

# **SVQ 3 in Hairdressing at SCQF Level 6 (6009-03)**

**Version 1.3 (May 2020)**

**Qualification Handbook**

## Qualification at a glance

<b>Age group approved</b>	16-19, 19+
<b>Entry requirements</b>	None
<b>Assessment types</b>	Multiple Choice; Assignment; Portfolio; Short Answer
<b>Approvals</b>	Approval application required; Fast Track approval
<b>Support materials</b>	Assignment/Assessment guide for candidates; Assessment pack; Candidate logbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>City &amp; Guilds number</b>	<b>Accreditation number</b>
SVQ 3 in Hairdressing at SCQF Level 6	6009-03	GK7K 23

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
1.2 February 2018	Amend made to evidence requirement number 5 in every unit	Supporting Information
1.3 May 2020	Assessor requirements updated	Section 3 Centre requirements

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# 1 Introduction

Area	Description
Who is the qualification for?	The SVQ 3 in Hairdressing at SCQF Level 6 is designed for learners who work in or wish to pursue a career in hairdressing. The SVQ 3 provides the necessary skills and knowledge that prove occupational competence as a senior 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 3 in Hairdressing at SCQF Level 6 covers a range of skills and knowledge such as creative cutting, styling, performing a range of chemical services, providing specialist hair and scalp treatments as well as consulting with clients
What opportunities for progression are there?	Learners may progress to employment as a senior stylist, or the following City & Guilds qualification: Level 4 Diploma in Management & Advanced Techniques in the Hair & Beauty Industry
Who did we develop the 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 apprenticeships: Modern Apprenticeship in Hairdressing

## 2 Structure

To achieve the **City & Guilds SVQ 3 in Hairdressing at SCQF Level 6**, learners must achieve the 4 mandatory units and 3 optional units.

City & Guilds unit number	Unit title	SCQF Credit	SCQF Level
<b>Mandatory</b>			
301	Creatively style and dress hair	7	6
302	Creatively cut hair using a combination of techniques	13	6
303	Creatively colour and lighten hair	14	7
304	Provide client consultation services	7	6
<b>Optional</b>			
305	Provide a variety of relaxing services	10	7
306	Provide creative hair extension services	8	6
307	Create a variety of permed effects	10	7
308	Contribute to the financial effectiveness of the business	7	6
401	Hair colour correction services	15	7
402	Develop, enhance and evaluate your creative hairdressing skills	9	6
403	Provide specialist hair and scalp treatments	15	7
404	Contribute to the planning and implementation of promotional activities	10	6

## 3 Centre requirements

### Approval

If your Centre is approved to offer the qualification 3009-03/93 SVQ 3 Diploma in Hairdressing at SCQF Level 6 you can apply for the new 6009-03/6009-93 SVQ 3 Diploma in Hairdressing at SCQF Level 6 approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

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

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

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

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

### Resource requirements

#### **Centre staffing**

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

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as 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 a SVQ in Hairdressing at SCQF Level 6 or an equivalent recognised qualification (A list of acceptable Assessor qualifications is available on the SQA Accreditation website: [https://www.sqa.org.uk/files\\_ccc/Assessor\\_and\\_Verifier\\_Competence\\_FINAL.pdf](https://www.sqa.org.uk/files_ccc/Assessor_and_Verifier_Competence_FINAL.pdf))
- 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 these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

### ***Age restrictions***

The SVQ 3 in Hairdressing at SCQF Level 6 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
Assignment/Assessment guide for candidates	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Assessment pack	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>
Candidate logbook	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a>

### Recording documents

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

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

## 5 Assessment

### Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved the externally set tests for the units detailed in the Assessment Strategy (see table below)
- 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 short answer question test	Online test number <b>6009-790</b> Short answer papers and marking guides available on City & Guilds website
301	Creatively style and dress hair	Portfolio and Online test OR short answer question test	Online test number <b>6009-701</b> Short answer papers and marking guides available on City & Guilds website
302	Creatively cut hair using a combination of techniques	Portfolio and Online test OR short answer question test	Online test number <b>6009-702</b> Short answer papers and marking guides available on City & Guilds website
303	Creatively colour and lighten hair	Portfolio and Online test OR short answer question test	Online test number <b>6009-703</b> Short answer papers and marking guides available on City & Guilds website
304	Provide client consultation services	Portfolio and Online test OR short answer question test	Online test number <b>6009-704</b> Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
305	Provide a variety of relaxing services	Portfolio and Online test OR short answer question test	Online test number <b>6009-705</b> Short answer papers and marking guides available on City & Guilds website
306	Provide creative hair extension services	Portfolio and Online test OR short answer question test	Online test number <b>6009-706</b> Short answer papers and marking guides available on City & Guilds website
307	Create a variety of permed effects	Portfolio and Online test OR short answer question test	Online test number <b>6009-707</b> Short answer papers and marking guides available on City & Guilds website
308	Contribute to the financial effectiveness of the business	Portfolio and Assignment	Assessment pack available on City & Guilds website
401	Hair colour correction services	Portfolio and Online test OR short answer question test	Online test number <b>6009-801</b> Short answer papers and marking guides available on City & Guilds website
402	Develop, enhance and evaluate your creative hairdressing skills	Portfolio and Assignment	Assessment pack available on City & Guilds website
403	Provide specialist hair and scalp treatments	Portfolio and Online test OR short answer question test	Online test number <b>6009-803</b> Short answer papers and marking guides available on City & Guilds website
404	Contribute to the planning, implementation and evaluation of promotional activities	Portfolio and Assignment	Assessment pack 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
<b>SVQ 3 in Hairdressing at SCQF Level 6</b>			
790	n/a	6	Cross unit knowledge test
303	CH10	7	Creatively colour and lighten hair
304	CHB14	7	Provide client consultation services
305	AH7	7	Provide a variety of relaxing services
306	CH12	6	Provide creative hair extension services
307	CH13	7	Create a variety of permed effects
401	CH11	7	Hair colour correction services
403	CHB16	7	Provide specialist hair and scalp treatments

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 301

## Creatively style and dress hair (CH8)

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	7
<b>Unit aim:</b>	This standard is about using a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and or added hair is required in this standard.
<b>Relationship to NOS:</b>	SKACH8
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### Outcome

1 Maintain effective and safe methods of working when styling 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

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### Outcome

2 Creatively style and dress hair

You must be able to:

- P12 confirm with your client the look agreed at consultation prior to and during styling and dressing the hair
  - P13 prepare your client's hair in a way which is suitable for the look agreed
  - P14 incorporate and secure added hair, when used, into the desired look
  - P15 blend the client's own hair and added hair effectively, when required
  - P16 ensure the availability of assistance, when required
  - P17 combine and adapt your creative styling and dressing techniques in an innovative way to achieve the desired look
  - P18 secure the hair so that any pins, grips or bands are hidden unless part of the style requirements
  - P19 personalise your creative styling and dressing techniques to take account of the factors which influence the desired look
  - P20 use creative styling and dressing techniques in a way that avoids damage to the hair, skin and scalp
  - P21 incorporate and secure accessories, when used, to complement and enhance the desired look
  - P22 ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
  - P23 confirm your client's satisfaction with the finished look
  - P24 give your client advice and recommendations on the service provided
- 

### Range

- (P17) **Creative styling and dressing techniques:** conventional  
non conventional
  - (P19) **Factors:** hair characteristics  
hair classifications  
desired look  
the occasion for which the style is required  
hair length
  - (P24) **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 styling 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 your salon's requirements for client preparation
-

- K3 the types 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 styling and dressing services
- K6 why it is important to keep your work area clean and tidy
- K7 the correct use and maintenance of tools and equipment
- K8 why it is important to avoid cross-infection and cross-infestation
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 methods of cleaning, disinfecting and 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 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 styling and dressing

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## Range

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

You need to know and understand:

- K17 the effects of humidity on hair
  - K18 the physical effects of styling and finishing products on the hair and how they work to maintain the look
  - K19 how the incorrect application of heat can affect the hair and scalp
  - K20 the effects of backcombing and back brushing on the hair structure
  - K21 the potential effects on the hair structure of using and securing added hair and accessories
  - K22 the potential consequences of excessive tension on the hair and scalp
  - K23 the types of products, tools and equipment available for styling and dressing hair and how to use them
  - K24 the suitability of specific products and equipment for use with different hair types and for achieving different effects
  - K25 the types of conventional and non-conventional items that may be used when styling hair and the effects they create
  - K26 the types of non-conventional items that may be used as accessories when dressing hair
  - K27 the manufacturers' instructions on the use of the styling and finishing products in your salon
  - K28 the preparation procedures required for the different styling and dressing techniques
  - K29 when, why and how to use the different types of:
    - K29.1 securing equipment
    - K29.2 accessories
    - K29.3 added hair
  - K30 how different factors affect the styling and dressing process and the finished look
  - K31 methods of handling, controlling and securing hair during the styling and dressing process
  - K32 the type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved
  - K33 the importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure
  - K34 the importance of providing advice and recommendations on the products and services provided in the salon
- 

## Range

- (K25) **Conventional styling techniques:** setting
- pin curling
  - finger waving
  - use of heated styling equipment
  - rolls
  - plaits
  - twists
  - curls
  - woven
-

- (K25) **Non-conventional styling techniques:** rags  
straws  
plastic  
ribbons  
net  
paper/tissue  
hair grips  
chopsticks  
rik-raks  
wadding  
added hair
- (K28) **Preparation procedures:** sources of creative information such as magazines, internet and film  
how to obtain and interpret inspiration such as historical, cultural and fashion  
how to design, plan and achieve a creative look  
current fashion hair looks
- (K30) **Factors:** How different factors affect the styling and dressing processes and the finished look
- hair characteristics
  - hair classification
  - desired look
  - the occasion for which the style is required
  - head and face shape
- (K34) **Advice and recommendations:** additional services  
additional products

## Unit 301

## Creatively style and dress hair (CH8)

### 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 dressing hair to achieve a variety of creative looks.
3. Your Assessor will observe your performance on **6 occasions which must be carried out on different clients**.
  - 3 observations must include hair up techniques
  - 1 observation must include the appropriate use of accessory(ies) or added hair
4. From the range, you must show that you have:
  - used **both** the creative styling and dressing techniques
  - 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 302

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

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	13
<b>Unit aim:</b>	This standard is about the use of advanced cutting skills to create a personalised and individual restyled look to enhance personal image.
<b>Relationship to NOS:</b>	SKACH9
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and online test OR paper-based short answer question test.

