

SVQ 2 in Hairdressing at SCQF Level 5 (6009-02)

Version 2.3 (February 2018)

Qualification Handbook

Qualification at a glance

Age group approved	16-19, 19+
Entry requirements	None
Assessment types	Assignment; Multiple Choice; Portfolio
Approvals	Approval Types
Support materials	Assessor Guide; Question papers and Mark schemes; Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
SVQ 2 in Hairdressing at SCQF Level 5	6009-02	GK7J 22

Version and date	Change detail	Section
2.0 November 2015	Clarification made to requirements for staff delivering the qualification.	Centre Requirements
2.3 February 2018	Amend made to evidence requirement number 5 in every unit	Supporting Information

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1 Introduction

Area	Description
Who is the qualification for?	The SVQ 2 in Hairdressing SCQF Level 5 is designed for learners who work in or wish to pursue a career in hairdressing. The SVQ 2 provides the necessary skills and knowledge that prove occupational competence as a junior stylist.
What does the qualification cover?	This qualification allows candidates to learn, develop and practice the skills required to provide hairdressing services for all hair types. The SVQ 2 in Hairdressing at SCQF Level 5 covers a range of skills and knowledge such as cutting, drying, styling, colouring and lightening, relaxing and perming as well as shampooing and consulting with clients.
What opportunities for progression are there?	Learners may progress to employment and/or to the following City & Guilds qualifications: SVQ 3 in Hairdressing at SCQF Level 6 SVQ 3 in Barbering at SCQF Level 6
Who did we develop this qualification with?	This qualification has been developed with habia.
Is it part of an apprenticeship framework or initiative?	This qualification can form part of the following apprenticeship: Modern Apprenticeship in Hairdressing

2 Structure

To achieve the **City & Guilds SVQ 2 in Hairdressing at SCQF Level 5**, learners must achieve the 7 mandatory units and 1 optional unit.

City & Guilds unit number	Unit title	SCQF Level	SCQF Credit
Mandatory			
201	Style and finish hair	5	6
202	Set and dress hair	5	7
203	Cut hair using basic techniques	5	13
204	Colour and lighten hair	6	14
205	Advise and consult with clients	5	8
206	Shampoo, condition and treat the hair and scalp	5	5
207	Develop and maintain your effectiveness at work	5	3
Optional			
208	Relax hair	6	8
209	Perm and neutralise hair	6	9
210	Plait and twist hair	5	5
211	Temporarily attach hair to enhance a style	5	3
212	Remove hair extensions	5	5
213	Fulfil salon reception duties	5	5

3 Centre requirements

Approval

If your Centre is approved to offer the qualification 3009-02/3009-92 SVQ 2 in Hairdressing at SCQF Level 5 you can apply for the new 6009-02/6009-92 SVQ 2 in Hairdressing at SCQF Level 5 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

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

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

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

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

Resource requirements

Centre staffing

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

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

The assessor must:

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

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

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

Learner entry requirements

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

Age restrictions

The SVQ 2 Diploma in Hairdressing at SCQF Level 5 is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

Centres and candidates should be fully aware of minimum age requirements and any implications on completing assessments.

4 Delivering the qualification

Initial assessment and induction

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

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

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

Support materials

The following resources are available for these qualifications:

Description	How to access
Assessor guide	www.cityandguilds.com
Question papers and mark scheme	www.cityandguilds.com
Candidate logbook	www.cityandguilds.com

Recording documents

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

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

5 Assessment

Summary of assessment methods

Candidates must:

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

Assessment Types

Unit	Title	Assessment method	Where to obtain assessment materials
	Cross unit knowledge	Online test OR paper-based short answer question test	Online test number 6009-690 Short answer papers and marking guides available on City & Guilds website
201	Style and finish hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-601 Short answer papers and marking guides available on City & Guilds website
202	Set and dress hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-602 Short answer papers and marking guides available on City & Guilds website
203	Cut hair using basic techniques	Portfolio and	Online test number 6009-

Unit	Title	Assessment method	Where to obtain assessment materials
		Online test OR paper-based multiple choice test	603 Multiple choice papers and marking guides available on City & Guilds website
204	Colour and lighten hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-604 Multiple choice papers and marking guides available on City & Guilds website
205	Advise and consult with clients	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-605 Multiple choice papers and marking guides available on City & Guilds website
206	Shampoo, condition and treat the hair and scalp	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-606 Multiple choice papers and marking guides available on City & Guilds website
207	Develop and maintain your effectiveness at work	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-607 Multiple choice papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
208	Relax hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-608 Multiple choice papers and marking guides available on City & Guilds website
209	Perm and neutralise hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-609 Multiple choice papers and marking guides available on City & Guilds website
210	Plait and twist hair	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-610 Multiple choice papers and marking guides available on City & Guilds website
211	Temporarily attach hair to enhance a style	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-611 Multiple choice papers and marking guides available on City & Guilds website
212	Remove hair extensions	Portfolio and Online test OR short answer question test	Online test number 6009-612 Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
213	Fulfil salon reception duties	Portfolio and Online test OR paper-based multiple choice test	Online test number 6009-613 Short answer papers and marking guides available on City & Guilds website

Assessment strategy

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

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

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

The strategy specifies that candidates **must** sit externally set questions for the following units:

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
SVQ 2 in Hairdressing at SCQF Level 5			
690	n/a	5	Cross unit knowledge test
204	CH4	6	Colour and lighten hair
205	CHB9	5	Advise and consult with clients
206	CHB11	5	Shampoo, condition and treat the hair and scalp
208	AH2	6	Relax hair
209	CH5	6	Perm and neutralise hair

City & Guilds has also produced assessments for all the remaining units.

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

Recognition of Prior Learning (RPL)

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

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

The centre manual contains further information on RPL.

6 Units

Units

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

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

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

Unit numbering

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

Unit 201

Style and finish hair (CH1)

Unit level:	SCQF 5
Credit value:	6
Unit aim:	This standard is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required to work on different hair lengths.
Relationship to NOS:	SKACH1
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when styling and finishing hair

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 use working methods that:
 - P6.1 minimise the wastage of products
 - P6.2 minimise the risk of damage to tools, equipment and heated styling equipment
 - P6.3 minimise the risk of cross-infection
 - P6.4 make effective use of your working time
 - P6.5 ensure the use of clean resources
 - P6.6 minimise the risk of harm or injury to yourself and others
 - P6.7 promote environmental and sustainable working practices
- P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P8 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P9 dispose of waste materials

P10 complete the service within a commercially viable time

Range

- (P6) **Products:** heat protectors
sprays
mousse
creams
gels
serums
wax
- (P6) **Heated styling equipment:** straighteners
tongs
-

Outcome

2 Blow dry hair into shape

You must be able to:

- P11 apply suitable products, when used, following manufacturers' instructions
- P12 control your styling tools to minimise the risk of damage to the hair length, client discomfort and to achieve the desired look
- P13 take sections of hair which suit the size of the styling tools
- P14 maintain an even tension throughout the blow drying process
- P15 keep the hair damp throughout the blow drying process
- P16 test the temperature of heated styling equipment throughout the service
- P17 control the hair length during the blow drying process taking account of factors influencing the service
- P18 use tools and equipment in a way that achieves the desired blow dry finish
-

Range

- (P12) **Hair length:** above shoulder
below shoulder
one length
layered
- (P18) **Tools and equipment:** hand dryer
attachments
round brush
flat brush
- (P18) **Blow dry finish:** straightening
smoothing
creating volume
creating movement
creating curl
-

Outcome

3 Finger dry hair into shape

You must be able to:

- P19 apply suitable products, when used, following manufacturers' instructions
 - P20 keep the hair damp throughout the styling process
 - P21 control the hair during the styling process taking account of factors influencing the service
 - P22 ensure that finger drying achieves the direction, volume and balance for the desired look
-

Range

- (P21) **Factors:** hair characteristics
hair classifications
hair cut
hair growth patterns
head and face shape
-

Outcome

4 Finish hair

You must be able to:

- P23 use heated styling equipment, when necessary, that is at the correct temperature for your client's hair and the desired look
 - P24 control your use of heated styling equipment, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P25 take sections of hair which suit the size of the heated styling equipment, when used
 - P26 use back combing and back brushing techniques, when required, to achieve the desired look
 - P27 apply and use suitable products, when required, to meet manufacturers' instructions
 - P28 ensure the finished look takes into account relevant styling factors influencing the service
 - P29 ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
 - P30 confirm the client's satisfaction with the finished look
 - P31 give your client advice and recommendations on the service provided
-

Range

- (P31) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
-

Outcome

5 Maintain effective and safe methods of working when styling and finishing hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
-

