

SVQ 3 in Barbering at SCQF Level 6 (6009-05)

Version 1.3 (May 2020)

Qualification Handbook

Qualification at a glance

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

Title and level	City & Guilds number	Accreditation number
SVQ 3 in Barbering at SCQF Level 6	6009-05	GK7M 23

Version and date	Change detail	Section
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

Contents

Qualification at a glance	2
Contents	3
1 Introduction	5
2 Structure	6
3 Centre requirements	7
Approval	7
Resource requirements	7
Learner entry requirements	8
4 Delivering the qualification	9
Initial assessment and induction	9
Support materials	9
5 Assessment	10
Summary of assessment methods	10
Assessment Types	10
Assessment strategy	12
Recognition of Prior Learning (RPL)	12
6 Units	13
Units	13
Unit numbering	13
Unit 209 Perm and neutralise hair (CH5)	14
Unit 219 Colour and lighten men's hair (CB6)	21
Unit 304 Provide client consultation services (CHB14)	29
Unit 305 Provide a variety of relaxing services (AH7)	35
Unit 308 Contribute to the financial effectiveness of the business (CHB18)	43
Unit 309 Creatively cut hair using a combination of barbering techniques (CB7)	47
Unit 310 Design and create a range of facial hair shapes (CB8)	54
Unit 311 Provide shaving services (CB10)	60
Unit 401 Hair colour correction services (CH11)	67
Unit 402 Develop, enhance and evaluate your creative hairdressing skills (CHB15)	75
Unit 403 Provide specialist hair and scalp treatments (CHB16)	80
Unit 404 Contribute to the planning and implementation of promotional activities (CHB17)	87

Unit 405	Design and create patterns in hair (CB9)	92
Appendix 1	Values	98
Appendix 2	Behaviours	99
Appendix 3	Glossary	100
Appendix 4	Useful contacts	107

1 Introduction

Area	Description
Who is the qualification for?	The SVQ 3 in Barbering at SCQF Level 6 is designed for learners who work in or wish to pursue a career in barbering. The SVQ 3 provides the necessary skills and knowledge that prove occupational competence as a senior barber.
What does the qualification cover?	This qualification allows candidates to learn, develop and practice the skills required to provide barbering services for all hair types. The SVQ 3 in Barbering at SCQF Level 6 covers shaving, cutting facial hair, creating patterns in hair as well as cutting and styling men's hair and consulting with clients.
What opportunities for progression are there?	Learners may progress to employment as a senior barber, 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?	These qualifications can form part of the following apprenticeships: Modern Apprenticeship in Barbering

2 Structure

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

City & Guilds unit number	Unit title	SCQF Level	SCQF Credit
Mandatory			
304	Provide client consultation services	6	7
309	Creatively cut hair using a combination of barbering techniques	6	13
310	Design and create a range of facial hair shapes	6	7
311	Provide shaving services	6	10
Optional			
209	Perm and neutralise hair	6	9
219	Colour and lighten men's hair	6	12
305	Provide a variety of relaxing services	7	10
308	Contribute to the financial effectiveness of the business	6	7
401	Hair colour correction services	7	15
402	Develop, enhance and evaluate your creative hairdressing skills	6	9
403	Provide specialist hair and scalp treatments	7	15
404	Contribute to the planning and implementation of promotional activities	6	10
405	Design and create patterns in hair	7	13

3 Centre requirements

Approval

If your Centre is approved to offer the qualification 3009-03/93 SVQ 3 in Barbering at SCQF Level 6 you can apply for the new 6009-03/6009-93 SVQ 3 in Barbering 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)
- 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 Barbering 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
Assessment pack	www.cityandguilds.com
Assignment/Assessment guide for centres	www.cityandguilds.com
Candidate logbook	www.cityandguilds.com

Recording documents

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

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

5 Assessment

Summary of assessment methods

Candidates must:

- have a completed portfolio of evidence for each unit
- have achieved 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 6009-790 Short answer papers and marking guides available on City & Guilds website
209	Perm and neutralise hair	Portfolio and Online test OR short answer question test	Online test number 6009-609 Short answer papers and marking guides available on City & Guilds website
219	Colour and lighten men's hair	Portfolio and Online test OR short answer question test	Online test number 6009-619 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 6009-704 Short answer papers and marking guides available on City & Guilds website
305	Provide a variety of relaxing services	Portfolio and Online test OR short answer question test	Online test number 6009-705 Short answer papers and marking guides available on City & Guilds website