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### 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 and equipment
  - 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 tools and equipment, materials and products
- P11 dispose of waste materials
- P12 complete the service within a commercially viable time

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## Range

- (P8) **Tools and equipment:** scissors  
clippers  
razors
- 

## Outcome

2 Creatively restyle hair

You must be able to:

- P13 explore the variety of looks with your client using relevant visual aids
  - P14 recommend a look that is suitable for your client
  - P15 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look
  - P16 prepare your client's hair prior to cutting
  - P17 confirm with your client the look agreed at consultation before commencing the cut
  - P18 create and follow the cutting guideline(s) to achieve the required look
  - P19 personalise your cutting techniques and effects to take account of factors that will influence the desired look
  - P20 combine and adapt your cutting techniques and effects to achieve the desired look
  - P21 change your own position and that of your client to help you ensure the accuracy of the cut
  - P22 cross check the cut to establish accurate distribution of weight, balance and shape
  - P23 create outline shapes that are accurate, defined and achieve the look required by your client
  - P24 remove any unwanted hair outside the desired outline shape
  - P25 consult with your client during the cutting service to confirm the desired look
  - P26 take suitable remedial action to resolve any problems arising during the cutting service
  - P27 make a final visual check to ensure the finished cut is accurate
  - P28 use creative finishing techniques that complement the cut
  - P29 ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon
  - P30 confirm your client's satisfaction with the finished look
  - P31 give your client advice and recommendations on the service provided
- 

## Range

- (P15) **Hair:** wet  
dry
- (P19) **Cutting techniques and effects:** graduating  
layering  
tapering  
club cutting  
scissors over comb  
clipper over comb  
thinning  
freehand  
texturising  
disconnecting
-

- (P19) **Factors:** hair classifications  
hair characteristics  
head, face and body shape  
hair length  
client requirements  
client lifestyle
- (P28) **Creative finishing techniques:** styling  
product application
- (P31) **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 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 why it is important to protect clients from hair clippings
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the correct use and maintenance of cutting tools
- K8 why it is important to avoid cross-infection and infestation
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 methods of cleaning, disinfecting and 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 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 different cutting looks
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## Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
- Health and Safety at Work Act
  - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
  - The Health and Safety (First Aid) Regulations
-

- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations (COSHH)
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations

(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 Creatively restyle hair

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 sources of creative information such as magazines, internet and film
- K19 how to obtain and interpret inspiration such as historical, cultural and fashion
- K20 the factors which should be considered when cutting wet hair and dry hair
- K21 which tools can be used on either wet or dry hair or both
- K22 why hair products should be removed from the hair prior to cutting
- K23 how and why to use different cutting techniques
- K24 how to create and follow guidelines
- K25 how to personalise and adapt cutting techniques
- K26 the effects that can be created by combining and adapting different cutting techniques
- K27 the importance of considering weight distribution and working with the natural growth patterns of the hair
- K28 the importance of applying the correct degree of tension to the hair when cutting
- K29 the importance of keeping the hair damp throughout the wet cutting process
- K30 how to level and test clippers
- K31 the size of clipper blades and attachments available and the effects that these achieve
- K32 the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
- K33 how to cross check and balance the cut
- K34 the types of products available for finishing women's hair

K35 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 cutting and how these may impact on the cutting service

- hair classifications
- hair characteristics
- head, face and body shape
- hair length
- client requirements
- client lifestyle

(K35) **Advice and recommendations:** additional services  
additional products



## Unit 302

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

### 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 creatively cutting hair using a combination of techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**. Each observation must be of **a different creative cut on different clients**.
4. From the range, you must show that you have:
  - used **all** tools and equipment
  - covered **both** wet and dry hair
  - used **8 out of the 10** cutting techniques and effects taking into account **all** the factors used both creative finishing 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 303

## Creatively colour and lighten hair (CH10)

<b>Unit level:</b>	SCQF 7
<b>Credit points:</b>	14
<b>Unit aim:</b>	This standard is about combining, adapting and personalising a range of colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also required.
<b>Relationship to NOS:</b>	SKACH10
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> 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 client's 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:** permanent  
quasi-permanent  
lighteners  
toners
- 

### Outcome

- 2 Prepare for colouring and lightening services

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 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
  - P18 inform your client of the likely cost, duration and expected outcome of the service
  - P19 choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service
  - P20 prepare materials to meet the application requirements, when necessary
  - P21 prepare products to meet manufacturers' instructions
  - P22 prepare your client's hair and protect their skin, where necessary, prior to service
- 

### Range

- (P15) **Tests:** skin  
incompatibility  
porosity  
elasticity  
colour
  - (P19) **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 Creatively colour and lighten hair

You must be able to:

- P23 explore the variety of looks possible with your client using relevant visual aids
- P24 base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required
- P25 use colouring and lightening effects in an innovative way to achieve the required look
- P26 use lightening application techniques suitable for achieving the desired look and following manufacturer's instructions
- P27 adapt your techniques taking account of the factors which will influence the achievement of the required effect
- P28 combine and place products in a way that complements the hair style
- P29 use techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas
- P30 apply lightener
- P31 constantly monitor:
  - P31.1 colouring and lightener development
  - P31.2 condition of the hair
  - P31.3 scalp sensitivity
  - P31.4 condition of the lightener
- P32 take strand and elasticity tests at frequent and regular intervals
- P33 resolve any problems occurring during the colouring and lightening process using the relevant corrective action
- P34 ensure the application of toners to lightened hair achieves the desired effect, when used
- P35 achieve the desired colouring or lightening effects which is to the satisfaction of your client
- P36 remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp
- P37 ensure the application of toners to lightened hair achieves the desired effect, when required
- P38 give your client advice and recommendations on the service provided

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## Range

- (P25) **Colouring and lightening effects:** slicing  
block colour  
weaving
- (P26) **Lightening application techniques:** full head  
regrowth application  
block lightening on a partial head
- (P38) **Advice and recommendations:** how to maintain their colour  
time interval between services  
present and future products and services

---

## Outcome

### 4 Resolve basic colouring problems

You must be able to:

- P39 use methods to:
    - P39.1 assess the condition of the hair
    - P39.2 identify the colouring problem
    - P39.3 identify suitable colour correction products
    - P39.4 identify suitable colour correction techniques
  - P40 explain to your client the options available for resolving their colour problem
  - P41 refer your client for specialist colour correction work, if necessary
  - P42 use colour correction techniques effectively to achieve the required colour
- 

## Range

- (P39) **Colour correction products:** semi-permanent colour  
quasi permanent colour  
permanent colour.
  - (P39) **Colour correction techniques:** restoring depth and tone  
neutralising colour tone  
colouring resistant hair
- 

## Outcome

5 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 why it is important to use personal protective equipment
  - K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 why it is important to keep your work area clean and tidy
  - K7 how to minimise the waste of products
  - K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K9 the different 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 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring 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 expected service times for creative colouring and lightening services
- K17 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

- 6 Prepare for colouring and lightening services

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 recognising any contra-indications to colouring and lightening services
- K20 the types and purposes of tests
- K21 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- K22 when and how tests should be carried out and the importance of recording test results
- K23 how the results of tests can influence the colouring and lightening services
- K24 the courses of action to take in the event of adverse reactions to tests
-

- K25 the importance of informing your client of the likely cost, duration and expected outcome of the service
  - K26 the principles of colour selection, including the International Colour Chart (ICC)
  - K27 how the natural pigmentation of hair affects the colouring and lightening process
  - K28 the effects of light and artificial lighting on the appearance of hair colour
  - K29 the effects on the hair of different colouring products and lighteners
  - K30 what is meant by the term 'oxidation'
  - K31 how the type and distribution of melanin creates natural hair colour
  - K32 how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair
  - K33 effects of temperature on the application and development of colouring products and lighteners
  - K34 how different factors may impact on your colouring and lightening service
  - K35 the importance of constantly monitoring the development of lightening products
  - K36 the importance of measuring and mixing colours and lighteners following manufacturers' instructions
  - K37 the reasons for pre-lightening
  - K38 the pH values of different colouring products and lighteners
  - K39 the types of colouring, lightening and toning products available, including temporary colours
  - K40 the importance of preparing your client's hair and protect their skin, where necessary, prior to service
- 

## Range

- (K19) **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
- (K34) **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

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## Outcome

### 7 Creatively colour and lighten hair

You need to know and understand:

- K41 sources of creative information and inspiration such as historical, cultural and fashion
- K42 the importance of basing your recommendations on an evaluation of your client's hair
- K43 the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques
- K44 how to use lightening application techniques suitable for achieving the desired look
- K45 how to place colour in a way to complement a hair style
- K46 how to carry out a full head and regrowth application using lighteners
- K47 how and why to adapt the sequence of application to take account of the relevant factors
- K48 the importance of sectioning hair accurately when colouring and lightening
- K49 methods of applying and removing colouring products and lighteners
- K50 the importance of using products economically
- K51 the importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas
- K52 the importance of applying lightener quickly and accurately taking into account relevant factors influencing the service
- K53 the importance of constantly monitoring colouring and lightening process
- K54 how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- K55 the importance of restoring the hair's pH balance after the colouring or lightening process
- K56 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K57 why toners are used after lightening products
- K58 how and why to restore depth and tone of colour
- K59 how and why to neutralise colour tone
- K60 the importance of providing advice and recommendations on the products and services provided in the salon

---

## Range

- (K60) **Advice and recommendations:** additional services  
additional products

---

## Outcome

### 8 Resolve basic colouring problems

You need to know and understand:

- K61 the types and causes of colouring and lightening problems and how to rectify them
- K62 the reasons for pre-softening and pre-pigmenting hair
- K63 methods of pre-softening and pre-pigmenting hair



## Unit 303

## Creatively colour and lighten hair (CH10)

### 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 creatively colouring and lightening hair.
3. Your Assessor will observe these aspects of your performance on **at least 6 occasions, each of which must be on different clients.**
3. From the range, you must show that you have:
  - used **all** the types of products
  - carried out **all** tests
  - considered **all** the factors
  - used **all** the colouring and lightening effects
  - used **2 of the 3** lightener application techniques
  - used **2 of the 3** colour correction products
  - used **2 of the 3** the colour correction 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 304

## Provide client consultation services (CHB14)

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	7
<b>Unit aim:</b>	This standard is about providing a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services ensuring that you fully engage with your client to meet their needs and expectations.
<b>Relationship to NOS:</b>	SKACHB14
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

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### Outcome

1 Establish client requirements

You must be able to:

- P1 use consultation techniques in a courteous and supportive manner
- P2 ask relevant questions in a way your client will understand
- P3 use visual aids to present clients with suitable ideas to help them reach a decision
- P4 encourage your client to express their wishes, views and concerns and allow sufficient time for them to do this
- P5 explain the implications of agreed hairdressing services in a way your client can understand

---

### Range

- (P1) **Consultation techniques:** Questioning  
Observation
- (P2) **Client:** New  
Regular
- (P5) **Implications:** Cost and frequency of maintenance  
Limitations to other services  
Changes to their existing hair and scalp care regime

---

### Outcome

2 Analyse the hair, skin and scalp

You must be able to:

- P6 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P7 conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
  - P8 identify from your client's previous records, when available, any factors likely to affect future services
  - P9 identify factors limiting or affecting services and the choice of products
  - P10 recommend suitable courses of action if your client's needs cannot be met
  - P11 deal with analysis problems
- 

### Range

- (P9) **Factors limiting or affecting services:** adverse hair, skin and scalp conditions  
incompatibility of previous services and products used  
client's lifestyle  
test results
  - (P10) **Courses of action:** offering information, advice and guidance  
referral to sources of support in line with your salons procedure
- 

### Outcome

- 3 Review options and agree on a course of action

You must be able to:

- P12 reflect, clarify and review products and service options available to the client
  - P13 agree services, products and outcomes that are acceptable to your client and meet their needs
  - P14 base recommendations on the outcomes of your analysis of the client's hair characteristics and hair classifications, skin and scalp condition
  - P15 make suggestions about alternative services and products if you decide your client's requirements are unrealistic
  - P16 ensure your client records are up-to-date, accurate and complete
- 

### Range

- (P14) **Hair characteristics:** hair density  
hair texture  
hair elasticity  
hair porosity  
hair condition  
hair growth patterns
  - (P14) **Hair classification:** Type 1 – straight hair  
Type 2 – wavy hair  
Type 3 – curly hair  
Type 4 – very curly hair
- 

### Outcome

- 4 Advise clients on hair maintenance and management
-

You must be able to:

- P17 identify your client's current hair care regime
  - P18 explain the impact of your client's current hair care regime on future hairdressing services
  - P19 give your client advice on ways of improving their current hair care regime
- 

## Outcome

5 Establish client requirements

You need to know and understand:

- K1 the importance of creating a setting in which clients feel comfortable
  - K2 how to explore clients' expectations, concerns and needs and explain any service limitations
  - K3 the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit
  - K4 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
  - K5 the importance of not discriminating against clients with illnesses and disabilities and why
  - K6 the importance of engaging in conversation and making openings in conversations to encourage clients to speak
  - K7 the different types of visual aids that can support client consultation
  - K8 the types of additional sources of services, treatments and support that may be of interest to clients
  - K9 the cost and frequency of maintenance for all services
  - K10 the duration, commitment and time required to carry out and maintain services
  - K11 the implications of changes to their existing hair and scalp regime
  - K12 your responsibilities under current relevant health and safety legislation and any other relevant legislation
  - K13 your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
- 

## Range

(K12) **Health and safety legislation:** 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 Occurrences 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 (replaced in June 2011 by Consumer Contracts Regulations)
  - Trade Descriptions Act
  - Consumer Protection legislation
  - Disability Discrimination Act
- 

## Outcome

### 6 Analyse the hair, skin and scalp

You need to know and understand:

- K14 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
  - K15 the importance of carrying out tests and the potential consequences of failing to do so
  - K16 the types and purposes of tests
  - K17 salon procedures and manufacturer's instructions in relation to conducting tests
  - K18 the basic structure of hair and skin
  - K19 the growth cycle of hair
  - K20 how different factors limit or affect the services and products that can be offered to clients
  - K21 how to visually recognise adverse hair and scalp conditions
  - K22 the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
  - K23 your salon's policy for referring clients to other salons, sources and professionals
  - K24 the role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
  - K25 the limits and boundaries of your duties and responsibilities and why it is important to explain these to the client
- 

## Range

- (K20) **Factors limiting or affecting services:** How different factors limit or affect the services and products that can be offered to clients
    - adverse hair, skin and scalp conditions
    - incompatibility of previous services and products used
    - client's lifestyle
    - test results
  - (K21) **Adverse hair and scalp conditions:** How to visually recognise adverse hair and scalp conditions and contra-indications:
    - ringworm
    - impetigo
    - scabies
    - eczema
    - alopecia
    - psoriasis
    - folliculitis
    - dandruff
    - keloid scarring
-

- ingrowing hair
- head lice

---

### Outcome

7 Review options and agree on a course of action

You need to know and understand:

- K26 the importance of confirming and recording the course of action that is to be taken for the client
- K27 how different types of hair characteristics impact on products and services
- K28 how different types of hair classification impacts on products and services
- K29 how to complete the client records used in your organisation and the importance and reasons for gaining client consent
- K30 the importance of the correct completion, storage and security of client records
- K31 the importance of confidentiality and what might happen if this is not maintained

---

### Outcome

8 Advise clients on hair maintenance and management

You need to know and understand:

- K32 the importance of providing advice and recommendations on the products and services provided in the salon
- K33 how to maintain their agreed style

---

### Range

- (K32) **Advice and recommendations:** additional services  
additional products

## Unit 304

## Provide client consultation services (CHB14)

### 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**. These will cover consultations for 3 different technical units.
4. From the range statement, you must show you:
  - have consulted with new and regular clients
  - have used **both** consultation techniques
  - have considered **all** implications
  - have adapted your advice to take into account the factors limiting or affecting services
  - have covered **both** courses of action
  - have taken into account **all** hair characteristics
  - used **3 of the 4** classifications
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 305

## Provide a variety of relaxing services (AH7)

<b>Unit level:</b>	SCQF 7
<b>Credit points:</b>	10
<b>Unit aim:</b>	This standard is about providing prescriptive relaxing services. The ability to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action is required, as treatment may need to span a period of time and a number of appointments.
<b>Relationship to NOS:</b>	SKAAH7
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

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### Outcome

1 Maintain effective and safe methods of working when providing a variety of relaxing services

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 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 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 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



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## Range

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

## Outcome

The learner will:

- 2 Analyse the hair and scalp

You must be able to:

- P12 use analysis techniques to establish the nature and extent of the relaxing service required by your client
- P13 identify from your client's previous records, where available, their hair history and how this may affect the relaxing service
- P14 ask your client questions to identify if they have any contra-indications to relaxing services
- P15 ask your client questions to identify if they have any contra-indications to relaxing services
- P16 record your client's responses to questioning
- P17 conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- P18 take a suitable course of action when contra-indications and or reactions to tests cause doubts to the suitability of the relaxing service for the client
- P19 identify available service options and products for resolving your client's relaxing issues based on the results of your analysis
- 

## Range

- (P12) **Relaxing services:** correction of under processing  
partial relaxing  
relaxing varying texture on the same head  
relaxing coloured hair
- (P12) **Analysis:** hair characteristics  
hair classifications  
scalp condition  
previous chemical services  
degree of relaxation required  
target area to be relaxed  
varying degree of elasticity  
varying degree of porosity
- (P17) **Tests:** elasticity  
porosity  
strand
- 

## Outcome

- 3 Plan and agree a course of action
-

You must be able to:

- P20 present suitable options for a course of action in a way your client will understand
  - P21 base your recommendations on the results of your analysis
  - P22 explain the likelihood of achieving and maintaining the required degree of straightness to your client
  - P23 explain any restrictions your recommendations may have on further hairdressing services
  - P24 gain and record your client's agreement to the service, products and anticipated outcome
  - P25 choose products and tools based on the results of your analysis, tests, consultation with your client and factors influencing the service
  - P26 prepare products following manufacturers' instructions
  - P27 protect the hairline and scalp prior to relaxing
  - P28 apply a pre-relaxing treatment to even out the hair porosity or protect previously chemically treated hair
- 

