

# **SVQ 1 in Hairdressing and Barbering at SCQF Level 4 (6009-01)**

**Version 2.1 (February 2016)**

**Qualification Handbook**

## Qualification at a glance

<b>Age group approved</b>	14-19, 19+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Multiple Choice; Portfolio; Short Answer
<b>Approvals</b>	Fast track approval
<b>Support materials</b>	Assignment/Assessment guide for candidates; Assessment pack; Candidate logbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>City &amp; Guilds number</b>	<b>Accreditation number</b>
SVQ 1 in Hairdressing and Barbering at SCQF Level 4	6009-01	GK7H 21

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
2.0 November 2015	Clarification made to requirements for staff delivering the qualification.	Centre Requirements

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# 1 Introduction

Area	Description
Who is the qualification for?	The SVQ 1 in Hairdressing and Barbering at SCQF Level 4 is designed for learners who are new to the industry and have little or no experience of hairdressing and barbering. The qualification provides the necessary skills and knowledge that prove occupational competence as a hairdressing or barbering assistant.
What does the qualification cover?	This qualification allows candidates to learn, develop and practice the skills required to assist with services such as relaxing, colouring and lightening, perming, shaving, to plait, twist, shampoo, condition and blow dry hair, to develop effective working relationships and to assist with reception duties and the maintenance of work areas.
What opportunities for progression are there?	Learners may progress to employment as a salon assistant and/or to the following City & Guilds qualifications: SVQ 2 in Hairdressing at SCQF Level 5 SVQ 2 in Barbering at SCQF Level 5
Who did we develop this qualification with?	This qualification has been developed with habia.
Is it part of an apprenticeship framework or initiative?	This qualification is not part of an apprenticeship framework or initiative.

## 2 Structure

To achieve the **City & Guilds SVQ 1 in Hairdressing and Barbering at SCQF Level 4**, learners must achieve the four mandatory units, and two units from the optional unit group.

City & Guilds unit number	Unit title	SCQF credit	SCQF Level
<b>Mandatory</b>			
101	Prepare for hair services and maintain work areas	2	3
102	Contribute to the development of effective working relationships	3	4
103	Blow dry hair	5	4
104	Shampoo and condition hair	4	4
<b>Optional</b>			
105	Assist with relaxing services	5	4
106	Assist with salon reception duties	4	3
107	Assist with hair colouring and lightening services	5	4
108	Plait and twist hair using basic techniques	5	4
109	Assist with perming hair services	4	4
212	Remove hair extensions	5	5
218	Assist with shaving services	5	4

## 3 Centre requirements

### Approval

If your Centre is approved to offer the qualification 3009-01/3009-91 SVQ 1 in Hairdressing and Barbering at SCQF Level 4 you can apply for the new 6009-01/6009-91 SVQ 1 in Hairdressing and Barbering at SCQF Level 4 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the City & Guilds Centre Manual for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

### Resource requirements

#### **Centre staffing**

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent and/or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training. This occupational competence or knowledge must be at least one level above the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training

The assessor must:

- hold, or be working towards a valid assessors' qualification based on LSIS, formally LLCC, Learning and Development National Occupational Standards (2010)
- have an in-depth technical knowledge of the qualification
- complete a minimum of 30 CPD hours per annum (1 Sep-31 Aug).

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally quality assure their own assessments.

Please refer to the Assessor Guide document for details on the role of the supervisors and managers as witnesses.

## **Learner entry requirements**

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

### ***Age restrictions***

This qualification is available for the following age ranges: 14-19, 19+.

Legal restrictions apply to candidates under the age of 18 working unsupervised with children. Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.



## 4 Delivering the qualification

### Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualifications
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications
- the appropriate type and level of qualification.
- If the candidate understands the people involved in the assessment and how to evidence their performance at work and compile a portfolio of evidence

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualifications, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

### Support materials

The following resources are available for these qualifications:

Description	How to access
Assignment/Assessment guide for candidates	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Assessment pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Candidate logbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

### Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. Copies of City & Guilds recording documents can be downloaded from the City & Guilds website.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at: [www.cityandguilds.com/eportfolios](http://www.cityandguilds.com/eportfolios).

## 5 Assessment

### Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved/completed the essential knowledge and understanding requirements

### Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
101	Prepare for hair services and maintain work areas	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-501</b> Multiple choice papers and marking guides available on City & Guilds website
102	Contribute to the development of effective working relationships	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-502</b> Multiple choice papers and marking guides available on City & Guilds website
103	Blow dry hair	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-503</b> Multiple choice papers and marking guides available on City & Guilds website
104	Shampoo and condition hair	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-504</b> Multiple choice papers and marking guides available on City & Guilds website
105	Assist with relaxing services	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-505</b> Multiple choice papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
106	Assist with salon reception duties	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-506</b> Multiple choice papers and marking guides available on City & Guilds website
107	Assist with hair colouring and lightening services	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-507</b> Multiple choice papers and marking guides available on City & Guilds website
108	Plait and twist hair using basic techniques	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-508</b> Multiple choice papers and marking guides available on City & Guilds website
109	Assist with perming hair services	Portfolio and Online test OR paper-based multiple choice test	Online test number <b>6009-509</b> Multiple choice papers and marking guides available on City & Guilds website
212	Remove hair extensions	Portfolio and Online test OR short answer question test	Online test number <b>6009-612</b> Short answer papers and marking guides available on City & Guilds website
218	Assist with shaving services	Portfolio and Online test OR short answer question test	Online test number <b>6009-618</b> Short answer papers and marking guides available on City & Guilds website

## Assessment strategy

The assessment strategy for this qualification has been produced in partnership with industry, awarding organisations and habia.

It outlines the principles and requirements to be applied to assessment of performance and competence, and knowledge and understanding for this qualification. All of the information from the strategy can be found in the Qualification Handbook and the Assessor Guide documents, in addition a full copy of the strategy can be downloaded from the habia website.

The strategy specifies the evidence requirements for each unit. These are included in the unit section of the handbook.

For more information on how this qualification is assessed, please refer to the Assessor Guide document.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process which makes use of evidence of a learner's **previous non-certificated achievements** to demonstrate competence or achievement within a unit or qualification. RPL allows an individual to avoid unnecessary learning, meaning that they can present for summative assessment without repeating learning in areas where they will be able to show that they can meet the learning outcome(s).

It remains the role of assessors and quality assurance staff to ensure that evidence for RPL meets the relevant outcomes of the qualification.

The centre manual contains further information on RPL.