- K2 the different types of working methods that promote environmental and sustainable working practices
- K3 your salon's requirements for client preparation
- K4 the range of protective clothing that should be available for clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to avoid cross-infection and infestation
- K8 why it is important to keep your work area clean and tidy
- K9 the correct use and maintenance of tools and equipment
- K10 methods of cleaning, disinfecting and sterilisation used in salons
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for styling and finishing hair

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K2) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution

- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

6 Blow dry and finger dry hair into shape

You need to know and understand:

- K18 why hair should be kept damp during the blow drying and finger drying process
- K19 the effects of humidity on hair
- K20 the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
- K21 the types of products and equipment used for styling and finishing hair
- K22 the manufacturers' instructions on the use of the specific styling and finishing products in your salon
- 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
- K24 current techniques for blow drying, finger drying and finishing hair
- K25 how different factors affect the styling process and the finished look
- K26 how to manage different hair lengths when styling the hair
- K27 how the finished result of blow drying is affected by:
 - K27.1 tension
 - K27.2 size of hair mesh
 - K27.3 size of brush
 - K27.4 the angle at which the brush is held
 - K27.5 not allowing the hair to cool before removing the hair mesh from the brush
- K28 why the direction of the air flow when drying is important to achieve the desired look
- K29 why hair needs to be sectioned for styling
- 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
- K31 the effects that can be achieved by curling on and off base

Range

(K25) **Factors:** How different factors affect the styling process and the finished look

- hair characteristics
 - hair classifications
 - hair cut
 - hair growth patterns
 - head and face shape
-

Outcome

7 Finish hair

You need to know and understand:

- K32 why temperature of equipment should be adapted to suit different hair types
 - K33 how the incorrect application of heat can affect the hair and scalp
 - K34 why hair should be allowed to cool prior to finishing
 - K35 when and how to apply different back combing and back brushing techniques to achieve the desired look
 - K36 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K36) **Advice and recommendations:** - additional services
- additional products

Unit 201

Style and finish hair (CH1)

Supporting Information

Evidence requirements

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

2 You must practically demonstrate in your everyday work that you have met the standard for styling and finishing hair.

3 Your Assessor will observe your performance on **at least 4 occasions, each on different clients.**

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

- used **4 out of the 7** products
- used **both** the types of heated styling equipment
- styled **all** hair lengths
- used **all** the blow drying tools and equipment
- taken into account **all** the factors
- produced **all** the blow dry finishes
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 202

Set and dress hair (CH2)

Unit level:	SCQF 5
Credit value:	7
Unit aim:	This standard is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required.
Relationship to NOS:	SKACH2
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when setting and dressing hair

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
 - P7.1 minimise the wastage of products
 - P7.2 minimise the risk of damage to tools and equipment
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P7.7 promote environmental and sustainable working practices
- P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

- P10 dispose of waste materials
P11 complete the service within a commercially viable time
-

Range

- (P7) **Products:** heat protectors
sprays
mousse
creams
gels
serums
setting lotions
wax
- (P7) **Tools and equipment:** rollers
combs
pin curl clips
brushes
grips and pins
heated equipment
-

Outcome

2 Set hair

You must be able to:

- P12 confirm and agree with your client the setting techniques and look required
P13 control your tools and equipment to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
P14 apply suitable products following manufacturers' instructions
P15 control your client's hair throughout the setting process taking account of factors influencing the service
P16 take sections of hair which suit the size of the tools and equipment
P17 keep the hair damp throughout the setting process, when necessary
P18 section and wind the hair cleanly and evenly to achieve the desired look
P19 ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
P20 maintain the correct tension throughout the setting process
P21 remove any items used for setting, avoiding discomfort to your client
P22 ensure your setting techniques achieve the desired look
-

Range

- (P12) **Setting techniques:** rollering
spiral curling
wrap setting
pin curling to give volume
pin curling to give flat movement
-

- (P15) **Factors:** hair characteristics
hair classification
hair cut
hair length
head and face shape
the occasion for which the style is required
- (P18) **Section and wind:** point to root
root to point
on base
off base
directional
brick
-

Outcome

3 Dress hair

You must be able to:

- P23 leave your client's hair free of all section marks as necessary
- P24 use heated equipment, as necessary, at the correct temperature for your client's hair and the desired look
- P25 control your tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- P26 apply and use suitable products to meet manufacturers' instructions
- P27 ensure the finished look takes into account relevant factors influencing the service
- P28 ensure your dressing techniques and effects achieve the intended shape, direction and volume agreed with your client
- P29 confirm your client's satisfaction with the finished look
- P30 give your client advice and recommendations on the service provided
-

Range

- (P28) **Dressing techniques and effects:** curls
rolls
smoothing
back-combing
back-brushing
- (P30) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
-

Outcome

4 Maintain effective and safe methods of working when setting and dressing hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
-

- K2 the different types of working methods that promote environmental and sustainable working practices
- K3 your salon's requirements for client preparation
- K4 the types of protective clothing that should be available for clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing services
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to avoid cross-infection and infestation
- K8 why it is important to keep your work area clean and tidy
- K9 the correct use and maintenance of tools and equipment
- K10 methods of cleaning, disinfecting and sterilisation used in salons
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for setting and dressing

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K2) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture

- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

5 Set and dress hair

You need to know and understand:

- K17 the range of tools, equipment and products available for setting and dressing
- K18 the manufacturers' instructions on the use of the specific setting and dressing products in your salon
- K19 why and how to use the different types of tools and equipment for setting and dressing
- K20 how different factors affect the setting and dressing processes and the finished look
- K21 why and when to use different types of setting techniques
- 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
- K23 why and how to use the different types of sectioning and winding techniques
- K24 why and how to use different dressing techniques
- K25 how the angle of winding influences the volume and direction of the hair
- K26 why set hair sections need to be brushed out thoroughly
- K27 methods of handling, controlling and securing hair to achieve curls and rolls
- K28 the importance of maintaining the correct tension throughout the setting process
- K29 the effects of humidity on hair
- K30 the physical effects of setting on the hair structure
- K31 how the incorrect application of heat can affect the hair and scalp
- K32 why hair should be kept damp during the setting process
- K33 how heat protectors act to protect the hair
- K34 the importance of confirming the required style requirements with the client
- K35 the removal and or take-down requirements for the hairstyle
- K36 the importance of providing advice and recommendations on the products and services provided in the salon

Range

- (K20) **Factors:** How different factors affect the setting and dressing processes and the finished look
 - hair characteristics
 - hair classification
 - hair cut
 - hair length

- head and face shape
 - the occasion for which the style is required
- (K36) **Advice and recommendations:** additional services
additional products

Unit 202

Set and dress hair (CH2)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for setting and dressing hair.
- 3 Your Assessor will observe your performance on at least **4 occasions on 4 different clients. At least one of the observations must be of a set using rollers secured with pins.**
- 4 From the range, you must show that you have:
 - used **4 out of the 8** products
 - used **all** the types of tools and equipment
 - used **3 out of 5** the setting techniques
 - taken into account **all** factors
 - used **all** the sectioning and winding techniques
 - used **all** the dressing techniques and created all the effects
 - given **all** advice and recommendations,
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 203

Cut hair using basic techniques (CH3)

Unit level:	SCQF 5
Credit value:	13
Unit aim:	This standard is about creating a variety of basic looks using club cutting, freehand, texturising and scissor over comb techniques. You are required to use these techniques to produce uniform layers, short and long graduations and one length cuts.
Relationship to NOS:	SKACH3
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when cutting hair

You must be able to:

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

- P11 dispose of waste materials
P12 complete the service within a commercially viable time
-

Outcome

- 2 Cut hair to achieve a variety of looks

You must be able to:

- P13 establish the factors likely to influence the service
P14 confirm with your client the look agreed at consultation prior to commencing the cut
P15 create and follow the cutting guideline(s) to achieve the required look
P16 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
P17 use cutting techniques suitable for your client's hair type and to achieve the desired look
P18 adapt your cutting techniques to take account of the factors that influence the service
P19 change your own position and that of your client to help you ensure the accuracy of the cut
P20 crosscheck the cut to establish accurate distribution of weight, balance and shape
P21 remove any unwanted hair outside the desired outline shape
P22 consult with your client during the cutting process to confirm the desired look
P23 make a final visual check of the hair to ensure the finished cut is accurate
P24 confirm your client's satisfaction with the finished cut
P25 give your client advice and recommendations on the service provided
-

Range

- (P13) **Factors:** hair classifications
hair characteristics
head and face shape
hair growth patterns
- (P14) **Look:** one length
uniform layer
short graduation
long graduation
with a fringe
- (P17) **Techniques:** club cutting
freehand
scissor over comb
texturising
- (P25) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
-