### Range

- (P25) **Tools:** tail combs  
wide tooth combs  
hands  
tint brushes
  - (P25) **Factors:** temperature  
time  
sequence of application  
white hair  
degree of product build-up
- 

### Outcome

- 4 Provide relaxing services

You must be able to:

- P29 prepare your client's hair for the:
    - P29.1 products to be used
    - P29.2 relaxing service required
    - P29.3 method of application
    - P29.4 manufacturer's instructions
  - P30 select and use relaxing products from the same product line throughout the service following the manufacturer's instructions
  - P31 apply the type and quantity of product to meet the requirements of your analysis and the required result
  - P32 carry out the relaxing service, taking account of influencing factors
  - P33 use application techniques that minimise the risk of relaxer being spread to the client's skin, clothes and surrounding areas
  - P34 frequently monitor the development of the product, taking strand tests, as required
  - P35 modify and adapt your planned course of action to resolve any unforeseen problems
  - P36 monitor the comfort of your client at regular intervals throughout the relaxing service
  - P37 achieve a degree of straightness anticipated
-

- P38 remove chemicals in a way that minimises the risk of damage to the hair by following manufacturer's instructions
- P39 adapt the water temperature, pressure and direction to protect the hair condition
- P40 restore the hair's pH balance using a suitable post relaxing treatment
- P41 give your client advice and recommendations on the service provided
- 

### Range

- (P41) **Advice and recommendations:** how to maintain their look  
time interval between services  
additional products  
additional services
- 

### Outcome

- 5 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 the range of protective clothing and products that should be available for clients
- K5 why it is important to keep your work area clean and tidy
- K6 the safety considerations which must be taken into account when performing the relaxing service
- K7 methods of cleaning, disinfection and sterilisation used in salons
- K8 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K9 the different types of working methods that promote environmental and sustainable working practices
- K10 methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation
- K11 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for relaxing 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
- (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

### 6 Analyse the hair and scalp

You need to know and understand:

- K15 the legal significance of client questioning and the recording of client's responses
- K16 how and why the contra-indications can affect the delivery of the relaxing service to clients
- K17 how the hair and scalp analysis can affect the choice of products used
- K18 when and how tests should be carried out and the expected results
- K19 how the results of tests can influence the relaxing service
- K20 potential consequences of failing to conduct tests
- K21 why it is important to record test results
- K22 the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range
- K23 your own limits of authority for resolving relaxing issues
- K24 the person to whom you should report problems that you cannot resolve
- K25 regulations in relation to the use of relaxing and normalising products

## Outcome

### 7 Plan and agree a course of action

You need to know and understand:

- K26 the importance of presenting and agreeing a course of action in a way your client will understand
- K27 how hair characteristics may impact on relaxing hair
- K28 the different hair classifications and how these may impact on relaxing hair
- K29 the effects of relaxing products on the hair structure

- K30 the factors that should be considered when selecting sodium or non-sodium relaxing products
  - K31 the different types and uses of available pre and post-relaxing treatments
  - K32 the manufacturers' instructions for the types of relaxing products used in your salon
  - K33 the different types of applicators used during relaxing treatments
  - K34 why it is important to use scalp protectors
  - K35 the benefits and effects within pre and post treatments
  - K36 the importance of using products economically
- 

## Outcome

### 8 Provide relaxing services

You need to know and understand:

- K37 the importance of preparing the client hair prior to the relaxing services
- K38 the difference between sodium and non-sodium relaxing products
- K39 the sequence of product application to correct the relaxing services in the range and why this is important
- K40 how lithium, calcium and guanidine behave to change the hair structure
- K41 the implications of using a hydroxide based product on ammonium thioglycolate treated hair
- K42 how to identify the difference between hair porosity and natural keratinisation
- K43 the percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product
- K44 how to texturise hair
- K45 the method of checking relaxer development
- K46 the method of checking development when texturising
- K47 the causes of mid length, end and root under-processing and how to correct them
- K48 the consequences of under-processing and over-processing the hair
- K49 how neutralising shampoos work and their affect on the hair structure
- K50 when corrective relaxing treatments should not be used
- K51 the potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them
- K52 the importance and effects of restoring the hair's pH balance after the relaxing process
- K53 the importance of accurate timing
- K54 why it is necessary for the thorough rinsing of products
- K55 the importance of having a sufficient time lapse between relaxing and a corrective relaxing service
- K56 the discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing
- K57 how to deal with scalp irritation during and after the relaxing process
- K58 the importance of providing advice and recommendations on the products and services provided in the salon

---

## Range

(K58) **Advice and recommendations:** additional services  
additional products

## Unit 305

## Provide a variety of relaxing services (AH7)

### 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 providing a variety of relaxing services.
3. Your Assessor will observe your performance on **at least 4 occasions**.
4. From the range, you must show that you have:
  - used **all** types of products listed
  - carried out **all** the tests listed
  - provided **all** relaxing services listed
  - covered **all** the analysis areas listed
  - used **2 out of the 4** tools listed
  - considered **all** the factors listed
  - 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 306

## Provide creative hair extension services (CH12)

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	8
<b>Unit aim:</b>	This standard is about the skills required to provide a full and partial hair extension service to clients to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and or volume to the client's hair. Cutting the new extensions for creatively styling and finishing is required, as is the maintenance and removal of extensions.
<b>Relationship to NOS:</b>	SKACH12
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Outcome

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

You must be able to:

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



---

## Range

- (P5) **Cutting tools:** scissors  
thinning scissors  
razors
- 

## Outcome

- 2 Plan to add hair extensions

You must be able to:

- P10 examine the hair and scalp to identify any factors that may affect the service
- P11 ask your client appropriate questions to establish any known contra-indications to the hair extension service
- P12 record your client's responses to questioning
- P13 conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- P14 take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client
- P15 select attachment systems and hair extensions which are of a:
- P15.1 suitable texture
  - P15.2 suitable colour
  - P15.3 suitable length
  - P15.4 suitable width
- P16 confirm service requirements prior to ordering attachment systems and hair extensions
- 

## Range

- (P10) **Factors:** hair characteristics  
hair classification  
test results  
attachment method  
direction and fall of the added hair  
client's own hair length  
evident hair damage  
quantity of added hair  
head and face shape  
finished look
- (P15) **Attachment systems:** short term  
long term
- (P15) **Hair extensions:** artificial  
human
- 

## Outcome

- 3 Prepare and attach hair extensions

You must be able to:

- P17 prepare the attachment systems and hair extensions to avoid wastage, tangling and to meet the manufacturer's instructions
-

- P18 prepare your client's hair in a way that is suitable for the attachment system to be used
  - P19 ensure the availability of assistance, where required
  - 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 attachment systems to be used
  - P22 section the hair in a way that will allow the hair extensions to lie in the direction required
  - P23 secure any hair not being extended to keep each section clearly visible
  - P24 use attachment systems that secure hair extensions into your client's hair to meet style requirements
  - P25 add and attach hair in a way that takes into account the factors influencing the service
  - P26 maintain even tension throughout the attachment process
  - P27 check the comfort of your client at regular intervals and give suitable reassurance, if necessary
  - P28 identify and resolve any problems occurring during the service
  - P29 ensure, on completion, that the hair extensions give a balanced and well proportioned finished look
- 

### Range

- (P25) **Add and attach:** full head  
partial head
- 

### Outcome

- 4 Cut and finish hair with extensions

You must be able to:

- P30 establish and follow cutting guidelines suitable to achieve the finished look
  - P31 adapt your cutting techniques to take account of factors which influence working on hair extensions
  - P32 adapt your cross checking methods to suit the fall of the hair extensions
  - P33 adapt your posture and position to ensure the accuracy of the cut
  - P34 adapt your posture and position to ensure the accuracy of the cut
  - P35 make final checks to ensure the cut is accurate
  - P36 use creative finishing techniques that complement the finished look
  - P37 use suitable styling and finishing products, when required to achieve the finished look
  - P38 confirm that your client is satisfied with the finished look
  - P39 give your client advice and recommendations on the service provided
- 

### Range

- (P31) **Cutting techniques:** point cutting  
tapering  
freehand  
razoring  
texturising
- (P36) **Creative finishing techniques:** drying  
product application
-

setting  
use of heated styling equipment

---

### Outcome

5 Maintain and remove hair extensions

You must be able to:

- P40 maintain and remove hair extensions following manufacturers' instructions
  - P41 use the correct tools to minimise damage to your client's hair
  - P42 use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair
  - P43 leave your client's hair free of residue and product build up
  - P44 leave your client's hair clean and prepared ready for the next service
  - P45 give your client advice and recommendations on the service provided
- 

### Range

- (P45) **Advice and recommendations:** how to maintain the attachment system  
time interval between services  
present and future products and services
- 

### Outcome

6 Maintain effective and safe methods of working when adding 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 the range of protective clothing that should be available for clients
  - K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems
  - K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 the different types of working methods that promote environmental and sustainable working practices
  - K7 why it is important to keep your work area clean and well organised
  - K8 why it is important to position your tools, products and equipment for ease of use
  - K9 the correct use and maintenance of tools, products and equipment
  - K10 methods of cleaning, disinfecting and sterilisation used in salons
  - K11 methods of cleaning, disinfecting and sterilisation used in salons
  - K12 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
  - K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
  - K14 the correct methods of waste disposal
  - K15 your salon's expected service times for applying hair extension 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

(K6) **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

7 Plan, prepare and attach hair extensions

You need to know and understand:

- K16 how to conduct an examination of the hair and scalp to recognise factors which will affect the hair attachment system
- K17 the factors that must be taken into consideration prior to adding and attaching hair extensions
- K18 the hair growth cycle
- K19 the importance of questioning clients to establish any contra-indications to hair extension services
- K20 how contra-indications can affect or restrict the delivery of hair extension services
- K21 the legal significance of client questioning and of recording the client's responses
- K22 your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
- K23 the types and purposes of tests
- K24 how the results of tests can influence all aspects of the service
- K25 the potential consequences of failing to carry out tests and the importance of recording test results

- K26 the types of hair extension systems available and their advantages and disadvantages
  - K27 the principles for selecting the correct hair attachment systems
  - K28 the principles for blending added hair
  - K29 the general differences in preparation requirements between human hair and artificial extensions
  - K30 how the client's hair should be prepared for each of the hair attachment systems
  - K31 how to mix a number of added hair colours to give block colour and highlighting effects
  - K32 the importance of following manufacturer's instructions for different hair attachment systems
  - K33 the hair attachment systems with which you may need assistance
  - K34 how to estimate the length of time the hair attachment systems can take
  - K35 methods of applying short term and long term hair attachment systems
  - K36 how to judge the quantity of hair to be added to achieve a balanced and well proportioned finished look
  - K37 how the intended style can affect the choice and placement of different hair attachment systems
  - K38 why it is important to maintain a correct and even tension when adding hair extensions
  - K39 why it is important to maintain a correct and even tension when adding hair extensions
  - K40 the types of problems that can occur when adding hair extensions and how to remedy them
  - K41 the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding
  - K42 how to help relieve client anxieties in a reassuring way
  - K43 the types of finishing products and techniques suitable for use with hair extensions
- 

## Range

- (K16) **Factors:** The factors that must be taken into consideration prior to attaching hair extensions
- hair characteristics
  - hair classification
  - test results
  - attachment method
  - direction and fall of the added hair
  - client's own hair length
  - evident hair damage
  - the quantity of added hair
  - head and face shape
  - finished look
- 

## Outcome

8 Cut and finish hair extensions

You need to know and understand:

- K44 how to carry out creative cutting techniques to blend the client's own hair and different hair attachment system to suit the finished look
  - K45 how to adapt cutting techniques to suit different types of hair extensions such as artificial and human
-

K46 the importance of cross checking the cut for accuracy

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### Outcome

9 Maintain and remove hair extensions

You need to know and understand:

- K47 the importance of providing advice and recommendations on the products and services provided in the salon
  - K48 how to maintain and remove the hair attachment system
  - K49 the recommended time interval between services
  - K50 how lifestyle will affect the maintenance and longevity of each hair attachment system
  - K51 the types of products and tools used to remove different hair attachment systems
  - K52 why it is important to remove hair attachment residue and product build up as part of the extension removal process
- 

### Range

(K47) **Advice and recommendations:** additional services  
additional products

## Unit 306

## Provide creative hair extension services (CH12)

### 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 providing creative hair extension services.
3. Your Assessor will observe your performance on **3 occasions, each on different clients**.
4. From the range, you must show that you have:
  - used **2 out of the 3** cutting tools
  - taken account of **all** the factors
  - used **both** the attachment systems
  - used **both** types of hair extensions
  - carried out **both** full head and partial head extensions
  - used **3 out of the 5** cutting techniques
  - used **3 out of the 4** creative finishing 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 307

## Create a variety of permed effects (CH13)

<b>Unit level:</b>	SCQF 7
<b>Credit points:</b>	10
<b>Unit aim:</b>	This standard is about combining, adapting and personalising a range of sectioning and winding techniques to achieve a variety of fashionable permed effects. Permed effects include root lifted, waved, corkscrewed and textured curls. The ability to work with sensitised hair is also required.
<b>Relationship to NOS:</b>	SKACH13
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> 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 protect your client's clothing throughout the service
- P3 wear personal protective equipment when using perming and neutralising chemicals
- 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 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 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



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## Range

- (P7) **Products:** barrier creams  
pre-perm treatment  
perm lotions  
neutralisers  
post-perm treatment

---

## Outcome

### 2 Prepare for perming

You must be able to:

- P12 ask your client questions to identify if they have any contra-indications to perming services  
P13 record your client's responses to questioning  
P14 conduct following manufacturers' instructions and recognised industry procedures  
P15 record the outcomes of tests on your client's record card  
P16 choose products, tools and equipment based on the results of tests, consultation with your client and influencing factors  
P17 prepare products, following manufacturers' instructions  
P18 protect your client's hair and skin prior to the perming service

---

## Range

- (P15) **Tests:** development  
elasticity  
porosity  
incompatibility
- (P16) **Factors:** hair characteristics  
hair classification  
temperature  
direction, degree and extent of movement required  
hair condition  
hair length  
hair growth patterns  
haircut  
degree of existing curl

---

## Outcome

### 3 Create a variety of permed effects

You must be able to:

- P19 explore the variety of potential looks with your client using the relevant visual aids  
P20 base your recommendations on an accurate evaluation for your client's hair and its potential to achieve the effects required  
P21 use products and techniques taking into account influencing factors  
P22 personalise your sectioning and winding techniques to take account of factors that will influence the desired effect

- P23 adapt your methods of working and use of products to meet the needs of clients with sensitised hair
  - P24 confirm the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
  - P25 take remedial action to resolve issues that occur during the perming service
  - P26 ensure development is stopped and the hair is effectively neutralised once the desired permed effect has been achieved
  - P27 use creative finishing techniques to achieve the desired permed effect
  - P28 ensure the finished permed effect complements your client's features and enhances their personal image and that of the salon
  - P29 confirm your client's satisfaction with the finished effect
  - P30 give your client advice and recommendations on the service provided
- 

### Range

- (P22) **Sectioning and winding techniques:** piggyback  
spiral  
weaving  
root  
hopscotch  
double wind
  - (P23) **Sensitised hair:** permanently coloured hair  
lightened hair  
previously permed hair
  - (P26) **Permed effect:** root lifted  
waved  
corkscrewed  
textured curl
  - (P30) **Advice and recommendations:** how to maintain their perm  
time interval between services  
present and future products and 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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 why it is important to keep your work area clean and tidy
  - K7 the safety considerations that must be taken into account when perming and neutralising hair
  - K8 the different methods for cleaning, disinfecting and sterilising tools
-

- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- 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 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow
- K14 the correct methods of waste disposal
- K15 your salon's expected service times for perming and neutralising services
- 

## Range

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

You need to know and understand:

- K16 the legal significance of client questioning and the recording of client's responses
- K17 the importance of recognising any contra-indications to perming and neutralising services
-

- K18 the types and purposes of tests used for perming services
  - K19 when and how tests should be carried out and the expected results
  - K20 how the results of tests can influence the perming service
  - K21 potential consequences of failing to conduct test
  - K22 the courses of action to take in the event of adverse reactions to tests
  - K23 the chemical composition of perming and neutralising products
  - K24 the effects of perm lotions and neutralisers on the hair structure
  - K25 the effects of pre-perm and post-perm treatments on the hair structure
  - K26 how temperature affects the perming process
  - K27 the importance of accurate timing and thorough rinsing of products
  - K28 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
  - K29 how different factors can affect your choice of perming and neutralising products
  - K30 how hair sensitised from previous treatments and heat damage reacts to perming products
  - K31 why it is important to protect your client's hair and skin before the perming service
- 

### Range

(K29) **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
- 

### Outcome

6 Create a variety of permed effects

You need to know and understand:

- K32 the importance of exploring a variety of looks possible with your client using the relevant visual aids
  - K33 how and why the contra-indications can affect perming services
  - K34 the manufacturers' instructions for the specific perming and neutralising products
  - K35 the different types of perming products and how they are used to create curl
  - K36 the sectioning and winding techniques for different types of hair
  - K37 how different factors affect sectioning and winding techniques
  - K38 the types of tools that can be used to achieve the perming effects in the range
  - K39 how and why it is necessary to adapt your working methods and choice of perming products to suit sensitised hair
  - K40 methods of applying perming products when using different winding techniques
  - K41 the effects of overlapping products on previously chemically treated hair
  - K42 how to check curl development when using different types of winding tools
  - K43 the types and purpose of equipment used during the perm development process
-

- K44 the different types and uses of neutralising agents
- K45 methods of applying neutraliser to suit the different winding techniques
- K46 the importance of ensuring the finished perm effect complements your client's features and enhances their personal image and that of the salon
- K47 types and causes of problems that can occur during the perming process and how to rectify them
- K48 the importance of providing advice and recommendations on the products and services provided in the salon
- 

## Range

- (K33) **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
- (K48) **Advice and recommendations:** additional services  
additional products

## Unit 307

## Create a variety of permed effects (CH13)

### 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 creating a variety of permed effects.
3. Your Assessor will observe these aspects of your performance on **at least 3 occasions**, which must include:
  - **2 different sectioning and winding techniques, 1 of which must be carried out on sensitised hair**
4. From the range, you must show that you have:
  - used **all** the products
  - carried out **all** the tests in the range
  - considered **all** the factors
  - used **2 out of the 6** sectioning and winding techniques
  - permed **1 of the types** of sensitised hair
  - achieved **3 out of the 4** permed effects
  - given **all** the aftercare advice
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 308

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

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	7
<b>Unit aim:</b>	This standard is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.
<b>Relationship to NOS:</b>	SKACHB18
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and assignment

### Outcome

- 1 Contribute to the effective use and monitoring of resources

You must be able to:

- P1 follow your salon procedures for monitoring the use of resources
- P2 ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
- P3 use resources in a way which complies with legal and salon requirements
- P4 use working methods that promote environmental and sustainable working practices
- P5 check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages
- P6 identify and resolve any problems with resources within the limits of your authority
- P7 report any resource problems you cannot resolve to the relevant person
- P8 make constructive recommendations to improve the use of resources to the relevant person
- P9 make recommendations which clearly show the benefits of implementing your suggestions
- P10 ensure records for which you are responsible are accurate, legible and up-to-date

### Range

- (P1) **Resources:** human  
stock  
tools and equipment  
time

---

## Outcome

### 2 Meet productivity and development targets

You must be able to:

- P11 set, agree and record your productivity and development targets with the relevant person to meet the needs of the business
- P12 seek opportunities that will help you to meet your productivity and development targets
- P13 regularly review and record your progress towards the achievement of your productivity and development targets
- P14 adjust your activities in a way that will help you to meet your productivity and development targets
- P15 meet your set productivity and development targets consistently and within the agreed timescale

---

## Range

- (P11) **Productivity and development targets:** retail sales  
technical services  
personal learning

---

## Outcome

### 3 Contribute to the effective use and monitoring of resources

You need to know and understand:

- K1 your salon's requirements relating to the use of the resources in the range
- K2 the critical aspects of current legal requirements relevant to your business relating to the use of resources
- K3 current legal requirements relating to the sale of retail goods
- K4 the different types of working methods that promote environmental and sustainable working practices
- K5 your own limits of authority in relation to the use of resources
- K6 to whom to report recommendations
- K7 how the effective use of resources contributes to the profitability of the business
- K8 how salon ordering systems work and how to interpret them
- K9 the importance of keeping accurate records for the use and monitoring of resources
- K10 the common problems associated with salon resources and how to resolve them
- K11 how to present the benefits of recommendations in a positive manner
- K12 how to negotiate and agree productivity and development targets
- K13 how to respond positively to negative feedback
- K14 general principles of time management applicable to the delivery of salon services

---

## Range

- (K2) **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) **Your responsibilities for other additional legislation covering your job role:** Data Protection Act  
 Working Time Directives  
 Cosmetic Products Regulations  
 Sale of Goods Act  
 Distance Selling Act  
 Trade Descriptions Act  
 Consumer Protection Legislation

- (K4) **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 Meet productivity and development targets

You need to know and understand:

- K15 why it is important to meet your productivity and development targets
- K16 the consequences of failure to meet your productivity and development targets
- K17 the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers
- K18 why you should regularly review your targets
- K19 the importance of gaining feedback of your performance and development needs from others

## Unit 308

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

### 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 contributing to the financial effectiveness of the business.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard. It is unlikely that you will be able to collect sufficient documentary evidence in less than 3 months.
4. From the range, you must show that you have:
  - monitored and effectively used **all** the resources listed
  - **set and achieved** your productivity targets for technical services and retail sales
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 401

## Hair colour correction services (CH11)

<b>Unit level:</b>	SCQF 7
<b>Credit points:</b>	15
<b>Unit aim:</b>	This standard is about the advanced skills necessary to determine and correct more complex colouring problems. To achieve this standard, you must be able to remove artificial colour, remove bands of colour, recolour lightened hair, recolour hair that has had artificial colour removed and correct highlights and lowlights.
<b>Relationship to NOS:</b>	SKACH11
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Outcome

1 Maintain effective and safe methods of working when correcting hair colour

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
  - protect your client's clothing throughout the service
- P3 wear personal protective equipment when carrying out colour correction services
- P4 position your client to meet the needs of the service without causing them discomfort
- P5 ensure your own posture and position whilst working to minimise fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 remove waste immediately at the end of 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

- (P3) **Colour correction:** removing artificial colour  
removing bands of colour  
recolouring hair treated with lightener using pre-pigmentation and colour  
recolouring hair that has had artificial colour removed  
correcting highlights and lowlights
- (P8) **Products:** semi-permanent  
quasi-permanent  
permanent  
lighteners  
colour removers for artificial colour
- 

### Outcome

- 2 Determine the problem

You must be able to:

- P13 use the correct methods to establish:
- P13.1 the nature and extent of the colouring problem
  - P13.2 any contraindications to the service
  - P13.3 the condition of your client's hair, skin and scalp
  - P13.4 the extent of artificial colour and natural colour on the one head
  - P13.5 the most suitable colour correction techniques
- P14 identify from your client's previous records, when available, their hair colouring and or lightening history and how this may affect the colour correction service
- P15 ask your client questions to identify if they have any contra-indications to the colour correction service
- P16 ask your client questions to gather information on their colouring and or lightening problems and the result they would like to see
- P17 record your client's responses to questioning
- P18 conduct a range of tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures
- P19 take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the service for the client
- P20 record the outcomes of tests on the client's record
- P21 identify the available service options and products for resolving your client's colouring and or lightening problem(s) based on the results of your analysis
- 

### Range

- (P18) **Tests:** skin  
colour test  
incompatibility  
porosity  
elasticity
-

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## Outcome

3 Plan and agree a course of action to correct colour

You must be able to:

- P22 present suitable options for a course of action in a way your client will understand
- P23 base your recommendations for a suitable course of action on the results of your analysis
- P24 explain the likelihood of achieving and maintaining the colour change to your client
- P25 clearly explain any restrictions your recommendations may place on further hairdressing services
- P26 inform your client of the likely cost, duration and expected outcome of the colour correction service
- P27 gain and record your client's agreement to the service, products and anticipated outcome

---

## Outcome

4 Correct colour

You must be able to:

- P28 prepare your client's hair in a way suitable for the:
  - P28.1 products to be used
  - P28.2 colour correction service required
  - P28.3 method of application
- P29 choose products, tools and equipment based on the results of necessary tests, consultation with your client and the factors likely to influence the service
- P30 prepare products to meet the manufacturers' instructions
- P31 apply the type and quantity of product to meet the requirements of your analysis and the required result
- P32 section the hair accurately
- P33 use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- P34 frequently monitor the development of the product, taking strand and elasticity tests as required
- P35 modify and adapt your planned course of action to resolve any unforeseen problems
- P36 remove the products at the right time in a way that minimises discomfort to your client, damage to the hair and scalp
- P37 remove products without disturbing hair which is still developing
- P38 give your client suitable reassurance, when necessary
- P39 correct highlight and or lowlight problems whilst retaining highlight and lowlight effects
- P40 achieve the degree of colour correction anticipated and agreed with your client
- P41 give your client advice and recommendations on the service provided

---

## Range

- (P29) **Factors:** hair classifications  
hair characteristics  
temperature

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

- (P41) **Advice and recommendations:** how to maintain their colour  
time interval between services  
present and future products and services
- 

## Outcome

5 Maintain effective and safe methods of working when carrying out colour correction

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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
  - K6 why it is important to keep your work area clean and tidy
  - K7 why it is important methods of cleaning, disinfecting and or sterilisation are used in salons
  - K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
  - K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
  - K10 the different types of working methods that promote environmental and sustainable working practices
  - K11 the safety considerations which must be taken into account when colour correcting hair
  - K12 the current legal requirements and guidance relating to age restrictions for colour correction services
  - K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
  - K14 what is contact dermatitis and how to avoid developing it whilst carrying out colouring services
  - 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 colour correction services
- 

## Range

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

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

(K10) **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 Determine the problem

You need to know and understand:

- K18 the importance of determining the nature and extent of the colouring problem
- K19 the legal significance of client questioning and the recording of client's responses to questioning
- K20 the importance of reviewing and updating client's records with their hair colouring and or lightening history and how this may affect the colour correction service
- K21 the importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service
- K22 the types and purposes of tests
- K23 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- K24 when and how tests should be carried out and the importance of recording test results
- K25 how the results of tests can influence the colour correction services
- K26 the courses of action to take in the event of adverse reactions to tests
- K27 the range available, service options and products for resolving client's colouring and or lightening problem(s)

---

## Range

(K21) **Contra-indications (examples only):** The importance of recognising any contra-indications to colour correction 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

7 Plan and agree a course of action to correct colour

You need to know and understand:

- K28 methods of presenting options for a course of action based on your analysis in a way the client will understand
- K29 the importance of explaining the likelihood of achieving and maintaining the colour change to the client
- K30 the effects of light and artificial lighting on the appearance of hair colour
- K31 the potential problems of using colour correction products on previously chemically treated hair
- K32 how different factors may impact on colour correction services
- K33 the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services
- K34 the principles of colour selection, including the International Colour Chart (ICC)
- K35 the principles of colour correction
- K36 how the type and distribution of melanin creates natural hair colour
- K37 the effects on the hair of different colour correction products
- K38 what is meant by the term 'oxidation'
- K39 how oxidation agents affect the natural and artificial colour pigments
- K40 the pH values of differing colouring products and lighteners
- K41 the importance of gaining and recording your client's agreement to the service, products and anticipated outcome

---

## Range

(K32) **Factors:** The different factors that must be taken into consideration prior to and during colour correction and how these impact on the service

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



---

## Outcome

### 8 Correct colour

You need to know and understand:

- K42 the types of tools, materials and equipment used for colour correction and how and when to use them
- K43 the different types of colour correction products available and when to use them
- K44 methods of applying and removing colour correction products
- K45 the importance of following manufacturers' instructions when measuring and mixing colour correction products
- K46 how and why pre and post treatments should be used when carrying out colour correction services
- K47 how the different strengths of hydrogen peroxide affect colouring and lightening
- K48 the reasons for pre-softening and pre-pigmenting hair
- K49 effects of temperature on the application and development of colour correction products
- K50 the importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- K51 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K52 the importance of sectioning hair accurately for the colour correction service
- K53 methods of pre-softening and pre-pigmenting hair
- K54 how to remove artificial colour
- K55 how to remove bands of colour
- K56 how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour
- K57 how to recolour hair that has had artificial colour removed
- K58 how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- K59 the importance of using products economically
- K60 the importance of restoring the hair's pH balance after the colour correction service
- K61 the types and causes of colour correction problems that may occur during processing and how to rectify them
- K62 how to correct highlights and lowlights whilst retaining a highlight and lowlight effect
- K63 why it is important to leave the hair and scalp free of colour correction products
- K64 the importance of providing advice and recommendations on the products and services provided in the salon