## 6 Units

### Units

The qualifications comprise of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

**Evidence requirements** detail the types of, and a minimum amount of, evidence candidates must produce to demonstrate that they are competent, and the areas of the standards in which performance evidence is essential. The evidence requirements also explain when and under what conditions simulation may be used to generate evidence of performance.

**Range** statements define the breadth or scope of a learning outcome and its assessment criteria by setting out the various circumstances in which they are to be applied. There are two types of range: practical and knowledge. Practical range is specific to learning outcome which assess competence/practical skills. Knowledge range is specific to learning outcomes which assess knowledge and understanding. The units are underpinned with expected values and behaviours. These are detailed in Appendices 1 and 2.

### Unit numbering

Unit numbers in the National Occupational Standards begin with either 'CHB' for Combined hair hairdressing and barbering, 'C' for Combined hair, 'CH' for Combined hair hairdressing, 'CB' for Combined hair barbering, 'AH' for African type hair. City & Guilds unit numbers (three digit number placed in front of unit titles in both the handbook and logbooks) are to be used for candidate registration and certification entries.

## Unit 101

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

<b>Unit level:</b>	SCQF 3
<b>Credit:</b>	2
<b>Unit aim:</b>	This standard is about preparing for hairdressing and or barbering services and maintaining work areas.
<b>Relationship to NOS:</b>	SKACHB1
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

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### Outcome

#### 1 Prepare for hair surfaces

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 wear personal protective equipment, when required
- P4 set up materials, tools and equipment for hair services following the stylist's instructions
- P5 make sure that materials, tools, equipment and work area are ready in time for the service
- P6 make sure that all tools for hair services are cleaned using the correct methods
- P7 obtain any client records in time for consultation by the stylist

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### Outcome

#### 2 Maintain the work area for hair services

You must be able to:

- P8 dispose of hair and waste materials
- P9 check and clean equipment according to manufacturers' instructions and your salon's requirements
- P10 make sure that there are enough clean towels and gowns to last through the working day
- P11 keep stocks of products and other items needed for hair services replenished to the levels required by your salon
- P12 store records, materials and equipment in the required place
- P13 clean work surfaces leaving the work area in a suitable condition for further services

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## Outcome

### 3 Prepare for hair services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 general salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment
- K3 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K4 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K5 why it is important to use personal protective equipment
- K6 the type of personal protective equipment available
- K7 your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment
- K8 what contact dermatitis is, and how to avoid developing it whilst carrying out services
- K9 how to clean, disinfect and sterilise different types of tools for the different hair services such as metals, plastic, wood, electrical
- K10 the difference between sterilising and disinfecting
- K11 the importance of the correct storage of client records in relation to the Data Protection Act
- K12 the importance of and reasons for keeping records of hair services

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## Range

(K1) **Health and Safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role.

- 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 Regulations (COSHH)
- 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

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## Outcome

### 4 Maintain the work area for hair services

You need to know and understand:

- K13 the importance of following your stylist's instructions
- K14 the importance of checking you have understood the instructions given by the stylist
- K15 how to dispose of waste materials and products from hair services
- K16 the types of products, materials, tools and equipment required for hair services offered by your salon

- K17 how to set up materials, tools and equipment for the hair services offered by your salon
- K18 how and where to store materials, tools and equipment
- K19 the importance of following suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- K20 the importance of checking and replenishing stock items
- K21 the condition in which the work area should be left ready for further services



## Unit 101

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

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for preparing and maintaining work areas.
- 3 Your Assessor will observe your performance on **at least 3 occasions** and must include preparation for **3 different** hairdressing or barbering services.
- 4 No range items.

## Unit 102

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

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	3
<b>Unit aim:</b>	This standard is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.
<b>Relationship to NOS:</b>	SKACHB2
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

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### Outcome

1 Develop effective working relationships with clients

You must be able to:

- P1 communicate with clients according to organisational procedures
- P2 handle client belongings with care and return them when required
- P3 refer any client concerns to the relevant person
- P4 maintain client comfort and care to the satisfaction of the client
- P5 meet your salon's standards for appearance and behaviour

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### Outcome

2 Develop effective working relationships with colleagues

You must be able to:

- P6 ask for help and information from your colleagues, when necessary
- P7 respond to all requests for assistance
- P8 make sure the timing of your assistance to colleagues ensures the smooth running of the salon
- P9 give the type of assistance to your colleagues which meets your job responsibilities
- P10 pass up tools and materials in a way to ensure the smooth delivery of the service
- P11 report any problems likely to affect salon services to the relevant person

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## Outcome

3 Develop yourself within the job role

You must be able to:

- P12 identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
- P13 find out more information from relevant people to perform a task when the instructions you have are unclear
- P14 ask for feedback from relevant people on your progress and how this can be improved
- P15 ask your colleagues to help you learn if you find tasks difficult
- P16 take opportunities to learn when they are available
- P17 agree realistic self development targets with the relevant person
- P18 regularly review your progress towards achieving your agreed targets
- P19 use the results of your reviews to develop your future personal development plan

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## Range

- (P13) **Relevant people:** work colleagues  
clients  
management
- (P16) **Opportunities to learn:** active participation in training and development activities  
active participation in salon activities  
watching technical activities

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## Outcome

4 Salon and legal requirements

You need to know and understand:

- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 when you need to seek assistance, agreement with or permission from others
- K3 why it is important to work within your job responsibilities and what might happen if you do not do so
- K4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality
- K5 your salon's standards for personal appearance
- K6 your salon's guidelines for client care and why they should be followed

---

## Outcome

5 Communication

You need to know and understand:

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

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## Outcome

### 6 Procedures and targets

You need to know and understand:

- K11 how to get information about your job, your work responsibilities and the standards expected of you
- K12 your salon's appeals and grievance procedures
- K13 your personal development targets and timescales
- K14 the importance of meeting your work targets

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## Outcome

The learner will:

### 7 Improving your performance

You need to know and understand:

- K15 how to identify your own strengths and weaknesses
- K16 the importance of continuous professional development
- K17 who can help you identify and obtain opportunities for your development and training
- K18 how using the National Occupational Standards can help you identify your development needs
- K19 why good working relationships are important
- K20 how to react positively to reviews and feedback and why this is important
- K21 how to manage your time effectively
- K22 who to report to when you have difficulties in working with others

## Unit 102

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

### Supporting Information

#### ***Evidence requirements***

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

2 You must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships.

3 Your Assessor will observe these aspects of your performance on **at least 3 occasions**, 2 of which will cover your interaction with clients and 1 of which will cover your interaction with colleagues.

