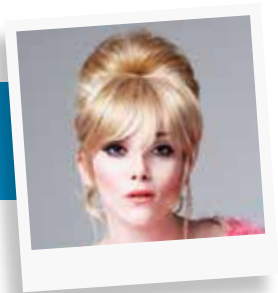
You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in blue 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.







# KNOWLEDGE SIGN-OFF SHEET

## UNIT 306 PROVIDE CREATIVE HAIR

### EXTENSION SERVICES (CH12)

#### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Balmain

#### Outcome 3

#### Understand the factors that influence hair extension services

##### 3.1 Explain the factors that may influence the services

K15	your salon's expected service times for applying hair extension systems	Inferred knowledge
K16	how to conduct an examination of the hair and scalp to recognise <b>factors</b> which will affect the hair attachment system	Inferred knowledge
K17	the factors that must be taken into consideration prior to adding and attaching hair extensions	Mandatory knowledge
K20	how contra-indications can affect or restrict the delivery of hair extension services	Mandatory knowledge
K34	how to estimate the length of time the hair attachment systems can take	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

##### 3.3 Explain the importance of testing the hair and scalp prior to and during hair extension services

K25	the potential consequences of failing to carry out tests and the importance of recording test results	Mandatory knowledge
-----	---	---------------------

##### 3.4 Describe when and how tests are carried out

K23	the types and purposes of tests	Mandatory knowledge
-----	---------------------------------	---------------------

##### 3.5 Explain how test results influence hair extensions

K24	how the results of tests can influence all aspects of the service	Mandatory knowledge
-----	---	---------------------

[Continues on next page](#)



Image courtesy of Balmain

<b>3.6 Describe the potential consequences of excessive tension on the hair</b>	Mandatory knowledge
---	---------------------

<b>3.7 Explain the hair growth cycle</b>	
--	--

K18 the hair growth cycle	Mandatory knowledge
---------------------------	---------------------

#### Outcome 4

#### Understand the tools, equipment, products and techniques used for hair extension services

#### 4.1 Explain why it is important to prepare the hair prior to attaching hair extensions

K29 the general differences in preparation requirements between human hair and artificial extensions	Inferred knowledge
--	--------------------

K30 how the client's hair should be prepared for each of the hair attachment systems	Inferred knowledge
--	--------------------

#### 4.2 Describe the tools, equipment and products available and their use

K9 the correct use and maintenance of tools, products and equipment	Inferred knowledge
---	--------------------

K39 the tools and equipment necessary for each attachment method and how these are used	Inferred knowledge
---	--------------------

K43 the types of finishing products and techniques suitable for use with hair extensions	Inferred knowledge
--	--------------------

K51 the types of products and tools used to remove different hair attachment systems	Inferred knowledge
--	--------------------

#### 4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment

K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
--	--------------------

K32 the importance of following manufacturers' instructions for different hair attachment systems	Cross-unit knowledge
---	----------------------

K38 why it is important to maintain a correct and even tension when adding hair extensions	Mandatory knowledge
--	---------------------

#### 4.4 Explain the principles of blending added hair

K28 the principles for blending added hair	Mandatory knowledge
--	---------------------

K31 how to mix a number of added hair colours to give block colour and highlighting effects	Mandatory knowledge
---	---------------------

#### 4.5 Explain the different types of hair attachment systems

K26 the types of hair extension systems available and their advantages and disadvantages	Mandatory knowledge
--	---------------------

K27 the principles for selecting the correct hair attachment systems	Mandatory knowledge
--	---------------------

K33 the hair attachment systems with which you may need assistance	Inferred knowledge
--	--------------------

K35 methods of applying short-term and long-term hair attachment systems	Inferred knowledge
--	--------------------

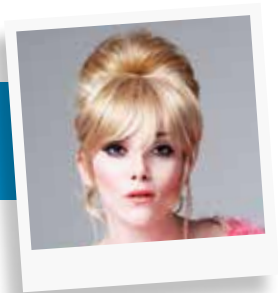
K37 how the intended style can affect the choice and placement of different hair attachment systems	Inferred knowledge
---	--------------------

Continues on next page



#### HINTS AND TIPS

It is a good idea to brush each section line during application; this will check for stability and comfort. For best results, smooth over with the hairdryer.



## KNOWLEDGE SIGN-OFF SHEET

### UNIT 306 PROVIDE CREATIVE HAIR

#### EXTENSION SERVICES (CH12)

#### WHAT YOU MUST KNOW (CONTINUED)



#### 4.6 Describe the different methods of attaching, maintaining and removing hair extensions

K36	how to judge the quantity of hair to be added to achieve a balanced and well-proportioned finished look	Inferred knowledge
K48	how to maintain and remove the hair attachment system	Inferred knowledge
K52	why it is important to remove hair attachment residue and product build-up as part of the extension removal process	Mandatory knowledge

#### 4.7 Describe how and when to adapt cutting techniques to suit the finished look

K44	how to carry out creative cutting techniques to blend the client's own hair and different hair attachment systems to suit the finished look	Inferred knowledge
K45	how to adapt cutting techniques to suit different types of hair extensions such as artificial and human	Inferred knowledge
K46	the importance of cross-checking the cut for accuracy	Inferred knowledge

#### 4.8 Explain the types and causes of hair extension problems

K40	the types of problems that can occur when adding hair extensions and how to remedy them	Mandatory knowledge
-----	---	---------------------

#### 4.9 Describe ways of dealing with hair extension problems

#### 4.10 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K22	your salon's policy for referring clients to other professionals such as trichologists and general practitioners, and the specialist services they can offer	Inferred knowledge
K41	the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding	Mandatory knowledge
K42	how to help relieve client anxieties in a reassuring way	Inferred knowledge
K47	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit knowledge
K49	the recommended time interval between services	Inferred knowledge
K50	how lifestyle will affect the maintenance and longevity of each hair attachment system	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.

Image courtesy of Balmain

Image courtesy of Balmain

## SUPPLEMENTARY NOTES

### UNIT 306 PROVIDE CREATIVE HAIR

### EXTENSION SERVICES (CH12)



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 307

## CREATE A VARIETY OF PERMED EFFECTS (CH13)

Perming is the term used in hairdressing to describe the process of creating permanent waves and curls in hair. It allows the hair to be molded into a huge variety of hair designs. In this unit, you will learn how to creatively apply advanced winding techniques on a variety of hair lengths and types. You will use different perming rods to produce soft spiral curls or waves, and to generate root lift

and natural curls for volume and support. You will also learn how to adapt your work for sensitised hair and how perming techniques can be personalised to produce the fashionable looks required by today's perming clients. Perming problems will be explored so that you gain the knowledge required to resolve issues, as and when they may arise.



## UNIT 307

### CREATE A VARIETY OF PERMED EFFECTS (CH13) OPTIONAL

This unit has  
five outcomes.

**Outcome 1**  
Be able to creatively  
perm hair

**Outcome 2**  
Understand how  
health and safety  
policies and  
procedures affect  
creative perming and  
neutralising services

**Outcome 3**  
Understand the  
factors that influence  
the perming and  
neutralising service



There is no doubt that perming is generally regarded as a neglected skill in hairdressing. The type of perm that was used to support 'shampoo and sets' has now largely gone, of course, but sadly, perming is still burdened with this type of image. In reality, there are lots of new perming techniques that are used in fashion hairdressing and I would recommend all hairdressers to keep up their perming skills and even experiment with their own techniques. You never know, it could be you that develops a new variation to permed hair and creates a new trend.

**Jennifer Cheyne, OBE**

A client may ask you a question either during or after the service. Always respond promptly and positively to their requests.



**Outcome 4**  
Understand the  
science of the  
perming and  
neutralising service

**Outcome 5**  
Understand the  
tools, equipment,  
products and  
techniques used  
for perming and  
neutralising services

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for creating a variety of permed effects. 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, which must include two different sectioning and winding techniques, one of which must be carried out on sensitised hair. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



## 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 products:

barrier creams  
pre-perm treatment  
perm lotions  
neutralisers  
post-perm treatment

### Carried out all the following tests in the range:

development  
elasticity  
porosity  
incompatibility

### Considered all the following factors:

hair characteristics  
hair classification  
temperature  
direction, degree and extent of movement required

hair condition  
hair length  
hair growth patterns  
haircut  
degree of existing curl

### Used two out of the following six sectioning and winding techniques:

piggyback  
spiral  
weaving  
root  
hopscotch  
double wind

### Perm one of the following types of sensitised hair:

permanently coloured hair  
lightened hair  
previously permed hair

### Achieved three out of the following four permed effects:

root lifted  
waved  
corkscrewed  
textured curl

### Given all of the following aftercare advice:

how to maintain their perm  
time interval between services  
present and future products and services



Make sure that you have clean clothes every day and that you maintain your personal hygiene. This includes hair, nails and daily washing.

## USEFUL WORDS

**Ammonium thioglycolate** The chemical most frequently used in alkaline perms to break the disulphide bonds.

**Double wind** A technique of winding using two perm rods per section: the first rod is wound from point to mid-length; the second rod is then added and wound together with the first rod from the mid-length to the roots.

**Hopscotch wind** A technique used on medium to long layered hair. Three or four rods are wound to the root with weaved sections left out, which are then wound in the opposite direction to sit across the top of the first rods.

**Piggyback wind** A weaved section of hair is left out whilst the rest of the section is wound to the roots; then, a different size of rod is used to wind the weaved section, placing it to sit on the top.

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

**Root wind** A technique of winding the root area of the hair only around the perm rod, to give root lift only.

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

**Sodium bromate** An oxidising agent used in neutralising agents for alkaline perms.

**Spiral wind** A technique of winding the hair from points to roots along an extended length perm rod, in order to create spiral type curls or soft waves, depending on the rod size.

**Strand test** This test is used in the rearranging process to establish the effect of the product on the hair and its condition, that is, the degree of straightness which has been achieved before winding.

**Weaving** A technique of weaving a section of hair into two sections before winding, to produce movement and root lift.



# OBSERVATION SIGN-OFF SHEET

## UNIT 307 CREATE A VARIETY

### OF PERMED EFFECTS (CH13)

#### 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, showing **two** different sectioning and winding techniques, **one** of which must be carried out on sensitised hair). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.



#### OUTCOME 1

##### Be able to creatively perm hair

- a Prepare for creative perming services
- b Apply safe and hygienic methods of working throughout services
- c Consult with clients about services and outcomes of tests
- d Confirm with clients the desired effect
- e Select suitable products, tools and equipment
- f Carry out creative perming services
- g Assess any perming problems and implement suitable action
- h Provide clients with advice and recommendations on the service(s) provided

	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

Monitor the curl development as you do not want to over-process the hair.



Think about the different types of winding techniques that can be used to achieve creative perming effects.

**Melanie Mitchell**

Image courtesy of Goldwell

Image courtesy of L'Oréal Professionnel

# OBSERVATION SIGN-OFF SHEET

## UNIT 307 CREATE A VARIETY

### OF PERMED EFFECTS (CH13)

#### 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** the products.

	1	2		
Barrier creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-perm treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perm lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutralisers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-perm treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests in the range.

	1	2		
Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page







# OBSERVATION SIGN-OFF SHEET

## UNIT 307 CREATE A VARIETY

### OF PERMED EFFECTS (CH13)

#### WHAT YOU MUST COVER (CONTINUED)

#### Factors

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

	1	2		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direction, degree and extent of movement required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Haircut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of existing curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Sectioning and winding techniques

Tick the sectioning and winding techniques used in each observation. You must use **two** out of the **six** sectioning and winding techniques.

	1	2		
Piggyback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Root	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hopscotch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Double wind	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Check for any contra-indications prior to starting a perm.



Image courtesy of Goldwell

Image courtesy of Andrew Buckle/Creative hair by Hector Obeng

# OBSERVATION SIGN-OFF SHEET

## UNIT 307 CREATE A VARIETY

### OF PERMED EFFECTS (CH13)

#### WHAT YOU MUST COVER (CONTINUED)



#### Sensitised hair

Tick the types of sensitised hair permed in each observation. You must perm **one** of the types of sensitised hair.

	1	2		
Permanently coloured hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lightened hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previously permed hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Permed effect

Tick the permed effects achieved in each observation. You must achieve **three** out of the **four** permed effects.