---

## Range

- (K64) **Advice and recommendations:** additional services  
additional products

## Unit 401

## Hair colour correction services (CH11)

### 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 hair colour correction services.
3. Your Assessor will observe these aspects of your performance on **at least 4 occasions on different clients**.
4. From the range, you must show that you have:
  - carried out **4 out of the 5** the types of colour correction
  - used **4 out of the 5** types of products
  - carried out **all** tests
  - considered **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 402

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

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	9
<b>Unit aim:</b>	This standard is about developing your creative skills in a way that enhances your own professional profile. The ability to research, plan and create a range of images in conjunction with others is required in this standard. Evaluation of the results and how your design image may be adapted for commercial use also forms an important part of this standard.
<b>Relationship to NOS:</b>	SKACHB15
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and assignment

---

### Outcome

1 Plan and design a range of images

You must be able to:

- P1 identify the intended activity for which the images are required
- P2 use suitable sources of information to research ideas on themes for design
- P3 identify information to create your design plan
- P4 create a design plan which has clearly defined objectives:
  - P4.1 suitable for your chosen range of images
  - P4.2 clearly defines the roles and responsibilities of others involved
  - P4.3 takes account of budgetary constraints
  - P4.4 defines all resources required
  - P4.5 states how risks to health and safety can be reduced
  - P4.6 takes account of foreseeable problems and ways of resolving them
  - P4.7 lists any venue requirements, if applicable
- P5 agree your design plan with the relevant person(s)

---

### Range

- (P1) **Activity:** photographic shows competition work

- (P1) **Images:** based on a theme  
avant-garde
- (P5) **Relevant person(s):** photographer  
line manager  
make-up artists  
colleagues  
show audience  
competition judges
- 

## Outcome

2 Produce a range of creative images

You must be able to:

- P6 communicate with others involved throughout the implementation of your design plan
- P7 adapt your design plan to meet any changed circumstances
- P8 demonstrate the innovative application of techniques to achieve the design image
- P9 use additional media to complement the design image, when required
- P10 follow safe and effective working methods when creating the design image
- P11 ensure the finished image meets your agreed design plan
- P12 ensure the finished image and its presentation clearly shows the innovative features of your design and enhances your professional profile
- 

## Range

- (P8) **Techniques:** cutting  
perming  
relaxing  
colouring  
styling and dressing  
adding hair  
plaiting  
twisting  
locking  
shaving  
creating patterns in hair
- (P9) **Additional media:** accessories  
clothes  
make-up
- 

## Outcome

3 Evaluate your results against the design plan objectives

You must be able to:

- P13 seek feedback from relevant person(s) on the impact of your image and its effectiveness in meeting your design plan
- P14 evaluate your own performance against your objectives to identify how and where it could be improved
- P15 evaluate how the design image may be adapted for commercial use
-

---

## Outcome

### 4 Plan and design a range of images

You need to know and understand:

- K1 basic principles of design, scale and proportion when creating an image
- K2 how to identify and develop a theme as a basis for a hairdressing design image
- K3 the importance of detailed and accurate planning
- K4 the importance of communicating and agreeing design plans
- K5 the importance of setting and working to a budget
- K6 sources of creative information and inspiration for design ideas and how to access them such as historical, cultural and fashion
- K7 the range and availability of resources
- K8 where to obtain resources
- K9 any venue requirements likely to affect your plans
- K10 the common problems associated with photographic shoots, hair shows and competitions such as staffing, tools and equipment breakdowns and time overruns and how to resolve them
- K11 the potential hazards you must consider when working at any venue
- K12 the steps that should be taken to minimise risks when working at any venue
- K13 how and if local bye-laws and legislation may limit your use of tools and equipment
- K14 health and safety procedures applicable to any venue you use

---

## Range

(K14) **Health and safety:** How and if local bye laws and legislation may limit your use of tools and equipment and health and safety procedures applicable to any venue you use:

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations
- 1.11 Data Protection Act
- 1.12 Working Time Directives
- 1.13 Cosmetic Products Regulations
- 1.14 Sale of Goods Act
- 1.15 Distance Selling Act
- 1.16 Trade Descriptions Act
- 1.17 Consumer Protection legislation

---

## Outcome

### 5 Produce a range of images

You need to know and understand:

- K15 the importance of effective communication
- K16 how and when to participate in discussions and move them forward
- K17 how to make openings in conversations to encourage people to speak
- K18 ways of visually presenting your design image effectively to others
- K19 ways in which additional media can be used to complement the overall design image
- K20 the importance of presenting your final results in a professional way
- K21 current techniques for creatively styling, dressing and finishing hair
- K22 current techniques for creatively styling, dressing and finishing hair
- K23 the types of non-conventional items that may be used when styling hair and the effects they can create
- K24 the manufacturers' instructions for the specific products, tools and equipment you intend to use

---

### **Outcome**

- 6 Evaluate your results against the design plan objectives

You need to know and understand:

- K25 the purpose of evaluation activities
- K26 the areas on which you should collect feedback
- K27 methods of gaining feedback from others
- K28 the potential commercial benefits that can arise from creative hair design work

## Unit 402

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

### 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 developing and enhancing your creative skills.
3. You must produce evidence of creating and evaluating **3 different hair designs**. Your assessor will observe your performance on **at least 1 occasion**.
4. From the range, you must show that you have:
  - covered at least **1 of the types of activities**
  - covered **both** types of image
  - involved at least **2 of the 6** relevant people
  - used at least **4 out of the 11** techniques
  - used at least **2 of the 3** types of additional media
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 403

## Provide specialist hair and scalp treatments (CHB16)

<b>Unit level:</b>	SCQF 7
<b>Credit points:</b>	15
<b>Unit aim:</b>	This standard is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions.
<b>Relationship to NOS:</b>	SKACHB16
<b>Endorsed by</b>	habia
<b>Assessment type:</b>	Portfolio and an <b>externally set</b> online test OR paper-based short answer question test.

### Outcome

- 1 Maintain effective and safe methods of working when providing specialist hair and scalp treatments

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 treatment 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
  - 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) **Treatment products:** oils  
creams  
lotions  
spirit based products  
treatment conditioners  
treatment shampoos
- (P7) **Tools and equipment:** vibro massage  
high frequency  
heat accelerators  
steamers
- 

### Outcome

2 Prepare for hair and scalp treatments

You must be able to:

- P12 use methods to establish:  
P12.1 the nature and extent of the hair and scalp condition  
P12.2 the most suitable course of action
- P13 identify from your client's previous consultation records, where available, their hairdressing, medical and family history and how this may affect the treatment plan, or factors limiting or preventing the treatments
- P14 record your client's responses to questioning
- P15 conduct the relevant tests on your client's hair following recognised industry procedures and salon policy and record the results
- P16 take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the specialist treatment for the client
- 

### Range

- (P13) **Factors:** hair characteristics  
hair classifications  
scalp condition  
unusual features on the scalp
- 

### Outcome

3 Perform hair and scalp treatment

You must be able to:

- P17 select suitable treatment products, tools and equipment to treat the hair and scalp conditions
- P18 prepare the hair and scalp to meet the needs of the specialised treatment
- P19 explain to your client the sensation that may be experienced by the treatment products, tools and equipment being used
-

- P20 explain the specialised treatment procedure to your client in a clear and simple way at each stage of the process
  - P21 use treatment products, tools and equipment in line with manufacturers' instructions and salon policy
  - P22 adjust the setting and duration of the tools and equipment used to suit your client and their hair and scalp conditions
  - P23 apply and adapt the massage techniques to meet your client's needs and treatment objectives
  - P24 use treatment techniques that minimise discomfort to your client
  - P25 take prompt remedial action if contra-indications or discomfort occur during the course of the specialised treatment
  - P26 ensure empathy and sensitivity towards the nature of your client's condition throughout the treatment
  - P27 ensure the hair and scalp are left clean and free of the treatment products, where required
  - P28 ensure the treatment is to your client's satisfaction and meets the treatment objectives
  - P29 give your client advice and recommendations on the service provided
- 

### Range

- (P22) **Hair and scalp conditions:** dry scalp
    - oily scalp
    - sensitised scalp
    - scaling scalp
    - pityriasis capitis
    - diffuse hair loss (general thinning)
    - chemically damaged hair
    - environmentally damaged hair
    - physically damaged hair
  - (P23) **Massage techniques:** effleurage
    - petrissage
    - vibration
  - (P23) **Treatment objectives:** improvement of hair condition
    - improvement of scalp condition
  - (P29) **Advice and recommendations:** how to maintain their look
    - time interval between services
    - recent and future products and services
- 

### Outcome

- 4 Maintain effective and safe methods of working when providing specialist hair and scalp treatments

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 safety considerations which must be taken into account when providing hair and scalp treatments
- K7 the correct use and maintenance of tools and equipment
- K8 methods of cleaning, disinfecting and sterilising equipment and tools
- K9 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K10 the different types of working methods that promote environmental and sustainable working practices
- K11 the importance of personal hygiene and presentation in maintaining health and safety
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for hair and scalp treatments
- 