Unit	Title	Assessment method	Where to obtain assessment materials
308	Contribute to the financial effectiveness of the business	Portfolio and Assignment	Assessment pack available on City & Guilds website
309	Creatively cut hair using a variety of barbering techniques	Portfolio and Online test OR short answer question test	Online test number 6009-709 Short answer papers and marking guides available on City & Guilds website
310	Design and create a range of facial hair shapes	Portfolio and Online test OR short answer question test	Online test number 6009-710 Short answer papers and marking guides available on City & Guilds website
311	Provide shaving services	Portfolio and Online test OR short answer question test	Online test number 6009-711 Short answer papers and marking guides available on City & Guilds website
401	Hair colour correction services	Portfolio and Online test OR short answer question test	Online test number 6009-801 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 6009-803 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
405	Design and create patterns in hair	Portfolio and Online test OR short answer question test	Online test number 6009-805 Short answer papers and marking guides available on City & Guilds website

Assessment strategy

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

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

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

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

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
SVQ 3 in Barbering at SCQF Level 6			
790	n/a	6	Cross unit knowledge test
209	CH5	6	Perm and neutralise hair
219	CB6	6	Colour and lighten men's hair
304	CHB14	6	Provide client consultation services
305	AH7	7	Provide a variety of relaxing services
311	CB10	6	Provide shaving services
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 209

Perm and neutralise hair (CH5)

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

Outcome

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

You must be able to:

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

Range

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

Outcome

2 Prepare for perming and neutralising

You must be able to:

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

Range

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

Outcome

3 Perm and neutralise hair

You must be able to:

- P21 use the correct sectioning techniques so that the hair is sectioned cleanly and evenly to achieve the desired look
- P22 use products and techniques taking into account factors influencing the service
- P23 confirm straightening has been achieved by the rearranging process, if required
-

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

Range

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

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
 - K2 your salon's requirements for client preparation
 - K3 the range of protective clothing and products that should be available to yourself and clients
 - K4 why it is important to use personal protective equipment
 - K5 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
 - K6 the importance of recognising any contra-indications to perming and neutralising services
-

- K7 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 why it is important to position your tools and equipment for ease of use
- K11 the different methods of cleaning, disinfecting and sterilisation used in salons
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for perming and neutralising work

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (K6) **Contra-indications (examples only):** How and why the contra-indications can affect the delivery of perming services
 - history of previous allergic reaction to perming products
 - other known allergies
 - skin disorders
 - incompatible products
 - medical advice or instructions
 - previous chemical treatments
 - recent removal of hair extensions or plaits
- (K13) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)

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

Outcome

5 Prepare for perming and neutralising

You need to know and understand:

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

Outcome

6 Perming and neutralising hair

You need to know and understand:

- K32 how different factors can affect your choice of perming and neutralising products
- K33 when to use different types of sectioning techniques and why
- K34 the different factors that influence the use of different sized perm rods
- K35 why and when chemical re-arranging of the hair is necessary
- K36 why different applicators are used when chemically rearranging and their effect on the hair and scalp
- K37 how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
- K38 the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process
- K39 the importance of accurate timing and thorough rinsing of products
- K40 when and why it is important to use pre-perm treatments
- K41 methods of applying perm lotions and neutralisers

- K42 the effects of overlapping products on previous chemically treated hair
 - K43 method of checking curl development by taking development test curls
 - K44 the importance of considering water temperature during the neutralising process
 - K45 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
 - K46 the types and uses of post-perm conditioners
 - K47 the importance of using products economically
 - K48 confirm the required degree of curl has been achieved
 - K49 types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
 - K50 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

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

Unit 209

Perm and neutralise hair (CH5)

Supporting Information

Evidence requirements

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

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 219

Colour and lighten men's hair (CB6)

Unit level:	SCQF 6
Credit value:	12
Unit aim:	This standard is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, a partial head, re-growth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.
Relationship to NOS:	SKACB6
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

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

You must be able to:

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements protect your client's clothing throughout the service
- P3 wear personal protective equipment when using colouring and or lightening 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 minimise fatigue and the risk of injury
- P6 keep your work area clean and tidy throughout the service
- P7 use working methods that:
 - P7.1 minimise the wastage of products
 - P7.2 minimise the risk of cross-infection
 - P7.3 make effective use of your working time
 - P7.4 ensure the use of clean resources
 - P7.5 minimise the risk of harm or injury to yourself and others
 - P7.6 promote environmental and sustainable working practices
- P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P10 dispose of waste materials

P11 complete the service within a commercially viable time

Outcome

2 Prepare for colouring and lightening

You must be able to:

- P12 ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
 - P13 record your client's responses to questions
 - P14 conduct all necessary tests following manufacturers' instructions and recognised industry procedures
 - P15 record the outcomes of tests on the client's record card
 - P16 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client
 - P17 base your recommendations on an 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

- (P14) **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
-

Outcome

3 Colour and lighten hair

You must be able to:

- P23 confirm the desired effect with your client prior to the application of products
 - P24 section the hair cleanly and evenly to assist the application of products
 - P25 apply products taking into account relevant factors influencing the service
-

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

Range

- (P26) **Colouring and lightening techniques:** full head virgin application
re-growth application
partial head application
highlights or lowlights
- (P37) **Advice and recommendations:** how to maintain their colour
time interval between services
present and future products and services

Outcome

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

You need to know and understand:

- K1 your responsibilities for health and safety as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the types of protective clothing and products that should be available to yourself and clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K7 the importance of minimising wastage of products
- K8 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K9 methods of cleaning, disinfecting and or sterilisation used in salons

- K10 the safety considerations which must be taken into account when colouring and lightening hair
- K11 the different types of working methods that promote environmental and sustainable working practices
- K12 the current legal requirements and guidance relating to age restrictions for colouring and lightening services
- K13 why colouring and lightening services should not be carried out on minors under 16 years of age
- K14 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 the importance of making effective use of you time and your salon's expected service times for basic colouring and lightening work

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
- (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
- (K14) **Colouring services (examples only):** The different types of colouring services available for men

- dip dye
- block
- ombre colour
- shoe shine
- cap/foil highlights or lowlights
- pulled through highlights or lowlights (services could include combs, spatula, cap, foil or film pull-through strips, cones)

Outcome

5 Prepare for colouring and lightening

You need to know and understand:

- K19 the different types of colouring services available for men
- K20 the importance of recognising any contra-indications to colouring and lightening services
- K21 why contra-indications can affect the delivery of colouring and lightening services
- K22 the legal significance of client questioning and the recording of client's responses to questioning
- 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 the courses of action to take in the event of adverse reactions to tests
- K26 the importance of basing your recommendations on an evaluation of your client's hair and its potential to achieve the effect required
- K27 the importance of informing your client on likely cost, duration and expected outcome of the service
- K28 the principles of colour selection, including the International Colour Chart (ICC)
- K29 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
- K30 the effect of different colouring and lightening products on the hair structure
- K31 when to use the different types of lighteners and toners available
- K32 how the different strengths of hydrogen peroxide influence colouring and lightening
- K33 how porosity levels can affect the choice and application of products and the final results
- K34 effects of temperatures on the application and development of colouring and lightening products
- K35 the types of colouring, lightening and toning products available, including temporary colours
- K36 the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
- K37 the types of tools, materials and equipment used for highlighting and lowlighting hair
- K38 the importance of preparing your client's hair and protecting their skin prior to service

Range

- (K20) **Contra-indications (examples only):** the importance of recognising any contra-indications to colouring and lightening services history of previous allergic reaction to colouring products other known allergies

skin disorders
incompatible products
medical advice or instructions
evident hair damage
age restrictions

Outcome

6 Colour and lighten hair

You need to know and understand:

- K39 the importance of confirming the desired effect with your client prior to the application of products
- K40 how to handle the hair when weaving to maintain an even tension and to secure the materials to prevent seepage
- K41 the importance of using clean and even to assist application of products
- K42 the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services
- K43 the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
- K44 when and why to carry out colour refreshing techniques the different colour, lowlighting and highlighting techniques
- K45 the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
- K46 the importance of constantly monitoring the development of lightening products
- K47 when and how shampoos and conditioners should be used when colouring and lightening hair
- K48 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K49 the importance of restoring the hair's pH balance after the colouring and lightening process
- K50 methods of applying and removing colouring and lightening products and materials
- K51 the importance of using products economically
- K52 why it is important to emulsify colour prior to removal
- K53 the types and causes of colouring and lightening problems that may occur during processing
- K54 ways of resolving simple colouring and lightening problems that may occur during processing
- K55 the potential risks of using lightening products on previously chemically treated hair
- K56 the dangers associated with the inhalation of powder lighteners
- K57 the precautions that must be taken when using powder and other lighteners
- K58 the limits of your authority for resolving colouring and lightening problems
- K59 the person to whom you should report problems you cannot resolve
- K60 the importance of confirming the clients satisfaction
- K61 the importance of providing advice and recommendations on the products and services provided in the salon

Range

(K42) **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

(K61) **Advice and recommendations:** additional services
additional products

Unit 219

Colour and lighten men's hair (CB6)