4 You must show that you have:

- used **all** opportunities to interact with relevant people
- participated in **all** types of learning opportunities listed.

## Unit 103

## Blow dry hair (CHB5)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about carrying out basic blow drying techniques using tools and products following the instructions of the stylist.
<b>Relationship to NOS:</b>	SKACHB5
<b>Endorsed by:</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

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### Outcome

1 Maintain effective and safe methods of working when blow drying hair

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position, whilst working, minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
  - P7.1 minimise the wastage of products
  - P7.2 minimise the risk of damage to tools and equipment
  - P7.3 minimise the risk of cross-infection
  - P7.4 make effective use of your working time
  - P7.5 ensure the use of clean resources
  - P7.6 minimise the risk of harm or injury to yourself and others
- P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P9 follow stylists' instructions throughout the service
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

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### Outcome

2 Blow dry hair

You must be able to:

- P11 confirm blow drying instructions with your stylist prior to starting the service
  - P12 apply products, if required, following your stylist's instructions
  - P13 control your tools and equipment to minimise the risk of damage to the hair and client discomfort
  - P14 check your client is comfortable during the blow drying process
  - P15 use your tools and equipment effectively to achieve the required result
  - P16 control your client's hair during the blow drying process
  - P17 take sections of hair which suit the size of styling tools
  - P18 maintain an even tension throughout the blow drying process
  - P19 keep the hair damp throughout the blow drying process
  - P20 ensure the finished result meets with your stylist's instructions
- 

### Range

- (P11) **Blow drying:** creating volume  
straightening  
creating movement
  - (P13) **Tools:** flat brushes  
round brushes
  - (P13) **Hair:** above shoulder length  
below shoulder length
- 

### Outcome

3 Maintain effective and safe methods of working when blow drying hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
  - K2 your salon's requirements for client preparation
  - K3 your salon's requirements for the disposal of waste
  - K4 the range of protective clothing and products that should be available to yourself and clients
  - K5 what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
  - K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K7 why it is important to position your tools, products and materials for ease of use
  - K8 why it is important to keep your work area clean and tidy
  - K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K10 your salon's and legal requirements for disposal of waste materials
  - K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - K12 the importance of following your stylist's instructions
-

- K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K14 methods of cleaning, disinfecting and sterilisation used in salons
- K15 your salon's expected service times for basic blow drying services
- 

## Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- 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 Regulations (COSHH)
  - 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
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## Outcome

### 4 Blow dry hair

You need to know and understand:

- K16 the types and purposes of blow drying products
- K17 the range of flat and round brushes available for blow drying
- K18 why and how to use flat and round brushes to create volume, movement and to straighten hair
- K19 why the direction of the airflow is important to achieve the desired look and avoid damage to the cuticle
- K20 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K21 the importance of checking client comfort throughout the blow drying process
- K22 methods of handling and controlling hair sections during the blow drying process
- K23 how the incorrect application of heat can affect the hair and scalp
- K24 the basic structure of the hair
- K25 the effects of humidity on the hair



## Unit 103

## Blow dry hair (CHB5)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for blow drying hair.
- 3 Your assessor will observe these aspects of your performance on **at least 3 occasions** each for a different client.
- 4 From the range, you must show that you have:
  - used **both** types of tools
  - worked on **both** the hair lengths
  - used **all** the blow drying techniques.
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 104

## Shampoo and condition hair (CHB10)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	4
<b>Unit aim:</b>	This standard is about the skill of shampooing and conditioning using massage techniques and products for different types of hair, following the instructions of a stylist.
<b>Relationship to NOS:</b>	SKACHB10
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

### Outcome

1 Maintain effective and safe methods of working when shampooing and conditioning hair

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 wear personal protective equipment, if required
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P7 keep your work area clean and tidy throughout the service
- P8 use work methods that:
  - P8.1 minimise the wastage of products
  - P8.2 minimise the risk of cross-infection
  - P8.3 make effective use of your working time
  - P8.4 ensure the use of clean resources
  - P8.5 minimise the risk of harm or injury to yourself and others
- P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P10 follow stylists' instructions throughout the service
- P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients
- P13 complete the shampooing and conditioning service within a commercially viable time

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## Outcome

### 2 Shampoo hair and scalp

You must be able to:

- P14 use products and tools following the stylist's instructions
- P15 use massage techniques suitable for your client's hair following stylist instructions
- P16 adapt the water temperature, flow and direction to suit the needs of your client's hair and the next part of the service
- P17 ensure your massage techniques achieve an even distribution of shampoo over the hair and scalp
- P18 leave your client's hair clean and free from shampoo and excess water
- P19 leave your client's hair tangle free and without damage to the hair and scalp
- P20 refer any problems to the relevant person

---

## Range

- (P15) **Massage techniques:** effleurage  
rotary  
friction  
petrissage

---

## Outcome

### 3 Apply conditioners to the hair

You must be able to:

- P21 use conditioning products and tools following the stylist's instructions
- P22 use massage techniques suitable for your client's hair following stylist's instructions
- P23 monitor and time the development of the conditioning products and apply heat at the correct temperature, if required
- P24 remove the conditioning products in a way that avoids disturbing the direction of the cuticle
- P25 leave your client's hair clean and free from conditioning products, if required and excess water
- P26 comb through your client's hair without causing damage to the hair and scalp, when required
- P27 refer any problems to the relevant person

---

## Range

- (P21) **Conditioning products:** surface  
penetrating

---

## Outcome

### 4 Maintain effective and safe methods of working when shampooing and conditioning hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available to yourself and clients
- K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the importance of using shampoos and conditioners cost effectively
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K10 the importance of following your stylist's instructions
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K13 the person to whom you should report low levels of resources
- K14 your salon's expected service time for shampooing and conditioning

---

## Range

(K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- 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 Regulations (COSHH)
- 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

---

## Outcome

5 Shampooing and conditioning

You need to know and understand:

- K15 what may happen if instructions for shampooing and conditioning hair are not followed
- K16 how shampoo and water act together to cleanse the hair
- K17 how the build up of products can affect the hair, scalp and effectiveness of other services
- K18 how shampoos and conditioning products affect the hair and scalp
- K19 different types of shampoo and conditioning products and their effects

