

Candidate logbook
Level 2 SVQ at Level 5 SCQF

Hairdressing



SVQ

Hairdressing

Name: _____

City & Guilds enrolment number: _____

Date registered with City & Guilds: _____

Date enrolled with centre: _____

Centre name: _____

Centre number: _____

Centre address: _____

Centre contact: _____

IQA name: _____

EQA name: _____

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INTRODUCTION AND USEFUL WORDS

Image courtesy of Wella

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

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

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

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

WHAT QUALIFICATION AM I DOING?

If you are in Scotland, you are taking the Level 2 SVQ in Hairdressing at Level 5 SCQF. SVQ stands for Scottish Vocational Qualification and the Scottish Credit and Qualifications Framework (SCQF) is a framework which promotes lifelong learning and allows learners, learning providers and employers to gain a better understanding of qualifications in Scotland. The units in these qualifications are based on the National Occupational Standards (NOS) for Hairdressing. This means that the work you do to achieve any of the qualifications listed above is mainly about practical hairdressing skills and real work activities.

WHAT DO I NEED TO ACHIEVE?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser.

To achieve your qualification you must achieve the required number of mandatory and optional units, which are specified in the qualification structure. This is included in the Summary of achievement section. Mandatory units are units that you must complete. There are also optional units, where you can select the right units that match your interests and the needs of your salon. Each unit has SCQF credit points and therefore each SVQ has an overall minimum and maximum credit points value. The purpose of credit points is to show how much learning is involved in achieving each unit as well as the overall qualification. Each credit point represents an average of 10 hours of learning.

WHAT'S IN A UNIT?

There are three main parts:

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

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



Image courtesy of L'Oréal Professionnel



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

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

WHO WILL DECIDE WHETHER I HAVE ACHIEVED THE STANDARDS?

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

1 Your assessor

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

2 Internal Quality Assurer (IQA)

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

3 External Quality Assurer (EQA)

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





Image courtesy of Wella

HOW LONG WILL IT TAKE?

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

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

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

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

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

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800). Calls to our 01924 numbers cost your telephone company's access charge.

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



Image courtesy of Wella

Image courtesy of www.thechapel.co.uk



USEFUL WORDS

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

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

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

Candidate A person working towards a qualification, ie, yourself.

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

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

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

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

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

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

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

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

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

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

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



Image courtesy of Wella

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

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

SVQ (Scottish Vocational Qualification)

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

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

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

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



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Image courtesy of Cheynes

ABOUT THE AUTHOR

Image courtesy of Wellia



MELANIE MITCHELL

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

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

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

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

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

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



FOREWORD



Image courtesy of Wella

A FEW WORDS FROM SOPHIA HILTON

I think the greatest thing about hairdressing is it can be whatever you want it to be. Even though, when you first start out, you may think there is only one career path, once you get going suddenly you start to see all the possibilities around you. I have friends that use hairdressing as the perfect job while raising a family, and I've got friends that work in spectacular day spas in Barbados. I've got friends that own their own salons, friends that teach in academies, friends that work on cruise ships and friends in fashion. My own career path meant that I spent a long time doing competition work to build a name for myself and now I work in Central London and do hair shows all over the world!

Now let's get one thing straight: your Level 2 diploma is a starting point. It's your initial introduction to all aspects of hairdressing – and it's fantastic. But after you have qualified, it is up to you to take yourself to the next level and that means constant education. You need to be going on a hairdressing course every year. Whatever career path you want to take, you need to be the best you can be.

In hairdressing you will always work hard for your money, it's a physically and mentally tiring job. But believe me, if you work a little bit 'smarter not harder', by reinvesting in your education, you will become a great hairdresser and all that hard work will pay off tenfold.

Trust me.



Sophia Hilton is an international educator, teaching in over seven countries worldwide. Now one of L'Oréal's most sought-after UK educators and the artistic co-ordinator of Brooks and Brooks Hairdressing, she is positively obsessed with hairdressing. The face of the Hairdressing Council, winner of the L'Oréal Colour Trophy and the British Hairdressing Awards, at the age of 27 she's really taken the UK by storm.

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

Candidate enrolment number:

Centre name:

Centre number:

Mandatory units (all are required for full SVQ):

Optional units (you must achieve a minimum of one unit from this group):

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles (eg, 205, 206, 209, 210...). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature:

Date:



COMPLETE LIST OF UNITS

Image courtesy of Wella

MANDATORY UNITS

All units must be achieved from this group

Unit number	Unit title	SCQF level	SCQF credit
205	Advise and consult with clients (CHB9)	5	8
206	Shampoo, condition and treat the hair and scalp (CHB11)	5	5
207	Develop and maintain your effectiveness at work (CHB12)	5	3
201	Style and finish hair (CH1)	5	6
202	Set and dress hair (CH2)	5	7
203	Cut hair using basic techniques (CH3)	5	13
204	Colour and lighten hair (CH4)	6	14

OPTIONAL UNITS

A minimum of one unit must be achieved from this group

Unit number	Unit title	SCQF level	SCQF credit
209	Perm and neutralise hair (CH5)	6	9
210	Plait and twist hair (CH6)	5	5
211	Temporarily attach hair to enhance a style (CH7)	5	3
212	Remove hair extensions (CHB8)	5	5
213	Fulfil salon reception duties (CHB13)	5	5
208	Relax hair (AH2)	6	8

CREDIT POINTS

Each unit has SCQF credit points and therefore each SVQ has an overall minimum and maximum credit points value. The purpose of credit points is to show how much learning is involved in achieving each unit as well as the overall qualification. Each credit point represents an average of ten hours of learning. If you want to know more about credits, ask your assessor.

TRACKING YOUR PROGRESS

Image courtesy of Wella



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

MANDATORY UNITS

205 Advise and consult with clients (CHB9)

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign _____

Date _____

206 Shampoo, condition and treat the hair and scalp (CHB11)

Observations 1 ☐ 2 ☐ 3 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign _____

Date _____

207 Develop and maintain your effectiveness at work (CHB12)

Observations 1 ☐

Outcomes achieved 1 ☐ 2 ☐ 3 ☐

All 'What you must cover' achieved ☐

All 'Knowledge and understanding' achieved ☐

Sign _____

Date _____

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

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

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

Image courtesy of Wella





Image courtesy of Wella

Image courtesy of Wella

201 Style and finish hair (CH1)

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

Sign _____

Date _____

202 Set and dress hair (CH2)

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

Sign _____

Date _____

203 Cut hair using basic techniques (CH3)

Observations 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐
 Outcomes achieved 1 ☐ 2 ☐ 3 ☐ 4 ☐
 All 'What you must cover' achieved ☐
 All 'Knowledge and understanding' achieved ☐

Sign _____

Date _____

204 Colour and lighten hair (CH4)

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

Sign _____

Date _____

OPTIONAL UNITS

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

209 Perm and neutralise hair (CH5)

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

Sign _____

Date _____

210 Plait and twist hair (CH6)

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

Sign _____

Date _____



211 Temporarily attach hair to enhance a style (CH7)

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

Sign _____

Date _____

212 Remove hair extensions (CHB8)

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

Sign _____

Date _____

213 Fulfil salon reception duties (CHB13)

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

Sign _____

Date _____

208 Relax hair (AH2)

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

Sign _____

Date _____







UNIT 205

ADVISE AND CONSULT WITH CLIENTS (CHB9)

Consulting with your client is an essential part of every hairdressing service. To become a successful hairdresser or barber, you will need to master these skills, one of the most important of which is good communication. You need to find out about a client's lifestyle, job and hobbies, as well as their hair characteristics and classifications. In this unit, you will learn how to

analyse any hair, skin and scalp problems, perform tests and identify suspected infections and infestations. You will also learn how to give advice and recommendations on aftercare so that the client can maintain their looks between appointments and so they can purchase suitable individual retail products for their use at home.



UNIT 205

ADVISE AND CONSULT WITH CLIENTS (CHB9)

MANDATORY

Image courtesy of L'Oréal Professionnel

This unit has **three outcomes**.

Outcome 1

Be able to consult with and advise clients

Outcome 2

Understand the relevant policies and procedures when carrying out consultation services

Outcome 3

Understand the science of hair, skin and scalp

EVIDENCE REQUIREMENTS

You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance as part of all technical observations and will be recorded on at least **three** occasions across three different technical units. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

Always make sure that your client is comfortable and ask if they would like refreshments and a magazine to read.



First class: the daily challenge and thrill of being better today than yesterday.

Lesley Spears, Moroccan Oil



Shutterstock/Djomas

WHAT YOU MUST COVER

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

Consulted the following types of clients:

new
regular

Used all of the following means of identifying clients' wishes:

questioning
observation

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

adverse hair, skin and scalp conditions
incompatibility of previous services and products used
client's lifestyle
test results

Identified or can describe the following problems:

suspected infections
suspected infestations

Taken into account all of the following hair characteristics:

hair density
hair texture
hair elasticity
hair porosity
hair condition
hair growth patterns

Used three of the following four classifications:

type 1 – straight hair
type 2 – wavy hair
type 3 – curly hair
type 4 – very curly hair



Given all the following advice and recommendations:

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

MORE INFORMATION

For details on hair classifications, please turn to the 'More information' section in the back of this logbook.

USEFUL WORDS

Adverse hair, skin and scalp conditions

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

Client's lifestyle What they do for a job, hobbies and interests; also their age, etc.

Confidential information This may include personal aspects of conversations with clients and colleagues, contents of client records, client and staff personal details, addresses and telephone numbers, financial aspects of the business and even gossip.

Hair characteristics Each person's hair is made up differently and the difference is due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture), etc.

Hair classification Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Health and safety legislation Rules and regulations that keep you and your clients safe at work.

Infections Infection can result in red and inflamed skin or the development of puss. If you suspect that your client has an infection, then you should report it to your supervisor.

Infestations A condition where parasites such as head lice move on to a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Manufacturers' instructions Explicit guidance issued by manufacturers' or suppliers' of products or equipment, concerning their safe and efficient use.

Tests Tests can be on the hair or scalp. An example of a skin test would be prior to a colour service to make sure that a client wasn't allergic to the product and a hair test could be an incompatibility check to see if there are any metallic salts in the hair.



OBSERVATION SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT

WITH CLIENTS (CHB9)

WHAT YOU MUST DO

Image courtesy of L'Oréal Professionnel

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

OUTCOME 1

Be able to consult with and advise clients

- a Prepare to consult with and advise clients
- b Apply safe and hygienic methods of working throughout services
- c Carry out consultation services
- d Carry out relevant tests
- e Provide clients with advice and recommendations



Make sure you always clarify the main points of the consultation before you move onto another topic.

Image courtesy of Big Yin Salon

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

OBSERVATION SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT WITH CLIENTS (CHB9)

WHAT YOU MUST COVER



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

Clients

Tick the types of clients consulted with in each observation. You must consult with **both** types of clients.

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

Identify

Tick the means of identifying clients' wishes used in each observation. You must use **both** means of identification.

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

Factors that limit or affect services

Tick the factors for which you have adapted your advice in each observation. You must take into account **all** of the factors.

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

Continues on next page

Once you have completed the consultation, always recap on the service you are going to complete to ensure that your client fully understands.





OBSERVATION SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT WITH CLIENTS (CHB9)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of L'Oréal Professionnel

Problems

Tick the problems identified or described in each observation. You must identify describe **both** of the following problems.

	1	2	3		
Suspected infections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suspected infestations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hair characteristics

Tick the hair characteristics taken into account in each observation. You must take into account **all** of the hair characteristics.

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

Hair classification

Tick the hair classifications seen in each observation. You must see **three** of the **four** classifications.

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

Continues on next page



Image courtesy of KMS California

OBSERVATION SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT

WITH CLIENTS (CHB9)

WHAT YOU MUST COVER (CONTINUED)



Advice and recommendations

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

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



During the consultation, make sure that you are at eye level with your client. This could mean that you need to sit on a cutting stool next to your client.



Use visual aids to help communicate and support your client's consultation.



COMMENT FORM

UNIT 205 ADVISE AND CONSULT WITH CLIENTS (CHB9)

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

Comments

Date

1

2

3

Always check for suspected infections and infestations. Impetigo comprises yellow crusty spots on the skin and is very infectious; therefore, no salon service should be offered.



KNOWLEDGE SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT

WITH CLIENTS (CHB9)

WHAT YOU MUST KNOW



Outcome 2

Understand the relevant policies and procedures when carrying out consultation services

2.1 Outline responsibilities for health and safety in own role

K7	your responsibilities under current relevant Health and Safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation	Cross-unit knowledge
K9	your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	Inferred knowledge
K10	salon procedures and manufacturers' instructions in relation to conducting tests	Inferred knowledge

2.2 Explain the importance of following current relevant legislation

K5	salon rules for maintaining confidentiality and privacy	Mandatory knowledge
K8	the importance of not discriminating against clients with illnesses and disabilities and why	Mandatory knowledge
K22	your legal responsibilities for describing the features and benefits of products and services	Mandatory knowledge
K27	how to complete the client records used in your organisation and the importance and reasons for gaining client consent.	Mandatory knowledge

2.3 Describe how to communicate effectively when carrying out consultation services

K1	why effective communication is important for your salon's business	Mandatory knowledge
K2	how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	Mandatory knowledge
K3	the questioning and listening skills you need in order to find out information	Inferred knowledge
K4	why it is important to encourage and allow time for clients to ask questions	Mandatory knowledge
K6	the different types of visual aids that can support client consultation	Inferred knowledge
K23	your salon's pricing structure	Inferred knowledge
K24	how to calculate the likely charge for services	Inferred knowledge

2.4 Explain the importance of providing clients with advice and recommendations

K25	the importance of giving the client realistic expectations	Mandatory knowledge
K26	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

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

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

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

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 205 ADVISE AND CONSULT WITH CLIENTS (CHB9)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of L'Oréal Professionnel

HINTS AND TIPS

Ask open-ended questions when communicating with your client. These are usually questions that start with 'how', 'when', 'who', 'what', 'why'.

Outcome 3

Understand the science of hair, skin and scalp

3.1 Identify the different hair characteristics and classifications

K17	the different types of hair characteristics	Mandatory knowledge
K18	the different types of hair classifications	Mandatory knowledge

3.2 Describe the basic structure of hair and skin

K19	the basic structure of hair and skin	Mandatory knowledge
-----	--------------------------------------	---------------------

3.3 Describe the growth cycle of hair

K20	the growth cycle of hair	Mandatory knowledge
-----	--------------------------	---------------------

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

K13	why it is important to identify factors that may limit or affect services and products which can be used	Mandatory knowledge
-----	--	---------------------

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

K14	how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients	Mandatory knowledge
K21	the services and products available for use in your salon	Inferred knowledge

3.6 Describe when and how tests are carried out

K11	how and when tests are carried out on hair	Inferred knowledge
-----	--	--------------------

3.7 Explain how test results influence services

K12	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
-----	---	---------------------

3.8 Describe how to recognise hair, skin and scalp problems and necessary actions to take

K15	how to recognise hair, skin and scalp problems	Mandatory knowledge
K16	how to identify suspected infections and infestations which need reporting and who to report them to	Mandatory knowledge

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

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

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

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

MORE INFORMATION

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

WITH CLIENTS (CHB9)



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

Comments

Date _____

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 206

SHAMPOO, CONDITION AND TREAT THE HAIR AND SCALP (CHB11)

The shampoo and conditioning treatments are the first which the client experiences of services in the salon and they can set the tone for the rest of their visit. Correct shampooing and conditioning clean the hair and scalp, help keep them healthy and are essential to make sure that the hairdressing services

which follow work properly and give the best results. In this unit, you will learn to treat different hair and scalp conditions using shampoos and conditioners. You will also learn to use massage movements correctly when shampooing and conditioning hair.