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 changing men's hair colour.
3. Your assessor will observe your performance on **at least 5 occasions, each on different clients**.
4. From the range, you must show that you have:
 - used **4 of the 5** types of products
 - carried out **all** the tests
 - taken into account **all** the factors
 - used **3 of the 4** colouring and lightening techniques
 - given **all** the advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

Unit 304

Provide client consultation services (CHB14)

Unit level:	SCQF 6
Credit value:	7
Unit aim:	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.
Relationship to NOS:	SKACHB14
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

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
 - 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:** 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)

Unit level:	SCQF 7
Credit value:	10
Unit aim:	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.
Relationship to NOS:	SKAAH7
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when 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

Range

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

Outcome

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 need to know and understand:

- 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 308

Contribute to the financial effectiveness of the business (CHB18)

Unit level:	SCQF 6
Credit value:	7
Unit aim:	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.
Relationship to NOS:	SKACHB18
Endorsed by	Habia
Assessment type:	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 309

Creatively cut hair using a combination of barbering techniques (CB7)

Unit level:	SCQF 6
Credit value:	13
Unit aim:	This standard is about the use of advanced cutting skills to create a personalised and individual restyle look that enhances personal image.
Relationship to NOS:	SKACB7
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when cutting hair

You must be able to :

- P1 maintain your responsibilities for health and safety throughout the service
- P2 prepare your client to meet salon's requirements
- P3 protect your client's clothing throughout the service
- P4 keep your client's skin free of excess hair cuttings throughout the service
- P5 position your client to meet the needs of the service without causing them discomfort
- P6 position your client to meet the needs of the service without causing them discomfort
- 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 ensure the use of gloves when using razors
 - P8.3 minimise the risk of cross-infection
 - P8.4 make effective use of your working time
 - P8.5 ensure the use of clean resources
 - P8.6 minimise the risk of harm or injury to yourself and others
 - P8.7 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 and sharps

P12 complete the cutting service within a commercially viable time

Range

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

Outcome

2 Creatively restyle hair

You must be able to:

- P13 establish factors that may influence the service prior to cutting
 - P14 explore the variety of looks with your client using relevant visual aids
 - P15 recommend a look that is suitable for your client
 - P16 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look
 - P17 prepare your client's hair prior to cutting
 - P18 confirm with your client the look agreed at consultation before commencing the cut
 - P19 establish and follow suitable cutting guideline(s) to achieve the required look
 - P20 personalise your cutting techniques and effects to take account of factors that will influence the desired look
 - P21 combine and adapt your cutting techniques and effects in an innovative way to achieve the desired look
 - P22 change your own position and that of your client to help you ensure the accuracy of the cut
 - P23 establish accurate distribution of weight, balance and shape by crosschecking the cut
 - P24 blend the client's own hair with added hair, when required
 - P25 create outline shapes that are accurate and remove unwanted hair outside the desired outline shape
 - P26 create neckline shapes which are accurate and take account of the natural hair line
 - P27 balance and shape sideburns to meet the client's requirements
 - P28 consult with your client during the cutting service to confirm the desired look
 - P29 take action to resolve any problems arising during the cutting service
 - P30 make a final visual check to ensure the finished cut and outlines are accurate
 - P31 use creative finishing techniques that complement the cut
 - P32 ensure the finished restyled look complements the client's features and enhances their personal image and that of the salon
 - P33 confirm your client's satisfaction with the finished look
 - P34 give your client advice and recommendations on the service provided
-

Range

(P13) **Factors:** hair characteristics
hair classifications
head and face shape
presence of male pattern baldness

- presence of added hair
 - piercings
 - adverse skin conditions
 - (P16) **Hair:** wet
 - dry
 - (P20) **Techniques:** club cutting
 - scissor over comb
 - clipper over comb
 - thinning
 - texturising
 - freehand
 - razor cutting
 - tapering
 - graduating
 - layering
 - fading
 - disconnecting
 - (P26) **Neckline shapes:** tapered
 - squared
 - full neck line
 - skin fade
 - (P31) **Creative finishing techniques:** styling
 - product application
 - (P34) **Advice and recommendations:** how to maintain their look
 - time interval between services
 - additional products
 - additional 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 equipment that should be available for clients
- K4 why it is important to protect clients from hair cuttings
- 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 which must be taken into account when cutting hair
- K8 the correct use and maintenance of cutting tools
- K9 methods of cleaning, disinfecting and sterilisation used in salons
- K10 why it is important to use gloves when using a razor
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 why it is important to avoid cross-infection and infestation
- K13 the different types of working methods that promote environmental and sustainable working practices