	1	2		
Root lifted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corkscrewed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textured curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2		
How to maintain their perm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<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 307 CREATE A VARIETY OF PERMED EFFECTS (CH13)

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

#### Comments

#### Date

1

2



Consider different perming tools and techniques to achieve a more modern curl formation – for example, cone shapers etc.

**Shelley Dalton**



Always be positive in front of your client, even if you are not having a good day or time at home.



Image courtesy of Goldwell

Image courtesy of Denman

Image courtesy of Goldwell

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 307 CREATE A VARIETY

### OF PERMED EFFECTS (CH13)

#### WHAT YOU MUST KNOW

#### Outcome 2

**Understand how health and safety policies and procedures affect creative perming and neutralising services**

#### 2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to you and your clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge
K12	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit 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
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
K7	the safety considerations that must be taken into account when perming and neutralising hair	Inferred knowledge
K11	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K14	the correct methods of waste disposal	Inferred knowledge
K31	why it is important to protect your client's hair and skin before the perming service	Mandatory knowledge

#### 2.4 Describe contact dermatitis and how it can be prevented

K10	what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services	Cross-unit knowledge
-----	--	----------------------

#### 2.5 Explain the importance of questioning clients prior to and during perming services

K16	the legal significance of client questioning and the recording of client's responses	Mandatory knowledge
-----	--	---------------------

#### 2.6 Explain 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
K8	the different methods for cleaning, disinfecting and sterilising tools	Cross-unit knowledge
K9	methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation	Cross-unit 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 blue 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 307 CREATE A VARIETY OF PERMED EFFECTS (CH13)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

#### Outcome 3

#### Understand the factors that influence the perming and neutralising service

##### 3.1 Explain the factors that may influence the services

K15	your salon's expected service times for perming and neutralising services	Inferred knowledge
K29	how different <b>factors</b> can affect your choice of perming and neutralising products	Mandatory knowledge
K37	how different <b>factors</b> affect sectioning and winding techniques	Inferred knowledge
K39	how and why it is necessary to adapt your working methods and choice of perming products to suit sensitised hair	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

#### Outcome 4

#### Understand the science of the perming and neutralising service

##### 4.1 Describe how to recognise contra-indications and how they affect perming services

K17	the importance of recognising any contra-indications to perming and neutralising services	Mandatory knowledge
K33	how and why the contra-indications can affect perming services	Mandatory knowledge

Continues on next page



During the time you spend with your client, talk to them about aftercare advice and let them feel and smell the products.



Image courtesy of KMS California



## 4.2 Explain why it is important to test the hair and scalp prior to and during perming services

K21	potential consequences of failing to conduct test	Mandatory knowledge
-----	---	---------------------

## 4.3 Describe when and how perming tests are carried out

K18	the types and purposes of tests used for perming services	Mandatory knowledge
K19	when and how tests should be carried out and the expected results	Inferred knowledge
K42	how to check curl development when using different types of winding tools	Inferred knowledge

## 4.4 Explain how test results influence the perming services

K20	how the results of tests can influence the perming service	Mandatory knowledge
K22	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

## 4.5 Describe the effects of perming on previously sensitised hair

K30	how hair sensitised from previous treatments and heat damage reacts to perming products	Mandatory knowledge
K41	the effects of overlapping products on previously chemically treated hair	Mandatory knowledge

## 4.6 Explain the chemical composition of a variety of perming and neutralising products

K23	the chemical composition of perming and neutralising products	Mandatory knowledge
-----	---	---------------------

## 4.7 Explain how perm lotions and neutralisers affect the hair structure

K24	the effects of perm lotions and neutralisers on the hair structure	Mandatory knowledge
K28	the importance and effects of restoring the hair's pH balance after the perming and neutralising process	Mandatory knowledge

## 4.8 Describe the effects of pre- and post-perm treatments on the hair structure

K25	the effects of pre-perm and post-perm treatments on the hair structure	Mandatory knowledge
-----	--	---------------------

## 4.9 Explain the effects that temperature has on the perming process

K26	how temperature affects the perming process	Mandatory knowledge
-----	---	---------------------

## Outcome 5

### Understand the tools, equipment, products and techniques used for perming and neutralising services

#### 5.1 Describe the techniques, tools, equipment and products available and the effects they achieve

K35	the different types of perming products and how they are used to create curl	Inferred knowledge
K36	the sectioning and winding techniques for different types of hair	Inferred knowledge
K38	the types of tools that can be used to achieve the perming effects in the range	Inferred knowledge

Continues on next page





## KNOWLEDGE SIGN-OFF SHEET

### UNIT 307 CREATE A VARIETY OF PERMED EFFECTS (CH13) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Goldwell

K40	methods of applying perming products when using different winding techniques	Inferred knowledge
K43	the types and purpose of equipment used during the perm development process	Inferred knowledge
K44	the different types and uses of neutralising agents	Inferred knowledge
K45	methods of applying neutraliser to suit the different winding techniques	Inferred knowledge

#### 5.2 State the importance of following salon and manufacturers' instructions during perming services

K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K27	the importance of accurate timing and thorough rinsing of products	Mandatory knowledge
K34	the manufacturers' instructions for the specific perming and neutralising products	Inferred knowledge

#### 5.3 Explain the types and causes of perming problems

K47	types and causes of problems that can occur during the perming process and how to rectify them	Mandatory knowledge
-----	--	---------------------

#### 5.4 Describe ways of dealing with perming problems

Mandatory knowledge

#### 5.5 Outline the importance of using products cost-effectively

Cross-unit knowledge

#### 5.6 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K32	the importance of exploring a variety of looks possible with your client using the relevant visual aids	Inferred knowledge
K46	the importance of ensuring the finished perm effect complements your client's features and enhances their personal image and that of the salon	Inferred knowledge
K48	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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.

## OF PERMED EFFECTS (CH13)

Image courtesy of Goldwell



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 402**

## **DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)**

Hairdressing is an art – you can use this unit to show off your creative hairdressing skills. You can also combine all of your technical skills to create beautiful hairdressing images that promote your professional profile – your imagination will be your main guide! You will co-ordinate the work of photographers, make-up artists and others in the hair industry for different events such as photo

shoots, hair and fashion shows and competitions. You will gain an understanding of design planning and meeting timescales, techniques for creating balance within the total image and deciding on additional media that could be used. Evaluating the event and adapting the images that you produce for commercial use are also an important part of this unit.





## UNIT 402

# DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15) OPTIONAL

This unit has  
four outcomes.

### Outcome 1

Be able to plan and  
develop a range of  
creative hair designs

### Outcome 2

Understand  
how health and  
safety policies and  
procedures affect the  
creation of images  
for promotional  
activities

### Outcome 3

Understand the  
factors that influence  
the planning and  
presentation of  
creative hair designs

### Outcome 4

Understand the  
tools, equipment,  
products and  
techniques used to  
create hair designs



## EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for developing and enhancing your creative skills. 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

You must produce evidence of creating and evaluating **three** different hair designs and one design plan to cover the rest of the range. Your assessor will observe your performance on at least **one** occasion. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Colour adds interest to every hair style and often adds excitement too, particularly in high fashion work. There are very few female clients who would not benefit from some type of added colour – and there quite a few males too. And of course, adding colour gives the additional advantage of increasing your average bill.

**Jennifer Cheyne**



## 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:

### Covered at least one of the following types of activities:

photographic  
shows  
competition work

### Covered both of the following types of image:

based on a theme  
avant-garde

### Involved at least two of the following six relevant people:

photographer  
line manager  
make-up artists  
colleagues  
show audience  
competition judges

### Used at least four out of the following eleven techniques:

cutting  
perming  
relaxing  
colouring  
styling and dressing  
adding hair  
plaiting  
twisting  
locking  
shaving  
creating patterns in hair

### Used at least two of the following three types of additional media:

accessories  
clothes  
make-up



If you are live on stage, your image may not go to plan. Therefore, always be flexible and have another idea in your head that you could use.



## USEFUL WORDS

**Added hair** Hair attached to the head or blended into the hair; for example, hair pieces and extensions.

**Additional media** Make-up, accessories, ornamentation, clothes, etc.

**Avant-garde** A daring style that is at the cutting edge of fashion; you wouldn't look this way every day.

**Commercial** An image that clients would want to wear on a regular basis.

**Design plans** A detailed outline of the selected image, including accessories, clothes, any other media and timescale for delivery, etc.

**Design principles** The image's balance, weight, angles, media and colour, etc.

**Locking** A styling technique usually used on African-type hair.

**Mood board** A combination of images, colours and textures; your first ideas for creating an image are collected together on a board.

**Relevant person** An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In this particular Standard, it may also refer to an individual deemed responsible by the salon for specific areas and services.

**Resources** Anything used to aid the delivery and completion of the service such as towels, gowns, equipment or consumable items.

**Theme** A set subject area, for instance hair up, fantasy, or images reflecting an era, like the 70s or 80s.



# OBSERVATION SIGN-OFF SHEET

## UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

### WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You must produce evidence of creating and evaluating **three** different hair designs. Your assessor will observe your performance on at least **one** occasion. Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

#### OUTCOME 1

**Be able to plan and develop a range of creative hair designs**

- a Research themes and designs
- b Create design plans for hair images
- c Produce a range of creative hair images
- d Evaluate images against design plans



Research the image you want to create on the internet or in magazines to complement the overall design image.

**Melanie Mitchell**

	1		
Observation	<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 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

### WHAT YOU MUST COVER



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

#### Activity

Tick the activities covered in each observation. You must cover **one** of the **three** activities.

	1		
Photographic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Images

Tick the images covered in each observation. You must cover **both** of the images.

	1		
Based on a theme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avant-garde	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Relevant person(s)

Tick the relevant people involved in each observation. You must involve at least **two** of the **six** relevant people.

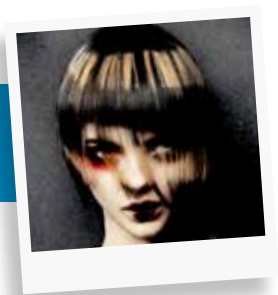
	1		
Photographer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Line manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make-up artists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show audience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition judges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Techniques

Tick the techniques used in each observation. You must carry out **four** out of the **eleven** techniques.

	1		
Cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colouring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Styling and dressing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adding hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plaiting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shaving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating patterns in hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



# OBSERVATION SIGN-OFF SHEET

## UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Desmond Murray

#### Additional media

Tick the types of additional media used in each observation. You must use at least **two** of the **three** types of additional media.

Accessories

Clothes

Make-up

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

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



Image courtesy of Goldwell

Image courtesy of Goldwell



## COMMENT FORM

### UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)



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

#### Comments

1

#### Date

---



---



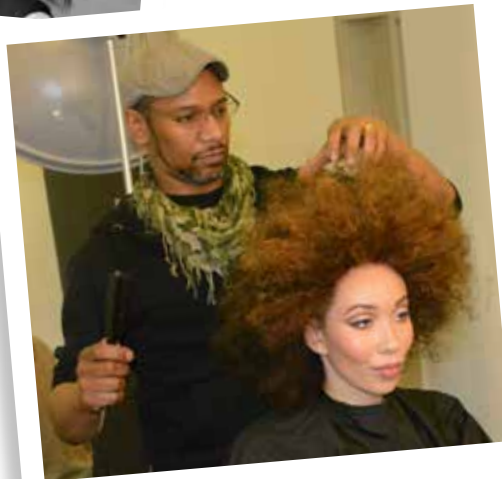
---



---



When organising a show, always have back-up plans just in case a model does not turn up for the event.



#### HINTS AND TIPS

When planning a hair show, always consider health and safety in the venue you choose to use.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

### WHAT YOU MUST KNOW

You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. These will not be part of the assignment and will be assessed by an online test, a written paper or oral questions.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.