- K20 when and how to use different massage techniques when shampooing and conditioning different lengths of hair
- K21 how to shampoo and condition the hair and the potential consequences of doing this incorrectly
- K22 the types and causes of problems that can arise when shampooing and conditioning hair
- K23 the types of problems that should be reported and the person to whom they should be reported
- K24 the effects of water temperature on the scalp
- K25 the importance of removing shampoo and conditioner and excess water from the hair
- K26 the importance of detangling the hair from point to root
- K27 the importance of detangling the hair without causing damage to the hair and scalp
- K28 the importance of checking client comfort throughout the shampooing and conditioning process
- K29 how heat affects the hair during the conditioning treatment
- K30 how to use electrical heated equipment when conditioning hair

## Unit 104

## Shampoo and condition hair (CHB10)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for shampooing and conditioning hair.
- 3 Your assessor will observe these aspects of your performance on **at least 3 separate occasions each for a different client.**
- 4 You must show that you have:
  - used **2** of the massage techniques
  - used **both** types of conditioning products.
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 105

## Assist with relaxing services (AH1)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about the basic skills of removing chemical relaxers and normalising relaxed hair. The work will be carried out under the direction of the Stylist.
<b>Relationship to NOS:</b>	SKAAH1
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

### Outcome

1 Maintain effective and safe methods when assisting with relaxing services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 wear personal protective equipment when using chemical relaxers
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P7 keep your work area clean and tidy throughout the service
- P8 use working methods that
  - P8.1 minimise the wastage of normalising shampoo
  - P8.2 minimise the risk of cross-infection
  - P8.3 make effective use of your working time
  - P8.4 ensure the use of clean resources
  - P8.5 minimise the risk of harm or injury to yourself and clients
- P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P10 follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- P11 follow stylists' instructions throughout the service
- P12 dispose of waste materials
- P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

---

## Outcome

2 Remove chemical relaxers and normalise hair

You must be able to:

- P14 remove chemicals in a way which minimises the risk of damage to the hair and scalp
- P15 ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
- P16 adapt the water temperature, pressure and direction to protect the hair and scalp condition
- P17 leave the hair and scalp clean and free from chemicals and excess moisture
- P18 refer any problems to the relevant person for action
- P19 blot the hair to remove excess moisture prior to the application of normalising products
- P20 prepare and apply the normalising products following manufacturer's and stylist's instructions
- P21 leave the hair free from all traces of the neutralising product
- P22 apply and remove conditioner, when used, following the manufacturer's and stylist's instructions

---

## Range

- (P19) **Normalising products:** normalising shampoo  
post relaxer treatments

---

## Outcome

3 Maintain effective and safe methods of working when assisting with relaxing services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available to yourself and clients
- K4 what is contact dermatitis and how to avoid developing it whilst assisting with relaxing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to position your tools, products and materials for ease of use
- K7 why it is important to keep your work area clean and tidy
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 your salon's and legal requirements for disposal of waste materials
- K10 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K11 the importance of following your stylist's instructions
- K12 the importance of personal hygiene and presentation in maintaining health and safety in your workplace



- K13 the person to whom you should report low levels of resources  
K14 your own limits of authority for resolving relaxing problems
- 

### Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- 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 Regulations (COSHH)
  - 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
- 

### Outcome

4 Remove chemical relaxer and normalise hair

You need to know and understand:

- K15 the role and importance of:
- K15.1 post relaxing treatments during the relaxing process
  - K15.2 normalising shampoos during the relaxing process
- K16 how low and high water pressure and temperature can affect the hair when removing relaxers
- K17 the importance of removing excess moisture prior to applying normalising products
- K18 the importance of ensuring the hair and scalp is clean and free from chemicals
- K19 the importance of ensuring your working methods minimise the risk of chemicals being spread onto the client's skin, clothes and surrounding areas
- K20 why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed
- K21 the types and causes of problems that may occur when relaxing

## Unit 105

## Assist with relaxing services (AH1)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for assisting with relaxing services for hair.
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions**:
- 4 From the range, you must show that you have:
  - use **both** types of normalising products
- 5 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 106

## Assist with salon reception duties (CHB3)

<b>Unit level:</b>	SCQF 3
<b>Credit value:</b>	4
<b>Unit aim:</b>	This standard is about assisting with salon reception duties. You will have to show you can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this standard.
<b>Relationship to NOS:</b>	SKACHB3
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

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### Outcome

1 Maintain the reception area

You must be able to:

- P1 keep the reception area clean and tidy at all times
- P2 keep product displays clean, neat and tidy at all times
- P3 report low levels of reception stationery and retail products on display to the relevant person
- P4 remove any faulty products from display and report them to the relevant person
- P5 offer clients hospitality following your salon's client care policies

---

### Outcome

2 Attend to clients and enquiries

You must be able to:

- P6 treat all people making enquiries in a positive and polite manner
- P7 identify the purpose of the enquiry
- P8 confirm appointments and inform the relevant member of staff
- P9 refer any enquiries you cannot deal with to the relevant person for action
- P10 record messages and pass them to the relevant person at the right time
- P11 give all information clearly and accurately
- P12 give confidential information only to authorised people

---

## Range

(P6) **Enquiries:** face to face  
by telephone

---

## Outcome

3 Help to make appointments for salon services

You must be able to:

P13 deal with all requests for appointments

P14 identify client requirements

P15 check the client has had relevant tests when making appointments

P16 arrange for the client to have relevant tests, when necessary within the limits of your own authority

P17 make appointments within the limits of your own authority to satisfy the client and salon requirements

P18 promptly pass requests for appointments outside your own authority to the relevant person for action

P20 ensure all appointment details are accurate, recorded in the right place and easy to read

---

## Range

(P13) **Appointments:** face to face  
by telephone

(P20) **Appointment details:** client's name and contact details  
service  
date  
time  
member of staff booked for service

---

## Outcome

4 Maintain the reception area

You need to know and understand:

K1 your salon's procedures for:

K1.1 maintaining the reception area

K1.2 client care at reception

K2 the limits of your authority when maintaining the reception areas

K3 how to identify any faults in retail products such as damage and loose packaging

K4 what and how much reception stationery should be kept at your reception area

---

## Learning outcome

5 Attend to clients and make appointments for salon services

You need to know and understand:

K5 the importance to the salon's business of effective communication

---

- K6 how and when to ask questions
- K7 how to speak clearly in a way that suits the situation
- K8 how to show you are listening closely to what people are saying to you
- K9 how to adapt what you say to suit different situations
- K10 how to show positive body language
- K11 your salon's procedures for:
  - K11.1 maintaining confidentiality
  - K11.2 taking messages
  - K11.3 making and recording appointments
  - K11.4 carrying out tests
- K12 the limits of your authority when:
  - K12.1 attending to people and enquiries
  - K12.2 making appointments
  - K12.3 carrying out tests
- K13 the importance of confirming and making appointments correctly
- K14 the importance of taking messages and passing them on to the right person at the right time
- K15 who to refer to with different types of enquiries
- K16 the person in your salon to whom you should refer reception problems
- K17 the importance of checking that clients have had tests for specific services
- K18 the confidentiality requirements within the Data Protection Act
- K19 the consequences of breaking confidentiality
- K20 the services available and their duration
- K21 the products available for sale and their cost

## Unit 106

## Assist with salon reception duties (CHB3)

### Supporting Information

#### **Evidence requirements**

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for assisting with salon reception duties.
3. Your Assessor will observe these aspects of your performance **on** at **least 2 occasions**.
4. From the range you must show that you have:
  - handled **both** types of enquiries
  - made **both** types of appointments
  - recorded **all** the appointment details listed.
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 107

## Assist with hair colouring and lightening services (CHB4)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about the basic skills of removing colouring and lightening products. The work will be carried out under the direction of the stylist.
<b>Relationship to NOS:</b>	SKACHB4
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

### Outcome

- 1 Maintain effective and safe methods of working when assisting with colouring and lightening services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 wear personal protective equipment when removing products
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P7 keep your work area clean and tidy throughout the service
- P8 use working methods that:
  - P81 minimise the wastage of products
  - P82 minimise the risk of cross-infection
  - P83 make effective use of your working time
  - P8.4 ensure the use of clean resources
  - P8.5 minimise the risk of harm or injury to yourself and clients
- P9 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 follow stylists' instructions throughout the service
- P12 dispose of waste materials

P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

---

### Range

(P4) **Products:** semi-permanent  
quasi-permanent  
permanent  
lightening

---

### Outcome

2 Remove colouring and lightening products

You must be able to:

- P14 remove products and materials in a way which minimises the risk of damage to the hair and follow stylist's instructions
  - P15 ensure your working methods minimise the risk of colour and lightener being spread to the client's skin, clothes and surrounding areas
  - P16 leave the hair and scalp clean and free from products and excess moisture
  - P17 refer any problems to the relevant person for action
  - P18 leave the hair tangle-free without causing damage to hair or scalp
  - P19 ensure the removal of products is to the satisfaction of the stylist and the client
- 

### Outcome

3 Maintain effective and safe methods of working when assisting with colouring and lightening services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
  - K2 the current legal requirements and guidance relating to age restrictions for colouring and lightening services
  - K3 your salon's requirements for client preparation
  - K4 the range of protective clothing and products that should be available to yourself and clients
  - K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 what contact dermatitis is, and how to avoid developing it whilst assisting with hair colouring and lightening services
  - K7 why it is important to keep your work area clean and tidy
  - K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K9 why it is important to position your tools, products and materials for ease of use
  - K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
-



- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - K12 the importance of following your stylist's instructions
  - K13 your salon's and legal requirements for disposal of waste materials
  - K14 the person to whom you should report low levels of resources
  - K15 your own limits of authority for resolving colouring problems
- 

## Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- 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 Regulations (COSHH)
  - 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
- 

## Outcome

4 Remove colouring and lightening products

You need to know and understand:

- K16 the importance of removing products and materials in a way that minimises the risk of damage to the hair and scalp
- K17 the importance of using working methods that prevent the spread of colouring products being spread onto the client's skin, clothes and surrounding areas
- K18 the importance of emulsifying permanent colouring products as part of the removal process
- K19 the types and causes of problems that may occur when removing colouring and lightening products and materials from the hair
- K20 the importance of thoroughly rinsing products and leaving the hair tangle free
- K21 the importance of checking the product removal is to the satisfaction of the stylist and client

## Unit 107

## Assist with hair colouring and lightening services (CHB4)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for assisting with hair colouring and lightening services.
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions**, 1 of which will include the removal of colouring and lightening materials.
- 4 You must show that you have used **3 out of the 4** products in the range.
- 5 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 108

## Plait and twist hair using basic techniques (CHB6)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about using basic plaiting and twisting techniques following the instructions of the stylist. A good degree of manual dexterity will be necessary.
<b>Relationship to NOS:</b>	SKACHB6
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

### Outcome

1 Maintain effective and safe methods of working when plaiting and twisting

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
  - P7.1 minimise the risk of damage to tools
  - P7.2 minimise the wastage of products
  - P7.3 minimise the risk of cross-infection
  - P7.4 make effective use of your working time
  - P7.5 ensure the use of clean resources
  - P7.6 minimise the risk of harm or injury to yourself and others
- P8 ensure your personal standards of hygiene, protection and appearance meets accepted industry and organisational requirements
- P9 follow stylists' instructions throughout the service
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials
- P12 complete the plaiting and twisting service within a commercially viable time

---

## Range

- (P7.1) **Products:** sprays  
oils  
moisturisers  
gels
- 

## Outcome

### 2 Plait and twist hair

You must be able to:

- P13 prepare your client's hair following instructions from the stylist
  - P14 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
  - P15 part the sections cleanly and evenly to achieve the direction of the plaits and twists
  - P16 secure any hair not being plaited or twisted to keep each section clearly visible
  - P17 maintain a suitable and even tension throughout the plaiting and twisting process
  - P18 control and secure your client's hair, when necessary
  - P19 apply suitable products, when used, to meet manufacturers' and stylist's instructions
  - P20 consult with your client during the plaiting and twisting process to ensure the tension is comfortable
  - P21 adjust the tension of plaits, when necessary, avoiding damage to the hair and minimising discomfort to your client
  - P22 ensure the direction and balance of the finished plait(s) and twists meets your stylist's instructions
  - P23 confirm your client's satisfaction with the finished look
- 

## Range

- (P15) **Plaits and twists:** multiple cornrows  
French plait  
two strand twists
- 

## Outcome

### 3 Maintain effective and safe methods of working when plaiting and twisting hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
  - K2 your salon's requirements for client preparation
  - K3 the range of protective clothing that should be available for clients
  - K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K5 why it is important to keep your work area clean and tidy
  - K6 why it is important to avoid cross-infection and infestation
-

- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K8 why it is important to position your tools for ease of use
  - K9 methods of cleaning, disinfecting and/or sterilisation used in salons
  - K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
  - K11 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
  - K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - K13 the correct methods of waste disposal
  - K14 your salon's expected service times for plaiting and twisting hair
- 

### Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- 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 Regulations (COSHH)
  - 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
- 