Outcome

- 3 Maintain effective and safe methods of working when cutting hair
-

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 the different types of working methods that promote environmental and sustainable working practices
- K3 your salon's requirements for client preparation
- K4 the range of protective clothing that should be available for clients
- K5 why it is important to protect clients from hair clippings
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to avoid cross-infection and infestation
- K8 why it is important to keep your work area clean and tidy
- K9 the correct use and maintenance of cutting tools
- K10 methods of cleaning, disinfecting and sterilisation used in salons
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for different cutting looks

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K1) **Factors:** The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
 - hair classifications
 - hair characteristics
 - head and face shape
 - hair growth patterns

(K2) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

4 Cut hair to achieve a variety of looks

You need to know and understand:

- K17 the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
- K18 the factors which should be considered when cutting wet hair and dry hair
- K19 the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp
- K20 the importance of consulting with clients throughout the cutting process
- K21 the importance of applying the correct degree of tension to the hair when cutting
- K22 how and why to use club, freehand, texturing and scissor over comb cutting techniques
- K23 the reasons for establishing and following guidelines
- K24 how different cutting angles will impact on weight distribution, balance and the degree of graduation
- K25 how to create the different looks
- K26 how to crosscheck and balance the cut
- K27 the importance of providing advice and recommendations on the products and services provided in the salon

Range

(K27) **Advice and recommendations:** additional services
additional products

Unit 203

Cut hair using basic techniques (CH3)

Supporting Information

Evidence requirements

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

2 You must practically demonstrate in your everyday work that you have met the standard for cutting hair using basic techniques on **both** hair types.

3 Your Assessor will observe your performance on **at least 8 occasions – 2 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.

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

- adapted your cutting techniques to take into account the factors
- achieved **all** the looks
- used **all** the cutting techniques
- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 204

Colour and lighten hair (CH4)

Unit level:	SCQF 6
Credit value:	14
Unit aim:	This standard is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.
Relationship to NOS:	SKACH4
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when colouring and lightening hair

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your clients clothing throughout the service
- P4 wear personal protective equipment when using colouring and or lightening chemicals
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 ensure your own posture and position whilst working minimise fatigue and the risk of injury
- P7 keep your work area clean and tidy throughout the service
- P8 use working methods that:
 - P8.1 minimise the wastage of products
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and others
 - P8.6 promote environmental and sustainable working practices
- P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials
- P12 complete the service within a commercially viable time
-

Range

- (P8) **Products:** semi-permanent
quasi-permanent
permanent
lighteners
toners
-

Outcome

- 2 Prepare for colouring and lightening

You must be able to:

- P13 ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
- P14 record your client's responses to questions
- P15 conduct all necessary tests following manufacturers' instructions and recognised industry procedures
- P16 record the outcomes of tests on the client's record card
- P17 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client
- P18 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- P19 inform your client of the likely cost, duration and expected outcome of the service
- P20 choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service
- P21 prepare materials to meet the application requirements, when necessary
- P22 prepare products to meet manufacturers' instructions
- P23 prepare your client's hair and protect their skin, where necessary, prior to service.
-

Range

- (P15) **Tests:** skin
incompatibility
porosity
elasticity
colour
- (P20) **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

Outcome

3 Colour and lighten hair

You must be able to:

- P24 confirm the desired effect with your client prior to the application of products
 - P25 section the hair cleanly and evenly to assist the accurate application of products
 - P26 apply products taking into account relevant factors influencing the service
 - P27 use colour and lightening techniques suitable for achieving the desired look and following manufacturers' instructions
 - P28 apply products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
 - P29 time the development of products following manufacturers' instructions
 - P30 confirm the required result has been achieved by taking strand tests at suitable times throughout the process
 - P31 massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions
 - P32 remove from the hair products that have developed, avoiding disturbance to areas still processing
 - P33 remove colouring or lightening materials from hair with minimum discomfort to your client
 - P34 leave the hair and scalp free of products after the desired effect is achieved
 - P35 identify any problems during the services and resolve them within the limits of your own authority
 - P36 refer problems which cannot be resolved to the relevant person
 - P37 achieve the desired effect to the satisfaction of your client
 - P38 give your client advice and recommendations on the service provided
-

Range

- (P27) **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
 - (P38) **Advice and recommendations:** how to maintain their colour
time interval between services
present and future products and services
-

Outcome

4 Maintain effective and safe methods of working when colouring and lightening hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available to yourself and clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 the current legal requirements and guidance relating to age restrictions for colouring and lightening services.
- K6 why it is important to keep your work area clean and tidy
- K7 how to minimise the wastage of products
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 methods of cleaning, disinfecting and or sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the different types of working methods that promote environmental and sustainable working practices
- K12 why it is important to use personal protective equipment
- K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K14 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
- K15 your salon's expected service times for basic colouring and lightening work
- K16 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 which colouring and lightening services should not be carried out on minors under 16 years of age

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role:
- Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act

- The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K11) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices:
- reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture
 - using low chemical paint
 - using organic and allergy free hair products
 - using ultra-low ammonia hair colourants
 - using environmentally friendly product packaging
 - choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work

Outcome

5 Prepare for colouring and lightening

You need to know and understand:

- K19 the legal significance of client questioning and the recording of client's responses to questioning
- K20 the importance of recognising any contra-indications to colouring and lightening services
- K21 the types and purposes of tests
- K22 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test
- K23 when and how tests should be carried out and the importance of recording test results
- K24 how the results of tests can influence the colouring and lightening services
- K25 the courses of action to take in the event of adverse reactions to tests
- K26 the importance of informing your client of the likely cost, duration and expected outcome of the service
- K27 the principles of colour selection, including the International Colour Chart (ICC)
- K28 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
- K29 the effect of different colouring and lightening products on the hair structure
- K30 when to use the different types of lighteners and toners available
- K31 how the different strengths of hydrogen peroxide influence colouring and lightening
- K32 how porosity levels can affect the choice and application of products and the final results
- K33 effects of temperatures on the application and development of colouring and lightening products
- K34 the importance of constantly monitoring the development of lightening products
- K35 how and why contra-indications can affect the delivery of colouring and lightening services
- K36 the types of colouring, lightening and toning products available, including temporary colours
- K37 the types of tools, materials and equipment used for colouring and lightening

- K38 the different colour, lowlighting and highlighting techniques
 - K39 how to prepare materials to meet the application requirements
 - K40 the dangers associated with the inhalation of powder lighteners
 - K41 the importance of preparing your client's hair and protect their skin prior to service
-

Range

- (K20) **Contra-indications (examples only):** The importance of recognising any contra-indications to colouring and lightening services
- history of previous allergic reaction to colouring products
 - other known allergies
 - skin disorders
 - incompatible products
 - medical advice or instructions
 - evident hair damage
 - age restrictions
-

Outcome

6 Colour and lighten hair

You need to know and understand:

- K42 the importance of confirming the desired effect with your client prior to the application of products
 - K43 the importance of sectioning hair accurately when colouring and lightening
 - K44 how different factors may impact on your colouring and lightening service
 - K45 the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
 - K46 when and why to carry out colour refreshing techniques on the mid lengths and ends
 - K47 the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
 - 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
 - K49 why it is important to emulsify colour prior to removal
 - K50 methods of applying and removing colouring and lightening products
 - K51 the importance of using products economically
 - K52 the importance of restoring the hair's pH balance after the colouring and lightening process
 - K53 why it is important to avoid disturbing areas still processing when removing products from developed areas
 - K54 the types and causes of colouring and lightening problems that may occur during processing
 - K55 ways of resolving simple colouring and lightening problems that may occur during processing
 - K56 the potential risks of using lightening products on previously chemically treated hair.
 - K57 the precautions that must be taken when using powder and other lighteners
 - K58 the limits of your authority for resolving colouring and lightening problems
 - K59 the person to whom you should report problems you cannot resolve
-

- K60 the importance of confirming the clients satisfaction
- K61 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K44) **Factors:** The different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services
- 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
- (K61) **Advice and recommendations:** additional services
additional products

Unit 204

Colour and lighten hair (CH4)

Supporting Information

Evidence requirements

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

2 You must practically demonstrate in your everyday work that you have met the standard for colour and lighten hair

3 Your Assessor will observe your performance on **at least 5 occasions, each on different clients.**

One observation must be:

- an application of woven highlights and/or lowlights on a full head

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

- used **4 of the 5** types of products

- carried out **all** the tests

- taken into account **all** the factors

- used **4 of the 5** the colour and lightening techniques

- given **all** advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 205

Advise and consult with clients (CHB9)