UNIT 206

SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

MANDATORY

This unit has
four outcomes.

Outcome 1

Be able to shampoo,
condition and treat
the hair and scalp

Outcome 2

Know how health
and safety policies
and procedures
affect shampooing,
conditioning and
scalp treatment
services

Outcome 3

Understand
the science of
shampooing,
conditioning and
scalp treatments

Outcome 4

Understand the
products and
techniques used
in shampooing,
conditioning and
scalp treatments



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **three** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

If you see that the shampoo and conditioner stock needs replenishing, then follow the salon's procedures to replace.



When shampooing very curly hair, prior to adding water, use a lightweight oil to detangle the hair.

Shelly Dalton

WHAT YOU MUST COVER

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

Adapted your shampooing techniques for three out of the following five hair conditions:

damaged

product build up

normal

oily

dry

Adapted your shampooing techniques for three out of the following five scalp conditions:

dandruff affected

oily

dry

product build-up

normal

Used two out of the following three shampooing massage techniques:

effleurage

rotary

friction

Used all the following conditioning products:

surface

penetrating

scalp treatment

Used both of the following conditioning massage techniques:

effleurage

petrissage

Given all of the following advice and recommendations:

correct detangling techniques

suitable shampoos and conditioning products

time interval

between services

present and future

products and services

HINTS AND TIPS

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



USEFUL WORDS

Conditioning products These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Contra-indications When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cross-infection When disease is passed from one person to another, due to poor hygiene.

Cross-infestation When an infestation of parasites, such as head lice, is passed from one person to another.

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

Effleurage A gentle stroking movement.

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

Friction massage 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.

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

Petrissage Slow and firm kneading movement.

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

Surface conditioning products Products designed to add moisture to the hair in order to improve shine and texture.



OBSERVATION SIGN-OFF SHEET

UNIT 206 SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

WHAT YOU MUST DO

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



OUTCOME 1

Be able to shampoo, condition and treat the hair and scalp

- Prepare for shampooing, conditioning and treatment services
- Apply safe and hygienic methods of working throughout services
- Consult with clients about services and outcomes of tests
- Select suitable products, tools and equipment
- Carry out shampooing, conditioning and treatment services
- Provide clients with advice and recommendations on the service(s) provided

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

HINTS AND TIPS

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



OBSERVATION SIGN-OFF SHEET

UNIT 206 SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

WHAT YOU MUST COVER



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

Hair condition

Tick the hair conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** hair conditions.

	1	2	3		
Damaged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product build up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Scalp condition

Tick the scalp conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** scalp conditions.

	1	2	3		
Dandruff affected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product build-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Shampooing massage techniques

Tick the shampooing massage techniques used in each observation. You must carry out **two** out of the **three** shampoo massage techniques.

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

Conditioning products

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

	1	2	3		
Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penetrating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conditioning massage techniques

Tick the conditioning massage techniques used in each observation. You must carry out **both** of the conditioning massage techniques.

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

Continues on next page



OBSERVATION SIGN-OFF SHEET

UNIT 206 SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

WHAT YOU MUST COVER (CONTINUED)

Advice and recommendations

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

Correct detangling techniques

Suitable shampoos and conditioning products

Time interval between services

Present and future products and services

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

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

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



Dandruff is an oily, not dry, scalp – so don't rub oils into the scalp to remove it. Apply specific anti-dandruff scalp toners instead.

Phillip Kingsley



COMMENT FORM

UNIT 206 SHAMPOO, CONDITION AND TREAT THE HAIR AND SCALP (CHB11)



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

Comments

Date

1

2

3

When shampooing a client's hair, if they request for the water temperature to be changed, always do this promptly and positively.



Use a fresh, new towel for every client, every time. Disposable towels guarantee absolute hygiene and show you take no chances with clients' health or comfort.

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



KNOWLEDGE SIGN-OFF SHEET

UNIT 206 SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

2.1 Outline responsibilities for health and safety in own role

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

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

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

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K11	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K15	the correct methods of waste disposal	Inferred knowledge
K33	how to use and handle equipment used during conditioning and treatment processes	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	Cross-unit knowledge
----	---	----------------------

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

K13	the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	Mandatory knowledge
-----	--	---------------------

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

K6	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K7	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K8	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K9	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Continues on next page

Outcome 3

Understand the science of shampooing, conditioning and scalp treatments

3.1 Explain hair and scalp conditions and their causes

K17	how to identify hair and scalp conditions and their causes	Mandatory knowledge
K18	how and why the contra-indications can affect the service	Mandatory knowledge
K19	how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products	Mandatory knowledge

3.2 Explain the science which underpins the services provided

K20	how shampoo and water act together to cleanse the hair	Mandatory knowledge
K22	the effects of water temperature on the scalp and structure of the hair	Mandatory knowledge
K24	how the pH value of the products used affects the current state of the hair	Mandatory knowledge
K25	how the 'build-up' of products can affect the hair, scalp and the effectiveness of other services	Mandatory knowledge
K36	how heat affects the hair during the conditioning treatment	Mandatory knowledge

Outcome 4

Understand the products and techniques used in shampooing, conditioning and scalp treatments

4.1 Describe the range of products available

K26	how shampoos and conditioning products affect the hair and scalp	Mandatory knowledge
K27	types of available shampooing and conditioning products and equipment	Inferred knowledge
K28	when and how to use different shampooing, conditioning and treatment products	Inferred knowledge

4.2 Describe the potential effects of using an incorrect products

K30	what may happen if the incorrect shampooing and conditioning products are used	Mandatory knowledge
-----	--	---------------------



HINTS AND TIPS

Always make sure that you do not wet the towel around the client's neck when shampooing.

Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 206 SHAMPOO, CONDITION AND TREAT

THE HAIR AND SCALP (CHB11)

WHAT YOU MUST KNOW (CONTINUED)



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

K14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K34	the importance of removing conditioning and treatment products, when required	Mandatory knowledge

4.4 Outline the importance of removing excess water from the hair at the end of the service

K35	the importance of removing excess water from the hair at the end of the service	Mandatory knowledge
-----	---	---------------------

4.5 Explain the massage techniques used during shampooing and conditioning

K21	when and how massage techniques should be used when conditioning different lengths and densities of hair	Mandatory knowledge
K31	when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair	Mandatory knowledge
K32	the purpose and benefits of scalp massage	Mandatory knowledge

4.6 Explain the importance of detangling the hair from point to root

K23	the importance of detangling the hair from point to root	Mandatory knowledge
-----	--	---------------------

4.7 Outline the importance of using products cost effectively

K29	when the shampooing process should be repeated	Inferred knowledge
-----	--	--------------------

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

K16	your salon's service times for shampooing, conditioning and treating the hair	Inferred knowledge
K37	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

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

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

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

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

MORE INFORMATION

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

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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



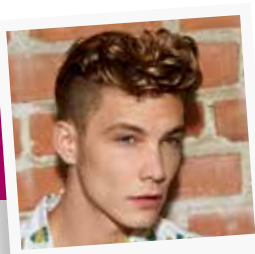


UNIT 207

DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)

Teamwork is an important part of the day-to-day running of a salon or barber shop. Every stylist is dependent on their fellow assistants to work together and contribute efficiently to the effectiveness of the workplace. Professional people focus hard and get results. It is the people who are always effective who

are most likely to achieve great things within their careers and become a highly valued member of the workforce. If you are one of them, you will find out in this unit what it takes to be an outstanding team member and how to measure your own development and maintain your effectiveness at work.



UNIT 207

DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12) MANDATORY

This unit has
three **outcomes**.

Outcome 1

**Be able to work
effectively as part
of a team**

Outcome 2

**Be able to improve
own performance
at work**

Outcome 3

**Know how to work
effectively as part
of a team**



Being passionate about all things hairdressing, it's great to pass on knowledge and experience to help drive and educate new and existing team members, inspiring them to be the best they can be.

Regis Ltd.

EVIDENCE REQUIREMENTS

You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

WHAT YOU MUST DO

Your assessor will observe your contributions to effective teamwork on at least **one** occasion. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

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

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



WHAT YOU MUST COVER

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

Participated in all the listed opportunities to learn:

from colleagues and other relevant people
active participation in training and development activities
active participation in salon activities

Agreed and reviewed your progress towards both types of target:

productivity
personal development

Offered assistance both:

on a one-to-one basis
in a group



If product reps often offer training for new products in the salon, try to take the time to attend.



USEFUL WORDS

Continuous professional development

The term used to describe how people in a profession continue to update and improve their skills throughout their careers. This is important within the hairdressing industry, due to constant changes in fashion, styles and trends which mean you should prove that you are fully up to date and remain competent. This is also known as 'CPD'.

Grievance procedures If you or a colleague has a dispute that can't be sorted out easily, a grievance procedure would be carried out. This would involve formal meetings to discuss the issues. If you're unsure as to your salon's grievance procedures, ask the advice of your manager.

Harmonious working relationship This means working well with your colleagues and understanding the importance of teamwork. It is important as you will work more effectively and create a better impression of your salon to clients.

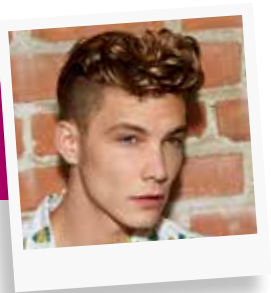
National Occupational Standards (NOS)

The Hairdressing and Beauty Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries. Your SVQ is based on standards written by Habia and you read these to check what you need to comply with, in order to achieve your Level 2 SVQ.

Personal development This is the process of improving your skills and increasing the amount of experience that you have within your job.

Productivity This means the amount of work that you are getting done. If you work effectively, you will achieve high productivity.

Target This means a short- or long-term goal that is set for or by you to achieve and this is usually within a specific timeframe.



OBSERVATION SIGN-OFF SHEET

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to work effectively as part of a team

- a Work effectively as part of a team to achieve agreed objectives
- b Develop working relationships with colleagues

OUTCOME 2

Be able to improve own performance at work

- a Identify personal strengths and weaknesses
- b Produce a self-development plan with targets

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

HINTS AND TIPS

Whenever the opportunity arises to learn a new skill, you should embrace and enjoy the experience.

If a client asks you about the price of a service, request this information from a senior team member and give the client a salon price list to take home.



OBSERVATION SIGN-OFF SHEET

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)

WHAT YOU MUST COVER



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

Opportunities to learn

Tick the opportunities to learn taken in each observation. You must take **all** of the opportunities to learn.

	1		
From colleagues and other relevant people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in training and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Active participation in salon activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Targets

Tick the kinds of targets reached in each observation. You must reach **both** of the kinds of targets.

	1		
Productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assistance

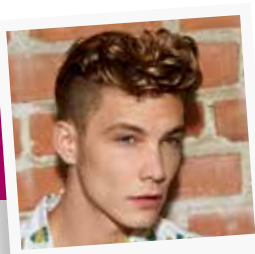
Tick the kinds of assistance offered in each observation. You must offer **both** kinds of assistance.

	1		
On a one-to-one basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

If a stylist asks you do a task, always do it to the best of your ability.





COMMENT FORM

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)

Image courtesy of KMS California

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

Comments

Date

1

HINTS AND TIPS

Never turn down additional training, even if it means staying on at work in the evening.



Cheyne's has always been a target driven organisation. Everyone in our company has targets, but the most effective are those targets set by the individual themselves! The most successful hairdressers learn to compete against themselves by setting 'stretch' targets and going all out to beat their own records.

Jennifer Cheyne, OBE

Shutterstock/docstockmedia

Image courtesy of www.thechapel.co.uk

KNOWLEDGE SIGN-OFF SHEET

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)

WHAT YOU MUST KNOW

Outcome 3

Know how to work effectively as part of a team

3.1 Identify your and other team members' roles and responsibilities

K1	your job role and responsibilities and how this relates to the role of other team members	Inferred knowledge
K2	how to get information about your job, your work responsibilities and the standards expected of you	Mandatory knowledge
K3	how to find out relevant information about other people's areas of responsibility	Mandatory knowledge
K4	why it is important to work within your job responsibilities and what might happen if you do not do so	Mandatory knowledge
K9	the limits of your own authority and that of others in relation to giving assistance	Inferred knowledge
K11	your salon's appeals and grievance procedures	Mandatory knowledge

3.2 Describe how to improve your own performance at work

K5	how to identify your own strengths and weaknesses	Mandatory knowledge
K8	who can help you identify and obtain opportunities for your development and training	Mandatory knowledge
K10	the standards of behaviour that are expected of you when working in the salon	Inferred knowledge
K13	how using the National Occupational Standards can help you identify your development needs	Inferred knowledge

3.3 Describe the importance of effectively working with others

K16	why harmonious working relationships are important	Mandatory knowledge
K17	how to react positively to reviews and feedback and why this is important	Mandatory knowledge
K18	support co-operative ways of working such as anticipating the needs of others for information and support and showing that you are willing to help resolve disagreements	Inferred knowledge
K20	who to report to when you have difficulties in working with others	Mandatory knowledge
K21	how to deal with relationship difficulties and conflicts when working with others	Mandatory knowledge
K22	the questioning and listening skills you need in order to find out information	Inferred knowledge

Continues on next page



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

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

HINTS AND TIPS

Teamwork is an important part of the day-to-day running of a salon and so you should always be aware of what you could do to help other team members.



KNOWLEDGE SIGN-OFF SHEET

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12) WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of KMS California

3.4 Describe the importance of target setting and improving your own performance

K6	the importance of meeting your personal development and productivity targets and timescales	Mandatory knowledge
K7	the importance of continuous professional development and how it affects your job role	Mandatory knowledge
K14	how to maintain awareness of current and emerging trends and developments within the industry and why this is important	Mandatory knowledge
K15	the importance of continually using and updating your own personal plan	Mandatory knowledge
K19	how to manage your time effectively	Inferred knowledge

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

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

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

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

MORE INFORMATION

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



HINTS AND TIPS

A team player is someone who puts aside their personal goals and works well with others, doing what they need to do in order to strive for a common goal.

Image courtesy of KMS California

Image courtesy of Goldwell

SUPPLEMENTARY NOTES

UNIT 207 DEVELOP AND MAINTAIN YOUR EFFECTIVENESS AT WORK (CHB12)



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

Comments

Date

[illegible]

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 201

STYLE AND FINISH HAIR (CH1)

Styling and finishing hair is one of the most popular salon services. These skills are important because they create the overall finish that a client demands and it is also the end result that the client sees in the mirror. Blow drying, finger drying and finishing are all skills that you will need as a hairdresser, no matter what route you take in your hairdressing career. Hair can be

finished in various different ways. It can be smoothed, straightened and curled, whilst movement and volume can be created by the use of various tools. By using heated styling equipment such as straighteners and tongs, you will get a fabulous finish to your blow-dry. As your skills, knowledge and confidence grow, you will see how you can create some amazing styles.



UNIT 201

STYLE AND FINISH HAIR (CH1)

MANDATORY

This unit has five outcomes.

Outcome 1

Be able to style and finish hair

Outcome 2

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

Outcome 3

Understand the factors that influence styling and finishing services

Outcome 4

Understand the science of styling and finishing hair

Outcome 5

Understand the tools, equipment, products and techniques used to style and finish hair



Always ensure that your thermal straightening tools are at the right temperature for the hair type – lower for finer hair, higher for thicker hair.

Shelly Dalton

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe your performance on at least **four** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

Clients will expect you to carry out your hairdressing on time. It is not good customer service to keep clients waiting.