### Outcome

#### 4 Plait and twist hair

You need to know and understand:

- K15 the importance of following your stylist's instructions
  - K16 the importance of checking you have understood the instructions given by the stylist
  - K17 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
  - K18 the importance of sectioning hair accurately when plaiting and twisting
  - K19 the potential consequences of excessive tension on the hair
  - K20 how to identify the signs of traction alopecia
  - K21 how hair texture affects the plaiting process and styling possibilities
  - K22 how to create cornrows, a French plait and two strand twists
  - K23 how to handle the hair when plaiting and twisting to maintain a correct and even tension
  - K24 how to adjust the tension of plaits
  - K25 methods of securing the completed plait and twists
  - K26 the types of products available for use with plaits and twists and when you would use them
  - K27 the importance of using products economically
  - K28 the importance of checking client comfort throughout the process
-

## Unit 108

## Plait and twist hair using basic techniques (CHB6)

### Supporting Information

#### **Evidence requirements**

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

2 You must practically demonstrate in your everyday work that you have met the standard for plaiting and twisting hair using basic techniques.

3 Your assessor will observe your performance on **at least 3 occasions** which must include observation of:

- a minimum of 5 cornrows
- a single French plait
- a series of small two strand twists covering a minimum of 25% of the head.

4 From the range, you must show that you have:

- used **all** the types of products
- created **all** the types of plaits and twists.

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

## Unit 109

## Assist with perming hair services (CHB7)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	4
<b>Unit aim:</b>	This standard is about the basic skills of removing chemicals and neutralising the hair as part of the perming process. The work will be carried out under the direction of the stylist.
<b>Relationship to NOS:</b>	SKACHB7
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online OR paper-based multiple choice test.

### Outcome

1 Maintain effective and safe methods of working when assisting with perming services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 follow stylists' instructions throughout the service
- P4 protect your client's clothing throughout the service
- P5 wear personal protective equipment when using neutralising chemicals
- P6 position your client to meet the needs of the service without causing them discomfort
- P7 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P8 keep your work area clean and tidy throughout the service
- P9 use working methods that:
  - P9.1 minimise the wastage of neutralising chemicals
  - P9.2 minimise the risk of cross-infection
  - P9.3 make effective use of your working time
  - P9.4 ensure the use of clean resources
  - P9.5 minimise the risk of harm or injury to yourself and clients
- P10 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P12 dispose of waste materials
- P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

---

## Outcome

### 2 Remove chemicals as part of the perming process

You must be able to:

- P14 remove chemicals in a way which minimises the risk of damage to the hair and following stylist's instructions
- P15 ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
- P16 adapt the water temperature, pressure and direction for client comfort and to protect the hair
- P17 leave the hair and scalp clean and free from chemicals and excess moisture
- P18 refer any problems to the relevant person for action
- P19 ensure the removal of chemicals is to the satisfaction of the stylist

---

## Outcome

### 3 Neutralise hair as part of perming process

You must be able to:

- P20 prepare the neutralising agent following manufacturer's and stylist's instructions
- P21 apply the neutraliser evenly following manufacturer's instructions
- P22 refer any problems to the relevant person for action
- P23 time the neutralising process following the manufacturer's and stylist's instructions
- P24 remove the rods without disturbing the curl formation
- P25 leave the hair free from all traces of the neutraliser without disturbing the curl pattern
- P26 apply and remove surface conditioner, when used, following the manufacturer's and stylist's instructions

---

## Outcome

### 4 Maintain effective and safe methods of working when assisting with perming services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the importance of following your stylist's instructions
- K4 the importance of checking you have understood the instructions given by the stylist
- K5 the range of protective clothing and products that should be available to yourself and clients
- K6 what contact dermatitis is, and how to avoid developing it whilst assisting with perming services
- K7 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K8 why it is important to keep your work area clean and tidy
- K9 the importance of minimising the wastage of perming chemicals



- K10 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K11 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
  - K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - K13 your salon's and legal requirements for disposal of waste materials
  - K14 the person to whom you should report low levels of resources
  - K15 your own limits of authority for resolving perming problems
- 

## Range

(K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- 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 Regulations (COSHH)
  - 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
- 

## Outcome

5 Remove chemicals as part of the perming process

You need to know and understand:

- K16 how to remove chemicals in a way which minimises the risk of damage to the hair
  - K17 the importance of ensuring your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
  - K18 why you would adapt the water temperature, pressure and direction to support client comfort and to protect the hair
  - K19 the importance of leaving the hair and scalp clean and free from chemicals and excess moisture
- 

## Outcome

6 Neutralise hair as part of perming process

You need to know and understand:

- K20 the role and importance of neutralising in the perming process
  - K21 the importance of accurate timing when neutralising perms
  - K22 why it is important to handle the hair in the direction of the wind when rinsing and blotting
  - K23 how water pressure can affect the hair when removing neutralisers in the perming process
  - K24 the importance of thoroughly rinsing out product
-

- K25 the importance of following manufacturer's instructions for the specific perming and neutralising products in your salon
- K26 the importance of remove the rods without disturbing the curl formation
- K27 the importance of checking client comfort throughout the neutralising process
- K28 the types and causes of problems that may occur when neutralising perms

## Unit 109

## Assist with perming hair services (CHB7)

### Supporting Information

#### ***Evidence requirements***

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for assisting with perming services.
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions**.
- 4 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 212

## Remove hair extensions (CHB8)

<b>Unit level:</b>	SCQF 5
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about removing a variety of hair extension types safely following the instructions of the hair extension specialist. The ability to use a variety of removal tools and products is also required.
<b>Relationship to NOS:</b>	SKACHB8
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

### Outcome

1 Maintain effective and safe methods of working when removing hair extensions

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
  - P7.1 minimise the wastage of products
  - P7.2 minimise the risk of cross-infection
  - P7.3 make effective use of your working time
  - P7.4 ensure the use of clean resources
  - P7.5 minimise the risk of harm or injury to yourself and others
  - P7.6 minimise the risk of damage to tools and equipment
- P8 ensure your personal hygiene, protection and appearance meets the accepted industry and organisational requirements
- P9 follow stylists' instructions throughout the service
- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials
- P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

---

## Outcome

### 2 Remove hair extensions

You must be able to:

- P13 remove hair extensions in the sequence instructed by the hair extension specialist
- P14 use the specified removal tools and products minimising damage to your client's hair
- P15 ensure the removal process minimises the discomfort to your client
- P16 promptly refer any problems to the relevant person for action
- P17 ensure the hair is free from unwanted extensions
- P18 detangle your client's hair from point to root, minimising damage to the natural hair
- P19 ensure the removal of the hair extensions is to the satisfaction of the hair extension specialist and ready for the next service