Unit level:	SCQF 5
Credit value:	8
Unit aim:	This standard is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this standard.
Relationship to NOS:	SKACHB9
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Identify the requirements of the client

You must be able to:

- P1 consult with your client to determine their requirements
- P2 allow your client sufficient time to express their wishes
- P3 ask relevant questions in a way your client will understand
- P4 use visual aids to present clients with suitable alternative ideas to help them reach a decision
- P5 encourage your client to ask about areas of which they are unsure
- P6 identify and confirm your client's wishes for services and products

Range

- (P1) **Client:** new
regular
- (P6) **Identify:** question
observation

Outcome

2 Examine the hair, skin and scalp

You must be able to:

- P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P8 conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
 - P9 identify from your client's previous records, when available, any factors likely to affect future services
 - P10 promptly identify and report any problems which cannot be dealt with to the relevant person
-

Range

- (P9) **Factors that limit or affect services:** adverse hair, skin and scalp conditions
incompatibility of previous services and products used
client's lifestyle
test results
 - (P10) **Problems:** suspected infections
suspected infestations
-

Outcome

- 3 Advise your client and agree services and products

You must be able to:

- P11 make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification
 - P12 explain how their hair characteristics may impact on the hairdressing services in a way your client can understand
 - P13 agree services, products and outcomes that are acceptable to your client and meet their needs
 - P14 state the likely cost and duration of the agreed products and services to your client
 - P15 conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
 - P16 give your client advice and recommendations on the service provided
-

Range

- (P11) **Hair characteristics:** hair density
hair texture
hair elasticity
hair porosity
hair condition
hair growth patterns
 - (P11) **Hair classification:** Type 1 – Straight Hair
Type 2 – Wavy Hair
Type 3 – Curly Hair
Type 4 – Very Curly Hair
-

- (P16) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
-

Outcome

- 4 Identify the requirements of the client

You need to know and understand:

- K1 why effective communication is important for your salon's business
 - K2 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
 - K3 the questioning and listening skills you need in order to find out information
 - K4 why it is important to encourage and allow time for clients to ask questions
 - K5 salon rules for maintaining confidentiality and privacy
 - K6 the different types of visual aids that can support client consultation
 - 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
 - K8 the importance of not discriminating against clients with illnesses and disabilities and why
-

Range

- (K7) **Health and safety:** Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
 - Data Protection Act
 - Working Time Directives
 - Cosmetic Products Regulations
 - Sale of Goods Act
 - Distance Selling Act
 - Trade Descriptions Act
 - Consumer Protection legislation
-

Outcome

- 5 Examine the hair, skin and scalp
-

You need to know and understand:

- K9 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
 - K10 salon procedures and manufacturers' instructions in relation to conducting tests
 - K11 how and when tests are carried out on hair
 - K12 the importance of carrying out tests and the potential consequences of failing to do so
 - K13 why it is important to identify factors that may limit or affect services and products which can be used
 - 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
 - K15 how to recognise hair, skin and scalp problems
 - K16 how to identify suspected infections and infestations which need reporting which need reporting and who to report them to
-

Range

(K15) **Hair, skin and scalp problems:** How to recognise hair, skin and scalp problems

- ringworm
 - impetigo
 - scabies
 - eczema
 - alopecia
 - psoriasis
 - folliculitis
 - dandruff
 - keloid scarring
 - ingrowing hair
 - head lice
-

Outcome

6 Advise your client and agree services and products

You need to know and understand:

- K17 the different types of hair characteristics
 - K18 the different hair types of hair classifications
 - K19 the basic structure of hair and skin
 - K20 the growth cycle of hair
 - K21 the services and products available for use in your salon
 - K22 your legal responsibilities for describing the features and benefits of products and services
 - K23 your salon's pricing structure
 - K24 how to calculate the likely charge for services
 - K25 the importance of giving the client realistic expectations
 - K26 the importance of providing advice and recommendations on the products and services provided in the salon
-

K27 how to complete the client records used in your organisation and the importance and reasons for gaining client consent

Range

(K26) **Advice and recommendations:** - additional services
- additional products

Unit 205

Advise and consult with clients (CHB9)

Supporting Information

Evidence requirements

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

2 You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.

3 Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 3 occasions across 3 different technical units**.

4 From the range statement, you must show you:

- have consulted with new and regular clients
- have used **both** the means of identifying clients' wishes
- have adapted your advice to take into account the factors limiting or affecting services
- have identified or can describe the problems.
- have taken into account **all** hair characteristics
- used **3 of the 4** classifications
- given **all** the advice and recommendations

5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 206

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

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included.
Relationship to NOS:	SKACHB11
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

- 1 Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp

You must be able to:

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

- P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P11 dispose of waste materials
- P12 complete the service within a commercially viable time
-

Outcome

2 Shampoo, condition and treat the hair and scalp

You must be able to:

- P13 ask your client questions to identify if they have contra-indications to hair and scalp treatment services
- P14 use products, tools and equipment suitable for your client's hair condition and scalp condition
- P15 adapt your shampooing massage techniques to meet the needs of your client's:
- P15.1 hair length and density
 - P15.2 hair condition and scalp condition
- P16 adapt your shampooing massage techniques to ensure your client's comfort
- P17 adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
- P18 comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
- P19 apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- P20 adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
- P21 monitor and time the development of the conditioning product and apply heat at the correct temperature, if required
- P22 remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
- P23 leave your client's hair and scalp:
- P23.1 clean and free from conditioning products, if required
 - P23.2 free of excess water
- P24 comb through your client's hair without causing damage to the hair and scalp
- P25 give your client advice and recommendations on the service provided
-

Range

- (P14) **Hair condition:** damaged
product build up
normal
oily
dry
- (P14) **Scalp condition:** dandruff affected
oily
dry
-

- product build up
normal
 - (P15) **Shampooing massage techniques:** effleurage
rotary
friction
 - (P19) **Conditioning products:** surface
penetrating
scalp treatment
 - (P20) **Conditioning massage techniques:** effleurage
petrissage
 - (P25) **Advice and recommendations:** correct detangling techniques
suitable shampoos, conditioning products
time interval between services
present and future products and services
-

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available to yourself and clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
- K6 why it is important to keep your work area clean and tidy
- K7 why it is important to avoid cross-infection and infestation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 methods of cleaning, disinfecting and sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the different types of working methods that promote environmental and sustainable working practices
- K12 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K13 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's service times for shampooing, conditioning and treating the hair

Range

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

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

(K11) **Environmental and sustainable working practices**: The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

4 Shampoo, condition and treat the hair and scalp

You need to know and understand:

- K17 how to identify hair and scalp conditions and their causes
- K18 how and why the contra-indications can affect the service
- K19 how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
- K20 how shampoo and water act together to cleanse the hair
- K21 when and how massage techniques should be used when conditioning different lengths and densities of hair
- K22 the effects of water temperature on the scalp and structure of the hair
- K23 the importance of de-tangling the hair from point to root
- K24 how the pH value of the products used affects the current state of the hair
- K25 how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
- K26 how shampoos and conditioning products affect the hair and scalp
- K27 types of available shampooing and conditioning products and equipment

- K28 when and how to use different shampooing, conditioning and treatment products
 - K29 when the shampooing process should be repeated
 - K30 what may happen if the incorrect shampooing and conditioning products are used
 - K31 when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
 - K32 the purpose and benefits of scalp massage
 - K33 how to use and handle equipment used during conditioning and treatment processes
 - K34 the importance of removing conditioning and treatment products, when required
 - K35 the importance of removing excess water from the hair at the end of the service
 - K36 how heat affects the hair during the conditioning treatment
 - K37 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K17) **Hair and scalp conditions:** damaged
 - product build up
 - normal
 - oily
 - dry
 - dandruff affected
- (K37) **Advice and recommendations:** additional services
 - additional products

Unit 206

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

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp.
3. Your Assessor will observe these aspects of your performance on **at least 3 occasions**.
4. From the range, you must show that you have:
 - adapted your shampooing techniques for **3 out of the 5** hair conditions
 - adapted your shampooing techniques for **3 out of the 5** scalp conditions
 - used **2 out of the 3** shampooing massage techniques
 - used **all** the conditioning products
 - used **all** of the conditioning massage techniques
 - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.
Relationship to NOS:	SKACHB12
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Improve your personal performance at work

You must be able to:

- P1 identify your own strengths and weaknesses and discuss them with the relevant person
- P2 find out more information from relevant people to perform a task when the
- P3 seek feedback from relevant people about how you can improve your performance
- P4 ask your colleagues for help and take opportunities to learn when they are available
- P5 seek help from relevant people when you are unable to obtain learning opportunities relating to your work
- P6 regularly review developments in hairdressing and related areas
- P7 agree realistic work targets with the relevant person
- P8 regularly review your progress towards achieving your agreed targets
- P9 use the results of your reviews to develop your future personal development plan

Range

- (P4) **Opportunities to learn:** from colleagues and other relevant people
active participation in training and development activities
active participation in salon activities
- (P7) **Targets:** productivity
personal development

Outcome

2 Work effectively as part of a team

You must be able to:

- P10 agree ways of working together to achieve objectives
- P11 ask for help and information from your colleagues, when necessary
- P12 respond to requests for assistance from colleagues
- P13 anticipate the needs of others and offer assistance within your capabilities
- P14 make effective use of your time throughout your working day
- P15 report problems likely to affect salon services to the relevant person
- P16 resolve misunderstandings with your colleagues

Range

(P13) **Assistance:** on a one-to-one basis
in a group

Outcome

3 Improve your personal performance at work

You need to know and understand:

- k1 your job role and responsibilities and how this relates to the role of other team members
- K2 how to get information about your job, your work responsibilities and the standards expected of you
- K3 how to find out relevant information about other people's areas of responsibility>
- K4 why it is important to work within your job responsibilities and what might happen if you do not do so
- K5 how to identify your own strengths and weaknesses
- K6 the importance of meeting your personal development and productivity targets and timescales
- K7 the importance of continuous professional development and how it affects your job role
- K8 who can help you identify and obtain opportunities for your development and training
- K9 the limits of your own authority and that of others in relation to giving assistance
- K10 the standards of behaviour that are expected of you when working in the salon
- K11 your salon's appeals and grievance procedures
- K12 the commercially viable range of times for the performance of hairdressing services offered
- K13 how using the National Occupational Standards can help you identify your development needs
- K14 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
- K15 the importance of continually using and updating your own personal plan

Outcome

4 Work effectively as part of a team

You need to know and understand:

- K16 why harmonious working relationships are important
- K17 how to react positively to reviews and feedback and why this is important
- K18 support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements
- K19 how to manage your time effectively
- K20 who to report to when you have difficulties in working with others
- K21 how to deal with relationship difficulties and conflicts when working with others
- K22 the questioning and listening skills you need in order to find out information

Unit 207

Develop and maintain your effectiveness at work (CHB12)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work.
- 3 Your Assessor will observe your contributions to effective teamwork on **at least 1 occasion**.
- 4 From the range statement, you must show that you:
 - have participated in **all** the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance on a one to one basis and in a group
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 208

Relax hair (AH2)

Unit level:	SCQF 6
Credit value:	8
Unit aim:	This standard is about carrying out relaxing services. To achieve this standard, you will need to show you have the ability to examine the hair and scalp, select and use suitable products and choose the correct application techniques.
Relationship to NOS:	SKAAH2
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when relaxing hair

You must be able to:

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

P11 complete the relaxing service within a commercially viable time

Range

(P7) **Products:** scalp protectors
sodium relaxer
non-sodium relaxer
pre-relaxing treatments
post-relaxing treatments
normalising shampoo

Outcome

The learner will:

2 Prepare for relaxing hair

You must be able to:

P12 ask your client questions to identify if they have any contra-indications to relaxing services

P13 record your client's responses to questioning

P14 conduct all necessary tests following manufacturers' instructions and recognised industry procedures

P15 record the outcomes of tests on the client's record card

P16 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the relaxing service for your client

P17 base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect

P18 choose products and tools based on the factors, results of your tests and a consultation with your client

P19 select, prepare and use relaxing products following the manufacturer's instructions

P20 protect the hairline and scalp prior to the relaxing service

Range

(P14) **Tests:** elasticity
porosity
strand

(P18) **Tools:** tail combs
wide tooth combs
hands
tint brushes

(P18) **Factors:** hair characteristics
hair classifications
scalp condition
degree of relaxation required
previous chemical services
length of re-growth
temperature
time

sequence of application
white hair
degree of product build-up
need to cut hair prior to relaxing

Outcome

3 Relax hair

You must be able to:

- P21 apply a suitable pre-relaxing treatment
 - P22 section the hair, when required, cleanly and evenly to assist with the even application of the relaxer
 - P23 apply products taking into account the factors and results of your tests for the relaxing service
 - P24 use tools to avoid damage to the scalp
 - P23 apply the relaxer in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
 - P25 accurately time the application and development of the relaxer following manufacturer's instructions
 - P26 confirm the required degree of straightening has been achieved by taking strand tests on different areas of the head at suitable times throughout the relaxing process
 - P27 monitor the comfort of your client at regular intervals throughout the relaxing process
 - P28 remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer's instructions
 - P29 leave the relaxed hair free of all visible traces of relaxing product
 - P30 restore the hair's pH balance using a suitable post relaxing treatment
 - P31 normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
 - P32 resolve any problems occurring during the relaxing process within the limits of your own authority
 - P33 refer problems you cannot resolve to the relevant person
 - P34 achieve the required degree of straightness that is anticipated
 - P35 give your client advice and recommendations on the service provided
-

Range

- (P22) **Application:** top and bottom
top
hand
 - (P26) **Relaxing process:** virgin application
re-growth application between 4 to 8 weeks
re-growth application up to 12 weeks
 - (P35) **Advice and recommendations:** how to maintain their look
time interval between services
additional products
additional services
-

Outcome

4 Maintain effective and safe methods of working when relaxing hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 methods of cleaning, disinfection and sterilisation used in salons
- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K8 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 your own limits of authority for resolving relaxing problems
- K11 the person you should report problems to that you cannot resolve
- K12 regulations in relation to the use of relaxing and normalising products
- K13 the safety considerations which must be taken into account when relaxing hair
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for the relaxing service

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K3) **Products:** scalp protectors
sodium relaxer

non-sodium relaxer
pre-relaxing treatments
post-relaxing treatments
normalising shampoo

(K9) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

5 Prepare for relaxing hair

You need to know and understand:

- K18 the legal significance of client questioning and the recording of client's responses to questioning
- K19 the importance of identifying the hair factors through conducting a detailed hair and scalp examination
- K20 how the hair and scalp examination can affect the choice of products
- K21 the types and purposes of tests
- K22 when and how tests should be carried out and the expected results
- K23 how the results of tests can influence the relaxing service
- K24 potential consequences of failing to conduct tests
- K25 why it is important to record test results
- K26 the courses of action to take in the event of adverse reactions to tests
- K27 how the contra-indications can affect the relaxing service
- K28 the circumstances when hair may need to be cut prior to a service
- K29 how to recognise Trichorrhhexis Nodosa and how to deal with this condition
- K30 how different factors affect your choice of relaxer
- K31 the effects of relaxing products on the hair structure
- K32 the effect of relaxers on white hair
- K33 the active ingredients in relaxing products
- K34 why different tools are used in the relaxing service and their effect on the hair and scalp
- K35 the factors that should be considered when selecting sodium or non-sodium relaxing products

- K36 the different types and strengths of available relaxers and when to use them
 - K38 the potential effects of using relaxing products on chemical services such as hair lightening
 - K39 the different types and use of pre and post relaxing treatments and when to use them
 - K40 the importance of following manufacturers' instructions when using relaxing products
 - K41 how to use scalp protectors and why they are important
-

Range

- (K19) **Factors:** hair characteristics
hair classifications
scalp condition
degree of relaxation required
previous chemical services
length of re-growth
temperature
time
sequence of application
white hair
degree of product build-up
need to cut hair prior to relaxing
-

Outcome

6 Relax hair

You need to know and understand:

- K42 the effects of relaxer pre and post treatments on the hair structure
 - K43 how to texturise hair
 - K44 the method of checking development when texturising
 - K45 the method of checking relaxer development
 - K46 the method and sequence of application of relaxing and normalising products
 - K47 the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
 - K48 how to adapt the water temperature, pressure and direction to protect the hair condition
 - K49 how neutralising shampoos work and their effect on the hair structure
 - K50 how the different influencing factors can affect the relaxing process
 - K51 the effect of overlapping products on to previously chemically treated hair
 - K52 why accurate timing and thorough rinsing of products is necessary
 - K53 the effects and possible effects of temperature on relaxing products
 - K54 how to deal with scalp irritation during the relaxing process
 - K55 the importance and effects of restoring the hair's pH balance after the relaxing process
 - K56 the importance of using products economically
 - K57 types and causes of problems that can occur during the relaxing and texturising process
 - K58 methods of resolving relaxing problems
 - K59 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