WHAT YOU MUST COVER

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

Used four out of the following seven products:

heat protectors

sprays

mousse

creams

gels

serums

wax

Used both the types of heated styling equipment:

straighteners

tongs

Styled all of the following hair lengths:

above shoulder

below shoulder

one length

layered

Used all of the blow drying tools and equipment:

hand dryer

attachments

round brush

flat brush

Taken into account all the factors:

hair characteristics

hair classifications

hair cut

hair growth patterns

head and face shape

Produced all the following blow dry finishes:

straightening

smoothing

creating volume

creating movement

creating curl

Given all the following advice and recommendations:

how to maintain their look

time interval between services

present and future products and services



USEFUL WORDS

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

Creating curl The size of the brush will determine how much curl is produced. The smaller the brush, the curlier the finish.

Creating movement Determined by the direction of the style and the amount of waves and curls the style has.

Creating volume Volume is created by the direction at which the hair is held at the roots when drying. The finished result will be bouncy at the roots.

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

Finger drying Using the fingers and hands to lift, mould and style the hair into shape whilst drying it with a hand-held dryer.

Hair density Whether the hair is sparse or abundant. This is a factor to consider when advising clients on hair styles.

Hair elasticity An indication of the hair's strength which allows it to stretch and return to its original length without damage.

Hair texture Individual hair thickness. Hair can be fine, medium or coarse.

Heat protectors A product that is applied to wet or dry hair to coat and protect it from damage caused by using heated styling/finishing equipment.

Reduce fatigue What to do to help stop you getting tired.

Serum A product applied to wet or dry hair to add moisture and shine.

Smoothing Working with the lie of the cuticle to ensure a smooth finish. This may be created when straightening, adding movement or volume to the hair.

Tools Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to style and finish hair

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER



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

Products

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

	1	2	3	4		
Heat protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sprays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mousse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Heated styling equipment

Tick the heated styling equipment used in each observation. You must use **both** types of heated styling equipment.

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

Hair length

Tick the hair length styled in each observation. You must style **all** hair lengths.

	1	2	3	4		
Above shoulder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Below shoulder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

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



HINTS AND TIPS

Before you use your hairdryer, check that the filter is clean and in place.



OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Richard Ward

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** of the types of blow drying tools and equipment.

	1	2	3	4		
Hand dryer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attachments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Round brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flat brush	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

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

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair cut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Blow dry finish

Tick the blow dry finishes used in each observation. You must produce **all** of the blow dry finishes.

	1	2	3	4		
Straightening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating movement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating curl	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Don't be afraid to ask your client, 'how is that looking?' They can tell you if they want the style bigger or smaller. A great hairdresser should be able to combine their inspirational ideas with the client's expectations.

Patrick Cameron

Image courtesy of L'Oréal Professionnel

OBSERVATION SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST COVER (CONTINUED)



Advice and recommendations

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

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

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



HINTS AND TIPS

To achieve a straight, shiny look, the air flow from the blow dryer needs to be directed 'down' the hair shaft from the roots until the ends, as this helps to smooth the cuticle.



COMMENT FORM

UNIT 201 STYLE AND FINISH HAIR (CH1)

Image courtesy of Richard Ward

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

Comments

Date

1

2

3

4



Image courtesy of L'Oréal Professionnel

Image courtesy of Wella

KNOWLEDGE SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST KNOW

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K4	the range of protective clothing that should be available for clients	Inferred knowledge
K6	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K15	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K3	your salon's requirements for client preparation	Inferred knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

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

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

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

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

K7	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K11	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page



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

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

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



KNOWLEDGE SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Richard Ward

Outcome 3

Understand the factors that influence styling and finishing services

3.1 Explain the factors that may influence the services provided

K17	your salon's expected service times for styling and finishing hair	Inferred knowledge
-----	--	--------------------

K25	how different factors affect the styling process and the finished look	Mandatory knowledge
-----	---	---------------------

3.2	Describe ways of dealing with any influencing factors	Mandatory knowledge
-----	---	---------------------

Outcome 4

Understand the science of styling and finishing hair

4.1 Explain the effects of humidity on hair

K19	the effects of humidity on hair	Mandatory knowledge
-----	---------------------------------	---------------------

4.2 Explain the physical effects of styling on the hair structure

K20	the physical effects of the blow drying, finger drying and heated styling processes on the hair structure	Mandatory knowledge
-----	---	---------------------

4.3 Explain why hair should be kept damp during blow drying and finger drying

K18	why hair should be kept damp during the blow drying and finger drying process	Mandatory knowledge
-----	---	---------------------

Continues on next page



Image courtesy of Denman

Outcome 5

Understand the tools, equipment, products and techniques used to style and finish hair

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

K21	the types of products and equipment used for styling and finishing hair	Inferred knowledge
-----	---	--------------------

5.2 Describe the correct use and maintenance of styling and finishing tools

K9	the correct use and maintenance of tools and equipment	Cross-unit knowledge
K14	why it is important to check electrical equipment used to aid the styling and finishing processes	Mandatory knowledge
K23	why and how to use the different types of: K23.1 styling brushes when blow drying K23.2 attachments when blow drying K23.3 heated styling equipment when styling and finishing K23.4 products and when to apply them	Inferred knowledge

5.3 Explain the importance of following salon and manufacturers' instructions during styling and finishing services

K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K22	the manufacturers' instructions on the use of the specific styling and finishing products in your salon	Inferred knowledge

5.4 Explain the importance of applying correct techniques during services

K24	current techniques for blow drying, finger drying and finishing hair	Inferred knowledge
K26	how to manage different hair lengths when styling the hair	Inferred knowledge
K27	how the finished result of blow drying is affected by: P27.1 tension P27.2 size of hair mesh P27.3 size of brush P27.4 the angle at which the brush is held P27.5 not allowing the hair to cool before removing the hair mesh from the brush	Mandatory knowledge
K28	why the direction of the air flow when drying is important to achieve the desired look	Mandatory knowledge
K29	why hair needs to be sectioned for styling	Mandatory knowledge
K30	how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement	Mandatory knowledge
K31	the effects that can be achieved by curling on and off base	Mandatory knowledge

Continues on next page



HINTS AND TIPS

After every blow dry, show the client the rear view of the style you have created by using a back mirror.



KNOWLEDGE SIGN-OFF SHEET

UNIT 201 STYLE AND FINISH HAIR (CH1)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Richard Ward

K32	why temperature of equipment should be adapted to suit different hair types	Mandatory knowledge
K33	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge
K34	why hair should be allowed to cool prior to finishing	Mandatory knowledge
K35	when and how to apply different back combing and back brushing techniques to achieve the desired look	Mandatory knowledge
5.5	Outline the importance of using products cost effectively	Cross-unit knowledge

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

K36	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

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

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

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

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

MORE INFORMATION

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



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



Blow-drying – why the finished look is important. I cannot emphasise how important it is to work really hard on getting the very best finish to your work. A great blow dry shows your client just what can be achieved with the haircut you have created and gives the client that all important 'first impression' of their new cut.

Jennifer Cheyne, OBE

Image courtesy of Diva Pro

SUPPLEMENTARY NOTES

UNIT 201 STYLE AND FINISH HAIR (CH1)

Image courtesy of Richard Ward



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



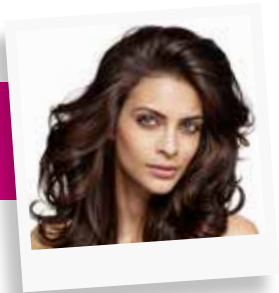


UNIT 202

SET AND DRESS HAIR (CH2)

Within this unit, you will learn a variety of setting techniques which include rollering, spiral curling, wrap setting and pin curls. These techniques will inspire you to complete dramatic styles and make your client more likely to

become a regular customer. As your confidence grows, you will be able to use these skills to develop your career further and you can enter competitions and complete photographic work.



UNIT 202

SET AND DRESS HAIR (CH2)

MANDATORY

This unit has **five outcomes**.

Outcome 1

Be able to set and dress hair

Outcome 2

Know how health and safety policies and procedures affect setting and dressing services

Outcome 3

Know the factors that influence setting and dressing services

Outcome 4

Understand the science of setting and dressing hair

Outcome 5

Understand the tools, equipment, products and techniques used to set and dress hair



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe your performance on at least **four** occasions, each on different clients. At least one of the observations must be of a set using rollers secured with pins. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

WHAT YOU MUST COVER

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

Used four of the following eight products:

heat protectors
sprays
mousse
creams
gels
serums
setting lotions
wax

Used all of the following types of tools and equipment:

rollers
rollers secured with pins
combs
pin curl clips
brushes
grips and pins
heated equipment

Clients will expect the salon to be clean, tidy and have safe areas whilst they are having their hair styled.



With all hair types, it is important that the hair is smooth over every roller before attempting to dry.

Shelly Dalton

Used three out of five following setting techniques:

rollering
 spiral curling
 wrap setting
 pin curling to give volume
 pin curling to give flat movement

Taken into account all of the following factors:

hair characteristics
 hair classification
 hair cut
 hair length
 head and face shape
 the occasion for which the style is required

Used all the following sectioning and winding techniques:

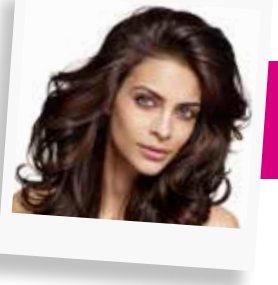
point to root
 root to point
 on base
 off base
 directional
 brick

Used all of the following dressing techniques and created all the following effects:

curls
 rolls
 smoothing
 backcombing
 backbrushing

Given all of the following advice and recommendations:

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

**HINTS AND TIPS**

Hair in its natural form is in an alpha keratin state and, when it is wet, stretched and dried, its new state is beta keratin.

USEFUL WORDS

Backcombing Backcombing is a way of creating additional volume to a style. Backcombing is achieved by repeatedly combing the hair towards the scalp, causing the hair to tangle and knot up.

Backbrushing Backbrushing is achieved by brushing backwards from points of the hair in the direction of the roots. It is used to give height and volume to your hair styles.

Brick winding Placing wound curlers in a pattern that resembles brickwork to avoid gaps in the hair.

Directional winding Winding the hair on to curlers in the direction it will be worn.

Heated equipment Includes heated rollers, tongs and straighteners.

Off-base winding The hair is combed at a 45° angle with root dragged to create flatter curls.

On-base winding The hair is combed directly upwards to create lift and volume.

Pin curling A technique of winding hair into a series of curls or flat waves, which are pinned in place while drying.

Point to root A method of creating curl movement in hair by winding rollers in the traditional way (tip to root).

Rollering Velcro rollers or ones secured with pins are amongst the many types of rollers available. They are all used to create volume, curl and/or movement in the hair.

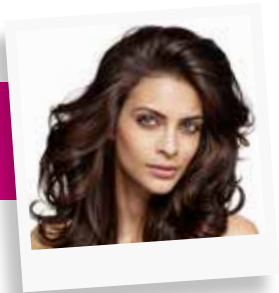
Rolls A method of dressing medium-long hair to achieve a chignon, bouffant or vertical/horizontal roll.

Root to point A method of creating curl movement in hair by winding hair onto spiral rollers or tongs, starting at the root and finishing at the ends. Pin curls can also be achieved with this method.

Spiral curling A method of winding on rods or tongs from point to root, to achieve a corkscrew effect.

Tools Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.

Wrap-setting Hair is wound clockwise or anti-clockwise so that the contours of the head form the finished shape of the hair. Wet wrap setting is a method of styling and protecting excessively curly hair. Wet wraps work especially well on relaxed or straightened hair that can be brittle and prone to breakage.



OBSERVATION SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to set and dress hair

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



There are many different ways to communicate with a client; however, the main way we use in hairdressing is verbal communication.



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

OBSERVATION SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST COVER



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

Products

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

	1	2	3	4		
Heat protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sprays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mousse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** of the types of tools and equipment.

	1	2	3	4		
Rollers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rollers secured with pins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curl clips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grips and pins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heated equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Setting techniques

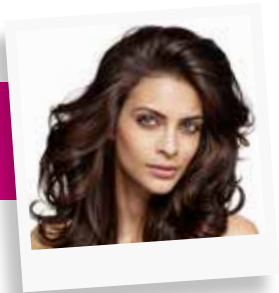
Tick the setting techniques used in each observation. You must use **three** out of the **five** setting techniques.

	1	2	3	4		
Rollering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spiral curling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wrap setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curling to give volume	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pin curling to give flat movement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

HINTS AND TIPS

Always keep the hair evenly moist during the setting process to produce an even result.



OBSERVATION SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Wella

Factors

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

	1	2	3	4		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair cut	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The occasion for which the style is required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section and wind

Tick the sectioning and winding techniques used in each observation. You must use **all** the sectioning and winding techniques.

	1	2	3	4		
Point to root	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Root to point	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off base	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



On-base pin curls are also known as barrel curls and they will give you volume.

OBSERVATION SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST COVER (CONTINUED)



Dressing techniques and effects

Tick the dressing techniques used and effects created in each observation. You must use **all** the dressing techniques and effects.

	1	2	3	4		
Curls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rolls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smoothing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backcombing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backbrushing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Curls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

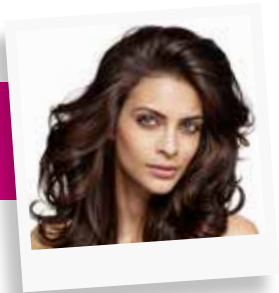
Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

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

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

Always tackle a task positively. This will make your day more enjoyable and will portray you in a professional manner.





COMMENT FORM

UNIT 202 SET AND DRESS HAIR (CH2)

Image courtesy of Wella

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

Comments

Date

1

2

3

4



Clock-spring pin curls will produce flat movement.

KNOWLEDGE SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST KNOW

Image courtesy of Wellia



Outcome 2

Know how health and safety policies and procedures affect setting and dressing services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K4	the types of protective clothing that should be available for clients	Inferred knowledge
K6	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K14	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K3	your salon's requirements for client preparation	Inferred knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing services	Cross-unit knowledge
----	--	----------------------

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

K34	the importance of confirming the required style requirements with the client	Cross-unit knowledge
-----	--	----------------------

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

K7	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K11	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

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

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

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

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Wella

Outcome 3

Know the factors that influence setting and dressing services

3.1 Explain the factors that may influence the services provided

K16	your salon's expected service times for setting and dressing	Inferred knowledge
K20	how different factors affect the setting and dressing processes and the finished look	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

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

Outcome 4

Understand the science of setting and dressing hair

4.1 Explain the effects of humidity on hair

K29	the effects of humidity on hair	Mandatory knowledge
-----	---------------------------------	---------------------

4.2 Explain the physical effects of setting on the hair structure

K30	the physical effects of setting on the hair structure	Mandatory knowledge
-----	---	---------------------

4.3 Explain why hair should be kept damp during setting

K32	why hair should be kept damp during the setting process	Mandatory knowledge
-----	---	---------------------

Continues on next page



Image courtesy of Goldwell

Outcome 5

Understand the tools, equipment, products and techniques used to set and dress hair

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

K17	the range of tools, equipment and products available for setting and dressing	Inferred knowledge
K19	why and how to use the different types of tools and equipment for setting and dressing	Inferred knowledge

5.2 Describe the correct use and maintenance of setting and dressing tools

K9	the correct use and maintenance of tools and equipment	Mandatory knowledge
----	--	---------------------

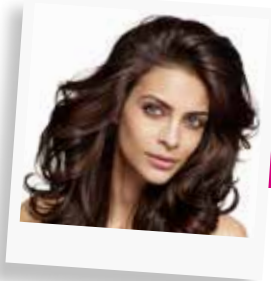
5.3 Explain the importance of following salon and manufacturers' instructions during setting and dressing services

K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K18	the manufacturers' instructions on the use of the specific setting and dressing products in your salon	Inferred knowledge

5.4 Explain the importance of applying correct techniques during services

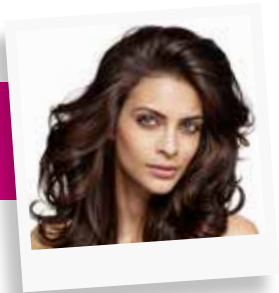
K21	why and when to use different types of setting techniques	Mandatory knowledge
K22	how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look	Mandatory knowledge
K23	why and how to use the different types of sectioning and winding techniques	Mandatory knowledge
K24	why and how to use different dressing techniques	Mandatory knowledge
K25	how the angle of winding influences the volume and direction of the hair	Mandatory knowledge
K26	why set hair sections need to be brushed out thoroughly	Mandatory knowledge
K27	methods of handling, controlling and securing hair to achieve curls and rolls	Inferred knowledge
K28	the importance of maintaining the correct tension throughout the setting process	Mandatory knowledge
K31	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge
K33	how heat protectors act to protect the hair	Mandatory knowledge
K35	the removal and/or take-down requirements for the hairstyle	Mandatory knowledge

Continues on next page



HINTS AND TIPS

Use larger rollers to create a looser curl.