#### Outcome 2

**Understand how health and safety policies and procedures affect the creation of images for promotional activities**

#### 2.1 Explain responsibilities for health and safety in own role

K13	how and if local bye-laws and legislation may limit your use of tools and equipment	Mandatory knowledge
K14	<b>health and safety</b> procedures applicable to any venue you use	Inferred knowledge

#### 2.2 Describe the potential hazards and possible risks that may occur

K11	the potential hazards you must consider when working at any venue	Mandatory knowledge
K12	the steps that should be taken to minimise risks when working at any venue	Inferred knowledge

#### 2.3 Describe the safety considerations that relate to venues

K9	any venue requirements likely to affect your plans	Inferred knowledge
----	--	--------------------

[Continues on next page](#)



### Outcome 3

#### Understand the factors that influence the planning and presentation of creative hair designs

##### 3.1 Describe the purpose and value of detailed and accurate planning

K2	how to identify and develop a theme as a basis for a hairdressing design image	Inferred knowledge
K3	the importance of detailed and accurate planning	Mandatory knowledge
K4	the importance of communicating and agreeing design plans	Mandatory knowledge
K6	sources of creative information and inspiration for design ideas and how to access them, such as historical, cultural and fashion	Inferred knowledge
K7	the range and availability of resources	Inferred knowledge
K8	where to obtain resources	Inferred knowledge

##### 3.2 Describe the factors that must be considered when planning promotional activities

K5	the importance of setting and working to a budget	Mandatory knowledge
----	---	---------------------

##### 3.3 Describe the common problems associated with promotional activities and how to deal with them

K10	the common problems associated with photographic shoots, hair shows and competitions, such as staffing, tools and equipment breakdowns, and time overruns and how to resolve them	Mandatory knowledge
-----	---	---------------------

##### 3.4 Explain the principles of design and presentation

K1	basic principles of design, scale and proportion when creating an image	Inferred knowledge
----	---	--------------------

### Outcome 4

#### Understand the tools, equipment, products and techniques used to create hair designs

##### 4.1 Describe the range of tools, equipment and additional media available

K19	ways in which additional media can be used to complement the overall design image	Mandatory knowledge
K22	the types of products, tools and equipment available and the effects they can create	Inferred knowledge

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

K24	the manufacturers' instructions for the specific products, tools and equipment you intend to use	Inferred knowledge
-----	--	--------------------



#### HINTS AND TIPS

A good design plan will enable you to clearly develop your image from start to finish. Think about colours, textures and shape. Think about how, visually, you are going to present your image.

[Continues on next page](#)



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 402 DEVELOP, ENHANCE AND EVALUATE YOUR CREATIVE HAIRDRESSING SKILLS (CHB15)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Desmond Murray

#### HINTS AND TIPS

Remember that clipper attachments cannot be used in Level 3.

#### 4.3 Explain the importance of technique used when creating hair designs

K20	the importance of presenting your final results in a professional way	Mandatory knowledge
K21	current techniques for creatively styling, dressing and finishing hair	Inferred knowledge
K23	the types of non-conventional items that may be used when styling hair and the effects they can create	Inferred knowledge

#### 4.4 Explain the importance of confidential and effective communication

K15	the importance of effective communication	Mandatory knowledge
K16	how and when to participate in discussions and move them forward	Inferred knowledge
K17	how to make openings in conversations to encourage people to speak	Inferred knowledge
K18	ways of visually presenting your design image effectively to others	Mandatory knowledge

#### 4.5 Explain the purpose of evaluating own performance

K25	the purpose of evaluation activities	Mandatory knowledge
K26	the areas on which you should collect feedback	Inferred knowledge
K27	methods of gaining feedback from others	Inferred knowledge
K28	the potential commercial benefits that can arise from creative hair design work	Mandatory knowledge

Tick when knowledge has been covered ☐ Date

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

Tick if cross-unit knowledge 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.



For maximum impact, we recommend applying colours to pre-lightened or bleached hair.

**Crazy Color**

When confirming the time, location and date with all relevant persons involved, always formally confirm the information, such as via email.



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 403

## PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

This unit is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions. Whilst working towards this unit, you will learn about maintaining effective and safe methods of working when

providing specialist hair and scalp treatments, how to prepare the hair and scalp for the treatments and how to perform the treatments. Also in this unit, you will learn about the interesting areas of anatomy and physiology of the hair and scalp.



## UNIT 403

# PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16) OPTIONAL

This unit has five outcomes.

**Outcome 1**  
Be able to provide specialist hair and scalp treatments

**Outcome 2**  
Understand how health and safety policies and procedures affect specialist hair and scalp treatments

**Outcome 3**  
Understand the factors that influence colour and lightening services

**Outcome 4**  
Understand the science of specialist hair and scalp treatments

**Outcome 5**  
Understand the products, tools, equipment and techniques for hair and scalp treatments

## EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standards for providing hair and scalp treatments. 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 **four** occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Dandruff is commonly caused by overgrowth of certain scalp flora. Use products containing ingredients that specifically target these to effectively clear the condition.

**Philip Kingsley**



## 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 five of the following six treatment products:

oils  
creams  
lotions  
spirit-based products  
treatment conditioners  
treatment shampoos

### Used three out of the following four types of tools and equipment:

vibro massage  
high frequency  
heat accelerators  
steamers

### Considered all the following factors:

hair characteristics  
hair classifications  
scalp condition  
unusual features on the scalp

### Covered seven of the following nine hair and scalp conditions:

dry scalp  
oily scalp  
sensitised scalp  
scaling scalp  
pityriasis capitis  
diffuse hair loss (general thinning)

chemically damaged hair  
environmentally damaged hair  
physically damaged hair

### Used all the following massage techniques:

effleurage  
petrissage  
vibration

### Covered all the following treatment objectives:

improvement of hair condition  
improvement of scalp condition

### Given all the following advice and recommendations:

how to maintain their look  
time interval between services  
recent and future products and services



## USEFUL WORDS

**Chemically damaged hair** Hair that has been damaged due to excess chemical products.

**Diffuse hair loss** Diffuse hair loss is a loss of hair or generalised hair thinning that affects the entire scalp and is a common type of hair loss in both females and males of all ages.

**Effleurage** A gentle stroking movement used during the shampooing and conditioning process. Used to distribute the shampoo and conditioner evenly through the hair.

**Environmentally damaged hair** Hair that has been damaged due to the environment, for example, the weather.

**Heat accelerators** A piece of equipment that speeds up the processing time, for example, a steamer.

**High frequency** A high frequency machine uses an alternating electric current to stimulate the blood flow to the scalp, increasing the flow of nutrients and oxygen to the hair follicles, encouraging hair growth.

**Petrissage** A massage movement used during the conditioning process; this is used to stimulate the scalp. The massage is a slow, firm and deep kneading movement.

**Physically damaged hair** Damage caused by a physical action, for example, pulling the hair too tight.

**Pityriasis capitis** This skin condition is more often called dandruff. The cause is overproduction of the epidermal cells. This can be identified by small, itchy, dry scales that appear white or grey.

**Spirit-based product** A spirit-based product is a product that contains a form of alcohol.

**Steamers** Applying heat to oils, conditioning creams and deep-acting conditioners will encourage them to penetrate further into the hair.

**Vibration** The hands or fingers of one hand are vibrated so that a fine tremor is produced in the tissues. The tremor is produced by the contraction of the forearm muscles.

**Vibro massage** This is a mechanical massage that can be used instead of a hand massage. It produces very strong tapotement (tapping) movements, which are suitable only for fleshy areas of skin.



# OBSERVATION SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### 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 **four** occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.



#### OUTCOME 1

**Be able to provide specialist hair and scalp treatments**

- Prepare for specialist hair and scalp treatments
- Apply safe and hygienic methods of working throughout treatments
- Consult with clients for specialist hair and scalp treatments
- Carry out specialist hair and scalp treatments
- Provide clients with advice and recommendations on the treatment(s) provided

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

Always check for adverse hair and scalp conditions, and deal with clients in a professional and sympathetic manner if you find any condition that is contagious.





# OBSERVATION SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### WHAT YOU MUST COVER



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

**Treatment products** Tick the treatment products used in each observation. You must use **five** of the **six** treatment products.

	1	2	3	4		
Oils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spirit-based products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment conditioners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treatment shampoos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Tools and equipment** Tick the tools and equipment used in each observation. You must use **three** out of the **four** types of tools and equipment.

	1	2	3	4		
Vibro massage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heat accelerators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Steamers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



If product manufacturers come into the salon to offer training for new products, try to take the time to attend.





# OBSERVATION SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### WHAT YOU MUST COVER (CONTINUED)

#### Factors

Tick the factors considered in each observation. You must consider **all** the following factors.

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unusual features on the scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hair and scalp conditions

Tick the hair and scalp conditions covered in each observation. You must cover **seven** of the following **nine** hair and scalp conditions. You must cover a treatment for a scaling scalp and for diffuse hair loss.

	1	2	3	4		
Dry scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitised scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scaling scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pityriasis capitis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diffuse hair loss (general thinning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmentally damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



# OBSERVATION SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### WHAT YOU MUST COVER (CONTINUED)



#### Massage techniques

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

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

#### Treatment objectives

Tick the treatment objectives covered in each observation. You must cover **all** the treatment objectives.

	1	2	3	4		
Improvement of hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improvement of scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent and future products and services	<input type="radio"/>	<input type="radio"/>	<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 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

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

#### Comments

#### Date

1

2

3

4



You will have a lot of knowledge to give other junior members of your salon team. Always support and answer their questions as clearly and in as much detail as you can.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR

### AND SCALP TREATMENTS (CHB16)

#### WHAT YOU MUST KNOW



#### Outcome 2

#### Understand how health and safety policies and procedures affect specialist hair and scalp treatments

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit 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	Cross-unit knowledge

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

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

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

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	Cross-unit knowledge
K6	the safety considerations which must be taken into account when providing hair and scalp treatments	Inferred knowledge
K7	the correct use and maintenance of tools and equipment	Mandatory knowledge
K10	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K13	the correct methods of waste disposal	Inferred knowledge

##### 2.4 Explain the importance of questioning clients prior to and during specialist hair and scalp treatments

##### 2.5 Explain the importance of preventing cross-infection and cross-infestation

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K8	methods of cleaning, disinfecting and sterilising equipment and tools	Cross-unit 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 blue 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 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of JOCO Salon | Deas, hair by JOCO

#### Outcome 3

#### Understand the factors that influence specialist hair and scalp treatments

##### 3.1 Explain the factors that may influence the services provided

K14	your salon's expected service times for hair and scalp treatments	Inferred knowledge
K23	how to recognise erythema and hyperaemia and its causes	Mandatory knowledge
K34	how different <b>factors</b> can influence the treatment choice, tools, equipment and application selected	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors **Mandatory knowledge**

#### Outcome 4

#### Understand the science of specialist hair and scalp treatments

##### 4.1 Describe the structure, function and actions of muscles of the treatment area

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the structure, function and action of muscles within the treatment area)	Mandatory knowledge
-----	--	---------------------

##### 4.2 Describe the position of the primary bones of the treatment area

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the position of the primary bones within the treatment area)	Mandatory knowledge
-----	--	---------------------

##### 4.3 Describe the principles of the endocrine system

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the basic principles of the endocrine system and how this impacts on the hair and scalp)	Mandatory knowledge
-----	--	---------------------

##### 4.4 Describe the structure and function of the circulatory system, the lymphatic system, the nervous system and the skin and hair

K24	the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp (range: the structure and function of the circulatory system and how this impacts on the hair and scalp; the structure and function of the lymphatic system and how this impacts on the hair and scalp; the structure and function of the nervous system and how this impacts on the hair and scalp; the structure and function of the skin and hair; the physical and psychological effects of hair and scalp treatments)	Mandatory knowledge
-----	--	---------------------

##### 4.5 Explain the hair growth cycle and the reasons for normal and abnormal hair growth

K25	the hair growth cycle and how this influences present and future treatments	Mandatory knowledge
K26	the reasons for normal and abnormal hair growth such as topical, congenital, systemic	Mandatory knowledge

#### HINTS AND TIPS

Always make sure that you do not get the towel wet around the client's neck when shampooing.