(K59) **Advice and recommendations:** additional services
additional products

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills.
3. Your assessor will observe these aspects of your performance on **at least 2 occasions, each on a different client**.
4. From the range, you must show that you have:
 - used **all** the products in the range
 - carried out **all** the tests in the range
 - used **3 out of the 4** types of tools listed
 - considered **all** the factors listed in the range
 - used **all** the application techniques
 - carried out relaxing in **all** areas listed in the range
 - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 209

Perm and neutralise hair (CH5)

Unit level:	SCQF 6
Credit value:	9
Unit aim:	This standard is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.
Relationship to NOS:	SKACH5
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when perming and neutralising hair

You must be able to:

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

- P11 dispose of waste materials
P12 complete the service within a commercially viable time
-

Range

- (P8) **Products:** barrier cream
pre-perm treatments
chemical rearranger
perm lotions
neutralisers
post-perm treatments
-

Outcome

- 2 Prepare for perming and neutralising

You must be able to:

- P13 ask your client relevant questions to identify if they have any contra- indications to perming services
P14 record your client's responses to questioning
P15 conduct necessary tests following manufacturers' instructions and recognised industry procedures
P16 record the outcomes of tests on the client's record card
P17 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client
P18 choose products, tools and equipment based on the results of necessary tests, consultation with your client and factors influencing the service
P19 prepare products following manufacturers' instructions
P20 protect your client's hair and skin prior to perming
-

Range

- (P15) **Tests:** strand development
elasticity
porosity
incompatibility
(P18) **Factors:** hair characteristics
hair classification
temperature
direction and degree of movement required
hair length
length of re-growth
colour treated hair
-

Outcome

- 3 Perm and neutralise hair
-

You must be able to:

- P21 use the correct sectioning techniques so that the hair is sectioned cleanly and evenly to achieve the desired look
- P22 use products and techniques taking into account factors influencing the service
- P23 confirm straightening has been achieved by the rearranging process, if required
- P24 leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
- P25 take meshes of hair which suit the size of the perm rod
- P26 maintain an even tension throughout the winding process
- P27 ensure all wound perm rods sit on their own base
- P28 follow manufacturers' instructions when:
 - P28.1 applying perming lotion and neutralisers evenly to all wound hair
 - P28.2 monitoring and timing the development of the perming and neutralising processes
 - P28.3 applying suitable conditioners, if necessary
- P29 confirm the required degree of curl has been achieved
- P30 ensure the water temperature and flow suit your client's hair, scalp and comfort needs
- P31 leave the hair free of perm lotion when the desired degree of curl is achieved
- P32 remove excess moisture before neutralising without disturbing the wound hair
- P33 effectively apply the neutraliser to the hair, taking care not to disturb the wound hair
- P34 remove the perm rods without disturbing the curl formation
- P35 leave the hair free of neutraliser after the final rinse
- P36 identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
- P37 refer problems you cannot resolve to the relevant person
- P38 achieve the correct degree of curl necessary for the final, desired look
- P39 give your client advice and recommendations on the service provided

Range

- (P21) **Sectioning techniques:** basic
directional
brick
- (P39) **Advice and recommendations:** how to maintain their perm
time interval between services
additional products
additional services

Outcome

- 4 Maintain effective and safe methods of working when perming and neutralising hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role

- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available to yourself and clients
- K4 why it is important to use personal protective equipment
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- K6 the importance of recognising any contra-indications to perming and neutralising services
- K7 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 why it is important to position your tools and equipment for ease of use
- K11 the different methods of cleaning, disinfecting and sterilisation used in salons
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for perming and neutralising work

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K6) **Contra-indications (examples only):** How and why the contra-indications can affect the delivery of perming services
 - history of previous allergic reaction to perming products
 - other known allergies
 - skin disorders
 - incompatible products
 - medical advice or instructions

- previous chemical treatments
- recent removal of hair extensions or plaits

(K13) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

5 Prepare for perming and neutralising

You need to know and understand:

- K18 the legal significance of client questioning and the recording of client's responses to questioning
- K19 the types and purposes of tests
- K20 when and how tests should be carried out and the expected results
- K21 how the results of tests can influence the perming service
- K22 potential consequences of failing to test
- K23 the courses of action to take in the event of adverse reactions to tests
- K24 why it is important to record test results
- K25 how and why the contra-indications can affect the delivery of perming services
- K26 the manufacturers' instructions for the specific perming and neutralising products in your salon
- K27 the active ingredients in perming and neutralising products
- K28 the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure
- K29 how temperature affects the perming process
- K30 the types and purposes of equipment used during the perm development process
- K31 the different types and uses of perm lotions, chemical rearrangers and neutralisers

Outcome

6 Perming and neutralising hair

You need to know and understand:

- K32 how different factors can affect your choice of perming and neutralising products
- K33 when to use different types of sectioning techniques and why

- K34 the different factors that influence the use of different sized perm rods
 - K35 why and when chemical re-arranging of the hair is necessary
 - K36 why different applicators are used when chemically rearranging and their effect on the hair and scalp
 - K37 how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
 - 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
 - K39 the importance of accurate timing and thorough rinsing of products
 - K40 when and why it is important to use pre-perm treatments
 - K41 methods of applying perm lotions and neutralisers
 - K42 the effects of overlapping products on previous chemically treated hair
 - K43 method of checking curl development by taking development test curls
 - K44 the importance of considering water temperature during the neutralising process
 - K45 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
 - K46 the types and uses of post-perm conditioners
 - K47 the importance of using products economically
 - K48 confirm the required degree of curl has been achieved
 - K49 types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
 - K50 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K32) **Factors:** How different factors can affect your choice of perming and neutralising products
 - hair characteristics
 - hair classification
 - temperature
 - direction and degree of movement required
 - hair length
 - length of re-growth
 - colour treated hair
- (K50) **Advice and recommendations:** additional services
additional products

Unit 209

Perm and neutralise hair (CH5)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for perming and neutralising hair
- 3 Your Assessor will observe these aspects of your performance on **at least 2 occasions each on a different client – 1 of the observed performances must be carried out on a full head.**
- 4 From the range, you must show that you have:
 - used **3 out of the 6** the products
 - carried out **4 out of the 5** tests.
 - taken into account **all** the factors
 - carried out **1 out of the 3** sectioning techniques
 - given **all** the advice and recommendations
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 210

Plait and twist hair (CH6)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.
Relationship to NOS:	SKACH6
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
 - P7.1 minimise the risk of damage to tools
 - P7.2 minimise the wastage of products>
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P7.7 promote environmental and sustainable working practices>
- P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P10 dispose of waste materials

P11 complete the service within a commercially viable time

Range

(P7) **Products:** sprays
serums
gels

Outcome

2 Plait and twist hair

You must be able to:

- P12 establish the factors likely to influence the service
 - P13 confirm with your client the look agreed at consultation prior to and during the service
 - P14 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P15 part the sections cleanly and evenly to achieve the direction of the plait(s) and twists
 - P16 secure any hair not being plaited or twisted to keep each section clearly visible
 - P17 maintain a suitable and even tension throughout the service
 - P18 control and secure your client's hair throughout the plaiting and twisting processes
 - P19 apply suitable products, when necessary, to achieve the style requirements
 - P20 consult with your client during the service to ensure the tension is comfortable
 - P21 adjust the tension of plaits and or twists, when necessary, avoiding damage to the hair and minimising discomfort to your client
 - P22 ensure the direction and balance of the finished plait(s) and or twists achieves the desired look
 - P23 confirm your client's satisfaction with the finished look
 - P24 give your client advice and recommendations on the service provided
-

Range

- (P12) **Factors:** hair characteristics
hair classification
face and head shape
hair length
scalp condition
desired look
 - (P15) **Plaits and twists:** multiple cornrows
French plait
fishtail plait
two strand twists
flat twists
 - (P24) **Advice and recommendations:** how to maintain their look
how to remove plaits and twists
present and future products and services
-

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 the correct use and maintenance of equipment and tools
- K7 why it is important to avoid cross-infection and infestation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 why it is important to position your equipment and tools for ease of use
- K10 methods of cleaning, disinfecting and/or sterilisation used in salons
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 the different types of working methods that promote environmental and sustainable working practices
- K13 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for plaiting and twisting hair

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K12) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices

- reducing waste and managing waste (recycle, reuse, safe disposal)
- reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- reducing water usage and other resources
- preventing pollution
- using disposable items (easy dry towels)
- using recycled, eco-friendly furniture
- using low chemical paint
- using organic and allergy free hair products
- using ultra-low ammonia hair colourants
- using environmentally friendly product packaging
- choosing responsible domestic products (Fairtrade tea and coffee)
- encouraging carbon reducing journeys to work