KNOWLEDGE SIGN-OFF SHEET

UNIT 202 SET AND DRESS HAIR (CH2)

WHAT YOU MUST KNOW (CONTINUED)

MORE INFORMATION

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

5.5	Outline the importance of using products cost effectively	Cross-unit knowledge
-----	---	----------------------

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

K36	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

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

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

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

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



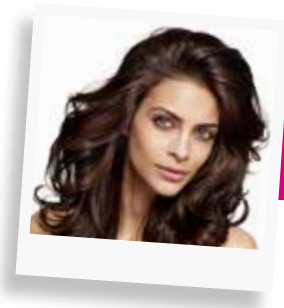
Setting hair seems to have lost some of its prominence over the years but it remains a skill all young hairdressers should practice and learn to perfect. This is especially important when setting longer hair where the hair needs to be wrapped really smoothly around the rollers. There is no doubt that roller setting is the very best way of creating volume in those fabulous 'big hair' looks.

Jennifer Cheyne, OBE



SUPPLEMENTARY NOTES

UNIT 202 SET AND DRESS HAIR (CH2)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 203

CUT HAIR USING BASIC TECHNIQUES (CH3)

A good haircut is the foundation for all looks and the best way to maintain an existing hairstyle. Your cutting skills are among the most important you will need as a hairdresser. Within this unit, you will cover the different factors you need to take into account when cutting hair and producing different looks. Plus, you will learn

techniques like club cutting, scissor over comb and texturising. As your confidence grows, you will be able to use these skills to personalise your cuts to suit your clients' needs and expectations. This will help you build a loyal client base and a successful career in hairdressing.



UNIT 203

CUT HAIR USING BASIC TECHNIQUES (CH3)

MANDATORY

This unit has **four outcomes**.

Outcome 1

Be able to cut hair using basic techniques

Outcome 2

Know how health and safety policies and procedures affect cutting services

Outcome 3

Understand the factors that influence cutting services

Outcome 4

Understand the tools, equipment, products and techniques used for cutting services



There is no doubt that cutting is the most important skill a professional hairdresser has. It really does set a true professional apart from the rest. Anyone can cut hair but only a really well trained person can cut hair really well.

Jennifer Cheyne, OBE

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe your performance on at least **eight** occasions, two for each cutting look (fringes can be incorporated into any of the cutting looks). These looks must include a one length above the shoulder and a short graduation incorporating the use of scissor over comb. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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



Image courtesy of Cheynes

Image courtesy of Wella

WHAT YOU MUST COVER

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

Adapted your cutting techniques to take into account the following factors:

hair classifications
hair characteristics
head and face shape
hair growth patterns

Achieved all of the following looks:

one length
one length above the shoulder
uniform layer
short graduation
short graduation incorporating the use of scissor over comb
long graduation
with a fringe

Used all of the following cutting techniques:

club cutting
freehand
scissor over comb
texturising

Given all of the following advice and recommendations:

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



Once you have mastered the basic haircuts, you will be able to develop your creative hairdressing skills further to enhance your career.



USEFUL WORDS

Basic uniform layer All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors, as shown below.

Club cutting The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Factors You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Freehand cutting The cutting of hair without holding it in place.

Long graduation The inner layers of the hair length are shorter than the outline shape, as shown below.

One length cut The hair is cut at the same outside length, as shown below.

Scissor over comb The cutting of hair using the comb as a guide for the scissors. This is often used when cutting short hair.

Short graduation The inner layers of the hair lengths are longer than the outline shape, as shown below.

Texturising Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift. Also known as freehand cutting. This technique can be used when tension is not required, such as with fringes or allowing for the natural fall of the hair over the ears when cutting one length.

Uniform layer All sections of the hair are cut to the same length.



Basic uniform layer



Long graduation



One length



Short graduation



OBSERVATION SIGN-OFF SHEET

UNIT 203 CUT HAIR USING BASIC TECHNIQUES (CH3)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following on both hair types. Your assessor will observe your performance on at least **eight** occasions, two for each cutting look (fringes can be incorporated into any of the cutting looks). These looks must include a one length above the shoulder and a short graduation incorporating the use of scissor over comb. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.



OUTCOME 1

Be able to cut hair using basic techniques

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



When carrying out a consultation with a client, always use language that they will understand, such as, when speaking about a cut, do not talk about cutting angles but show and explain using visual aids.

	1	2	3	4	5	6	7	8		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved										
Candidate signature										
Assessor signature										
IQA signature (if sampled)										
EQA signature (if sampled)										

OBSERVATION SIGN-OFF SHEET

UNIT 203 CUT HAIR USING BASIC TECHNIQUES (CH3)

WHAT YOU MUST COVER



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

Factors

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

	1	2	3	4	5	6	7	8		
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head and face shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair growth patterns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Looks

Tick the looks achieved in each observation. You must achieve **all** the looks.

	1	2	3	4	5	6	7	8		
One length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One length above the shoulder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uniform layer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short graduation incorporating the use of scissor over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a fringe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Always keep your sections neat and tidy



OBSERVATION SIGN-OFF SHEET

UNIT 203 CUT HAIR USING BASIC TECHNIQUES (CH3)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Cheyenes

Techniques

Tick the techniques used in each observation. You must carry out **all** the techniques.

	1	2	3	4	5	6	7	8		
Club cutting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freehand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scissor over comb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texturising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

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

	1	2	3	4	5	6	7	8		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5	6	7	8		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved										
Candidate signature										
Assessor signature										
IQA signature (if sampled)										
EQA signature (if sampled)										

HINTS AND TIPS

When not using your scissors, make sure that the blades are closed and that you store them securely.



COMMENT FORM

UNIT 203 CUT HAIR USING BASIC

TECHNIQUES (CH3)

Image courtesy of Cheynes



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

Comments

1

2

3

4

5

6

7

8

Date

HINTS AND TIPS

Remember that hair stretches when wet.



KNOWLEDGE SIGN-OFF SHEET

UNIT 203 CUT HAIR USING BASIC TECHNIQUES (CH3)

WHAT YOU MUST KNOW

Image courtesy of Cheyenes

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

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

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

Outcome 2

Know how health and safety policies and procedures affect cutting services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K4	the range of protective clothing that should be available for clients	Inferred knowledge
K14	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
-----	--	----------------------

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

K2	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K3	your salon's requirements for client preparation	Inferred knowledge
K5	why it is important to protect clients from hair clippings	Mandatory knowledge
K6	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K13	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K15	the correct methods of waste disposal	Inferred knowledge

2.4 Explain the importance of questioning clients prior to and during services

K20	the importance of consulting with clients throughout the cutting process	Cross-unit knowledge
-----	--	----------------------

Continues on next page

To be a professional hairdresser and to provide good customer service, always make sure that you complete your clients in the time allocated by your salon.



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

K7	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K10	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
K11	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Outcome 3

Understand the factors that influence cutting services

3.1 Explain the factors that may influence the services

K16	your salon's expected service times for different cutting looks	Inferred knowledge
K17	the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	Mandatory knowledge
K18	the factors which should be considered when cutting wet hair and dry hair	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

Outcome 4

Understand the tools, equipment, products and techniques used for cutting services

4.1	Explain why it is important to prepare the hair prior to cutting	Mandatory knowledge
4.2	Identify the tools, equipment and products available and the effects they achieve	
K9	the correct use and maintenance of cutting tools	Mandatory knowledge

Continues on next page



HINTS AND TIPS

Always sweep up hair following any cutting service. If the floor is not swept, it not only looks unprofessional but is also a potential slip hazard.



Sometimes it is better to wait until the hair is dry to cut the fringe.



KNOWLEDGE SIGN-OFF SHEET

UNIT 203 CUT HAIR USING BASIC TECHNIQUES (CH3)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Cheyenes

4.3 Explain the importance of applying correct techniques during services

K19	the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp	Mandatory knowledge
K21	the importance of applying the correct degree of tension to the hair when cutting	Mandatory knowledge
K22	how and why to use club, freehand, texturising and scissor over comb cutting techniques	Mandatory knowledge
K23	the reasons for establishing and following guidelines	Mandatory knowledge
K24	how different cutting angles will impact on weight distribution, balance and the degree of graduation	Mandatory knowledge
K25	how to create the different looks	Inferred knowledge
K26	how to crosscheck and balance the cut	Inferred knowledge

MORE INFORMATION

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

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

K27	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

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

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

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

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



Image courtesy of www.thechapel.co.uk

SUPPLEMENTARY NOTES

UNIT 203 CUT HAIR USING BASIC

TECHNIQUES (CH3)

Image courtesy of Cheynes



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 204

COLOUR AND LIGHTEN HAIR (CH4)

Colouring and lightening hair is now one of the most popular services in hairdressing salons and your colouring skills will be among the most important and profitable that you develop. The foundation skills start in this unit, as you learn to colour hair using semi-permanent, quasi-permanent and permanent

colour, and lighteners. You will soon be correctly applying full-head and regrowth colour and creating highlight and lowlight effects using woven and pulled through techniques. Consultation and tests are all important and learning how to use the results of these will help you enjoy colouring with confidence.



UNIT 204

COLOUR AND LIGHTEN HAIR (CH4)

OPTIONAL

This unit has **five outcomes**.

Outcome 1

Be able to colour and lighten hair

Outcome 2

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

Outcome 3

Understand the factors that may influence colouring and lightening services

Outcome 4

Understand the science of colouring and lightening hair

Outcome 5

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



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe your performance on at least **five** occasions, each on different clients. One observation must be an application of woven highlights and/or lowlights on a full head. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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



Understanding hair colour is a fundamental skill of a professional hairstylist, and the colour wheel is the foundation of successful colouring.

Britany Newby

When colouring a client's hair, always follow manufacturers' instructions.



WHAT YOU MUST COVER

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Used four of the following five types of products:

semi-permanent
quasi-permanent
permanent
lighteners
toners

Carried out all of the following tests:

skin
incompatibility
porosity
elasticity
colour

Taken into account all the following factors:

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

Used four of the following five colouring and lightening techniques:

full head application of quasi-permanent
regrowth application of permanent colour
full head application of permanent colour
woven highlights and/or lowlights
pulled through highlights and/or lowlights

Given all of the following advice and recommendations:

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



HINTS AND TIPS

Manufacturers' instructions should be referred to regarding product application and development times.

USEFUL WORDS

Contra-indications When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Elasticity test A test to see how much the hair will stretch and return to its original length.

Hydrogen peroxide This chemical is mixed with colour cream/gel to create permanent hair colour.

Incompatibility test A test to see if the hair will react adversely to any of the products that are about to be used. This is carried out before colouring a client's hair.

Lightener A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

Porosity test A test to see how porous the hair is (how able it is to absorb moisture from liquid).

Pulled through highlights or lowlights

Services could include combs, spatula, cap, foil or film pull-through strips or cones.

Quasi-permanent colour Colour that lasts almost as long as permanent. It should be treated as permanent colour in terms of testing and future services.

Regrowth application Applying colour to the roots where colour has grown out.

Semi-permanent Colour that lasts for six to eight shampoos. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

Skin test A test that is often used before colouring to test whether a client's skin will react to chemical products, for example PPD, which is found in permanent colour.

Woven highlights/lowlights A technique using foil or wraps, which is effective in adding multiple colours to hair.



OBSERVATION SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST DO

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **five** times, each on different clients. One observation must be an application of woven highlights and/or lowlights on a full head). Each time you achieve all the points listed, your assessor will tick the circle and enter the date.

During a colour service, always explain to the client what you are doing and what the next step of the process will be.



OUTCOME 1

Be able to colour and lighten hair

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



HINTS AND TIPS

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

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

OBSERVATION SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST COVER



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

Products

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

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

Tests

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

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

Factors

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

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

Continues on next page



OBSERVATION SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of REDKEN

Colouring and lightening techniques

Tick the colouring and lightening techniques used in each observation. You must carry out **four** out of the **five** colouring and lightening techniques.

	1	2	3	4	5		
Full head application of quasi-permanent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regrowth application of permanent colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full head application of permanent colour	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Woven highlights and/or lowlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pulled through highlights and/or lowlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

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

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

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

Always follow your principles, good practice and the rules and regulations that are set down by your salon manager.



COMMENT FORM

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)



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

Comments

Date

1

2

3

4

5



African type hair is often porous, and therefore requires a lower oxident releaser. For European hair you may need a 30 vol peroxide but for African type hair this is rarely required.

Shelly Dalton





KNOWLEDGE SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K5	the current legal requirements and guidance relating to age restrictions for colouring and lightening services	Mandatory knowledge
K12	why it is important to use personal protective equipment	Mandatory knowledge
K13	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
K18	which colouring and lightening services should not be carried out on minors under 16 years of age	Mandatory knowledge

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

K10	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
K40	the dangers associated with the inhalation of powder lighteners	Mandatory knowledge

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K11	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K17	the correct methods of waste disposal	Inferred knowledge
K41	the importance of preparing your client's hair and protect their skin prior to service	Mandatory knowledge

Continues on next page

K48	the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area	Mandatory knowledge
K57	the precautions that must be taken when using powder and other lighteners	Mandatory knowledge

2.4 Describe contact dermatitis and how it can be prevented

K14	what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	Cross-unit knowledge
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2.5 Explain the importance of questioning clients prior to and during services

K19	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
K42	the importance of confirming the desired effect with your client prior to the application of products	Cross-unit knowledge
K60	the importance of confirming the client's satisfaction	Mandatory knowledge

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

K6	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K8	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K9	methods of cleaning, disinfecting and/or sterilisation used in salons	Cross-unit knowledge

Outcome 3

Understand the factors that may influence colouring and lightening services

3.1 Explain the factors that may influence the services

K15	your salon's expected service times for basic colouring and lightening work	Inferred knowledge
K45	the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

K44	how different factors may impact on your colouring and lightening service	Mandatory knowledge
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“““

We always recommend that a strand test is performed to ensure the final colour result is as expected. To do this, apply CRAZY COLOR® to a small section of hair from an inconspicuous area of the head. This will also help determine the development time as well as the colour result.