- K14 the hazards and risks which exist in your workplace and the safe working practices which you must follow
 - K15 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
 - K16 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
 - K17 how to safely use all the tools and equipment
 - K18 how to level and test clippers
 - K19 the correct methods of waste disposal
 - K20 your salon's expected service times for different cutting looks
-

Range

- (K1) **Health and safety:** Your responsibilities for health and safety as defined by any specific legislation covering your job role
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
 - (K13) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture
 - using low chemical paint
 - using organic and allergy free hair products
 - using ultra-low ammonia hair colourants
 - using environmentally friendly product packaging
 - choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work
-

Outcome

4 Creatively restyle hair

You need to know and understand:

- K21 the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
 - K22 the factors which should be considered when cutting wet hair and dry hair
 - K23 the average rate of hair growth
-

- K24 the importance of exploring and confirming the looks with the client using relevant visual aids
- K25 the potential risk of ingrowing hair resulting from the continual close cutting of curly hair
- K26 the known causes of male pattern baldness
- K27 the typical patterns of male pattern baldness
- K28 why hair products should be removed from the hair prior to cutting
- K29 the range of traditional and current men's hair shapes
- K30 how and when to use different cutting techniques and effects
- K31 which tools can be used on either wet or dry hair or both
- K32 the reasons for establishing and following guidelines
- K33 how to create and follow guidelines for different cuts
- K34 how to personalise and adapt cutting techniques
- K35 the effects that can be created by combining and adapting different cutting techniques
- K36 the importance of cross checking the cut
- K37 the importance of considering weight distribution and working with the natural growth patterns of the hair
- K38 how different cutting angles will impact on weight distribution, balance and the degree of graduation
- K39 the importance of applying the correct degree of tension to the hair when cutting
- K40 the importance of cutting to the natural hairline in barbering
- K41 techniques to remove unwanted hair outside the desired neckline shape
- K42 the circumstances in which you might cut into the natural hairline
- K43 the types of clippers, clipper blades and attachments and the effects that these achieve
- K44 the types of products available for finishing men's hair
- K45 the types of problems that can commonly arise when cutting men's hair and ways in which they can be remedied, if possible
- K46 the importance of providing advice and recommendations on the products and services provided in the salon

Range

(K21) **Factors:** the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

- hair classifications
- hair characteristics
- head and face shape
- presence of male pattern baldness
- presence of added hair
- piercings
- adverse skin conditions

(K41) **Techniques:** how and when to use different cutting techniques

- club cutting
- scissor over comb
- clipper over comb
- thinning
- texturizing
- freehand

- razor cutting
- tapering
- graduating
- layering
- fading
- disconnecting

(K46) **Health and safety:** additional services
additional products

Unit 309

Creatively cut hair using a combination of barbering techniques (CB7)

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 barbering techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**. **Each observation must be of a different creative cut.**
4. From the range, you must show that you have:
 - used **all** the tools and equipment*
 - taken into account **all** the factors
 - used on **both** wet and dry hair
 - used **9 out of the 12** cutting techniques
 - created **all** the neckline shapes
 - 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.

***NOTE: Use of clipper attachments is not allowed at Level 3.**

Unit 310

Design and create a range of facial hair shapes (CB8)

Unit level:	SCQF 6
Credit value:	7
Unit aim:	This standard is about redesigning and cutting or re-shaping beards and moustaches. The ability to create moustache only shapes, full and partial beard and moustache shapes using a variety of cutting techniques is required to achieve this standard.
Relationship to NOS:	SKACB8
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when cutting facial 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 clippings 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 equipment, materials and products
- P11 dispose of waste materials

P12 complete the service within a commercially viable time

Range

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

Outcome

2 Create a range of facial hair shapes

You must be able to:

- P13 identify factors that may influence the service prior to cutting
 - P14 explore the variety of new facial hair shapes with your client using relevant visual aids
 - P15 recommend a new look that is suitable for your client's head and face shape
 - P16 base your recommendations on an accurate evaluation of your client's facial hair and its potential to achieve the new look
 - P17 prepare your client's facial hair prior to the service
 - P18 confirm with your client the new look agreed at consultation and during the service
 - P19 create and follow the cutting guideline(s) to achieve the required look
 - P20 personalise your cutting techniques to take account of factors that will influence the desired look
 - P21 crosscheck the cut to establish balance and shape
 - P22 change your own position and that of your client to help you ensure the accuracy of the cut
 - P23 take action to resolve any problems arising during the cutting service
 - P24 create facial hair outlines that are accurate, clearly defined and achieve the look required by your client
 - P25 remove any unwanted hair outside the desired outline shape
 - P26 ensure the finished look is of even density throughout the shape
 - P27 make a final visual check to ensure the finished cut and outlines are accurate
 - P28 confirm your client's satisfaction with the finished look
 - P29 give your client advice and recommendations on the service provided
-