[Continues on next page](#)

#### 4.6 Explain how the active ingredients in specialist hair and scalp products work

K19	the active ingredients in specialist hair and scalp products and how they work	Mandatory knowledge
-----	--	---------------------

#### 4.7 Describe different types of hair loss, their causes and how to recognise them

K28	the different types of hair loss, alopecia, their causes and how to recognise them	Mandatory knowledge
K29	the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig	Mandatory knowledge
K37	the effects of chemotherapy and radiotherapy on hair growth	Mandatory knowledge

#### 4.8 Describe the signs, symptoms and causes of treatable adverse hair and scalp conditions

K15	how to recognise hair and scalp conditions	Mandatory knowledge
K16	how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action	Mandatory knowledge
K17	the likely causes of adverse hair and scalp conditions	Mandatory knowledge

#### 4.9 Describe possible contra-indications and contra-actions that may occur during or after treatment and how to manage these

K32	possible contra-actions that may occur during and post-treatment and how to deal with them	Mandatory knowledge
-----	--	---------------------

#### 4.10 Explain types of testing, when it should be undertaken and the importance of accurately recording results

K30	the types and purposes of conducting tests	Mandatory knowledge
K31	when and how tests should be carried out and the importance of recording results	Mandatory knowledge

### Outcome 5

#### Understand the products, tools, equipment and techniques for hair and scalp treatments

##### 5.1 Explain the use of treatments and products for a range of hair and scalp conditions

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	Inferred knowledge
K18	the preparation and application of hair and scalp treatment products, tools and equipment	Inferred knowledge
K33	the different types of hair and scalp treatments and products available for use	Inferred knowledge
K39	the importance of ensuring the hair and scalp are left clear of treatment products	Mandatory knowledge

##### 5.2 Describe the effects and benefits of massage techniques, tools and equipment on the hair and scalp

K21	the effects and benefits of different massage techniques	Mandatory knowledge
K22	the effects and benefits of different tools and equipment	Mandatory knowledge
K35	the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs	Mandatory knowledge



Continues on next page



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 403 PROVIDE SPECIALIST HAIR AND SCALP TREATMENTS (CHB16)

### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of JOICO Salon I-Deas, hair by JOICO

#### 5.3 Explain the medical treatments and technological advancements for hair loss and hair and scalp conditions

K20	the different types of medical treatments for hair loss	Mandatory knowledge
K36	the different types of technological advancements for the treatment of hair and scalp conditions	Mandatory knowledge

#### 5.4 Explain the importance of providing advice and recommendations to clients

K27	the general factors that contribute to healthy hair and scalp	Mandatory knowledge
K38	the advice and support available for clients with hair loss	Inferred knowledge
K40	the importance of explaining the potential need for a course of treatment to ensure the best possible results	Mandatory knowledge
K41	the importance of evaluating the effectiveness of the hair and scalp treatment	Mandatory knowledge
K42	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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.

Always reassure a client who asks questions about the service they are having.



Image courtesy of Wella

## AND SCALP TREATMENTS (CHB16)



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 404

## CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

Promotions are important ways of generating interest in the salon's products and services. The main objective is to increase salon business; however, they are also good for introducing new stylists, services and products. Promotional activities can be exciting and should be fun for all involved. This unit is about developing the skills required to work with others

and take responsibility for the planning and implementation of promotional activities. You will carry out demonstrations to potential clients, participate in advertising campaigns and create promotional displays. You will also learn how to evaluate promotional activities and make recommendations for future activities.



## UNIT 404

# CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) OPTIONAL

This unit has  
four outcomes.

### Outcome 1

Be able to plan,  
implement and  
evaluate promotional  
activities

### Outcome 2

Understand the  
impact of health  
and safety on  
promotional  
activities

### Outcome 3

Understand how to  
plan for and run a  
promotional activity

### Outcome 4

Understand  
the importance  
of evaluating  
promotional  
activities

## EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities. 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

Simulation is not allowed for any performance evidence within this unit. You must practically demonstrate in your everyday work that you have met the standard for contributing to the planning and implementation of promotional activities. You will need to collect documentary evidence to show you have met all the requirements of the standard.

Never sell or promote a product or service that does not do what it is sold to do.



Image courtesy of Cheyenes

Image courtesy of L'Oréal Professionnel

Image courtesy of REDKEN

## 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:

**Undertaken all of the following types of promotional activities:**

demonstrations

displays

advertising campaigns

**Developed both of the following types of objectives:**

to enhance  
salon image

to increase  
salon business



## USEFUL WORDS

**Advertising campaign** A promotional activity that is put together to advertise a certain product or products.

**Budget** An amount of money allocated to pay for a particular project.

**Demonstration** A physical display that may include explanation or description.

**Display** An arrangement of products and other media to attract attention.

**Evaluation** Measuring how successful or not the promotional activity has been

**SMART objectives** A management acronym to describe how objectives should be written and planned: Specific, Measurable, Achievable, Realistic, Time-bound.



Watching other hair professionals at work is informative and fascinating, and playing around with their trademark techniques can spark your imagination.

**Regis UK Ltd**



If you fail to prepare, then you are preparing to fail.

**Melanie Mitchell**





## OBSERVATION SIGN-OFF SHEET

### UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will need to collect documentary evidence to show you have met **all** the requirements of the standard.

#### OUTCOME 1

##### Be able to plan, implement and evaluate promotional activities

- Identify and agree products and/or services for promotional activities
- Identify resource requirements for promotional activities
- Produce SMART business plans to promote activities
- Implement promotional activities in line with agreed plans, adapting where necessary
- Use a variety of communication methods throughout promotional activities
- Evaluate promotional activities
- Provide recommendations for improvement

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)




When organising an event, find out about your audience so that the activity is applicable to them.

**Melanie Mitchell**



Image courtesy of Cheyenes

Image courtesy of JOICO Saloni + Deas, hair by JOICO

# OBSERVATION SIGN-OFF SHEET

## UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

### WHAT YOU MUST COVER



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

**Promotional activities** Tick the promotional activities undertaken in each piece of documentary evidence. You must undertake **all** the promotional activities listed.

Demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Displays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advertising campaigns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Objectives** Tick the objectives developed in each piece of documentary evidence. You must develop **all** the objectives listed.

To enhance salon image	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To increase salon business	<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)				

When organising a promotional activity, get other people involved to help you out.



### HINTS AND TIPS

At the end of the promotion, evaluate it in order to see what could be improved on next time.





## COMMENT FORM

### UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

Image courtesy of Cheynes

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

#### Comments

#### Date




A salon needs to constantly promote itself to both new and existing clients to fill columns and to increase sales. All team members should be involved in both the planning and execution of both internal and external promotional activity.

**Ken West – Director of 3•6•5 Education**

Image courtesy of Wella

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)

### WHAT YOU MUST KNOW

#### Outcome 1

#### Be able to plan, implement and evaluate promotional activities

##### 1.1 Identify and agree products and/or services for promotional activities

K9	how the nature of the target group can influence the choice of promotional activity	Inferred knowledge
----	---	--------------------

##### 1.2 This covers practical skills and is covered in the What you must do section of the unit

##### 1.3 Produce SMART business plans to promote activities

K10	how to match types of promotional activities to objectives	Inferred knowledge
-----	--	--------------------

K13	how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time-bound objectives	Inferred knowledge
-----	---	--------------------

##### 1.4 This covers practical skills and is covered in the What you must do section of the unit

##### 1.5 Use a variety of communication methods throughout promotional activities

K11	how to present a plan for promotional activities	Inferred knowledge
-----	--	--------------------

K23	how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests	Inferred knowledge
-----	--	--------------------

K24	how and when to participate in discussions	Inferred knowledge
-----	--	--------------------

K25	how to give a short presentation taking into account timing, pace, use of voice and use of graphics	Inferred knowledge
-----	---	--------------------

K26	methods of presenting information such as pictorially, graphically, verbally	Inferred knowledge
-----	--	--------------------

K27	methods of creating a visual impact	Inferred knowledge
-----	-------------------------------------	--------------------

K28	how and when to make openings to encourage others to ask questions	Inferred knowledge
-----	--	--------------------

K29	how to answer questions and manage queries in a way likely to maintain goodwill	Inferred knowledge
-----	---	--------------------

##### 1.6 This covers practical skills and is covered in the What you must do section of the unit

##### 1.7 This covers practical skills and is covered in the What you must do section of the unit



You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.

[Continues on next page](#)



## KNOWLEDGE SIGN-OFF SHEET

### UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) WHAT YOU MUST KNOW

#### Outcome 2

#### Understand the impact of health and safety on promotional activities

##### 2.1 Describe how to carry out a risk assessment for promotional activities

K1	the practical requirements and restrictions of any venue	Mandatory knowledge
K2	the contract requirements, local by-laws and legislation which could restrict your promotional activity in any venue used	Mandatory knowledge
K3	the importance of considering <b>health and safety</b> and other legal requirements	Mandatory knowledge
K4	the <b>health and safety</b> procedures applicable to any venue you use	Mandatory knowledge
K5	the potential hazards you must consider when working at any venue	Mandatory knowledge

##### 2.2 Explain the results of risk assessments

K6	the steps that should be taken to minimise risks when working at an external venue	Inferred knowledge
----	--	--------------------

[Continues on next page](#)



### Outcome 3

#### Understand how to plan for and run a promotional activity

##### 3.1 Describe the purpose and value of detailed and accurate planning

K7	the purpose and value of detailed and accurate planning	Mandatory knowledge
----	---	---------------------

##### 3.2 Describe the importance of confirming resources during the planning stage of a promotional activity

K8	the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue	Inferred knowledge
----	---	--------------------

K14	the importance of working to a budget	Mandatory knowledge
-----	---------------------------------------	---------------------

K15	where and how to obtain resources	Inferred knowledge
-----	-----------------------------------	--------------------

K16	the importance of clearly defining the roles and responsibilities of those involved in promotional activities	Mandatory knowledge
-----	---	---------------------

K17	the importance of allocating roles and responsibilities to match an individual's competence levels	Mandatory knowledge
-----	--	---------------------

K18	the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity	Mandatory knowledge
-----	--	---------------------

##### 3.3 Explain the features and benefits of the products/services central to the promotional activity

K20	the features and benefits of the products and/or services being promoted	Inferred knowledge
-----	--	--------------------

K22	the difference between the features of a product or service and the benefits of a product or service	Mandatory knowledge
-----	--	---------------------

##### 3.4 Describe how to recognise buying signals and to close sales

K21	how to recognise buying signals and to close sales	Mandatory knowledge
-----	--	---------------------

##### 3.5 Explain the types of problems that may occur during the activity and solutions

K19	the types of foreseeable problems that occur and ways of resolving them	Mandatory knowledge
-----	---	---------------------

Continues on next page



Many salons feel huge pressure to chase new customers when their focus should be on educating their team to maximise their regular customer spend.

**Hellen Ward**



## KNOWLEDGE SIGN-OFF SHEET

### UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Cheynes

#### Outcome 4

#### Understand the importance of evaluating promotional activities

##### 4.1 Explain the importance of considering evaluation methods during the planning stage

K12	why it is important to consider methods of evaluation at the planning stage	Mandatory knowledge
K32	the most suitable methods of gaining feedback for the promotional activities in the range	Inferred knowledge

##### 4.2 Explain the importance of evaluating a promotional activity

K30	the purpose of evaluation activities	Mandatory knowledge
K31	the areas of the promotional activity which should be evaluated	Inferred knowledge

##### 4.3 Describe how to report on evaluation findings

K33	how to collate, analyse and summarise evaluation feedback in a clear and concise way	Inferred knowledge
K34	suitable ways of formatting and producing an evaluation report	Inferred knowledge

Tick when knowledge has been covered

○ 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 KMS California



## SUPPLEMENTARY NOTES

### UNIT 404 CONTRIBUTE TO THE PLANNING, IMPLEMENTATION AND EVALUATION OF PROMOTIONAL ACTIVITIES (CHB17)



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 308

## CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Managing people and resources is an essential part of a successful business and needs to be done well to achieve maximum benefit and efficiency for the salon. There are many different types of resource in a salon, all subject to changes caused by seasons, fashion trends, client requirements, etc. As part of this unit, you will take on the challenges of adjusting staffing levels to suit client demand,

monitoring stock levels required to deliver services and retail sales, and maintaining tools and equipment. You will learn how to ensure that staff assisting you are working effectively, and how productivity and development targets can improve the effectiveness of business. You will also ensure that the services which clients have booked are delivered efficiently and professionally.