Crazy Color





KNOWLEDGE SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of REDKEN

Outcome 4

Understand the science of colouring and lightening hair

4.1	Describe how to recognise contra-indications and how they affect colouring and lightening services	Mandatory knowledge
K20	the importance of recognising any contra-indications to colouring and lightening services	Mandatory knowledge
K35	how and why contra-indications can affect the delivery of colouring and lightening services	Mandatory knowledge
4.2	Explain why it is important to test the hair and scalp prior to and during colouring and lightening	
K34	the importance of constantly monitoring the development of lightening products	Mandatory knowledge
4.3	Describe when and how colouring and lightening tests are carried out	
K21	the types and purposes of tests	Mandatory knowledge
K23	when and how tests should be carried out and the importance of recording test results	Mandatory knowledge
4.4	Explain how test results influence colouring and lightening services	
K24	how the results of tests can influence the colouring and lightening services	Mandatory knowledge
K25	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge
4.5	Explain the effects on the hair structure when colouring and lightening hair	
K29	the effect of different colouring and lightening products on the hair structure	Mandatory knowledge
K31	how the different strengths of hydrogen peroxide influence colouring and lightening	Mandatory knowledge
K32	how porosity levels can affect the choice and application of products and the final results	Mandatory knowledge
K52	the importance of restoring the hair's pH balance after the colouring and lightening process	Mandatory knowledge
4.6	Describe the effects of natural and artificial light on the appearance of hair colour	Mandatory knowledge
4.7	Explain the principles of colour selection	
K27	the principles of colour selection, including the International Colour Chart (ICC)	Mandatory knowledge
K28	how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten	Mandatory knowledge
4.8	Explain the effects that temperature has on the colouring and lightening process	
K33	effects of temperature on the application and development of colouring and lightening products	Mandatory knowledge



Always consider the client's lifestyle when considering the application technique. For example, consider a veiled technique instead of a uniform highlight.

Shelly Dalton

Continues on next page

KNOWLEDGE SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST KNOW (CONTINUED)



Outcome 5

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

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

K30	when to use the different types of lighteners and toners available	Mandatory knowledge
K36	the types of colouring, lightening and toning products available, including temporary colours	Inferred knowledge
K37	the types of tools, materials and equipment used for colouring and lightening	Inferred knowledge

5.2 Describe the different methods of applying and removing colouring and lightening products

K50	methods of applying and removing colouring and lightening products	Inferred knowledge
K38	the different colour, lowlighting and highlighting techniques	Inferred knowledge
K39	how to prepare materials to meet the application requirements	Inferred knowledge
K43	the importance of sectioning hair accurately when colouring and lightening	Mandatory knowledge
K53	why it is important to avoid disturbing areas still processing when removing products from developed areas	Mandatory knowledge

5.3 Explain the importance of following salon and manufacturers' instructions during colouring and lightening services

K16	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K22	the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test	Mandatory knowledge
K47	the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products	Mandatory knowledge
K49	why it is important to emulsify colour prior to removal	Mandatory knowledge

5.4 Identify the types and causes of problems that may occur during the services

K54	the types and causes of colouring and lightening problems that may occur during processing	Mandatory knowledge
K56	the potential risks of using lightening products on previously chemically treated hair	Mandatory knowledge

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 204 COLOUR AND LIGHTEN HAIR (CH4)

WHAT YOU MUST KNOW (CONTINUED)



MORE INFORMATION

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

5.5 Describe ways of dealing with colouring and lightening problems

K46	when and why to carry out colour refreshing techniques on the mid-lengths and ends	Mandatory knowledge
K55	ways of resolving simple colouring and lightening problems that may occur during processing	Mandatory knowledge
K58	the limits of your authority for resolving colouring and lightening problems	Mandatory knowledge
K59	the person to whom you should report problems you cannot resolve	Mandatory knowledge

5.6 Outline the importance of using products cost effectively

K7	how to minimise the wastage of products	Inferred knowledge
K51	the importance of using products economically	Cross-unit knowledge

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

K26	the importance of informing your client of the likely cost, duration and expected outcome of the service	Mandatory knowledge
K61	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

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

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

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

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





Comments

Date _____

[illegible]

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 209

PERM AND NEUTRALISE HAIR (CH5)

A short time ago, perming was one of the most popular hairdressing services. As colouring became more popular and hair straighteners were widely used, the demand for perming decreased. However, as with most fashions, curly hair will come back and this unit can, therefore, start your preparation

to meet the technical demands and potential business that perming brings. Within this unit, you will cover how to choose and mix products and you will also understand the science behind the curls that makes them stay in place. Plus, you will start to see what a creative form of hairdressing perming can be.



UNIT 209

PERM AND NEUTRALISE HAIR (CH5)

OPTIONAL

This unit has five outcomes.

Outcome 1

Be able to perm and neutralise hair

Outcome 2

Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

Outcome 3

Understand the factors that influence the perming, neutralising and chemical rearranging services

Outcome 4

Understand the science of the perming, neutralising and chemical rearranging services

Outcome 5

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

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on **two** occasions, each on different clients, and one of the observed performances must be carried out on a full head. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

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

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



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

Shelly Dalton



WHAT YOU MUST COVER

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

Used three of the following six products:

barrier cream
pre-perm treatments
chemical rearranger
perm lotions
neutralisers
post-perm treatments

Carried out four of the following five tests:

strand
development
elasticity
porosity
incompatibility

Taken into account all of the following factors:

hair characteristics
hair classification
temperature
direction and degree of movement required
hair length
length of regrowth
colour-treated hair

Carried out one of the following three sectioning techniques:

basic
directional
brick

Given all of the following advice and recommendations:

how to maintain their perm
time interval between services
additional products
additional services



HINTS AND TIPS

If using cotton wool around the client's hair, make sure that you change it regularly to stop irritation on the skin.

USEFUL WORDS

Basic sectioning technique Includes six-section and nine-section perm.

Brick winding A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

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

Contra-indications When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Directional winding technique Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

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

Neutralise The process fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

Post-perm treatment Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5–5.5).

pH balance The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.

Pre-perm treatments Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide lotion, absorb a protective barrier and make the hair more pliable when winding the perm rods into the hair.

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



OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to perm and neutralise hair

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

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

HINTS AND TIPS

Always do a development test curl to determine whether the perm has developed.

Always inform the client of the cost of and the time that the service should take and what is involved.



Image courtesy Goldwell

Image courtesy of Paul Faltricks

OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST COVER



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

Products

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

	1	2		
Barrier cream	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-perm treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemical rearranger	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Perm lotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neutralisers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-perm treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

Tick the tests undertaken in each observation. You must carry out **four** out of the **five** tests.

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

Factors

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

	1	2		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Direction and degree of movement required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of regrowth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour-treated hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Always read manufacturers' instructions – you may have to carry out a skin test prior to your client having a perm.





OBSERVATION SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy Goldwell

Sectioning techniques Tick the sectioning techniques used in each observation. You must carry out **one** out of the **three** sectioning techniques.

	1	2		
Basic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	1	2		
How to maintain their perm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

COMMENT FORM

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

Image courtesy Goldwell



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

Comments

1

2

Date

Know when and why to use a chemical rearranger before a perm



HINTS AND TIPS

Always follow manufacturers' instructions



Always make sure that you have wrapped the ends of the hair smoothly around the rod to stop getting fish hook ends.



KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW

Image courtesy Goldwell

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

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

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

Outcome 2

Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available to yourself and clients	Inferred knowledge
K4	why it is important to use personal protective equipment	Mandatory knowledge
K14	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K12	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
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2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K7	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K10	why it is important to position your tools and equipment for ease of use	Mandatory knowledge
K13	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services	Cross-unit knowledge
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2.5 Explain the importance of questioning clients prior to and during services

K18	the legal significance of client questioning and the recording of client's responses to questioning	Mandatory knowledge
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Continues on next page

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

K8	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K11	the different methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Outcome 3

Understand the factors that influence the perming, neutralising and chemical rearranging services

3.1 Explain the factors that may influence the services

K17	your salon's expected service times for perming and neutralising work	Inferred knowledge
K32	how different factors can affect your choice of perming and neutralising products	Mandatory knowledge
K34	the different factors that influence the use of different sized perm rods	Mandatory knowledge
K37	how to adapt the application method of chemical rearrangers when working on regrowth or virgin hair	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

3.3 Explain why and when chemical rearranging of the hair is necessary

K35	why and when chemical rearranging of the hair is necessary	Mandatory knowledge
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Perming is one of the most neglected skills in hairdressing due partly to its lack of popularity at present, however, we always make sure all of our team have a really good training in this area. Fashion can change really quickly and all it takes is for a few 'fashionistas' to appear with a modern variation of permed hair and a whole new trend could start literally overnight. It will happen, be ready for the day!

Jennifer Cheyne, OBE



KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy Goldwell

Outcome 4

Understand the science of the perming, neutralising and chemical rearranging services

4.1 Describe how to recognise contra-indications and how they affect perming, neutralising and chemical rearranging services

K6	the importance of recognising any contra-indications to perming and neutralising services	Mandatory knowledge
K25	how and why the contra-indications can affect the delivery of perming services	Mandatory knowledge

4.2 Explain why it is important to test the hair and scalp prior to and during perming, neutralising and chemical rearranging services

K24	why it is important to record test results	Mandatory knowledge
K38	the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process	Mandatory knowledge

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

K19	the types and purposes of tests	Mandatory knowledge
K20	when and how tests should be carried out and the expected results	Inferred knowledge
K43	method of checking curl development by taking development test curls	Inferred knowledge
K48	confirm the required degree of curl has been achieved	Inferred knowledge

4.4 Explain how test results influence the perming, neutralising and chemical rearranging service

K21	how the results of tests can influence the perming service	Mandatory knowledge
K22	potential consequences of failing to test	Mandatory knowledge
K23	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

4.5 Explain the effects on the hair structure when perming, neutralising and chemically rearranging hair

K28	the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure	Mandatory knowledge
K45	the importance and effects of restoring the hair's pH balance after the perming and neutralising process	Mandatory knowledge

4.6 State the active ingredients in perming and neutralising products

K27	the active ingredients in perming and neutralising products	Mandatory knowledge
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Continues on next page

4.7 Explain the effects that temperature has on the perming process

K29	how temperature affects the perming process	Mandatory knowledge
K44	the importance of considering water temperature during the neutralising process	Mandatory knowledge

Outcome 5

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

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

K30	the types and purposes of equipment used during the perm development process	Inferred knowledge
K31	the different types and uses of perm lotions, chemical rearrangers and neutralisers	Inferred knowledge
K33	when to use different types of sectioning techniques and why	Mandatory knowledge
K36	why different applicators are used when chemically rearranging and their effect on the hair and scalp	Mandatory knowledge
K40	when and why it is important to use pre-perm treatments	Mandatory knowledge
K41	methods of applying perm lotions and neutralisers	Inferred knowledge
K46	the types and uses of post-perm conditioners	Inferred knowledge

5.2 Explain the importance of following salon and manufacturers' instructions during perming, neutralising and chemical rearranging services

K15	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K26	the manufacturers' instructions for the specific perming and neutralising products in your salon	Inferred knowledge
K39	the importance of accurate timing and thorough rinsing of products	Mandatory knowledge

Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 209 PERM AND NEUTRALISE HAIR (CH5)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy Goldwell

5.3 Identify the types and causes of problems that may occur during the services

K42	the effects of overlapping products on previous chemically treated hair	Mandatory knowledge
K49	types and causes of problems that can occur during the perming and neutralising processes and how to resolve them	Mandatory knowledge

5.4 Describe ways of dealing with perming, neutralising and chemical rearranging problems

5.5 Outline the importance of using products cost effectively

K47	the importance of using products economically	Cross-unit knowledge
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5.6 Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available

K50	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
-----	--	----------------------

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

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

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

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

MORE INFORMATION

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



Image courtesy of Goldwell



Comments

Date _____

[illegible]

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



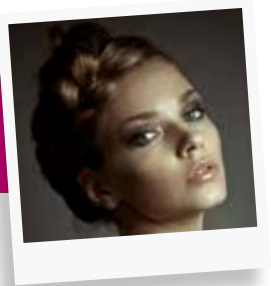


UNIT 210

PLAIT AND TWIST HAIR (CH6)

Your client base can increase when you give them an extra option of styling – plaiting and twisting. This is popular with clients who want a complicated, intricate style. You may need to practice these skills often in order to achieve a professional finish, but it will pay off when you

are able to create incredible styles. Some styles must last for a period of time, so you will be expected to advise your client on how to maintain their look. Showing them the best products to use and how to safely remove plaits are all part of the service.



UNIT 210

PLAIT AND TWIST HAIR (CH6)

OPTIONAL

This unit has **four outcomes**.

Outcome 1

Be able to plait and twist hair

Outcome 2

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

Outcome 3

Understand the factors that influence plaiting and twisting services

Outcome 4

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



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe your performance on at least **three** occasions. Each occasion must be of a different look. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

Always make sure when you are plaiting or twisting that you are not pulling too tight and making it uncomfortable for the client.



When braiding hair, do not put too much tension on the scalp, as over time this will cause traction alopecia.

Shelly Dalton



WHAT YOU MUST COVER

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

Used two out of the following three products:

sprays

serums

gels

Taken into account all of the following factors:

hair characteristics

hair classification

face and head shape

hair length

scalp condition

desired look

Created three out of the following five types of plaits and twists:

multiple cornrows

French plait

fishtail plait

two strand twists

flat twists

Given all of the following advice and recommendations:

how to maintain their look

how to remove plaits and twists

present and future products and services



USEFUL WORDS

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

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

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

Fishtail plait A method of plaiting using two strands.

Flat twists A method of rolling and twisting the hair by hand to achieve a twist that sits close to the head.

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

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

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

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

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

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 210 PLAIT AND TWIST HAIR (CH6)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to plait and twist hair

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

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

HINTS AND TIPS

Advise the client on how to maintain their plaits or twists so that they last longer.

Always make sure that you have up-to-date images of plaiting and twisting that you can show the client during the consultation.



OBSERVATION SIGN-OFF SHEET

UNIT 210 PLAIT AND TWIST HAIR (CH6)

WHAT YOU MUST COVER



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

Products

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

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

Factors

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

	1	2	3		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Face and head shape	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair length	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desired look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Plaits and twists

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

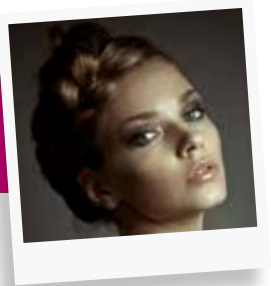
	1	2	3		
Multiple cornrows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
French plait	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fishtail plait	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Two strand twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flat twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Make sure you always use bands intended for professional use, otherwise the hair may be damaged.

Maurice Lister



OBSERVATION SIGN-OFF SHEET

UNIT 210 PLAIT AND TWIST HAIR (CH6)

WHAT YOU MUST COVER (CONTINUED)

Advice and recommendations

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

	1	2	3		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How to remove plaits and twists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Present and future products and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Before the client leaves the salon, ask them if they have booked their next appointment.



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

Shelley Dalton



COMMENT FORM

UNIT 210 PLAIT AND TWIST HAIR (CH6)

iStock/Alexey Ivanov



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

Comments

Date

1

2

3



iStock/Julia Ivanova

HINTS AND TIPS

Your body language (for example, how you stand or greet the client) is a form of communication, so make sure it is always positive – first impressions always count.