Range

(P13) **Factors:** head and face shape
hair characteristics
hair classifications
hair style
adverse skin conditions
facial piercing
clients' wishes
ingrowing hair
skin elasticity

(P15) **Look:** moustache only
partial beard and moustache
full beard and moustache

- (P20) **Cutting techniques:** scissor over comb
clipper over comb
freehand
fading
- (P29) **Advice and recommendations:** how to maintain their look
time interval between services
additional services
additional products
equipment
exfoliating
-

Outcome

4 Maintain effective and safe methods of working when cutting facial 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 the importance of using the correct type of barber's chair
- K5 why it is important to protect clients from hair clippings
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to keep your work area clean and tidy
- K8 the correct use and maintenance of cutting tools
- K9 the correct use and maintenance of cutting tools
- K10 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K11 methods of cleaning, disinfecting and sterilisation used in salons
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote environmental and sustainable working practices
- K14 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for cutting facial 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

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

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

Outcome

4 Create a range of facial hair shapes

You need to know and understand:

- K18 the importance of consulting with clients throughout the service
- K19 how different factors can impact on the facial hair cut prior to and during cutting facial hair
- K20 the importance of exploring and confirming the looks with the client using relevant visual aids
- K21 how to match beard shapes and styles to facial characteristics
- K22 the importance of considering facial contours when designing new beard shapes
- K23 the types of traditional and current facial hair shapes
- K24 how to cut facial hair using different cutting techniques
- K25 the reasons for establishing and following guidelines
- K26 how to create and follow guidelines for a new look
- K27 the potential risk of ingrowing hair resulting from the continual close cutting of curly hair
- K28 how to personalise cutting techniques
- K29 the importance of cross checking the facial hair cut
- K30 the importance of considering weight distribution and working with the natural growth patterns of the facial hair
- K31 how to level and test clippers
- K32 the size and type of clippers, clipper blades and attachments available and the effects that these achieve
- K33 the types of problems that can occur when cutting facial hair and ways in which they can be remedied, if possible

K34 the importance of providing advice and recommendations on the products and services provided in the salon

Range

(K19) **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 characteristics
- hair classifications
- head and face shape
- hair style
- adverse skin conditions
- facial piercing
- client's wishes
- ingrowing hair
- skin elasticity

(K34) **Advice and recommendations:** additional services
additional products

Unit 310

Design and create a range of facial hair shapes (CB8)

Supporting Information

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting facial hair.
3. Your Assessor will observe your performance on **at least 3 occasions on different clients**
4. From the range, you must show that you have:
 - used **all** the tools and equipment*
 - taken into account **all** the factors
 - achieved **all** the looks
 - used **all** the cutting techniques
 - given **all** advice and recommendations
5. However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

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

Projects

Observed work

Witness statements

Audio-visual media

Evidence of prior learning or attainment

Written questions

Oral questions

Assignments

Case studies

Professional discussion.

***NOTE: Use of clipper attachments is not allowed at Level 3.**

Unit 311

Provide shaving services (CB10)

Unit level:	SCQF 6
Credit value:	10
Unit aim:	This standard is about the skills needed to deliver a professional shaving service. The preparation and use of professional shaving tools is required, including the application of finishing products to suit the needs of your client.
Relationship to NOS:	SKACB10
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when shaving

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 gloves through the shaving service
- P5 keep your client's skin free of excess hair clippings throughout the service
- P6 position your client to meet the needs of the service without causing them discomfort
- P7 ensure your own posture and position whilst working minimises fatigue and the risk of injury
- P8 keep your work area clean and tidy throughout the service
- P9 use working methods that:
 - P9.1 minimise the risk of damage to tools and equipment
 - P9.2 minimise the risk of cross-infection
 - P9.3 make effective use of your working time
 - P9.4 ensure the use of clean resources
 - P9.5 minimise the risk of harm or injury to yourself and others
 - P9.6 promote environmental and sustainable working practices
- P10 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- P12 dispose of waste materials and sharps

P13 complete the service within a commercially viable time

Range

- (P4) **Shaving service:** full shave
partial shave
beard outlines
- (P9) **Tools and equipment:** open blade razors, with disposable blades
shaving brushes
sponges
-