---

## Range

- (P14) **Removal tools and products:** seam releasers  
scissors  
disconnectors  
solutions
- (P15) **Removal:** short term extension systems  
long term extension systems

---

## Outcome

### 3 Maintain effective and safe methods of working when removing hair extensions

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out removal of hair extensions
- K6 why it is important to use personal protective equipment
- K7 why it is important to position your tools, products and materials for ease of use
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 your salon's and legal requirements for disposal of waste materials
- K13 the person to whom you should report low levels of resources

K14 your own limits of authority for resolving problems

---

### Range

(K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role

- 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 Regulations (COSHH)
  - 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
- 

### Outcome

4 Remove hair extensions

You need to know and understand:

- K15 the importance of following your hair extension specialist's instructions
- K16 how to remove short term and long term hair extension systems
- K17 the importance of minimising damage to the clients natural hair during the removal process
- K18 the importance of ensuring client comfort and providing reassurance throughout the removal process
- K19 the types of tools and products to use when removing short term and long term hair extension systems
- K20 the hair growth cycle
- K21 the potential consequences of excessive tension on the hair
- K22 how wearing extensions beyond their recommended time period can affect the removal process
- K23 the types of anxieties commonly experienced by clients undergoing the hair extension removal process such as natural hair shedding

## Unit 212

## Remove hair extensions (CHB8)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for removing hair extensions.
- 3 Your assessor will observe your performance on **at least 2 occasions**.
- 4 From the range, you must show that you have:
  - used **2 out of the 4** types of tools and products
  - removed **both** types of extensions.
- 5 If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Unit 218

## Assist with shaving services (CB1)

<b>Unit level:</b>	SCQF 4
<b>Credit value:</b>	5
<b>Unit aim:</b>	This standard is about the basic skills of assisting with shaving services. The work will be carried out under the direction of the stylist.
<b>Relationship to NOS:</b>	SKACB1
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

### Outcome

1 Maintain effective and safe methods of working when assisting with shaving services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon requirements
- P3 protect your client's clothing throughout the shaving service
- P4 wear personal protective equipment when assisting with shaving service
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P7 follow stylists' instructions throughout the shaving service
- P8 keep your work area clean and tidy throughout the shaving service
- P9 use working methods that:
  - P9.1 minimise the wastage of lathering products
  - P9.2 minimise the risk of cross-infection
  - P9.3 make effective use of your working time
  - P9.4 ensure the use of clean resources
  - P9.5 minimise the risk of harm or injury to yourself and clients
- P10 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
- P11 follow workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- P12 clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
- P13 ensure hazardous waste is disposed of to meet legal and salon requirements



- P14 ensure your personal standards of health and hygiene minimise the risk of cross-infection, cross-infestation and offence to your clients and colleagues
- P15 replenish low levels of resources, when required, to minimise disruption to your own work and to clients
- 

## Outcome

### 2 Prepare facial hair and skin for shaving services

You must be able to:

- P16 prepare hot and cold towels, following instructions of the stylist
- P17 apply hot towels to suit the needs of the service and the comfort of your client, following the instructions from the stylist
- P18 prepare lathering products so they are fit for use in time for the shaving service
- P19 apply lathering products in a way that takes account of factors identified by the stylist
- P20 apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
- P21 use lathering techniques which achieve an even coverage of product to the areas to be shaved
- P22 check client comfort throughout the shaving service
- P23 inform the stylist when the client is ready for shaving
- P24 refer any problems to the relevant person for action
- P25 leave your client's skin free from lathering products after the shaving service
- P26 cool your client's skin after shaving when face massage is not required
- P27 leave your client's skin free from excess moisture at the end of the shaving service
- P28 identify and report any potential problems that may occur when assisting with shaving services
- 

## Range

- (P19) **Lathering products:** creams  
oils  
gel  
soap
- (P21) **Lathering techniques:** application by brush  
application by massage
- 

## Outcome

### 3 Maintain effective and safe methods of working when assisting with shaving services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by the specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the importance of using the correct type of barber's chair for shaving services
- K4 the range of protective clothing and products that should be available to yourself and clients
-

- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 why it is important to keep your work area clean and tidy
  - K7 the importance of following your stylist's instructions including effective use of your working time
  - K8 the safety considerations which must be taken into account when using lathering products and hot towels
  - K9 methods of working safely and hygienically which minimises the risk of cross infection and cross-infestation
  - K10 what is contact dermatitis and how to avoid developing it whilst assisting with shaving services
  - K11 why it is important to position your tools, products and materials for ease of use
  - K12 suppliers and manufacturers instructions for the safe use of equipment, materials and products that you must follow
  - K13 the importance of ensuring your personal hygiene protection and appearance meets accepted industry and organisational requirements
  - K14 the importance of following workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
  - K15 how to clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
  - K16 how to ensure hazardous waste is disposed of to meet legal and salon requirements
  - K17 when to replenish low levels of resources, to minimise disruption to your own work and to clients
  - K18 the person you should report low levels of resources
- 

## Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- 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 Regulations (COSHH)
  - 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
- 

## Outcome

4 Prepare facial hair and skin for shaving services

You need to know and understand:

- K19 how to prepare and use hot and cold towels
  - K20 the importance of applying hot towels to suit the needs of the shaving service and the comfort of your client, whilst following the instructions from the stylist
-

- K21 the effect of hot and cold towels on the skin and hair
- K22 how to prepare and use lathering products correctly so they are fit for use in time for the shaving service
- K23 how to prepare and use lathering products correctly so they are fit for use in time for the shaving service
- K24 the function of effleurage and petrissage massage techniques when lathering
- K25 when, why and how to use brush and massage techniques when applying lathering products
- K26 the importance of apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
- K27 the importance of following manufacturers' instructions for the use of lathering products
- K28 the importance of lathering and its effect on skin and hair
- K29 why it is important to leave your client's skin free from lathering products after the shaving service
- K30 the importance of checking client comfort throughout the process
- K31 why timing is critical to the shaving service
- K32 the types and causes of problems that may occur when assisting with shaving services
- K33 your own limits of authority for shaving services

## Unit 218

## Assist with shaving services (CB1)

### Supporting Information

#### **Evidence requirements**

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for assisting with shaving services.
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions**.
- 4 From the range, you must show that you have:
  - used **all** the lathering products
  - carried out **both** the lathering techniques.
5. If the range **requirement** has not been fully covered by these observations you may be able to provide additional **observed** evidence.