Outcome

4 Plait and twist hair

You need to know and understand:

- K17 how different factors influence the choice and direction of plaited or twisted style
- K18 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K19 the importance of sectioning hair accurately when plaiting and twisting
- K20 methods of securing the completed plaits and twists
- K21 how to handle the hair when plaiting and twisting to maintain a correct and even tension
- K22 the importance of checking client comfort during the plaiting and twisting process
- K23 the types of products available for use with plaits and twists
- K24 when and why you would use different types of products
- K25 the importance of using products economically
- K26 the manufacturers' instructions relating to the use of the products
- K27 how to create different plaits and twist
- K28 the potential consequences of excessive tension on the hair
- K29 the physical effects on the hair structure of plaiting and twisting
- K30 the removal requirements for plaits and twists
- K31 the importance of providing advice and recommendations on the products and services provided in the salon

Range

- (K17) **Factors:** The different factors that must be taken into consideration prior to and during plaiting and twisting and how these may impact on the service
- hair characteristics
 - hair classification
 - face and head shape
 - hair length
 - scalp condition
 - desired look

(K31) **Advice and recommendations:** additional services
additional products

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for using plaiting and twisting techniques.
- 3 Your Assessor will observe your performance on **at least 3 occasions. Each occasion must be of a different look.**
- 4 From the range, you must show that you have:
 - used **2 out of 3** products
 - taken into account **all** the factors
 - created **3 out of the 5** types of plaits and twists
 - given **all** advice and recommendations.
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 211

Temporarily attach hair to enhance a style (CH7)

Unit level:	SCQF 5
Credit value:	3
Unit aim:	This standard is about the skills required to attach and remove temporary pieces of hair to an existing style using pre-prepared and pre-packaged pieces of hair, which are designed to last up to 24 hours and from 24 hours to 6 weeks.
Relationship to NOS:	SKACH7
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when attaching hair

You must be able to:

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

- P10 dispose of waste materials
- P11 complete the service within a commercially viable time
-

Outcome

2 Plan and prepare to attach hair

You must be able to:

- P12 ask your client appropriate questions to establish any known contra-indications to the temporary hair attachment service
- P13 record your client's responses to questioning
- P14 identify any factors that may affect the service
- P15 conduct any relevant tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures
- P16 report problems to the relevant person when contra-indications cause doubts as to the suitability of the service for the client
- P17 select and use added hair which is:
- P17.1 of a suitable texture
 - P.17.2 of a suitable colour
 - P17.3 of a suitable length
 - P17.4 of a suitable width
- P18 prepare the added hair to meet the manufacturer's instructions, when required
- P19 prepare your client's hair in a way suitable for the technique to be used
-

Range

- (P12) **Temporary attachment systems:** those designed to last up to 24 hours
those designed to last from 24 hours to 6 weeks
- (P14) **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
-

Outcome

3 Attach and blend pieces of hair

You must be able to:

- P20 confirm with your client the look agreed at consultation prior to starting the service
- P21 part the sections cleanly and evenly to meet the requirements of the temporary attachment systems to be used
-

- P22 section the hair in a way that will allow the added hair to lie in the direction required
 - P23 secure any hair not being extended to keep each section clearly visible
 - P24 ensure added hair is secure and the point of attachment is hidden
 - P25 add hair in a way that takes into account the factors influencing the service and avoiding potential damage to the client's hair
 - P26 maintain a suitable and even tension throughout the process
 - P27 check the comfort of your client at regular intervals throughout the service
 - P28 give reassurance to your client, when necessary
 - P29 adapt your cutting techniques to take account of factors which influence working on added hair
 - P30 identify and report any problems occurring during the service to the relevant person
 - P31 ensure, on completion, that the added hair is blended with the client's own hair in a way to achieve the style enhancement agreed with the client
-

Outcome

4 Remove pieces of hair

You must be able to:

- P32 remove pieces of hair following manufacturer's instructions
 - P33 use the correct products to remove pieces of hair avoiding damage to your client's hair
 - P34 use the correct tools, if required, minimising damage to your client's hair
 - P35 leave your client's hair free of residue and product build up
 - P36 leave your client's hair clean and prepared ready for the next service
 - P37 give your client advice and recommendations on the service provided
-

Range

- (P37) **Advice and recommendations:** how to maintain the attachment system
time interval between services
present and future products and services
-

Outcome

5 Maintain effective and safe methods of working when attaching hair

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 your salon's requirements for client preparation
 - K3 the range of protective clothing that should be available for clients
 - K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
 - K5 what contact dermatitis is, and how to avoid developing it whilst carrying out temporary attachment systems
-

- K6 why it is important to keep your work area clean and well organised
- K7 the correct use and maintenance of tools, products and equipment
- K8 the safety considerations which must be taken into account when using temporary attachment systems
- K9 why it is important to avoid cross-infection and infestation
- K10 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K11 why it is important to position your tools, products and equipment for ease of use
- K12 methods of cleaning, disinfecting and sterilisation used in salons
- K13 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K14 the different types of working methods that promote environmental and sustainable working practices
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 your salon's expected service times for applying temporary attachment systems

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K14) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture
 - using low chemical paint
 - using organic and allergy free hair products
 - using ultra-low ammonia hair colourants
 - using environmentally friendly product packaging

- choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work
-

Outcome

6 Plan and prepare to attach hair

You need to know and understand:

- K19 the types and purposes of tests
 - K20 the importance of following manufacturers' instructions when carrying out tests
 - K21 why it is important to record test results
 - K22 the factors that must be taken into consideration prior to attaching
 - K23 the importance of questioning clients to establish any contra-indications to services
 - K24 pieces of hair
 - K25 how contra-indications can affect or restrict the provision of the temporary attachment service
 - K26 the methods of and reasons for conducting pull tests
 - 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
 - K28 the hair growth cycle and how this can impact on temporary attachment services
 - K29 the potential consequences of excessive tension on the hair
 - K30 your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
-

Range

- (K22) **Factors:** The factors that must be taken into consideration prior to attaching pieces of hair
- hair characteristics
 - hair classification
 - test results
 - attachment method
 - direction and fall of the added hair
 - client's own hair length
 - the quantity of added hair
 - head and face shape
 - finished look
-

Outcome

7 Attach and blend and remove pieces of hair

You need to know and understand:

- K31 how and why the client's hair should be prepared for the temporary attachment systems
 - K32 the importance of preparing and applying temporary hair attachment systems in accordance with manufacturer's instructions
 - K33 methods of applying temporary hair attachment systems
-

- K34 how the intended style can affect the choice and placement of temporary hair attachment systems
 - K35 the advantages and disadvantages of temporary hair attachment systems
 - K36 the types of anxieties commonly experienced by clients undergoing the application of temporary hair attachment systems
 - K37 why it is important to maintain a correct and even tension when attaching hair
 - K38 how to carry out cutting techniques to blend the client's own hair and temporary hair attachment system to suit the finished look
 - K39 how to adapt cutting techniques to suit different types of temporary hair attachments such as artificial and human
 - K40 how and when to remove temporary hair attachment systems in accordance with manufacturer's instructions
 - K41 the types of products and tools used to apply and remove temporary hair attachment systems
 - K42 how to estimate the length of time the temporary hair attachment systems can take
 - K42 how to give effective advice and recommendations
 - K43 how to maintain and remove the hair attachment system
 - K44 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K44) **Advice and recommendations:** additional services
additional products

Unit 211

Temporarily attach hair to enhance a style (CH7)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for attaching hair to enhance a style.
- 3 Your Assessor will observe your performance on **at least 2 occasions, which must include a removal of attached hair.**
- 4 From the range, you must show that you have:
 - used **both** types of attachment systems
 - taken account of **all** the factors
 - given **all** advice and recommendations
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 212

Remove hair extensions (CHB8)

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

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
 - P7.1 minimise the wastage of products
 - P7.2 minimise the risk of cross-infection
 - P7.3 make effective use of your working time
 - P7.4 ensure the use of clean resources
 - P7.5 minimise the risk of harm or injury to yourself and others
 - P7.6 minimise the risk of damage to tools and equipment

- P8 ensure your personal hygiene, protection and appearance meets the accepted industry and organisational requirements
 - P9 follow stylists' instructions throughout the service
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials
 - P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients
-

Outcome

2 Remove hair extensions

You must be able to:

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

Range

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

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 your salon's requirements for client preparation
 - K3 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
 - K4 the range of protective clothing and products that should be available to yourself and clients
 - K5 what contact dermatitis is, and how to avoid developing it whilst carrying out removal of hair extensions
-