Outcome

2 Prepare the hair and skin for shaving

You must be able to:

- P14 identify factors that may influence the service prior to shaving
- P15 choose products, tools and equipment based on the results of consultation with your client
- P16 prepare, apply and adapt the use of hot towels to suit the needs of the service and the comfort of your client
- P17 cleanse and or exfoliate the skin, when necessary
- P18 use a pre shave product prior to lathering the client
- P19 prepare lathering products so they are fit for use in time for the shaving service
- P20 apply lathering products in a way that takes account of factors you have identified
- P21 apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
- P22 use lathering techniques which achieve an even coverage of product to the areas to be shaved
-

Range

- (P14) **Factors:** hair classification
hair characteristic
adverse skin conditions
unusual features
skin elasticity
facial contour
facial piercing
clients' wishes
- (P19) **Lathering products:** creams
oils
gel
soap
- (P22) **Lathering products:** application by brush
application by massage
-

Outcome

3 Shave hair and apply finishing products

You must be able to:

- P23 confirm with your client the look agreed at consultation before starting the shave
 - P24 adapt your shaving techniques to take account of factors you have identified as affecting the service
 - P25 adapt your shaving techniques and your client's position throughout the service to ensure safety and the effective removal of hair
 - P26 maintain or replace the cutting edge of razors during the shaving service, when required
 - P27 take suitable remedial action to resolve any problems arising during the shaving service
 - P28 leave your client's skin free from lathering products after shaving
 - P29 apply facial massage techniques in a way that avoids discomfort, when required
 - P30 apply finishing products to achieve the desired effect
 - P31 leave your client's skin free from excess moisture at the end of the service
 - P32 confirm the completed service is to the satisfaction of your client
 - P33 give your client advice and recommendations on the service provided
-

Range

- (P24) **Shaving techniques:** skin tensioning
forehand razoring
backhand razoring
sponge shaving
 - (P29) **Facial massage techniques:** effleurage
petrissage
tapotement
 - (P30) **Finishing products:** astringents
moisturising cream
aftershave balm
powder
 - (P30) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
skin care
-

Outcome

- 4 Maintain effective and safe methods of working when shaving

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 use disposable gloves when shaving
 - K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
 - K6 the importance of using the correct type of barber's chair
 - K7 the importance of using the correct type of barber's chair
 - K8 why it is important to avoid cross-infection and infestation
-

- K9 why it is important to keep your work area clean and tidy
- K10 why it is important to keep your work area clean and tidy
- K11 methods of cleaning, disinfecting and sterilisation used in salons
- K12 why it is important to position your shaving tools for ease of use
- K13 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K14 the different types of working methods that promote environmental and sustainable working practices
- K15 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K16 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K17 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K18 the correct methods of waste disposal
- K19 your salon's expected service times for shaving facial 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
- (K14) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
 - reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture
 - using low chemical paint
 - using organic and allergy free hair products
 - using ultra-low ammonia hair colourants
 - using environmentally friendly product packaging
 - choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work

Outcome

- 5 Prepare the hair and skin for shaving

You need to know and understand:

- K20 the factors that must be taken into consideration prior to and during the shaving service
- K21 the types of open blade razors with disposable blades available for professional use
- K22 how to prepare an open blade razor with disposal blade for use
- K23 how to prepare and use lathering products correctly
- K24 the structure and function of the skin
- K25 the scalp and facial skin disorders commonly affecting men and how to recognise them
- K26 the importance of lathering and the function it performs on the skin and the hair
- K27 the effect of heat on the hair and skin
- K28 the potential risk of ingrowing hair resulting from continual close shaving
- K29 how the natural ageing process affects facial skin and muscle tone
- K30 how environmental and lifestyle factors affect the condition of the skin
- K31 when not to carry out shaving

Range

(K20) **Factors:** The different factors that must be taken into consideration prior to and during shaving and how these may impact on the shaving service

- hair characteristics
- hair classifications
- head and face shape
- hair style
- adverse skin conditions
- facial piercing
- client's wishes
- ingrowing hair
- skin elasticity

Outcome

6 Shave hair and apply finishing products

You need to know and understand:

- K32 the importance of confirming with your client the look agreed at consultation before starting the shave
- K33 when and why it is necessary to reduce beard length prior to shaving
- K34 how to carry out different shaving techniques
- K35 why skin needs to be tensioned during shaving
- K36 the importance of working in a way which maintains the right skin temperature throughout the shaving process
- K37 the importance of adapting shaving techniques in relation to the direction of hair growth
- K38 when and why to use brush and massage techniques to apply lathering products
- K39 when and why to use sponge shaving
- K40 the reasons for and effects of using cool towels after shaving
- K41 why cold towels should not be used if the face is to be massaged
- K42 the types of finishing products available for use and their effects on the skin
- K43 how to carry out the massage techniques in the range