## UNIT 308

### CONTRIBUTE TO THE FINANCIAL

### EFFECTIVENESS OF THE BUSINESS (CHB18)

#### OPTIONAL

This unit has four outcomes.

**Outcome 1**  
Be able to contribute to the financial effectiveness of the salon business

**Outcome 2**  
Understand salon procedures and legal requirements for the financial effectiveness of the salon business

**Outcome 3**  
Understand resource use, monitoring and recording used in salon business

**Outcome 4**  
Understand how effective communication affects the achievement of productivity and development targets



It's good to be able to develop existing team members and inspire new starters to reach their full potential. In-salon coaching along with technical education courses build the foundation of great customer service, ensuring our clients return to us again and again.

**Regis UK Ltd**

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for contributing to the financial effectiveness of the business. 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

You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than three months. 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.





## 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:

### Monitored and effectively used all the resources listed:

human

stock

tools and equipment

time

### Set and achieved your productivity and development targets for:

retail sales

technical services

personal learning

## HINTS AND TIPS

A computerised stock control system is more accurate and easier to update than a manual one, so it will save time and money.



## USEFUL WORDS

**Consumer Protection Act** This protects the public by prohibiting the manufacture and supply of unsafe goods and making the manufacturer or seller of a defective product responsible for any damage it causes.

### Cosmetic Products Regulations

The Regulations require that finished cosmetic products must undergo a safety assessment by a suitably qualified person before they can be retailed.

**Data Protection Act 1998** This is an act of the United Kingdom (UK) Parliament defining the ways in which information about living people may be legally used and handled. The main intent is to protect individuals against misuse or abuse of information about them.

**Legislation** Something set by law that must be adhered to, such as Health and Safety legislation.

**Objective** A goal to reach; for example, the salon may have identified the need to take an agreed total amount of money each week in retail sales.

**Prices Act Legislation** States that the price of a product must be displayed clearly and accurately to the buyer.

### Productivity and development targets

Targets set to increase the salon turnover by allocating individual team member targets.

**Sale and Supply of Goods Act** Legislation that covers the quality of products, the description of what the product does, the price and any other relevant information.

**Salon policy** The procedures and requirements for salon processes and systems, for example, staff grievances or client refunds.

**Stock control system** A method of identifying stock levels and tracking stock for the purpose of efficient replenishment; it can be a manual or computerised system.

**Target specific** Work objectives that are to be completed within a time period, as agreed with managers.

**Trade Descriptions Act** Legislation that ensures that goods and services are described accurately.







## OBSERVATION SIGN-OFF SHEET

### UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18) WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in fewer than three months.

#### OUTCOME 1

**Be able to contribute to the financial effectiveness of the salon business**

- a Implement salon procedures for use and monitoring of resources
- b Implement agreed productivity and development targets
- c Analyse achievement of productivity and development targets

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)


Always lead by example and treat everyone as you would like to be treated yourself.



# OBSERVATION SIGN-OFF SHEET

## UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

### WHAT YOU MUST COVER



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

#### Resources

Tick the resources used in each piece of documentary evidence. You must effectively use **all** the resources listed.

Human	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stock	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tools and equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Productivity and development targets

Tick the productivity and development targets set and achieved in each piece of documentary evidence. You must set and achieve **all** the productivity and development targets listed.

Retail sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal learning	<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)



To remain in business a salon must be profitable. Every stylist needs to understand how both the income they generate and their personal cost-effectiveness contribute to the overall profitability of a salon.

**Ken West – Director of 3•6•5 Education**





## COMMENT FORM

### UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Image courtesy of Academy

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

#### Comments

#### Date




Once you have your dream team, you need to look at how to get the most out of their performance for their benefit and that of the salon. Using KPIs (Key Performance Indicators), financial incentives and regular structured appraisals will help you create a benchmark in your salons for your team to aspire to.

**Hellen Ward**

Shutterstock/docstockmedia

# KNOWLEDGE SIGN-OFF SHEET

## UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

### WHAT YOU MUST KNOW

#### Outcome 2

#### Understand salon procedures and legal requirements for the financial effectiveness of the salon business

##### 2.1 Describe the salon procedures and legal requirements for the use and monitoring of resources

K1	your salon's requirements relating to the use of the resources in the range	Inferred knowledge
K2	the critical aspects of current legal requirements relevant to your business relating to the use of resources	Mandatory knowledge

##### 2.2 Describe the salon procedures and legal requirements relating to the sale of retail products

K3	current legal requirements relating to the sale of retail goods	Mandatory knowledge
----	---	---------------------

##### 2.3 Explain working methods that promote environmental and sustainable practices

K4	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
----	---	----------------------

##### 2.4 State own limits of authority in relation to use of resources

K5	your own limits of authority in relation to the use of resources	Mandatory knowledge
----	--	---------------------

##### 2.5 State to whom to report recommendations

K6	to whom to report recommendations	Mandatory knowledge
----	-----------------------------------	---------------------

##### 2.6 Describe how to present benefits of recommendations in a positive manner

K11	how to present the benefits of recommendations in a positive manner	Mandatory knowledge
-----	---	---------------------

#### Outcome 3

#### Understand resource use, monitoring and recording used in salon business

##### 3.1 Explain how effective use of resources contributes to profitability of salon business

K7	how the effective use of resources contributes to the profitability of the business	Mandatory knowledge
----	---	---------------------

##### 3.2 Explain the principles of stock control in relation to salon business

K8	how salon ordering systems work and how to interpret them	Inferred knowledge
K9	the importance of keeping accurate records for the use and monitoring of resources	Mandatory knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge areas labelled as mandatory and inferred will be assessed via an assignment that also covers the practical skills.

Some knowledge areas appear in more than one unit. These are shaded in blue and appear in one cross-unit knowledge test. These will not be part of the assignment and will be assessed by an online test, a written paper or oral questions.

Your assignment will be marked by your tutor and the completed assignment will be stored in your portfolio of evidence.





## KNOWLEDGE SIGN-OFF SHEET

### UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

#### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Academy

#### 3.3 Describe common problems associated with salon resources and how to resolve them

K10	the common problems associated with salon resources and how to resolve them	Mandatory knowledge
-----	---	---------------------

#### 3.4 Explain the general principles of time management for the delivery of salon services

K14	general principles of time management applicable to the delivery of salon services	Inferred knowledge
-----	--	--------------------

#### Outcome 4

#### Understand how effective communication affects the achievement of productivity and development targets

#### 4.1 Explain how to negotiate and agree productivity and development targets

K12	how to negotiate and agree productivity and development targets	Mandatory knowledge
-----	---	---------------------

#### 4.2 Explain the importance of regularly reviewing your targets

K18	why you should regularly review your targets	Mandatory knowledge
-----	--	---------------------

#### 4.3 Describe the consequences of failing to meet productivity and development targets

K13	how to respond positively to negative feedback	Inferred knowledge
-----	--	--------------------

K15	why it is important to meet your productivity and development targets	Mandatory knowledge
-----	---	---------------------

K16	the consequences of failure to meet your productivity and development targets	Mandatory knowledge
-----	---	---------------------

#### 4.4 Describe opportunities to achieve productivity and development targets

K17	the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers	Mandatory knowledge
-----	--	---------------------

#### 4.5 Explain why gaining regular feedback can contribute to the financial effectiveness of the business

K19	the importance of gaining feedback of your performance and development needs from others	Mandatory knowledge
-----	--	---------------------

Tick when knowledge has been covered ☐ Date

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

Tick if cross-unit knowledge 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.



## SUPPLEMENTARY NOTES

### UNIT 308 CONTRIBUTE TO THE FINANCIAL EFFECTIVENESS OF THE BUSINESS (CHB18)

Image courtesy of Academy



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; Creative Hair Artist Eugene Davis; Stylist Deborah La Touche;  
Makeup Artist Stan Duke; Model Dennis Okwere AMCK Models; Studio FTWS 'the WORKspace'



# UNIT 305

## PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

In this unit, you will learn how to provide chemical relaxing to increase manageability, flexibility and durability when styling. This process involves the ability to analyse relaxing issues, examine the hair and scalp, deal with chemically treated, sensitised hair,

hair selecting and using the most suitable product, and how to choose the correct application for relaxing or straightening the natural curl or wave of the hair. Plus, you will start to see what an exciting and creative form of hairdressing relaxing can be.



## UNIT 305

### PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

#### OPTIONAL

This unit has **five outcomes**.

#### Outcome 1

**Be able to provide a variety of relaxing services**

#### Outcome 2

**Understand how health and safety policies and procedures affect relaxing services**

#### Outcome 3

**Understand the factors that may influence relaxing services**

#### Outcome 4

**Understand the science of relaxing hair**

#### Outcome 5

**Understand the tools, equipment, products and techniques used for relaxing services**



#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standard for providing a variety of relaxing 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 **four** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

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

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



You can be very creative in creating texture within this service.

**Jacqui McIntosh/Avlon Education**

Relaxing can be long and complex. Make sure that the client fully understands the process, how long it will take, and the cost and maintenance involved.





## 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:

scalp protectors  
sodium relaxer  
non-sodium relaxer  
pre-relaxing treatments  
post-relaxing treatments  
normalising shampoo

### Carried out all the following tests:

elasticity  
porosity  
strand

### Provided all the following relaxing services:

correction of under-processing  
partial relaxing  
relaxing varying texture on the same head  
relaxing coloured hair

### Covered all the following analysis areas:

hair characteristics  
hair classifications  
scalp condition  
previous chemical services  
degree of relaxation required  
target area to be relaxed  
varying degree of elasticity  
varying degree of porosity

### Used two out of the following four tools:

tail combs  
wide-toothed combs  
hands  
tint brushes

### Considered all the following factors:

temperature  
time  
sequence of application  
white hair  
degree of product build-up

### Given all the following advice and recommendations:

how to maintain their look  
time interval between services  
additional products  
additional services



## USEFUL WORDS

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

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

**Normalising shampoo** (Also known as neutralising shampoo) – this is 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** This is applied after the relaxer has been rinsed from the hair.

**Pre-relaxing treatment** This is usually carried out on porous hair, prior to the application of a relaxer.

**Scalp protector** This protects the client's scalp from the chemicals used during relaxing.

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

**Texturising (using chemicals)** A method of relaxing African-type hair that 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** Application to hair that has not been relaxed before.





# OBSERVATION SIGN-OFF SHEET

## UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

### 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 **four** times). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.



#### OUTCOME 1

**Be able to provide a variety of relaxing services**

- a Prepare for relaxing services
- b Apply safe and hygienic methods of working throughout service
- c Consult with clients about services and outcomes of tests
- d Confirm with clients the desired effect
- e Evaluate the suitability of products, tools and equipment for relaxing services
- f Carry out a variety of relaxing services
- g Assess any relaxing problems and implement suitable action
- h Provide clients with advice and recommendations on the service(s) provided

	1	2	3	4		
Observation	<input type="radio"/>	<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, during the relaxing process, there is any irritation to the scalp, rinse the relaxer off immediately and stop the service.



Extreme caution must be used when applying a relaxer because the products used can cause a lot of damage to the hair and skin.

**Melanie Mitchell**

# OBSERVATION SIGN-OFF SHEET

## UNIT 305 PROVIDE A VARIETY

## OF RELAXING SERVICES (AH7)

### 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** the types of products.

	1	2	3	4		
Scalp protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normalising shampoo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Tests

Tick the tests undertaken in each observation. You must carry out **all** the tests.

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

#### Relaxing services

Tick the relaxing services provided in each observation. You must provide **all** the relaxing services.

	1	2	3	4		
Correction of under-processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partial relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxing varying texture on the same head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relaxing coloured hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



#### HINTS AND TIPS

Think 'outside the box' when styling and dressing hair. Using non-conventional styling techniques will be a talking point in the salon.



# OBSERVATION SIGN-OFF SHEET

## UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

### WHAT YOU MUST COVER (CONTINUED)

Shutterstock/Luba V Nel

#### Analysis

Tick the analysis areas covered in each observation. You must cover **all** of the analysis areas.

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous chemical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of relaxation required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Target area to be relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Varying degree of elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Varying degree of porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Tools

Tick the tools used in each observation. You must use **two** of the **four** tools listed.