- K6 why it is important to use personal protective equipment
 - K7 why it is important to position your tools, products and materials for ease of use
 - K8 why it is important to keep your work area clean and tidy
 - K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
 - K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
 - K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
 - K12 your salon's and legal requirements for disposal of waste materials
 - K13 the person to whom you should report low levels of resources
 - K14 your own limits of authority for resolving problems
-

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
-

Outcome

4 Remove hair extensions

You need to know and understand:

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

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your everyday work that you have met the standard for removing hair extensions.
- 3 Your assessor will observe your performance on **at least 2 occasions**.
- 4 From the range, you must show that you have:
 - used **2 out of the 4** types of tools and products
 - removed **both** types of extensions.
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 213

Fulfil salon reception duties (CHB13)

Unit level:	SCQF 5
Credit value:	5
Unit aim:	This standard is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this standard.
Relationship to NOS:	SKACHB13
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain the reception area

You must be able to:

- P1 ensure the reception area is clean and tidy at all times
- P2 maintain the agreed levels of reception stationery
- P3 ensure that product displays have the right levels of stock at all times
- P4 offer clients hospitality to meet your salon's client care policies

Outcome

2 Attend to clients and enquiries

You must be able to:

- P5 attend to people in a polite manner
- P6 identify the purpose of enquiries
- P7 confirm appointments informing the relevant person
- P8 refer enquiries which cannot be dealt with to the relevant person for action
- P9 record messages and pass them to the relevant person at the right time
- P10 provide clear information
- P11 give confidential information only to authorised people

P12 balance the need to give attention to individuals whilst ensuring others are not left without attention

Range

(P5) **People:** who have different needs and expectations who have a complaint

CP6) **Enquiries:** in person
by telephone
electronically

Outcome

3 Make appointments for salon services

You must be able to:

P13 deal with all requests for appointments

P14 identify client requirements for the service requested

P15 confirm the client has had relevant tests when scheduling appointments

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

P17 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time

P18 confirm that the appointment details are acceptable to the client

P19 record appointment details to meet your salon's requirements

Range

(P13) **Appointments:** in person
by telephone

Outcome

4 Handle payments from clients

You must be able to:

P20 calculate total charges for the client

P21 inform clients of charges

P22 visually inspect purchases for condition and quality as they are processed for payment

P23 establish the client's method of payment and acknowledge receipt of payments

P24 ensure accepted payments are correct

P25 record information about the sale to meet your salon's requirements

P26 gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept

P27 inform clients when authorisation cannot be obtained for non-cash payments

- P28 identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
 - P29 refer payment discrepancies which you cannot resolve to the relevant person for action
 - P30 give the correct change and issue receipts when required by clients
 - P31 follow cash point security procedures at all times
 - P32 identify and report low levels of change in time to avoid shortages
-

Range

- (P23) **Method of payment:** cash
non-cash payment
-

Outcome

- 5 Maintain the reception area

You need to know and understand:

- K1 your salon's procedures for:
 - K1.1 maintaining the reception area
 - K1.2 client care at reception
 - K2 the limits of your authority when maintaining the reception areas
 - K3 the importance of checking and identifying any defects in retail products
 - K4 what and how much reception stationery should be kept at your reception area
-

Outcome

- 6 Attend to clients and make appointments for salon services

You need to know and understand:

- K5 the importance to the salon's business of effective communication
 - K6 how and when to ask questions
 - K7 how to speak clearly in a way that suits the situation
 - K8 how to show you are listening closely to what people are saying to you
 - K9 how to adapt what you say to suit different situations
 - K10 how to show positive body language
 - K11 your salon's procedures for:
 - K11.1 maintaining confidentiality
 - K11.2 taking messages
 - K11.3 making and recording appointments
 - K11.4 carrying out tests
 - K11.5 dealing with suspected fraud
 - K11.6 authorising non-cash payments when these are 'over limit'
 - K11.7 personal safety
 - K12 the limits of your authority when:
-

- K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
 - K12.4 dealing with payments and discrepancies
 - K13 the importance of confirming and making appointments correctly
 - K14 the types of information required to make an appointment
 - K15 the common systems available for making appointments such as manual and electronic
 - K16 the importance of taking messages and passing them on to the right person at the right time
 - K17 who to refer to with different types of enquiries
 - K18 the person in your salon to whom you should refer reception problems
 - K19 the importance of checking that clients have had tests for specific services
 - K20 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
 - K21 the consequences of breaking confidentiality
 - K22 the services available and their duration and cost
 - K23 the products available for sale and their cost
 - K24 how to identify any current discounts and special offers such as 2-for-1 offers and vouchers
 - K25 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods
-

Outcome

7 Handle payments from clients

You need to know and understand:

- K26 common methods of calculating payments including point of sale technology and physical calculations
- K27 how to keep cash and other payments safe and secure
- K28 the types of payment that you are authorised to accept
- K29 how to gain electronic authorisation for payment cards
- K30 how to identify and deal with discrepancies:
 - 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
- K32 consequences of failure to handle payments correctly

Unit 213

Fulfil salon reception duties (CHB13)

Supporting Information

Evidence requirements

- 1 Simulation is not allowed for any performance evidence within this unit.
- 2 You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties.
- 3 Your Assessor will observe these aspects of your performance on **at least 1 occasion**.
- 4 From the range statement, you must show that you have:
 - handled **1 of the 2** types of people
 - handled **2 of the 3** types of enquiries
 - handled **both** types of appointments
 - handled **both** the methods of payment
- 5 However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

* skills or knowledge of the outstanding range can be demonstrated through any form of a portfolio of evidence:

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Appendix 1 Values

The following Key Values underpin the delivery of services in the hair and barbering sector:

- 1 a willingness to learn
- 2 the completion of services in a commercially viable time
- 3 meeting both organisational and industry standards of appearance
- 4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
- 5 a flexible working attitude
- 6 a team worker
- 7 maintaining customer care
- 8 a positive attitude
- 9 a professional attitude
- 10 good verbal and non-verbal communication skills
- 11 the maintenance of effective, hygienic and safe working methods
- 12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
- 13 adherence to workplace health, safety and security measures

Appendix 2 Behaviours

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

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

Appendix 3 Glossary

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

2D

A two tone flat design, not necessary to have depth

3D

Use of graduation and perception of near and far

Adverse hair, skin and scalp conditions

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

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

Basic sectioning technique

Includes 6 section and 9 section perm

Chemical rearranger

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

Conditioning products (examples)

These can include

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

Confidential information

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

Contra-indications

Conditions that indicate a service should not be carried out.

Cornrow

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

Cutting terminology

Long graduation cut

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

One length cut

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

Short graduation cut

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

Uniform layer cut

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

Disinfection

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

Effleurage

A gentle stroking movement.

Facial hair shapes (examples only)

Anchor

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

Pharaoh

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

Stubble

A neatened, several day, full beard growth.

Goatee

A narrow beard which circles the mouth and chin.

Curtain rail

A narrow beard following the mandible.

Lip line moustache

A horizontal moustache about the width of a pencil.

Mexican moustache

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

Pencil moustache

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

Rooftop moustache

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

Factors influencing services

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

Fishtail plait

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

Flat top

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

Flat twist

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

Freehand

The cutting of hair without holding it in place.

French plait

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

Friction

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

Full neck line

Collar length hair

Hair characteristics

Includes the following:

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

Hair classification (this is a guideline only)

Type 1 – Straight hair

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

Type 2 – Wavy hair

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

Type 3 – Curly hair

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

Type 4 – Very curly hair

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

Heated equipment

eg Heated rollers, tongs, straighteners

Lightening products

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

Limits of own authority

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

Linear outline

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

Long term hair extensions

Hair extensions which last six weeks or longer

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

Manufacturers' instructions

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

Partial beard

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

Personal presentation

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

Personal Protective Equipment (PPE)

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

Petrissage

Slow, firm, kneading movement.

Pre-perm treatment

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

Pulled through highlights and/or lowlights

Techniques could include:

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

Quasi-permanent colour

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

Relevant person

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

Resources

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

Rotary

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

Salon requirements

Any hairdressing procedures or work rules issued by salon management

Semi-permanent colour

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

Sensitised hair

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

Special advice prior to visit

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

Square neck line

Known as a Boston.

Sterilisation

The total destruction of microorganisms.

Straight razor

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

Strand test

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

Tapering

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

Temporary hair attachments

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

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

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

Texturising (by cutting)

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

Texturising (using chemicals)

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

Traction alopecia

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

Trimmers

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

Vibration

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

Wrap setting

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

Appendix 4 Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
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