KNOWLEDGE SIGN-OFF SHEET

UNIT 210 PLAIT AND TWIST HAIR (CH6)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

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

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

K11	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
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2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K9	why it is important to position your equipment and tools for ease of use	Mandatory knowledge
K12	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K15	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

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

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

K22	the importance of checking client comfort during the plaiting and twisting process	Mandatory knowledge
-----	--	---------------------

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

K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K7	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K8	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K10	methods of cleaning, disinfecting and/or sterilisation used in salons	Cross-unit knowledge

Continues on next page

Outcome 3

Understand the factors that influence plaiting and twisting services

3.1 Explain the factors that may influence the services provided

K16	your salon's expected service times for plaiting and twisting hair	Inferred knowledge
K17	how different factors influence the choice and direction of plaited or twisted style	Mandatory knowledge

3.2 Describe ways of dealing with any influencing factors

Mandatory knowledge

3.3 Explain the effects on the hair structure when plaiting and twisting hair

K29	the physical effects on the hair structure of plaiting and twisting	Mandatory knowledge
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3.4 Describe the potential consequences of excessive tension on the hair

K28	the potential consequences of excessive tension on the hair	Mandatory knowledge
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Outcome 4

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

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

K6	the correct use and maintenance of equipment and tools	Inferred knowledge
K20	methods of securing the completed plaits and twists	Mandatory knowledge
K23	the types of products available for use with plaits and twists	Mandatory knowledge
K24	when and why you would use different types of products	Mandatory knowledge

4.2 Outline the importance of using products cost effectively

K25	the importance of using products economically	Cross-unit knowledge
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Continues on next page





KNOWLEDGE SIGN-OFF SHEET

UNIT 210 PLAIT AND TWIST HAIR (CH6)

WHAT YOU MUST KNOW (CONTINUED)

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

K26	the manufacturers' instructions relating to the use of the products	Inferred knowledge
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4.4 Explain the different methods of creating and removing plaits and twists and the effects that can be achieved

K18	the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	Mandatory knowledge
K19	the importance of sectioning hair accurately when plaiting and twisting	Mandatory knowledge
K21	how to handle the hair when plaiting and twisting to maintain a correct and even tension	Inferred knowledge
K27	how to create different plaits and twist	Inferred knowledge
K30	the removal requirements for plaits and twists	Mandatory knowledge

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

K31	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
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Tick if mandatory knowledge was covered by an online test ☐ Date

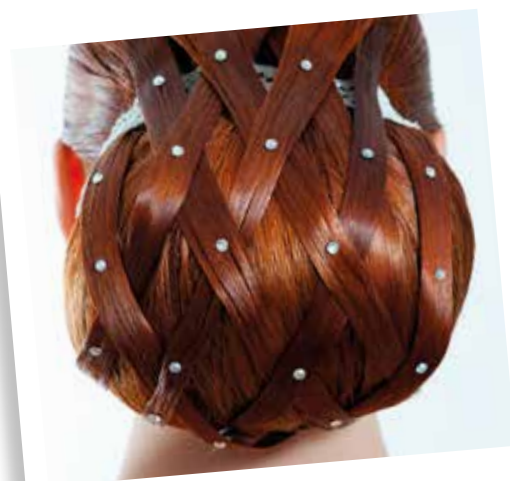
Tick if mandatory knowledge was covered by a written test ☐ Date

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

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

MORE INFORMATION

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



Additional accessories can be added to the plait for that special occasion.

SUPPLEMENTARY NOTES

UNIT 210 PLAIT AND TWIST HAIR (CH6)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



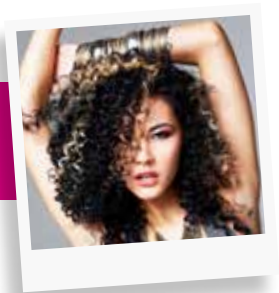


UNIT 211

TEMPORARILY ATTACH HAIR TO ENHANCE A STYLE (CH7)

Attaching hair is becoming part of mainstream hairdressing, as more and more clients enjoy getting immediate new looks that they can change easily. Clients don't want to be tied down to the same look for long so adding hair to give colour,

length and volume is the perfect solution. In this unit, you will learn different methods of attaching temporary hair that will last between 24 hours and six weeks. The results can be very dramatic, so get ready to be creative!



UNIT 211

TEMPORARILY ATTACH HAIR TO ENHANCE A STYLE (CH7) OPTIONAL

This unit has
four outcomes.

Outcome 1

Be able to attach hair
to enhance the style

Outcome 2

Know how health and
safety policies and
procedures affect
hair attachment
services

Outcome 3

Understand the
factors that influence
hair attachment
services

Outcome 4

Understand the
tools, equipment,
products and
techniques used to
attach and remove
added hair



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

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

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



Ensure that any commercial hair extensions are able to be supported by your client's own natural hair and that their textures match.

Eugene Davis

Give professional aftercare advice such as what products to use and how to maintain the hair extensions at home.



WHAT YOU MUST COVER

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

Used both of the following types of attachment systems:

those designed to last up to 24 hours

those designed to last from 24 hours to six weeks

Taken account of all of the following factors:

hair characteristics

hair classification

test results

attachment method

direction and fall of the added hair

client's own hair length

quantity of added hair

head and face shape

finished look

Given all of the following advice and recommendations:

how to maintain the attachment system

time interval

between services

present and future products and services



HINTS AND TIPS

Always work with the client's natural fall of the hair and with any hair growth patterns.

USEFUL WORDS

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

Attachment systems There are several methods of attaching added hair. Some examples are sewn, plaited, clip-in hairpieces, wefted hair and plaited cornrows.

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

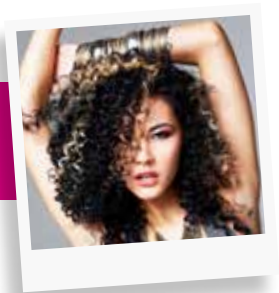
Pull test The pull test helps evaluate excessive and or abnormal hair loss. Gently pull small sections of hair whilst sliding the fingers from root to point on at least three areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of abnormal hair loss and attachments may not be advisable.

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

Temporary hair attachment An attachment that lasts between 24 hours and six weeks.

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to attach hair to enhance the style

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

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



HINTS AND TIPS

When matching a swatch of hair to the client's own, compare it to the mid lengths and ends rather than the root area.

Going the 'extra mile' for the client is good customer service. Even the small things can help, such as confirming the salon opening hours.



OBSERVATION SIGN-OFF SHEET

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)

WHAT YOU MUST COVER



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

Temporary attachment systems

Tick the attachment systems used in each observation. You must use **both** of the attachment systems and remove hair extensions.

	1	2		
Those designed to last up to 24 hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Those designed to last from 24 hours to six weeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removal of extensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

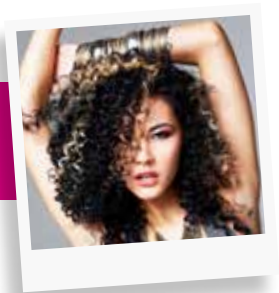
Tick the factors taken into account in each observation. You must take into account **all** the factors.

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

Continues on next page

If you have a client coming in for hair extensions, are you prepared? Do you have the client's full details and hair history, correct weft and attachment method and is all of your remaining equipment clean and ready to use?





OBSERVATION SIGN-OFF SHEET

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)

WHAT YOU MUST COVER (CONTINUED)

Advice and recommendations

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

How to maintain the attachment system

Time interval between services

Present and future products and services

1	2		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Date achieved

Candidate signature

Assessor signature

IQA signature (if sampled)

EQA signature (if sampled)

1	2		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HINTS AND TIPS

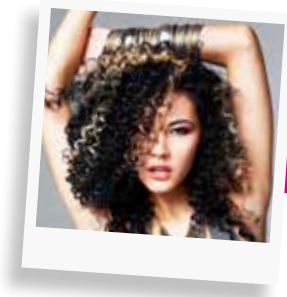
Clip-on and grip-in techniques are a quick and easy way of increasing your profits.



COMMENT FORM

UNIT 211 TEMPORARILY ATTACH HAIR TO ENHANCE A STYLE (CH7)

Image courtesy of Balmain



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

Comments

1

2

Date



Image courtesy of Balmain

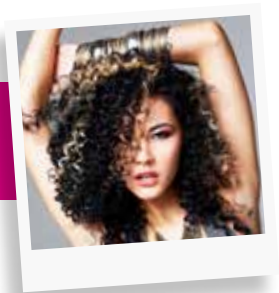
HINTS AND TIPS

Advise your client against swimming because artificial hair may become tangled and chlorine could cause the hair to become dry and unmanageable.



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

Shelley Dalton



KNOWLEDGE SIGN-OFF SHEET

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing that should be available for clients	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K15	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K13	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
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2.3 Describe safe and hygienic working methods and practices that must be followed throughout the services

K2	your salon's requirements for client preparation	Inferred knowledge
K8	the safety considerations which must be taken into account when using temporary attachment systems	Inferred knowledge
K11	why it is important to position your tools, products and equipment for ease of use	Mandatory knowledge
K14	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K17	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

K5	what contact dermatitis is, and how to avoid developing it whilst carrying out temporary attachment services	Cross-unit knowledge
----	--	----------------------

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

K23	the importance of questioning clients to establish any contra-indications to services	Mandatory knowledge
-----	---	---------------------

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

K6	why it is important to keep your work area clean and well organized	Cross-unit knowledge
K9	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
K10	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
K12	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge

Outcome 3

Understand the factors that influence hair attachment services

3.1 Explain the factors that may influence the services provided

K18	your salon's expected service times for applying temporary attachment systems	Inferred knowledge
K22	the factors that must be taken into consideration prior to attaching	Mandatory knowledge
K25	how contra-indications can affect or restrict the provision of the temporary attachment service	Mandatory knowledge
K28	the hair growth cycle and how this can impact on temporary attachment services	Mandatory knowledge

3.2 Explain the importance of testing hair and scalp prior to attaching hair

K12	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
-----	--	----------------------

3.3 Describe when and how tests are carried out

K19	the types and purposes of tests	Mandatory knowledge
K26	the methods of and reasons for conducting pull tests	Mandatory knowledge

3.4 Explain how test results influence hair attachment services

K27	the courses of action to take in the event of adverse reactions to tests and when to encourage the client to seek medical advice	Mandatory knowledge
-----	--	---------------------

3.5 Describe the potential consequences of excessive tension on the hair

K29	the potential consequences of excessive tension on the hair	Mandatory knowledge
-----	---	---------------------

Outcome 4

Understand the tools, equipment, products and techniques used to attach and remove added hair

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

K31	Attach and blend and remove pieces of hair how and why the client's hair should be prepared for the temporary attachment systems	Mandatory knowledge
K32	the importance of preparing and applying temporary hair attachment systems in accordance with manufacturer's instructions	Mandatory knowledge

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

K7	the correct use and maintenance of tools, products and equipment	Inferred knowledge
K41	the types of products and tools used to apply and remove temporary hair attachment systems	Inferred knowledge

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

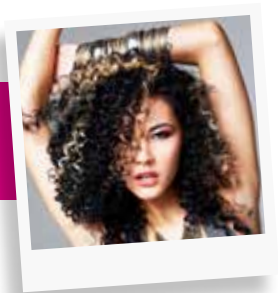
K16	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K20	the importance of following manufacturers' instructions when carrying out tests	Cross-unit knowledge



HINTS AND TIPS

Temporarily adding hair is a quick and easy way to change a client's style or to add colour for that special night out.

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Balmain

4.4 Describe the different methods of attaching, maintaining and removing hair attachments

K33	methods of applying temporary hair attachment systems	Inferred knowledge
K34	how the intended style can affect the choice and placement of temporary hair attachment systems	Inferred knowledge
K35	the advantages and disadvantages of temporary hair attachment systems	Mandatory knowledge
K37	why it is important to maintain a correct and even tension when attaching hair	Mandatory knowledge
K40	how and when to remove temporary hair attachment systems in accordance with manufacturer's instructions	Inferred knowledge
K44	how to maintain and remove the hair attachment system	Mandatory knowledge

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

K38	how to carry out cutting techniques to blend the client's own hair and temporary hair attachment system to suit the finished look	Inferred knowledge
K39	how to adapt cutting techniques to suit different types of temporary hair attachments such as artificial and human	Inferred knowledge

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

K30	your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer	Inferred knowledge
K36	the types of anxieties commonly experienced by clients undergoing the application of temporary hair attachment systems	Mandatory knowledge
K42	how to estimate the length of time the temporary hair attachment systems can take	Mandatory knowledge
K43	How to give effective advice and recommendations	Inferred knowledge
K45	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

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

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

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

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

MORE INFORMATION

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

SUPPLEMENTARY NOTES

UNIT 211 TEMPORARILY ATTACH HAIR

TO ENHANCE A STYLE (CH7)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



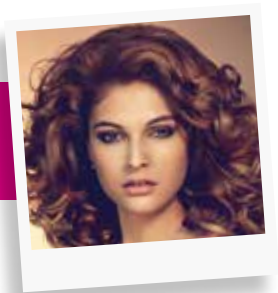


UNIT 212

REMOVE HAIR EXTENSIONS (CHB8)

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

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



UNIT 212

REMOVE HAIR EXTENSIONS (CHB8)

OPTIONAL

This unit has **four outcomes**.

Outcome 1

Be able to remove hair extensions

Outcome 2

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

Outcome 3

Know the factors that influence the removal of hair extensions

Outcome 4

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



EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

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

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

HINTS AND TIPS

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



WHAT YOU MUST COVER

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

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

seam releasers

scissors

disconnectors

solutions

Removed both of the following types of extensions:

short-term extension systems

long-term extension systems



HINTS AND TIPS

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

USEFUL WORDS

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

Attachment systems There are several methods of attaching added hair. Some examples are glue-in, dip-in, grip-in, bonded, sewn in and plaited in. Refer to the glossary at the back of this logbook to see more.

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

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

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

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

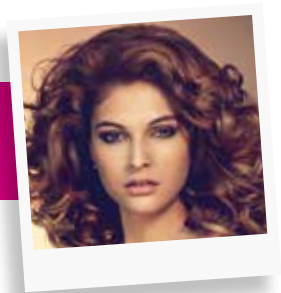
Micro ring or loop Small sections of hair are gently pulled through the micro ring and the hair extension strands are placed inside the rings. The rings are then squeezed shut using specialist hair extension pliers.

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

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

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

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



OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to remove hair extensions

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

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



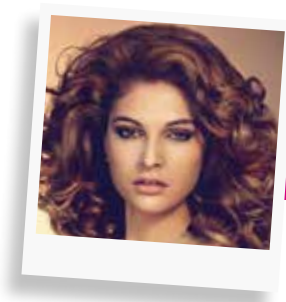
First impressions count: be suitably clean and tidy to reflect the required industry standards.



OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST COVER



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

Removal tools and products

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

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

Removal

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

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

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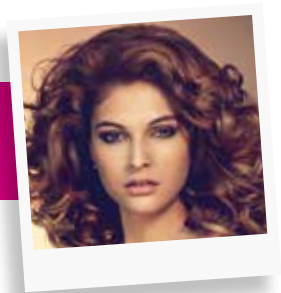
Every salon will have different required standards of behaviour. During your induction, usually the salon manager will explain what these standards are.



HINTS AND TIPS

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





OBSERVATION SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST COVER (CONTINUED)

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

HINTS AND TIPS

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

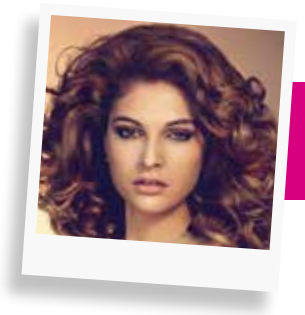


Image courtesy of Great Lengths Hair Extensions

Image courtesy of Balmain

COMMENT FORM

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)



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

Comments

1

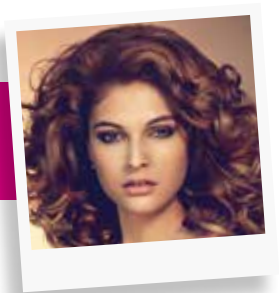
2

Date



HINTS AND TIPS

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



KNOWLEDGE SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

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

2.1 Outline responsibilities for health and safety in own role

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

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

Cross-unit knowledge

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

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

2.4 Describe contact dermatitis and how it can be prevented

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

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

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

K9	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
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Outcome 3

Know the factors that influence the removal of hair extensions

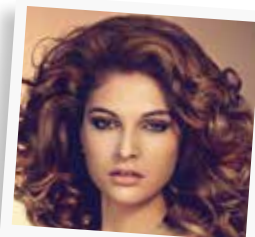
3.1 State the factors that may influence the services provided

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

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

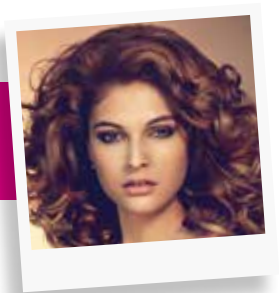
K21	the potential consequences of excessive tension on the hair	Mandatory knowledge
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HINTS AND TIPS

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



KNOWLEDGE SIGN-OFF SHEET

UNIT 212 REMOVE HAIR EXTENSIONS (CHB8)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Great Lengths Hair Extensions

Outcome 4

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

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

K19	the types of tools and products to use when removing short-term and long-term hair extension systems	Mandatory knowledge
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4.2 State the importance of following salon and manufacturers' instructions for products, tools and equipment

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

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

4.3 Describe different methods for removing hair extensions

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

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

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

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

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

MORE INFORMATION

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

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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





UNIT 213

FULFILL SALON RECEPTION DUTIES (CHB13)

The reception is one of the most important areas of the salon and the receptionist has one of the most important roles. A good receptionist will help the salon to run smoothly and efficiently, making the most of their time in order to maximise the profits of the salon. This unit covers the important skills of welcoming clients and visitors, dealing with

enquiries, making customers' appointments and handling payments. Over the course of this unit, your communication skills will develop so that you can deal with different people, including those who appear to be angry, confused and those who are making a complaint.