	1	2	3	4		
Tail combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wide-toothed combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tint brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

#### HINTS AND TIPS

Hold the hair gently; do not pull the hair, as this could cause the scalp to become irritated.



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

# OBSERVATION SIGN-OFF SHEET

## UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

### WHAT YOU MUST COVER (CONTINUED)



#### Factors

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

	1	2	3	4		
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of product build-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4		
Observation	<input type="radio"/>	<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 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

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

#### Comments

#### Date

1

2

3

4



Corrective relaxing is a specialist skill that requires you to have the ability to analyse relaxing issues and have an understanding of how to control pH with the use of conditioning products throughout the process.

**Jacqui McIntosh/Avlon Education**



Always try to keep to the time that your salon allocates you to complete a service. Failure to do this could mean that you keep all of your remaining clients waiting.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 305 PROVIDE A VARIETY

## OF RELAXING SERVICES (AH7)

### WHAT YOU MUST KNOW

#### Outcome 2

#### Understand how health and safety policies and procedures affect relaxing services

##### 2.1 Explain responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available for clients	Inferred knowledge
K11	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
K25	regulations in relation to the use of relaxing and normalising products	Inferred knowledge

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

K8	the hazards and risks which exist in your workplace and the safe working practices you must follow	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
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K6	the safety considerations which must be taken into account when performing the relaxing service	Mandatory knowledge
K9	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K13	the correct methods of waste disposal	Inferred knowledge

##### 2.4 Describe contact dermatitis and how it can be prevented

##### 2.5 Explain the importance of questioning clients prior to and during services

K15	the legal significance of client questioning and the recording of client's responses	Mandatory knowledge
K26	the importance of presenting and agreeing a course of action in a way your client will understand	Inferred knowledge
K56	the discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing	Inferred knowledge

##### 2.6 Explain the importance of preventing cross-infection and cross-infestation

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K7	methods of cleaning, disinfection and sterilisation used in salons	Cross-unit knowledge
K10	methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation	Cross-unit 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 blue 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 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

### WHAT YOU MUST KNOW (CONTINUED)

Shutterstock/Luba V Nel

#### Outcome 3

#### Understand the factors that may influence relaxing services

##### 3.1 Explain the factors that may influence the services

K14	your salon's expected service times for relaxing hair	Inferred knowledge
K27	how hair characteristics may impact on relaxing hair	Mandatory knowledge
K28	the different hair classifications and how these may impact on relaxing hair	Mandatory knowledge
K30	the factors that should be considered when selecting sodium or non-sodium relaxing products	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors

		Mandatory knowledge
--	--	---------------------

#### Outcome 4

#### Understand the science of relaxing hair

##### 4.1 Describe how to recognise contra-indications and how they affect relaxing services

K16	how and why the contra-indications can affect the delivery of the relaxing service to clients	Mandatory knowledge
-----	---	---------------------

##### 4.2 Explain why it is important to test the hair and scalp prior to and during the relaxing services

K20	potential consequences of failing to conduct tests	Mandatory knowledge
K21	why it is important to record test results	Mandatory knowledge

##### 4.3 Describe when and how relaxing tests are carried out

K18	when and how tests should be carried out and the expected results	Inferred knowledge
K45	the method of checking relaxer development	Inferred knowledge
K46	the method of checking development when texturizing	Inferred knowledge

##### 4.4 Explain how test results influence the relaxing services

K17	how the hair and scalp analysis can affect the choice of products used	Mandatory knowledge
K19	how the results of tests can influence the relaxing service	Mandatory knowledge
K22	the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range	Mandatory knowledge

Continues on next page



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

#### 4.5 Explain the effects on the hair structure when providing relaxing services

K29	the effects of relaxing products on the hair structure	Mandatory knowledge
K40	how lithium, calcium and guanidine behave to change the hair structure	Mandatory knowledge
K42	how to identify the difference between hair porosity and natural keratinisation	Mandatory knowledge
K49	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
K52	the importance and effects of restoring the hair's pH balance after the relaxing process	Mandatory knowledge
K41	the implications of using a hydroxide-based product on ammonium thioglycolate treated hair	Mandatory knowledge
K44	how to texturise hair	Inferred knowledge

#### Outcome 5

#### Understand the tools, equipment, products and techniques used for relaxing services

##### 5.1 Identify the techniques, tools, equipment and products available and the effects they achieve

K31	the different types and uses of available pre- and post-relaxing treatments	Inferred knowledge
K33	the different types of applicators used during relaxing treatments	Inferred knowledge
K34	why it is important to use scalp protectors	Mandatory knowledge
K35	the benefits and effects within pre- and post-treatments	Mandatory knowledge
K38	the difference between sodium and non-sodium relaxing products	Mandatory knowledge

##### 5.2 Describe methods of applying relaxing products

K37	the importance of preparing the client hair prior to the relaxing services	Mandatory knowledge
K39	the sequence of product application to correct the relaxing services in the range and why this is important	Mandatory knowledge

##### 5.3 State the importance of following salon and manufacturers' instructions during relaxing services

K12	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	Inferred knowledge
K32	the manufacturers' instructions for the types of relaxing products used in your salon	Inferred knowledge
K53	the importance of accurate timing	Mandatory knowledge
K54	why it is necessary for the thorough rinsing of products	Mandatory knowledge

[Continues on next page](#)





## KNOWLEDGE SIGN-OFF SHEET

### UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7) WHAT YOU MUST KNOW (CONTINUED)

Shutterstock/Luba V Nel

#### 5.4 Explain the types and causes of relaxing problems

K47	the causes of mid-length, end and root under-processing and how to correct them	Mandatory knowledge
K48	the consequences of under-processing and over-processing the hair	Mandatory knowledge
K49	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
K51	the potential consequences of using relaxing products on colour-treated hair and white hair and how to deal with them	Mandatory knowledge

#### 5.5 Describe ways of dealing with relaxing problems

K23	your own limits of authority for resolving relaxing issues	Mandatory knowledge
K24	the person to whom you should report problems that you cannot resolve	Mandatory knowledge
K50	when corrective relaxing treatments should not be used	Mandatory knowledge
K57	how to deal with scalp irritation during and after the relaxing process	Mandatory knowledge

#### 5.6 Outline the importance of using products cost-effectively

K36	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

#### 5.7 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K55	the importance of having a sufficient time lapse between relaxing and a corrective relaxing service	Mandatory knowledge
K58	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit knowledge
K43	the percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate-based product to a hydroxide-based product	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.

Always be polite and courteous to all clients. Remember that you only have one chance to make a good first impression.



## SUPPLEMENTARY NOTES

### UNIT 305 PROVIDE A VARIETY OF RELAXING SERVICES (AH7)

Shutterstock/Luba V Nel



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 214

## CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

There has never been a more exciting time in barbering; this is the fastest growing market in hairdressing. With the growth and the importance of male grooming using traditional and modern barbering techniques, these skills can only lead to an exciting career.

Your cutting skills are among the most important you will need as

a barber. Within this unit, you will cover the different factors you need to take into account when cutting hair and neckline shapes and techniques to achieve modern and traditional barbering looks.

You will cover the foundation skills to build your confidence, use your imagination and establish a great relationship with your clients.



## UNIT 214

### CUT MEN'S HAIR USING BASIC

### TECHNIQUES (CB2)

#### OPTIONAL

This unit has  
four outcomes.

#### Outcome 1

Be able to cut hair  
using basic barbering  
techniques

#### Outcome 2

Know how health  
and safety policies  
and procedures  
affect cutting  
services

#### Outcome 3

Understand the  
factors that influence  
cutting services

#### Outcome 4

Understand the  
tools, equipment,  
and products used  
in basic barbering  
techniques

#### EVIDENCE REQUIREMENTS

You must practically demonstrate in your everyday work that you have met the standards for cutting men's 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 **six** 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. 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.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



Time management is vital! Keep to your appointment times, no matter how good the cut is: the client's time is valuable and they may not return if you keep them waiting.

**Chris Muskett, Big Yin Gents Division**

## 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 tools and equipment:

scissors  
clippers  
clipper attachments  
trimmers  
razors

### Cut both kinds of hair:

wet  
dry

### Cut six of the following ten looks:

uniform layer  
square layer  
graduation  
flat top  
with a fringe  
with a parting  
around the ear outline  
over the ear  
with a fade  
eyebrow trim

### Used all of the following techniques:

club cutting  
scissor over comb  
clipper over comb  
freehand  
thinning  
fading

### Taken into account all of the following factors:

hair characteristics  
hair classifications  
head and face shape  
presence of male pattern baldness  
piercings  
adverse skin conditions

### Create all of the following neckline shapes:

tapered  
squared  
full neck line

### Achieved all of the following outline shapes:

natural  
created  
tapered

### Given all of the following advice and recommendations:

how to maintain their look  
time interval between services  
future and present products and services



## HINTS AND TIPS

It is important to cut to the natural hairline so the haircut will last longer.





## UNIT 214

### CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### USEFUL WORDS

##### Basic uniform layer

All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors.



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

**Factors** You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

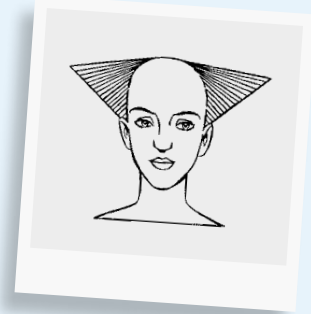
**Fading** Used to blend short hair into the neckline, or to create a natural hairline.

**Flat top** This is a flat square shape, generally using clipper over comb or scissor over comb. This cut is a square finish that could be of different lengths depending on the client's needs. Unlike many other cuts where you remove the corners, for a flat top to achieve the square finish the corners must be retained. You have to be mindful of the highest point of the skull, as this will determine your starting point. This cut can be achieved by using a 'flat topper' or a clipper comb, but your body positioning and eye for detail is vital to achieve the perfect square look.



**Full neckline** Collar length hair.

**Graduation** The inner layers of the hair length are shorter than the outline shape, as shown here.



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

**Square layer** This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

**Tapered** Tapering is good for detailing hairlines, softening a look and removing weight.

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



# OBSERVATION SIGN-OFF SHEET

## UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

### WHAT YOU MUST DO

#### OUTCOME 1

#### Be able to cut hair using basic barbering techniques

- Prepare for cutting services
- Apply safe and hygienic methods of working throughout services
- Consult with clients to confirm the desired look
- Select suitable products, tools and equipment
- Carry out cutting services
- Provide clients with advice and recommendations on the service(s) provided

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



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 **six** times). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.



#### HINTS AND TIPS

During the consultation, make sure you listen to your client's needs, and that you are realistic and manage their expectations.



## OBSERVATION SIGN-OFF SHEET

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### 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 and equipment

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

	1	2	3	4	5	6		
Scissors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clippers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clipper attachments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trimmers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Razors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Hair

Tick the kinds of hair cut in each observation. You must cut **both** kinds of hair.

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

#### Looks

Tick the looks cut in each observation. You must cut **six** of the **ten** looks.

	1	2	3	4	5	6		
Uniform layer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Square layer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flat top	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a fringe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a parting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Around the ear outline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over the ear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a fade	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eyebrow trim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Techniques

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

	1	2	3	4	5	6		
Club cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissor over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clipper over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thinning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

## OBSERVATION SIGN-OFF SHEET

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### WHAT YOU MUST COVER (CONTINUED)



#### Factors

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

	1	2	3	4	5	6		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence of male pattern baldness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Piercings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adverse skin conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Neckline shapes

Tick the neckline shapes created in each observation. You must create **all** of the neckline shapes.

	1	2	3	4	5	6		
Tapered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full neckline	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Outline shapes

Tick the outline shapes achieved in each observation. You must achieve **all** of the outline shapes.

	1	2	3	4	5	6		
Natural	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Created	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tapered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Image courtesy of MHFed

To retain and build your clientele, you need to treat your clients with respect and be courteous and polite at all times.