## Appendix 1 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 a professional attitude
- 10 good verbal and non-verbal communication skills
- 11 the maintenance of effective, hygienic and safe working methods
- 12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
- 13 adherence to workplace health, safety and security measures

## Appendix 2 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 communicate with the client politely and courteously
- 4 identifying and confirming the client's expectations
- 5 responding positively to the clients' questions and comments
- 6 keeping the client informed and reassured
- 7 responding to a client seeking assistance
- 8 quickly locating information that will help the client
- 9 dealing with problems within the scope of your responsibilities and job role
- 10 show clients and colleagues respect at all times and in all circumstances
- 11 quickly seeking assistance from a senior member of staff when required
- 12 giving the client the information they need about the services or products offered by the salon

## Appendix 3 Glossary

This glossary provides definitions and explanations of terms used across all of the 6008 units.

### **2D**

A two tone flat design, not necessary to have depth

### **3D**

Use of graduation and perception of near and far

### ***Adverse hair, skin and scalp conditions***

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- psoriasis
- alopecia
- cysts
- impetigo
- scars
- moles

### ***Basic sectioning technique***

Includes 6 section and 9 section perm

### ***Chemical rearranger***

Ammonium-thioglycollate based product used to pre-soften tight/curly hair prior to winding a perm

### ***Conditioning products (examples)***

These can include

- surface conditioners, including leave-in
- penetrating conditioners, including leave-in
- scalp treatments, including leave-in

### ***Confidential information***

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

### ***Contra-indications***

Conditions that indicate a service should not be carried out.

## **Cornrow**

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

## **Cutting terminology**

### **Long graduation cut**

A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape

### **One length cut**

A one length cut is when the hair is cut the same outside length

### **Short graduation cut**

A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape

### **Uniform layer cut**

The uniform layer cut is when all sections of the hair are the same length

## **Disinfection**

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

## **Effleurage**

A gentle stroking movement.

## **Facial hair shapes (examples only)**

### **Anchor**

A beard shaped like an anchor from the centre of the bottom lip and around and up the chin.

### **Pharaoh**

A beard starting from the base of the chin. It can be of any length.

### **Stubble**

A neatened, several day, full beard growth.

### **Goatee**

A narrow beard which circles the mouth and chin.

### **Curtain rail**

A narrow beard following the mandible.

### **Lip line moustache**

A horizontal moustache about the width of a pencil.

### **Mexican moustache**

A moustache following the natural line of the upper lip and extends down towards the chin.

### **Pencil moustache**

A narrow moustache following the natural line of the upper lip.

### **Rooftop moustache**

A moustache that extends from under the nose to form a straight 'chevron' shape.

## **Factors influencing services**

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.



### ***Fishtail plait***

A four strand plait achieved by crossing four pieces of hair over each other to create a herringbone look

### ***Flat top***

The haircut is usually done with clippers using the clipper over comb technique, though it can also be cut scissor over comb or freehand with a clipper. The hair at the crown is cut from about one quarter to one half inch whilst the barber stands behind the client. He then positions himself in front and cuts the top hair to about two inches in length and then to the desired height across the top from side to side whilst progressing back to the shorter hair at the crown. The exact lengths are dependent on skull shape and the style of flat top. Intricate cutting of the top and upper sides follow to achieve a specific inclination and squarish effect. There are many adaptations of this haircut such as the DA, horseshoe or high top fade.

### ***Flat twist***

Where the hair is rolled and twisted by the hand to lay flat on the scalp.

### ***Freehand***

The cutting of hair without holding it in place.

### ***French plait***

This is known as a Congo plait or Guinea plait. It is a single, inverted plait.

### ***Friction***

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

### ***Full neck line***

Collar length hair

### ***Hair characteristics***

Includes the following:

- Hair density
- Hair texture
- Hair elasticity
- Hair porosity
- Hair condition
- Hair growth patterns

### ***Hair classification (this is a guideline only)***

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.

### **Heated equipment**

eg Heated rollers, tongs, straighteners

### **Lightening products**

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners.

### **Limits of own authority**

The extent of your responsibility as determined by your own job description and workplace policies.

### **Linear outline**

Patterns created from either straight or curved lines or a combination of straight and curved lines.

### **Long term hair extensions**

Hair extensions which last six weeks or longer

- hot bonded or fusion
- micro ring or loop
- corn row based wefts
- corn row plaits

### **Manufacturers' instructions**

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

### **Partial beard**

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

### **Personal presentation**

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

## ***Personal Protective Equipment (PPE)***

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

## ***Petrissage***

Slow, firm, kneading movement.

## ***Pre-perm treatment***

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

## ***Pulled through highlights and/or lowlights***

Techniques could include:

- combs
- spatula
- cap
- foil or film pull-through strips
- cones

## ***Quasi-permanent colour***

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

## ***Relevant person***

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, 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, consumable items.

## ***Rotary***

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

## ***Salon requirements***

Any hairdressing procedures or work rules issued by salon management

## ***Semi-permanent colour***

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair.

### ***Sensitised hair***

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

### ***Special advice prior to visit***

eg Special clothing requirements, tests required, treatments and services to avoid

### ***Square neck line***

Known as a Boston.

### ***Sterilisation***

The total destruction of microorganisms.

### ***Straight razor***

An old fashioned razor with a blade that can fold up into its handle. They are also called open razors and cut-throat razors.

### ***Strand test***

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

### ***Tapering***

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

### ***Temporary hair attachments***

Hair attachment systems which last anything between 24 hours and six weeks

- sewn
- plaited
- rings
- tapes
- clip in hairpieces and additions
- taped weft
- cold bonding (latex)
- wefted hair - tracks/rows
- plaited corn rows

### ***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.

### ***Texturising (by cutting)***

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

### ***Texturising (using chemicals)***

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

### ***Traction alopecia***

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting.

### ***Trimmers***

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

### ***Vibration***

A fine, gentle trembling movement of the tissues which is performed by your hand or fingers.

### ***Wrap setting***

When hair is wound clockwise or anti clockwise so that the contours of the head form the finished shape of the hair.

## Appendix 4 Useful contacts

### UK learners

General qualification information

T: +44 (0)844 543 0033

**E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

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### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

**E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

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### Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

**E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)**

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)**

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)**

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

**E: [business@cityandguilds.com](mailto:business@cityandguilds.com)**

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### Publications

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The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries

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