## 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
- (K10) **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 hair and scalp treatments
-

You need to know and understand:

- K15 how to recognise hair and scalp conditions
- K16 how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action
- K17 the likely causes of adverse hair and scalp conditions
- K18 the preparation and application of the hair and scalp treatment products, tools and equipment
- K19 the active ingredients in specialist hair and scalp products and how they work
- K20 the different types of medical treatments for hair loss
- K21 the effects and benefits of different massage techniques
- K22 the effects and benefits of different tools and equipment
- K23 how to recognise erythema and hyperaemia and its causes
- K24 the anatomy and physiology of the head and scalp and how this impacts on the hair and scalp
- K25 the hair growth cycle and how this influences present and future treatments
- K26 the reasons for normal and abnormal hair growth such as topical, congenital, systemic
- K27 the general factors that contribute to healthy hair and scalp
- K28 the different types of hair loss, alopecia, their causes and how to recognise them
- K29 the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig
- K30 the types and purposes of conducting tests
- K31 when and how tests should be carried out and the importance of recording results
- K32 possible contra-indications that may occur during and post treatment and how to deal with them

---

## Range

- (K24) **Anatomy and physiology:** the structure, function and action of muscles within the treatment area  
the position of the primary bones within the treatment area  
the basic principles of the endocrine system and how this impacts on the hair and scalp  
the structure and function of the circulatory system and how this impacts on the hair and scalp  
the structure and function of the lymphatic system and how this impacts on the hair and scalp  
the structure and function of the nervous system and how this impacts on the hair and scalp  
the physical and psychological effects of hair and scalp treatments  
the structure and function of the skin and hair

---

## Outcome

- 6 Perform hair and scalp treatment

You need to know and understand:

- K33 the different types of hair and scalp treatments and products available for use
- K34 how different factors can influence the treatment choice, tools equipment and application selected

- K35 the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs
- K36 the different types of technological advancements for the treatment of hair and scalp conditions
- K37 the effects of chemotherapy and radiotherapy on hair growth
- K38 the advice and support available for clients with hair loss
- K39 the importance of ensuring the hair and scalp are left clear of treatment products
- K40 the importance of explaining the potential need for a course of treatment to ensure the best possible results
- K41 the importance of evaluating the effectiveness of the hair and scalp treatment
- K42 the importance of providing advice and recommendations on the products and services provided in the salon
- 

### Range

- (K34) **Factors:** the different factors that must be taken into consideration prior to and during the provision of specialist hair and scalp treatments and how these may impact on the service
- hair classifications
  - hair characteristics
  - scalp condition
  - unusual features on the scalp
- (K42) **Advice and recommendations:** additional services  
additional products

## Unit 403

## Provide specialist hair and scalp treatments (CHB16)

### 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 providing hair and scalp treatments.
3. Your assessor will observe your performance **on at least 4 occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss.**
4. From the range, you must show that you have:
  - used **5 of the 6** treatment products
  - used **3 out of 4** types of tools and equipment
  - considered **all** the factors
  - covered **7 of the 9** hair and scalp conditions
  - used **all** the massage techniques
  - covered **all** the treatment objectives
  - 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 404

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

<b>Unit level:</b>	SCQF 6
<b>Credit points:</b>	10
<b>Unit aim:</b>	This standard is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard.
<b>Relationship to NOS:</b>	SKACHB17
<b>Endorsed by</b>	Habia
<b>Assessment type:</b>	Portfolio and assignment

### Outcome

1 Contribute to the planning and preparation of promotional activities

You must be able to:

- P1 make recommendations to the relevant person for suitable promotional activities and identify the potential benefits for the business
- P2 identify and agree specific, measurable, achievable, realistic and time bound objectives and target groups for the activity with the relevant person(s)
- P3 agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
- P4 produce an agreed plan showing the:
  - P4.1 type of promotional activity
  - P4.2 objectives of the activity
  - P4.3 roles and responsibilities of others involved
  - P4.4 resource requirements
  - P4.5 preparation and implementation activities
  - P4.6 timescales
  - P4.7 budget
  - P4.8 methods of evaluation
- P5 agree a plan that takes into account any legal requirements, when necessary
- P6 ensure resources are available to meet the planned timescale

---

## Range

- (P1) **Promotional activities:** demonstrations  
displays  
advertising campaigns
- (P4) **Objectives:** to enhance salon image  
to increase salon business
- 

## Outcome

### 2 Implement promotional activities

You must be able to:

- P7 implement promotional activities to meet the agreed plan
- P8 adapt promotional activities, when necessary, in response to changed circumstances and or problems
- P9 use resources effectively throughout the promotional activities
- P10 communicate the essential features and benefits of products and services to the target group
- P11 use methods of communication that are suitable for the type of promotional activity being undertaken
- P12 present information in logical steps
- P13 encourage the target group to ask questions about the services and products being promoted
- P14 respond to questions and queries in a way which promotes goodwill and enhances the salon image
- P15 actively encourage the target group to take advantage of the services and products being promoted
- P16 clear away products and equipment at the end of the promotional activities, when necessary, to meet the requirements of the venue
- 

## Outcome

### 3 Participate in the evaluation of promotional activities

You must be able to:

- P17 use the methods agreed in your promotional activity plan to gain feedback from the relevant sources
- P18 collate and record the information gained from the feedback using a clear format and method of presentation
- P19 draw conclusions on the effectiveness of the promotional activity in meeting the agreed objectives
- P20 participate in discussions giving a clear and well structured summary of the results of the evaluation
- P21 make recommendations for improvements to any future promotional activities based upon the outcomes of your evaluation
-



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## Outcome

4 Contribute to the planning and preparation of promotional activities

You need to know and understand:

- K1 the practical requirements and restrictions of any venue
- K2 the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
- K3 the importance of considering health and safety and other legal requirements
- K4 the health and safety procedures applicable to any venue you use
- K5 the potential hazards you must consider when working at any venue
- K6 the steps that should be taken to minimise risks when working at an external venue
- K7 the purpose and value of detailed and accurate planning
- K8 the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue
- K9 how the nature of the target group can influence the choice of promotional activity
- K10 how to match types of promotional activities to objectives
- K11 how to present a plan for promotional activities
- K12 why it is important to consider methods of evaluation at the planning stage
- K13 how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time bound objectives
- K14 the importance of working to a budget
- K15 where and how to obtain resources
- K16 the importance of clearly defining the roles and responsibilities of those involved in promotional activities
- K17 the importance of allocating roles and responsibilities to match an individual's competence levels
- K18 the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
- K19 the types of foreseeable problems that occur and ways of resolving them

---

## Range

- (K3) **Health and safety:** the importance of considering health and safety and other legal requirements
- 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 Implement promotional activities

You need to know and understand:

- K20 the features and benefits of the products and or services being promoted
  - K21 how to recognise buying signals and to close sales
  - K22 the difference between the features of a product or service and the benefits of a product or service
  - K23 how to tailor your presentation of the benefits of products and or services to meet individual needs and interests
  - K24 how and when to participate in discussions
  - K25 how to give a short presentation taking into account the timing, pace, use of voice and use of graphics
  - K26 methods of presenting information such as pictorially, graphically, verbally
  - K27 methods of creating a visual impact
  - K28 how and when to make openings to encourage others to ask questions
  - K29 how to answer questions and manage queries in a way likely to maintain goodwill
- 

## **Outcome**

### 6 Participate in the evaluation of promotional activities

You need to know and understand:

- K30 the purpose of evaluation activities
- K31 the areas of the promotional activity which should be evaluated
- K32 the most suitable methods of gaining feedback for the promotional activities in the range
- K33 how to collate, analyse and summarise evaluation feedback in a clear and concise way
- K34 suitable ways of formatting and producing an evaluation report

## Unit 404

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

### 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 contributing to the planning and implementation of promotional activities.
3. You will need to collect documentary evidence to show you have met all the requirements of the standard.
4. From the range, you must show that you have:
  - undertaken **all** the types of promotional activities
  - developed **both** types of objectives
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 personal and professional ethics
- 10 the ability to self manage
- 11 creativity skills
- 12 excellent verbal and non-verbal communication skills
- 13 the maintenance of effective, hygienic and safe working methods
- 14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- 15 leadership skills

## 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 communicating with the client in a way that makes them feel valued and respected
- 4 identifying and confirming the client's expectations
- 5 treating the client courteously and helpfully at all times
- 6 keeping the client informed and reassured
- 7 adapting behaviour to respond effectively to different client behaviour
- 8 responding promptly to a client seeking assistance
- 9 selecting the most appropriate way of communicating with the client
- 10 checking with the client that you have fully understood their expectations
- 11 responding promptly and positively to the client's questions and comments
- 12 allowing the client time to consider the response and give further explanation when appropriate
- 13 quickly locating information that will help the client
- 14 giving the client the information they need about the services or products offered by the salon
- 15 recognising information that the client might find complicated and checking whether they fully understand
- 16 explaining clearly to the client any reasons why their needs or expectations cannot be met

## 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

<b>UK learners</b> General qualification information	T: +44 (0)844 543 0033 <b>E: learnersupport@cityandguilds.com</b>
<b>International learners</b> General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 <b>E: intcg@cityandguilds.com</b>
<b>Centres</b> 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 <b>E: centresupport@cityandguilds.com</b>
<b>Single subject qualifications</b> 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) <b>E: singlesubjects@cityandguilds.com</b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 <b>E: intops@cityandguilds.com</b>
<b>Walled Garden</b> 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 <b>E: walledgarden@cityandguilds.com</b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 <b>E: business@cityandguilds.com</b>
<b>Publications</b> Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

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