## OBSERVATION SIGN-OFF SHEET

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### WHAT YOU MUST COVER (CONTINUED)

#### Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

How to maintain their look

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

Time interval  
between services

Future and present  
products and services

Observation

Date achieved

Candidate signature

Assessor signature

IPA signature (if sampled)

EQA signature (if sampled)

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

#### HINTS AND TIPS

When cutting curly hair use the wide end of the comb to allow for the hair's natural movement.



## COMMENT FORM

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)



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

#### Comments

1

2

3

4

5

6

#### Date

As a barber you never stop learning – to keep up with the ever-changing trends in men's hairdressing, you need a positive attitude.







## KNOWLEDGE SIGN-OFF SHEET

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### 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 blue 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 cutting services

##### 2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for <b>health and safety</b> as defined by the specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K17	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K16	the hazards and risks which exist in your workplace and the safe working practices which you must follow	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
K4	why it is important to use gloves when using a razor	Mandatory knowledge
K5	why it is important to protect clients from hair cuttings	Mandatory knowledge
K6	how the position of your client and yourself can affect the desired outcome, reduce fatigue and the risk of injury	Cross-unit knowledge
K8	why it is important to position your cutting tools for ease of use	Mandatory knowledge
K9	the safety considerations which must be taken into account when cutting hair	Inferred knowledge
K10	the different types of working methods that promote <b>environmental and sustainable working practices</b>	Cross-unit knowledge
K19	the correct methods of waste disposal	Inferred knowledge

##### 2.4 Explain the importance of questioning the client prior to and during services

K25	the importance of confirming with your client the look agreed during consultation prior to commencing the cut	Cross-unit knowledge
K43	the importance of consulting with clients throughout the cutting process	Inferred knowledge
K46	the importance of confirming your client's satisfaction with the finished cut	Mandatory knowledge

Continues on next page

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

K11	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
K13	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K14	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K15	methods of working safely and hygienically which minimises the risk of cross-infection and cross-infestation	Cross-unit knowledge

### Outcome 3

#### Understand the factors that influence cutting services

##### 3.1 Explain the factors that may influence the services

K20	your salon's expected service times for different cutting looks	Inferred knowledge
K32	the <b>factors</b> that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	Mandatory knowledge
K35	the <b>factors</b> which should be considered when cutting wet hair and dry hair	Mandatory knowledge

##### 3.2 Describe ways of dealing with any influencing factors **Mandatory knowledge**

##### 3.3 State the average rate of hair growth

K47	the average rate of hair growth	Mandatory knowledge
-----	---------------------------------	---------------------

### Outcome 4

#### Understand the tools, equipment and products used in basic barbering techniques

##### 4.1 Explain why it is important to prepare the hair prior to cutting

K21	how to prepare your client's hair prior to cutting	Inferred knowledge
K22	why hair products should be removed from the hair prior to cutting	Mandatory knowledge
K23	the importance of correctly combing out the hair prior to cutting	Mandatory knowledge

##### 4.2 Identify the tools, equipment and products available and the effects they achieve

K7	the correct use and maintenance of cutting tools	Mandatory knowledge
K18	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K24	which tools can be used on either wet or dry hair or both	Mandatory knowledge
K33	the types of clippers, clipper blades and attachments available and the effects that these achieve	Mandatory knowledge

##### 4.3 Explain the importance of applying correct techniques during services

K26	the reasons for establishing and following guidelines	Inferred knowledge
K27	how to create and follow guidelines for different cutting looks	Inferred knowledge



Continues on next page



## KNOWLEDGE SIGN-OFF SHEET

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)

#### WHAT YOU MUST KNOW (CONTINUED)

K28	how and when to use different cutting techniques and the effects achieved	Mandatory knowledge
K29	the importance of considering weight distribution and working with the natural growth patterns of the hair	Mandatory knowledge
K30	how different cutting angles will impact on weight distribution, balance and the degree of graduation	Mandatory knowledge
K31	the importance of applying the correct degree of tension to hair when cutting	Mandatory knowledge
K34	how to safely carry out an eyebrow trim	Inferred knowledge
K36	the importance of changing your own position and that of your client to help you ensure the accuracy of the cut	Cross-unit knowledge
K37	the importance of keeping the hair damp when wet cutting	Mandatory knowledge
K38	the importance of establishing accurate distribution of weight, balance and shape by regularly cross-checking the cut	Inferred knowledge
K39	how to create different neckline and outline shapes	Inferred knowledge
K40	the importance of cutting to the natural neckline in barbering	Mandatory knowledge
K41	how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape	Inferred knowledge
K42	the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements	Mandatory knowledge
K44	the visual checks required to ensure the finished cut and outlines are accurate	Inferred knowledge
K45	the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements	Inferred knowledge

#### 4.4 State the importance of using products cost effectively

K21	how the results of tests can influence the perming service	Cross-unit knowledge
-----	--	----------------------

#### 4.5 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K49	the importance of providing <b>advice and recommendations</b> on the products and services provided in the salon	Cross-unit 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.

## SUPPLEMENTARY NOTES

### UNIT 214 CUT MEN'S HAIR USING BASIC TECHNIQUES (CB2)



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 213

## FULFIL SALON RECEPTION DUTIES (CHB13)

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

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



## UNIT 213

### FULFIL SALON RECEPTION DUTIES (CHB13)

#### OPTIONAL

This unit has three outcomes.

#### Outcome 1

Be able to carry out salon reception duties

#### Outcome 2

Understand salon and legal requirements for carrying out salon reception duties

#### Outcome 3

Know the operations of the salon



#### EVIDENCE REQUIREMENTS

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

#### WHAT YOU MUST DO

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

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.



New technology means we can communicate in brand new ways with customers. Our APP means our customers can keep in touch 24/7. Increasing customer satisfaction is always our goal.

**The Chapel salon – [www.thechapel.co.uk](http://www.thechapel.co.uk)**

## 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 one of the following two types of people:

who have different needs and expectations  
who have a complaint

### Handled both of the following types of appointments:

in person  
by telephone

### Handled both of the following methods of payment:

cash  
non-cash payment

### Handled two of the following three types of enquiries:

in person  
by telephone  
electronic

From time to time you may be asked to change your lunch break to meet the needs of the salon – always be flexible if this is requested.



Ensure that your client's home regime supports the style you have created in the salon by recommending appropriate tools, equipment and products.

**Melanie Mitchell**

## USEFUL WORDS

**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, financial aspects of the salon.

**Data Protection Act** This is a law designed to protect personal data stored on computers or in an organised paper filing system.

**Faulty products** This refers to products that are damaged in some way, for example, a bottle's nozzle not working correctly.

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

**Limits of own authority** These 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 particular workplace.

**Relevant person** This is the person who is in charge of carrying out a particular task or service.

**Tests** A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.



# OBSERVATION SIGN-OFF SHEET

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

#### 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 once). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

#### OUTCOME 1

**Be able to carry out salon reception duties**

- a Maintain the reception area
- b Attend to clients and respond to enquiries
- c Carry out the booking of appointments for salon services
- d Manage payments from clients

Observation	1		
Date achieved	○	○	○
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



Always explain the features and benefits of any product as you are working so that, when you suggest it at the end of the service, the client is more likely to want to take it home!

**Melanie Mitchell**



Image courtesy of Wella

Shutterstock/bikenderlondon

# OBSERVATION SIGN-OFF SHEET

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

#### WHAT YOU MUST COVER



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

#### People

Tick the types of people handled in each observation. You must handle **one** of the **two** types of people.

	1		
Who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Enquiries

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

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Appointments

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

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Personal and professional ethics include never gossiping about clients and colleagues.



Make sure that you are always on time for work – ideally at least 15 minutes early.

**Melanie Mitchell**







# OBSERVATION SIGN-OFF SHEET

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

#### WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Wella

#### Methods of payment

Tick the methods of payment handled in each observation. You must handle **both** of the methods of payment.

Cash	1 <input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-cash payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observation	1 <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 Goldwell

# COMMENT FORM

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

Image courtesy of Wellia



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

#### Comments

1

#### Date

Shutterstock/Pavels Rumme



#### HINTS AND TIPS

Customer service is a very important aspect of hairdressing – always treat clients courteously.

Shutterstock/Oleg Gekman





# KNOWLEDGE SIGN-OFF SHEET

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

#### 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 blue 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

#### Understand salon and legal requirements for carrying out salon reception duties

##### 2.1 Outline salon procedures for reception duties

K1	your salon's procedures for:	Inferred knowledge
K1.1	maintaining the reception area	
K1.2	client care at reception	
K4	what and how much reception stationery should be kept at your reception area	Inferred knowledge
K11	your salon's procedures for:	
K11.1	maintaining confidentiality	Cross-unit knowledge
K11.2	taking messages	Inferred knowledge
K11.3	making and recording appointments	
K11.4	carrying out tests	
K11.5	dealing with suspected fraud	Mandatory knowledge
K11.6	authorising non-cash payments when these are 'over limit'	
K11.7	personal safety	
K17	who to refer to with different types of enquiries	Inferred knowledge
K19	the importance of checking that clients have had tests for specific services	Mandatory knowledge

##### 2.2 Explain own responsibilities for 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	
K12.4	dealing with payments and discrepancies	
K18	the person in your salon to whom you should refer reception problems	Mandatory knowledge

##### 2.3 Explain the importance of taking messages and the procedures for dealing with them

K16	the importance of taking messages and passing them on to the right person at the right time	Mandatory knowledge
-----	---	---------------------

Continues on next page

## 2.4 Outline the methods of communication and how to apply them effectively

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

## 2.5 Explain the legal requirements of the Sale of Goods Services Act and the Data Protection Act

K3	the importance of checking and identifying any defects in retail products	Mandatory knowledge
K20	relevant rights, duties and responsibilities relating to the Sale of Goods Act and the Data Protection Act	Mandatory knowledge
K21	the consequences of breaking confidentiality	Mandatory knowledge

### Outcome 3

#### Know the operations of the salon

### 3.1 Explain the salon's procedures for maintaining the reception area and the care of clients

K25	how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	Inferred knowledge
-----	---	--------------------

### 3.2 Identify the products available for sale and salon's services, their duration and cost

K22	the services available and their duration and cost	Inferred knowledge
K23	the products available for sale and their cost	Inferred knowledge

### 3.3 Explain how to book and confirm clients' appointments

K13	the importance of confirming and making appointments correctly	Mandatory knowledge
K14	the types of information required to make an appointment	Inferred knowledge
K15	the common systems available for making appointments such as manual and electronic	Inferred knowledge

### 3.4 Identify current discounts and special offers available

K24	how to identify any current discounts and special offers such as 2-for-1 offers and vouchers	Inferred knowledge
-----	--	--------------------

Continues on next page



#### HINTS AND TIPS

Communication is a skill that needs constant practice, especially if this has been identified as a weak area for you.



# KNOWLEDGE SIGN-OFF SHEET

## UNIT 213 FULFIL SALON RECEPTION

### DUTIES (CHB13)

#### WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Wella

#### 3.5 Outline methods of calculating payments

K26	common methods of calculating payments including point of sale technology and physical calculations	Inferred knowledge
-----	---	--------------------

#### 3.6 Explain how to handle payments securely

K27	how to keep cash and other payments safe and secure	Inferred knowledge
K28	the types of payment that you are authorised to accept	Inferred knowledge
K29	how to gain electronic authorisation for payment cards	Mandatory knowledge

#### 3.7 Describe how to resolve any payment discrepancies that may occur

K30	how to identify and deal with discrepancies:	Mandatory knowledge
K30.1	counterfeit payments	
K30.2	invalid currency	
K30.3	suspected stolen cheques, credit cards and payment cards	
K30.4	invalid card	
K30.5	incorrect completion of cheque	
K30.6	payment disputes	
K31	how to deal with customers offering suspect tender or suspect non-cash payments	Mandatory knowledge
K32	consequences of failure to handle payments correctly	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 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



Image courtesy of REDKEN



## SUPPLEMENTARY NOTES

### UNIT 213 FULFIL SALON RECEPTION

#### DUTIES (CHB13)

Image courtesy of Wellia



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





# MORE INFORMATION



## HAIR CHARACTERISTICS AND CLASSIFICATIONS

Image courtesy of KMS California

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 KMS California



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

Shutterstock/holbox



Image courtesy of Wella





## ENVIRONMENTAL AND SUSTAINABLE WORKING PRACTICES

Image courtesy of KMS California

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

Image courtesy of KMS California



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 KMS California



Image courtesy of KMS California





## 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



# GLOSSARY OF TERMS

Image courtesy of KMS California



**Acrylic** Made from synthetic (man-made) fibre.

**Added hair** Hair attached to the head or blended into the hair; for example, hair pieces and extensions.

**Additional media** Make-up, accessories, ornamentation, clothes, etc.

## **Adverse hair, skin and scalp conditions**

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

**Advertising campaign** A promotional activity that is put together to advertise a certain product or products.

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

**Ammonium thioglycolate** The chemical most frequently used in alkaline perms to break the disulphide bonds.

**Asymmetric** An uneven balance; for example, a side parting, with a larger volume of hair on one side of the head.

**Attachment system** The method used for attaching hair extensions to the client's own hair. These can be short- or long-term.