UNIT 213

FULFILL SALON RECEPTION DUTIES (CHB13)

OPTIONAL

This unit has three outcomes.

Outcome 1

Be able to carry out salon reception duties

Outcome 2

Understand salon and legal requirements for carrying out salon reception duties

Outcome 3

Know the operations of the salon

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **one** occasion. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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



New technology means we can communicate in brand new ways with customers. Our APP means our customers can keep in touch 24/7. Increasing customer satisfaction is always our goal.

The Chapel salon – www.thechapel.co.uk

WHAT YOU MUST COVER

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

Handled one of the following two types of people:

who have different needs and expectations
who have a complaint

Handled both of the following types of appointments:

in person
by telephone

Handled both of the following methods of payment:

cash
non-cash payment

Handled two of the following three types of enquiries:

in person
by telephone
electronic

From time to time you may be asked to change your lunch break to meet the needs of the salon – always be flexible if this is requested.



Ensure that your client's home regime supports the style you have created in the salon by recommending appropriate tools, equipment and products.

Melanie Mitchell

USEFUL WORDS

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

Data Protection Act This is a law designed to protect personal data stored on computers or in an organised paper filing system.

Faulty products This refers to products that are damaged in some way, for example, a bottle's nozzle not working correctly.

Hospitality This covers welcoming the client, offering refreshments and magazines, and making sure the client is comfortable.

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

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

Relevant person This is the person who is in charge of carrying out a particular task or service.

Tests A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.



OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to carry out salon reception duties

- a Maintain the reception area
- b Attend to clients and respond to enquiries
- c Carry out the booking of appointments for salon services
- d Manage payments from clients

Observation	1		
Date achieved	○	○	○
Candidate signature			
Assessor signature			
IQA signature (if sampled)			
EQA signature (if sampled)			



Always explain the features and benefits of any product as you are working so that, when you suggest it at the end of the service, the client is more likely to want to take it home!

Melanie Mitchell



OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST COVER



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

People

Tick the types of people handled in each observation. You must handle **one** of the **two** types of people.

	1		
Who have different needs and expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Who have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Enquiries

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

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appointments

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

	1		
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Personal and professional ethics include never gossiping about clients and colleagues.



Make sure that you are always on time for work – ideally at least 15 minutes early.

Melanie Mitchell





OBSERVATION SIGN-OFF SHEET

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST COVER (CONTINUED)

Methods of payment

Tick the methods of payment handled in each observation. You must handle **both** of the methods of payment.

	1		
Cash	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-cash payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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



Image courtesy of Wella

Image courtesy of JOICO Salon+Deas, hair by JOICO

COMMENT FORM

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

Image courtesy of Wellia



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

Comments

1

Date

Image courtesy of Academy



HINTS AND TIPS

Customer service is a very important aspect of hairdressing – always treat clients courteously.

Shutterstock/Oleg Gekman





KNOWLEDGE SIGN-OFF SHEET

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST KNOW

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

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

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

Outcome 2

Understand salon and legal requirements for carrying out salon reception duties

2.1 Outline salon procedures for reception duties

K1	your salon's procedures for:	Inferred knowledge
K1.1	maintaining the reception area	
K1.2	client care at reception	
K4	what and how much reception stationery should be kept at your reception area	Inferred knowledge
K11	your salon's procedures for:	
K11.1	maintaining confidentiality	Cross-unit knowledge
K11.2	taking messages	Inferred knowledge
K11.3	making and recording appointments	
K11.4	carrying out tests	
K11.5	dealing with suspected fraud	Mandatory knowledge
K11.6	authorising non-cash payments when these are 'over limit'	
K11.7	personal safety	
K17	who to refer to with different types of enquiries	Inferred knowledge
K19	the importance of checking that clients have had tests for specific services	Mandatory knowledge

2.2 Explain own responsibilities for reception duties

K2	the limits of your authority when maintaining the reception areas	Mandatory knowledge
K12	the limits of your authority when:	Mandatory knowledge
K12.1	attending to people and enquiries	
K12.2	making appointments	
K12.3	carrying out tests	
K12.4	dealing with payments and discrepancies	
K18	the person in your salon to whom you should refer reception problems	Mandatory knowledge

2.3 Explain the importance of taking messages and the procedures for dealing with them

K16	the importance of taking messages and passing them on to the right person at the right time	Mandatory knowledge
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Continues on next page

2.4 Outline the methods of communication and how to apply them effectively

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

2.5 Explain the legal requirements of the Sale of Goods Services Act and the Data Protection Act

K3	the importance of checking and identifying any defects in retail products	Mandatory knowledge
K20	relevant rights, duties and responsibilities relating to the Sale of Goods Act and the Data Protection Act	Mandatory knowledge
K21	the consequences of breaking confidentiality	Mandatory knowledge

Outcome 3

Know the operations of the salon

3.1 Explain the salon's procedures for maintaining the reception area and the care of clients

K25	how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods	Inferred knowledge
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3.2 Identify the products available for sale and salon's services, their duration and cost

K22	the services available and their duration and cost	Inferred knowledge
K23	the products available for sale and their cost	Inferred knowledge

3.3 Explain how to book and confirm clients' appointments

K13	the importance of confirming and making appointments correctly	Mandatory knowledge
K14	the types of information required to make an appointment	Inferred knowledge
K15	the common systems available for making appointments such as manual and electronic	Inferred knowledge

3.4 Identify current discounts and special offers available

K24	how to identify any current discounts and special offers such as 2-for-1 offers and vouchers	Inferred knowledge
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Continues on next page



HINTS AND TIPS

Communication is a skill that needs constant practice, especially if this has been identified as a weak area for you.



KNOWLEDGE SIGN-OFF SHEET

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

WHAT YOU MUST KNOW (CONTINUED)

3.5 Outline methods of calculating payments

K26	common methods of calculating payments including point of sale technology and physical calculations	Inferred knowledge
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3.6 Explain how to handle payments securely

K27	how to keep cash and other payments safe and secure	Inferred knowledge
K28	the types of payment that you are authorised to accept	Inferred knowledge
K29	how to gain electronic authorisation for payment cards	Mandatory knowledge

3.7 Describe how to resolve any payment discrepancies that may occur

K30	how to identify and deal with discrepancies:	Mandatory knowledge
K30.1	counterfeit payments	
K30.2	invalid currency	
K30.3	suspected stolen cheques, credit cards and payment cards	
K30.4	invalid card	
K30.5	incorrect completion of cheque	
K30.6	payment disputes	
K31	how to deal with customers offering suspect tender or suspect non-cash payments	Mandatory knowledge
K32	consequences of failure to handle payments correctly	Mandatory knowledge

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

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

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

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

MORE INFORMATION

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



Image courtesy of Wella

Image courtesy of REDKEN

SUPPLEMENTARY NOTES

UNIT 213 FULFILL SALON RECEPTION

DUTIES (CHB13)

Image courtesy of Wellia



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date



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



UNIT 208

RELAX HAIR (AH2)

In this unit, you will learn how chemical relaxers are used on hair to increase manageability, flexibility and durability when styling. This process involves examining the hair and scalp, selecting and using the

most suitable product, and choosing the correct application to relax or straighten the natural curl or wave to the hair. Plus, you will start to see what a creative form of hairdressing relaxing can be.



UNIT 208

RELAX HAIR (AH2)

OPTIONAL

This unit has **five outcomes**.

Outcome 1
Be able to relax hair

Outcome 2
Know how health and safety policies and procedures affect relaxing services

Outcome 3
Understand the factors that influence relaxing services

Outcome 4
Understand the science of relaxing services

Outcome 5
Understand the products and techniques used in relaxing services



Relaxing is a permanent process, so clients should be given an in-depth consultation and a clear explanation of the commitment required from them.

Jacqui McIntosh/Avlon Education

EVIDENCE REQUIREMENTS

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

WHAT YOU MUST DO

Your assessor will observe these aspects of your performance on at least **two** occasions, each on a different client. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

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

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



WHAT YOU MUST COVER

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

Used all six of the following products:

scalp protectors

sodium relaxer

non-sodium relaxer

pre-relaxing treatments

post-relaxing treatments

normalising shampoo

Carried out all the following tests:

elasticity

porosity

strand

Used three out of the following four types of tools:

tail combs

wide-toothed combs

hands

tint brushes

Considered all the following factors:

hair characteristics

hair classifications

scalp condition

degree of relaxation required

previous chemical services

length of regrowth

temperature

time

sequence of application

white hair

degree of product build-up

need to cut hair prior to relaxing

Used all the following application techniques:

top and bottom

top

hand

Carried out relaxing in all of the following areas:

virgin application

regrowth application

between four to eight weeks

regrowth application up to 12 weeks

Given all of the following advice and recommendations:

how to maintain their look

time interval

between services

additional products

additional services



HINTS AND TIPS

When applying scalp protector around the hairline, try not to get it on the hair as it causes a barrier to the relaxer application.



USEFUL WORDS

Contra-indications Conditions that indicate a service should not be carried out.

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

Normalising products (also known as neutralising products) These shampoos and treatments are applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Post-relaxing treatment This is applied after the relaxer has been rinsed from the hair.

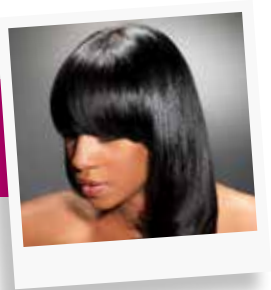
Pre-relaxing treatment These types of treatment are usually used on porous hair prior to the application of a relaxer.

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

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

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

Virgin application Process is used on hair that has not been relaxed before.



OBSERVATION SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST DO

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

OUTCOME 1

Be able to relax hair

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

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

HINTS AND TIPS

Do not carry out a relaxing service if there are breaks or abrasions on the scalp or signs of irritation. Relaxer could sensitise the area further and result in severe burning to the scalp.

Always explain the process you are carrying out on the client's hair. Show the client the product and let them smell and hold the bottle/container to reassure them about the service you are carrying out.



OBSERVATION SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST COVER



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

Products

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

	1	2		
Scalp protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pre-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Normalising shampoo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests

Tick the tests undertaken in each observation. You must undertake **all** of the tests.

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

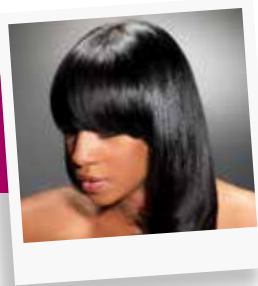
Tools

Tick the tools used in each observation. You must use **three** out of the **four** types of tools listed.

	1	2		
Tail combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wide-toothed combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tint brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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OBSERVATION SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST COVER (CONTINUED)

Image courtesy of Design Essentials

Factors

Tick the factors considered in each observation. You must take **all** of the factors into consideration.

	1	2		
Hair characteristics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hair classifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of relaxation required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Previous chemical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of regrowth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of product build-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need to cut hair prior to relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Application

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

	1	2		
Top and bottom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Top	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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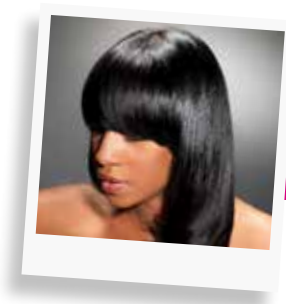


Image courtesy of Design Essentials

OBSERVATION SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST COVER (CONTINUED)



Relaxing process

Tick the relaxing processes used in each observation. You must carry out relaxing in **all** of the following areas.

	1	2		
Virgin application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regrowth application between four to eight weeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regrowth application up to 12 weeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice and recommendations

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

	1	2		
How to maintain their look	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time interval between services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

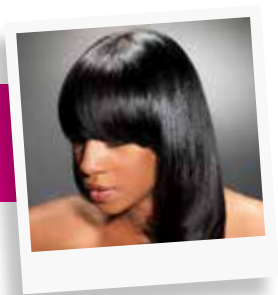
	1	2		
Observation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Always try to keep to the time that your salon allocates you to complete a service. Failure to do this could mean that you keep all of your remaining clients waiting for that day.



HINTS AND TIPS

Conditioning treatments should be applied regularly to ensure that relaxed hair stays in good condition.



COMMENT FORM

UNIT 208 RELAX HAIR (AH2)

Image courtesy of Design Essentials

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

Comments

Date

1

2

HINTS AND TIPS

Always follow manufacturers' instructions and wear PPE.