**Avant-garde** A daring style that is at the cutting edge of fashion; you wouldn't look this way every day.

## **Basic uniform layer**

All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors.



**Block colouring** Colouring areas of hair in a way that is intended to enhance the style of the cut.

**Budget** An amount of money allocated to pay for a particular project.

**Chemically damaged hair** Hair that has been damaged due to excess chemical products.

**Clarifying shampoo** A deep-cleansing shampoo, used, for example, before applying extensions to remove products, oils and residues from the hair.

**Classic look** A style of timeless appeal, such as a 'bob' haircut.

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

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

**Cold bonding** A method of attaching a weft of added hair using latex-based glue.

**Colour bands** Dark or intense lines/patches of colour, often resulting from overlapping colour.

**Colour depth** Lightness or darkness of the hair, ranging from 2 to 9 on the International Colour Chart system.

**Commercial** An image that clients would want to wear on a regular basis.

**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, financial aspects of the salon.

**Consumer Protection Act** This protects the public by prohibiting the manufacture and supply of unsafe goods and making the manufacturer or seller of a defective product responsible for any damage it causes.

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

**Conventional** Techniques and equipment that are generally used when styling and dressing hair.

**Cosmetic Products Regulations** The Regulations require that finished cosmetic products must undergo a safety assessment by a suitably qualified person before they can be retailed.

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





**Data Protection Act** This is a law designed to protect personal data stored on computers or in an organised paper filing system.

**Decolour/colour reduction** Removal of artificial/synthetic colour from the hair.

**Demonstration** A physical display that may include explanation or description.

**Design plans** A detailed outline of the selected image, including accessories, clothes, any other media and timescale for delivery, etc.

**Design principles** The image's balance, weight, angles, media and colour, etc.

**Diffuse hair loss** Diffuse hair loss is a loss of hair or generalised hair thinning that affects the entire scalp and is a common type of hair loss in both females and males of all ages.

**Disconnected cut** When one or more sections of the haircut do not connect, link or blend with adjacent sections.

**Display** An arrangement of products and other media to attract attention.

**Double wind** A technique of winding using two rods per section: the first rod is wound from point to mid-length; the second rod is then added and wound together with the first rod from the mid-length to the roots.

**Effleurage** A gentle stroking movement used during the shampooing and conditioning process. Used to distribute the shampoo and conditioner evenly through the hair.

**Elasticity test** A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

**Environmental and sustainable working** Practices which reduce harm to the environment and reduce wastage of resources.

**Environmentally damaged hair** Hair that has been damaged due to the environment, for example, the weather.

**Eumelanin** The natural black/brown colour pigments in the hair and skin.

**Evaluation** Measuring how successful or not the promotional activity has been

**Factor** You must adapt your cutting technique to take into account certain characteristics, or factors, of your client's hair and appearance.

**Fading** Used to blend short hair into the neckline, or to create a natural hairline.

**Faulty products** This refers to products that are damaged in some way, for example, a bottle's nozzle not working correctly.

**Flat top** This is a flat square shape, generally using clipper over comb or scissor over comb. This cut is a square finish that could be of different lengths depending on the client's needs. This cut can be achieved by using a 'flat top' or a clipper comb.

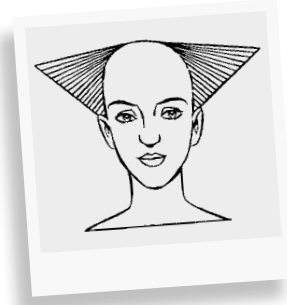


**Freehand cutting** Without holding the hair in place, so there is no tension. An example is when cutting a fringe.

**Full neckline** Collar length hair.

**Graduating cutting** Blending hair layers from a longer to a shorter length, or from a shorter to a longer length.

**Graduation** The inner layers of the hair length are shorter than the outline shape, as shown here.



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

**Heat accelerators** A piece of equipment that speeds up the processing time, for example, a steamer.

**High frequency** A high frequency machine uses an alternating electric current to stimulate the blood flow to the scalp, increasing the flow of nutrients and oxygen to the hair follicles, encouraging hair growth.





**Hopscotch wind** A technique used on medium to long layered hair. Three or four rods are wound to the root with weaved sections left out, which are then wound in the opposite direction to sit across the top of the first rods.

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

**Hot bonding or fusion** A method of attaching a strand of added hair to the natural hair using heated equipment which melts either the synthetic hair or resin.

**Human hair extensions** Hair extensions made from human hair.

**Incompatibility test** A test to see if the hair will react to any of the chemical products that are about to be used on it.

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

**Infection of the skin** A condition that may cause visible signs of swelling or redness on the skin, and may spread.

**Infestation** A condition whereby parasites such as head lice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

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

**Legislation** Something set by law that must be adhered to, such as Health and Safety legislation.

**Lightening** This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also removes eumelanin and pheomelanin and they do not deposit tone.

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

**Locking** A styling technique usually used on African-type hair.

**Man-made extensions** Hair extensions made from synthetic/acrylic fibre.

**Manufacturers' instructions (also called MFIs)** The instructions set out by manufacturers on how to apply, use, maintain or dispose of their product(s). These must be followed to achieve the best results.

**Melanin** The natural pigment that gives colour to the skin and hair. Different types give different colours; for instance, eumelanin is responsible for black and brown tones.

**Micro ring or loop** Individual strands of human hair are held securely in place using tiny micro rings which are gripped in place using specialist tools.

**Mood board** A combination of images, colours and textures; your first ideas for creating an image are collected together on a board.

**Neutralising tones** Correcting an unwanted tone in the hair by introducing the opposite colour to cancel it out; for example, green tones are neutralised by red.

**Non-conventional items** Things not usually used when styling and dressing hair, for example, straws or chopsticks.

**Non-infectious skin condition** A condition that does not spread from one person to another, for example, eczema.

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

**Normalising shampoo** (Also known as neutralising shampoo) – this is 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.

**Objective** A goal to reach; for example, the salon may have identified the need to take an agreed total amount of money each week in retail sales.

**Oxidation** A reaction caused by introducing oxygen to another chemical, for example, mixing hydrogen peroxide with lightening products (powder bleach).

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



**Petrissage** A massage movement used during the conditioning process; this is used to stimulate the scalp. The massage is a slow, firm and deep kneading movement.

**Pheomelanin** The natural red and yellow pigments that produce warm tones in the hair.

**Physically damaged hair** Damage caused by a physical action, for example, pulling the hair too tight.

**Piggyback wind** A weaved section of hair is left out whilst the rest of the section is wound to the roots; then, a different size of rod is used to wind the weaved section, placing it to sit on the top.

**Pityriasis capitis** This skin condition is more often called dandruff. The cause is overproduction of the epidermal cells. This can be identified by small, itchy, dry scales that appear white or grey.

**Plaited cornrows** Raised scalp plaits applied before sewing wefts of hair into them.

**Post-relaxing treatment** This is applied after the relaxer has been rinsed from the hair.

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

**Pre-pigmentation** Reintroduction of gold to red tones in the hair (depending on existing base and target colour), prior to application of the new colour.

**Pre-relaxing treatment** This is usually carried out on porous hair, prior to the application of a relaxer.

**Precision cut** A cut that uses strong, accurate, clearly defined lines, such as a geometric cut.

**Prices Act Legislation** States that the price of a product must be displayed clearly and accurately to the buyer.

**Primary colours** Red, yellow (gold) and blue (ash) are the three colour pigments that cannot be made up from other colours. When mixing any two of these colours, secondary colours are produced, for example red plus yellow equals orange (copper).

## Productivity and development

**targets** Targets set to increase the salon turnover by allocating individual team member targets.

**Pull test** Usually carried out to evaluate excessive and/or abnormal hair loss. If more than a few strands are shed on each test, this may be an indication of an abnormal hair condition.

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

**Relevant person** An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In this particular Standard, it may also refer to an individual deemed responsible by the salon for specific areas and services.

**Resin** An adhesive used to bond some extensions onto the natural hair.

**Resources** Anything used to aid the delivery and completion of the service such as towels, gowns, equipment or consumable items.

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

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

**Root wind** A technique of winding the root area of the hair only around the perm rod, to give root lift only.

**Sale and Supply of Goods Act** Legislation that covers the quality of products, the description of what the product does, the price and any other relevant information.

**Salon policy** The procedures and requirements for salon processes and systems, for example, staff grievances or client refunds.

**Scalp protector** This protects the client's scalp from the chemicals used during relaxing.



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

**Secondary colours** Violet, green (matt) and orange (copper) are each made up from two primary colours. Red and blue make violet.

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

**Skin test/patch test** A test carried out prior to some chemical services, following manufacturer's instructions, for example, to find out whether the client's skin may react with the chemicals in the colouring product.

**Slicing** A technique used to select slices of hair to be coloured.

**SMART objectives** A management acronym to describe how objectives should be written and planned: Specific, Measurable, Achievable, Realistic, Time-bound.

**Sodium bromate** An oxidising agent used in neutralising agents for alkaline perms.

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

**Spiral wind** A technique of winding the hair from points to roots along an extended length perm rod, in order to create spiral type curls or soft waves, depending on the rod size.

**Spirit-based product** A spirit-based product is a product that contains a form of alcohol.

**Square layer** This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

**Steamers** Applying heat to oils, conditioning creams and deep-acting conditioners will encourage them to penetrate further into the hair.

**Stock control system** A method of identifying stock levels and tracking stock for the purpose of efficient replenishment; it can be a manual or computerised system.

**Strand test** This test is used to establish the effect of the product on the hair and its condition, for example, in relaxing, the degree of straightness which has been achieved before winding, or during colour development to check the progress of the colour and identify when it should be removed.

**Tapered** Tapering is good for detailing hairlines, softening a look and removing weight.

**Tapering cutting** A fine line into the head shape, for example, when blending layers from the fringe to a longer length at the front of the haircut.

**Target-specific** Work objectives that are to be completed within a time period, as agreed with managers.

**Test cutting** Removing a strand of hair for processing in order to check the likely results of the selected colour

**Test** A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

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

**Texturising (using chemicals)** A method of relaxing African-type hair that 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.

**Theme** A set subject area, for instance hair up, fantasy, or images reflecting an era, like the 70s or 80s.

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

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

**Trade Descriptions Act** Legislation that ensures that goods and services are described accurately.



Image courtesy of KMS California

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

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

**Twists** A small section of hair twisted along the length; a variation is the scalp twist, adding strands of hair into the twist.

**Vibration** The hands or fingers of one hand are vibrated so that a fine tremor is produced in the tissues. The tremor is produced by the contraction of the forearm muscles.

**Vibro massage** This is a mechanical massage that can be used instead of a hand massage. It produces very strong tapotement (tapping) movements, which are suitable only for fleshy areas of skin.

**Virgin application** Application to hair that has not been chemically treated before.

**Wadding** Used to pad the hair out; an example of this could be a hair doughnut, sausage or padding used for producing chignons, buns and bridal hairstyles in the hair.

**Weaving (colouring)** A technique usually using foil, wraps or mesh for adding multiple colours to hair.

**Weaving (styling)** A technique of weaving a section of hair into two sections before winding, to produce movement and root lift.

**Wefts or strips** Sections of real or fibre extension hair, separated and ready to apply to the natural hair.



Image courtesy of Wella























125005759  
TL036008-03

ISBN 978-0-85193-329-0



9 780851 933290