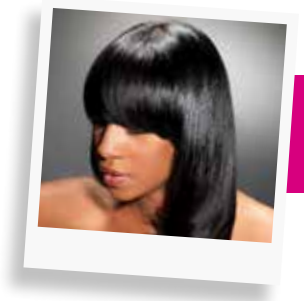


Image courtesy of Design Essentials

KNOWLEDGE SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST KNOW



Outcome 2

Know how health and safety policies and procedures affect perming, neutralising and chemical rearranging services

2.1 Outline responsibilities for health and safety in own role

K1	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
K3	the range of protective clothing and products that should be available for clients	Inferred knowledge
K12	regulations in relation to the use of relaxing and normalising products	Inferred knowledge
K14	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge

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

K8	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
----	--	----------------------

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

K2	your salon's requirements for client preparation	Inferred knowledge
K4	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
K9	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
K13	the safety considerations which must be taken into account when relaxing hair	Mandatory knowledge
K16	the correct methods of waste disposal	Inferred knowledge

2.4 Describe contact dermatitis and how it can be prevented

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

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

K18	the legal significance of client questioning and the recording of clients' responses to questioning	Cross-unit knowledge
K46	the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being	Mandatory knowledge

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

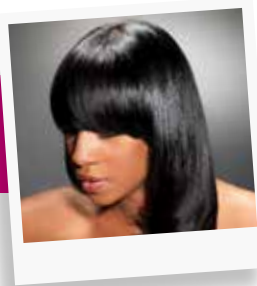
K5	why it is important to keep your work area clean and tidy	Cross-unit knowledge
K6	methods of cleaning, disinfection and sterilisation used in salons	Cross-unit knowledge
K7	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

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

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

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

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Design Essentials

Outcome 3

Understand the factors that influence relaxing services

3.1 Explain the factors that may influence the services

K17	your salon's expected service times for the relaxing service	Inferred knowledge
K19	the importance of identifying the hair factors through conducting a detailed hair and scalp examination	Mandatory knowledge
K28	the circumstances when hair may need to be cut prior to a service	Mandatory knowledge
K29	how to recognise trichorrhhexis nodosa and how to deal with this condition	Mandatory knowledge
K30	how different factors affect your choice of relaxer	Mandatory knowledge
K35	the factors that should be considered when selecting sodium or non-sodium relaxing products	Mandatory knowledge
K49	how the different influencing factors can affect the relaxing process	Mandatory knowledge
3.2	Describe ways of dealing with any influencing factors	Mandatory knowledge

Outcome 4

Understand the science of relaxing services

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

K27	how the contra-indications can affect the relaxing service	Mandatory knowledge
K29	how to recognise trichorrhhexis nodosa and how to deal with this condition	Mandatory knowledge

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

K24	potential consequences of failing to conduct tests	Mandatory knowledge
K25	why it is important to record test results	Mandatory knowledge

4.3 Describe when and how relaxing tests are carried out

K21	the types and purposes of tests	Mandatory knowledge
K22	when and how tests should be carried out and the expected results	Inferred knowledge
K43	the method of checking development when texturising	Inferred knowledge
K44	the method of checking relaxer development	Inferred knowledge

Continues on next page

4.4 Explain how test results influence the relaxing service

K20	how the hair and scalp examination can affect the choice of products	Mandatory knowledge
K23	how the results of tests can influence the relaxing service	Mandatory knowledge
K26	the courses of action to take in the event of adverse reactions to tests	Mandatory knowledge

4.5 Explain the effects on the hair structure when relaxing hair

K31	the effects of relaxing products on the hair structure	Mandatory knowledge
K32	the effect of relaxers on white hair	Mandatory knowledge
K41	the effects of relaxer pre- and post-treatments on the hair structure	Mandatory knowledge
K42	how to texturise hair	Inferred knowledge
K48	how neutralising shampoos work and their effect on the hair structure	Mandatory knowledge
K54	the importance and effects of restoring the hair's pH balance after the relaxing process	Mandatory knowledge

4.6 State the active ingredients in relaxing products

K33	the active ingredients in relaxing products	Mandatory knowledge
-----	---	---------------------

4.7 Explain the effects and possible effects of temperature on relaxing products

K47	how to adapt the water temperature, pressure and direction to protect the hair condition	Inferred knowledge
K52	the effects and possible effects of temperature on relaxing products	Mandatory knowledge

Outcome 5**Understand the products and techniques used in relaxing services****5.1 Describe the range of products, tools and equipment available for the relaxing service**

K34	why different tools are used in the relaxing service and their effect on the hair and scalp	Mandatory knowledge
K36	the different types and strengths of available relaxers and when to use them	Inferred knowledge
K38	the different types and use of pre and post relaxing treatments and when to use them	Inferred knowledge
K40	how to use scalp protectors and why they are important	Mandatory knowledge

5.2 Describe methods of applying relaxing products

K45	the method and sequence of application of relaxing and normalising products	Mandatory knowledge
-----	---	---------------------

5.3 State the importance of following salon and manufacturers' instructions during relaxing services

K15	suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow	Inferred knowledge
K39	the importance of following manufacturers' instructions when using relaxing products	Cross-unit knowledge
K51	why accurate timing and thorough rinsing of products is necessary	Mandatory knowledge



“““

Always make sure that the scalp is protected. This is essential!

Eugene Davis

Continues on next page



KNOWLEDGE SIGN-OFF SHEET

UNIT 208 RELAX HAIR (AH2)

WHAT YOU MUST KNOW (CONTINUED)

Image courtesy of Design Essentials

5.4 Identify the types and causes of problems that may occur during services

K50	the effect of overlapping products on to previously chemically treated hair	Mandatory knowledge
K56	types and causes of problems that can occur during the relaxing and texturising process	Mandatory knowledge

5.5 Describe ways of dealing with relaxing problems

K10	your own limits of authority for resolving relaxing problems	Mandatory knowledge
K11	the person you should report problems to that you cannot resolve	Mandatory knowledge
K53	how to deal with scalp irritation during the relaxing process	Mandatory knowledge
K57	methods of resolving relaxing problems	Mandatory knowledge

5.6 Outline the importance of using products cost effectively

K55	the importance of using products economically	Cross-unit knowledge
-----	---	----------------------

5.7 Explain the importance of providing advice and recommendations to clients

K58	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
K37	the potential effects of using relaxing products on chemical services such as hair lightening	Mandatory knowledge

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

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

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

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

MORE INFORMATION

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

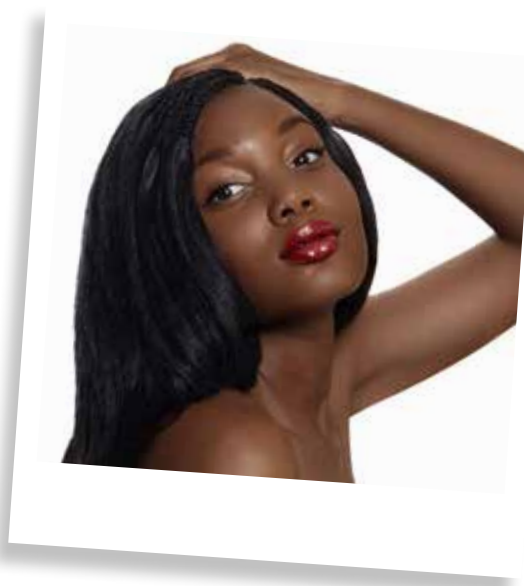


Image courtesy of Shutterstock/Luba VNel

SUPPLEMENTARY NOTES

UNIT 208 RELAX HAIR (AH2)



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

Comments

Date

UNIT SIGN-OFF

This section must be signed when the unit is complete.

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

Candidate signature

Date

Assessor signature

Date

IQA signature (if sampled)

Date

EQA signature (if sampled)

Date





MORE INFORMATION



HAIR CHARACTERISTICS AND CLASSIFICATIONS

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

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

Type 1 – Straight hair

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

Type 2 – Wavy hair

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

Type 3 – Curly hair

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

Type 4 – Very curly hair

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

HEALTH AND SAFETY AND OTHER LEGISLATION



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

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





ENVIRONMENTAL AND SUSTAINABLE WORKING PRACTICES

Cheyne Training © Jon Redman

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

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



Image courtesy of Wella

Image courtesy of Wella

VALUES AND BEHAVIOURS

Cheyne Training © Jon Redman



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

VALUES

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

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

Image courtesy of Denman



Shutterstock/bikeriderlondon





BEHAVIOURS

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

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



GLOSSARY OF TERMS



Adverse hair, skin and scalp conditions

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

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

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

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

Backbrushing Backbrushing is achieved by brushing backwards from points of the hair in the direction of the roots. It is used to give height and volume to your hair styles.

Backcombing Backcombing is a way of creating additional volume to a style. Backcombing is achieved by repeatedly combing the hair towards the scalp, causing the hair to tangle and knot up.

Basic sectioning technique Includes six-section and nine-section perm.

Basic uniform layer

All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors, as shown.



Brick winding A technique where the wound curlers are placed in a pattern that resembles brickwork. This will avoid gaps in the hair. This technique is suitable for clients with shorter hair.

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

Client's lifestyle What they do for a job, hobbies and interests; also their age, etc.

Club cutting The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Conditioning products These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Confidential information This may include personal aspects of conversations with clients and colleagues, contents of client records, client and staff personal details, addresses and telephone numbers, financial aspects of the business and even gossip.

Continuous professional development

The term used to describe how people in a profession continue to update and improve their skills throughout their careers. This is important within the hairdressing industry, due to constant changes in fashion, styles and trends which mean you should prove that you are fully up to date and remain competent. This is also known as 'CPD'.

Contra-indications When a client has a contraindication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service. The service must not be carried out, or the service may need to be adjusted.

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

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

Creating curl The size of the brush will determine how much curl is produced. The smaller the brush, the curlier the finish.

Creating movement Determined by the direction of the style and the amount of waves and curls the style has.

Creating volume Volume is created by the direction at which the hair is held at the roots when drying. The finished result will be bouncy at the roots.



Cross-infection When disease is passed from one person to another, due to poor hygiene.

Cross-infestation When an infestation of parasites, such as head lice, is passed from one person to another.

Data Protection Act This is a law designed to protect personal data stored on computers or in an organised paper filing system.

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

Directional winding Where the hair is wound in the direction in which it is going to be worn. Hair can be wound in any direction.

Effleurage A gentle stroking movement.

Elasticity test A test to see how much the hair will stretch and return to its original length.

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

Factors You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Fading Used to blend short hair into the neckline, or to create a natural hairline.

Faulty products This refers to products that are damaged in some way, for example, a bottle's nozzle not working correctly.

Finger drying Using the fingers and hands to lift, mould and style the hair into shape whilst drying it with a hand-held dryer.

Fishtail plait A method of plaiting using two strands.

Flat top This is a flat square shape, generally using clipper over comb or scissor over comb. Unlike many other cuts where you remove the corners, for a flat top to achieve the square finish the corners must be retained. You have to be mindful of the highest point of the skull, as this will determine your starting point. This cut can be achieved by using a 'flat topper' or a clipper comb.

Flat twists A method of rolling and twisting the hair by hand to achieve a twist that sits close to the head.

Freehand cutting The cutting of hair without holding it in place.

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

Friction massage 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 neckline Collar length hair.

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

Graduation The inner layers of the hair length are shorter than the outline shape, as shown here.



Grievance procedures If you or a colleague has a dispute that can't be sorted out easily, a grievance procedure would be carried out. This would involve formal meetings to discuss the issues. If you're unsure as to your salon's grievance procedures, ask the advice of your manager.



Hair characteristics Each person's hair is made up differently and the difference is due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture) etc.

Hair classification Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Hair density Whether the hair is sparse or abundant. This is a factor to consider when advising clients on hair styles.

Hair elasticity An indication of the hair's strength which allows it to stretch and return to its original length without damage.

Hair texture Individual hair thickness. Hair can be fine, medium or coarse.

Harmonious working relationship This means working well with your colleagues and understanding the importance of teamwork. It is important as you will work more effectively and create a better impression of your salon to clients.

Health and safety legislation Rules and regulations that keep you and your clients safe at work.

Heat protector A product that is applied to wet or dry hair to coat and protect it from damage caused by using heated styling/finishing equipment.

Heated equipment Includes heated rollers, tongs and straighteners.

Hospitality This covers welcoming the client, offering refreshments and magazines, and making sure the client is comfortable.

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

Hydrogen peroxide This chemical is mixed with colour cream/gel to create permanent hair colour.

Incompatibility test A test to see if the hair will react adversely to any of the products that are about to be used. This is carried out before chemical services.

Infection Infection can result in red and inflamed skin or the development of puss. If you suspect that your client has an infection, then you should report it to your supervisor.

Infestation A condition where parasites such as head lice move on to a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Lightener A product that lightens the natural pigments of the hair without depositing artificial colour (also known as bleach or pre-lightener).

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

Long graduation

The inner layers of the hair length are shorter than the outline shape, as shown.



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

Manufacturers' instructions Explicit guidance issued by manufacturers' or suppliers' of products or equipment, concerning their safe and efficient use. Also known as MFIs.

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



National Occupational Standards (NOS)

The Hairdressing and Beauty Industry Authority (Habia) writes the standards for the hairdressing and beauty therapy industries. Your SVQ is based on standards written by Habia and you read these to check what you need to comply with, in order to achieve your Level 2 SVQ.

Neutralise The process fixing and rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

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

Normalising products (also known as neutralising products) These shampoos and treatments are applied after the hair has been relaxed to remove any remaining relaxer and to bring the hair back to a pH of 4.5–5.5.

Off-base winding The hair is combed at a 45° angle with root dragged to create flatter curls.

On-base winding The hair is combed directly upwards to create lift and volume.

One length cut

The hair is cut at the same outside length, as shown.



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

Personal development This is the process of improving your skills and increasing the amount of experience that you have within your job.

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

Petrissage Slow and firm kneading movement.

pH balance The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.

Pin curling A technique of winding hair into a series of curls or flat waves, which are pinned in place while drying.

Point to root winding A method of creating curl movement in hair by winding rollers in the traditional way (tip to root).

Porosity test A test to see how porous the hair is (how able it is to absorb moisture from liquid).

Post-relaxing treatment This is applied after the relaxer has been rinsed from the hair.

Post-perm treatment Anti-oxidant surface conditioners that are used after perming. They close and smooth the hair cuticle scales and they stop the chemicals working any further, which could cause overprocessing. The treatment also returns hair to its natural pH value (pH 4.5–5.5).

Pre-perm treatment Pre-perm treatments are applied to the hair after shampooing and before the perm rods are used. They are used to even out the porosity, provide a protective barrier and make the hair more pliable when winding the perm rods into the hair.

Pre-relaxing treatment These types of treatment are usually used on porous hair prior to the application of a relaxer.

Productivity This means the amount of work that you are getting done. If you work effectively, you will achieve high productivity.

Pull test The pull test helps evaluate excessive and or abnormal hair loss. Gently pull small sections of hair whilst sliding the fingers from root to point on at least three areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of abnormal hair loss.

Pulled-through highlights or lowlights

Services could include combs, spatula, cap, foil or film pull-through strips or cones.

Quasi-permanent colour Colour that lasts almost as long as permanent. It should be treated as permanent colour in terms of testing and future services.

Reduce fatigue What to do to help stop you getting tired.

Regrowth application Applying colour to the roots where colour has grown out.

Relevant person This is the person who is in charge of carrying out a particular task or service.

Rollering Velcro rollers or ones secured with pins are amongst the many types of rollers available. They are all used to create volume, curl and/or movement in the hair.

Rolls A method of dressing medium-long hair to achieve a chignon, bouffant or vertical/horizontal roll.

Root to point A method of creating curl movement in hair by winding hair onto spiral rollers or tongs, starting at the root and finishing at the ends. Pin curls can also be achieved with this method.

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

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

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

Semi-permanent colour Colour that lasts for six to eight shampoos. Ideal for clients who would like to colour their hair but are unsure about maintaining permanent colour.

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

Short graduation

The inner layers of the hair lengths are longer than the outline shape, as shown.



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

Skin test A test that is used before some chemical services to test whether a client's skin will react to chemical products, for example PPD, which is found in permanent colour.

Smoothing Working with the lie of the cuticle to ensure a smooth finish. This may be created when straightening, adding movement or volume to the hair.

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

Spiral curling A method of winding on rods or tongs from point to root, to achieve a corkscrew effect.

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

Square layer This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

Strand test This test is used in the colouring, perming and rearranging process to establish the effect so far of the product on the hair and its condition, such as the degree of colour, straightness or curl that has been achieved.



Surface conditioning products Products designed to add moisture to the hair in order to improve shine and texture.

Tapered Tapering is good for detailing hairlines, softening a look and removing weight.

Target This means a short- or long-term goal that is set for or by you to achieve and this is usually within a specific timeframe.

Temporary hair attachment An attachment that lasts between 24 hours and six weeks.

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

Tests Tests can be on the hair or scalp. An example of a skin test would be prior to a colour service to make sure that a client wasn't allergic to the product and a hair test could be an incompatibility check to see if there are any metallic salts in the hair.

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 5cm (2 inches) in length.

Texturising Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift. Also known as freehand cutting. This technique can be used when tension is not required, such as with fringes or allowing for the natural fall of the hair over the ears when cutting one length.

Tools Any tools, for example brushes or rollers, necessary to deliver a hairdressing service.

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

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

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

Uniform layer All sections of the hair are cut to the same length.

Virgin application Process is used on hair that has not been relaxed before.

Woven highlights/lowlights A technique using foil or wraps, which is effective in adding multiple colours to hair.

Wrap setting Hair is wound clockwise or anti-clockwise so that the contours of the head form the finished shape of the hair. Wet wrap setting is a method of styling and protecting excessively curly hair. Wet wraps work especially well on relaxed or straightened hair that can be brittle and prone to breakage.



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