- K44 the benefits and effects of facial massage
 - K45 how and why massage techniques should vary on the different areas of the face
 - K46 problems which may arise during the shaving process such as shaving hair too close, damage to your client's and your own skin and ways of resolving such problems
 - K47 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

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

Unit 311

Provide shaving services (CB10)

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 shaving.
3. Your Assessor will observe your performance on **at least 3 occasions**.
4. From the range, you must show that you have:
 - used **all** the shaving services
 - used **all** the types of tools and equipment
 - taken into account **all** the factors
 - used **all** the lathering products
 - used **both** the lathering techniques
 - used **3 of the 4** shaving techniques
 - used **all** the facial massage techniques
 - used **all** the finishing products
 - 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 401

Hair colour correction services (CH11)

Unit level:	SCQF 7
Credit value:	15
Unit aim:	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.
Relationship to NOS:	SKACH11
Endorsed by	Habia
Assessment type:	Portfolio and an externally set online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when 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
-

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)

Unit level:	SCQF 6
Credit value:	9
Unit aim:	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.
Relationship to NOS:	SKACHB15
Endorsed by	Habia
Assessment type:	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)

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

Outcome

- 1 Maintain effective and safe methods of working when 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 must 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)

Unit level:	SCQF 6
Credit value:	10
Unit aim:	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.
Relationship to NOS:	SKACHB17
Endorsed by	Habia
Assessment type:	Portfolio and assignment

Outcome

The learner will:

- 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
-

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..

Unit 405

Design and create patterns in hair (CB9)

Unit level:	SCQF 7
Credit value:	13
Unit aim:	This standard is about the artistic use of a wide range of cutting techniques to create both two and three dimensional designs within a hair cut. The ability to cut 3D pictorial, repeated designs and symmetrical designs is required in this standard.
Relationship to NOS:	SKACB9
Endorsed by	Habia
Assessment type:	Portfolio and online test OR paper-based short answer question test.

Outcome

1 Maintain effective and safe methods of working when creating designs in 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 ensure the use of disposable gloves when using razors
 - P8.3 minimise the risk of cross-infection
 - P8.4 make effective use of your working time
 - P8.5 ensure the use of clean resources
 - P8.6 minimise the risk of harm or injury to yourself and others
 - P8.7 promote environmental and sustainable working practices
- P9 ensure your personal hygiene, protection and presentation 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 and sharps

P12 complete the service within a commercially viable time

Range

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

Outcome

2 Plan and agree hair pattern designs

You must be able to:

- P13 research and maintain a portfolio of designs suitable for use with your clients
 - P14 explore a variety of design possibilities with your client using relevant visual aids
 - P15 give your client time and encouragement to put forward their own ideas on design and the image they wish to create
 - P16 ensure your client is aware of what the agreed service will entail and its likely duration
 - P17 confirm your understanding of your client's requirements
 - P18 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the design
 - P19 recommend a look that is suitable for your client's perceived image
 - P20 create a design with your client which takes into account factors influencing the service
 - P21 agree services outcomes and likely costs that are acceptable to your client and meet their needs
-

Range

- (P13) **Designs:** 2D
3D
pictorial
symmetrical
 - (P20) **Factors:** hair classifications
hair characteristics
head and face shape
hair length
hair style
presence of male pattern baldness
adverse skin conditions
scarring
-

Outcome

3 Create patterns in hair

You must be able to:

- P22 brush or comb your client's hair in the direction of the natural growth throughout the service
 - P23 position the design to meet the agreed design plan
-

- P24 adapt the size of the coverage to suit your client's head size, shape and existing haircut
 - P25 use and adapt cutting techniques to achieve the definition, shape and depth of design required
 - P26 combine your cutting techniques in an innovative way to achieve the required design
 - P27 change your own position and that of your client to help you to ensure the accuracy of the cut
 - P28 consult with your client during the cutting process to confirm the design
 - P29 take suitable action to resolve any problems arising during the cutting process
 - P30 ensure the finished look meets the design agreed with your client
 - P31 confirm your client's satisfaction with the finished look
 - P32 give your client advice and recommendations on the service provided
-

Range

- (P24) **Coverage:** over a full head
over a partial head
 - (P25) **Cutting techniques:** clipper over comb
scissor over comb
use of razor
freehand
fading
 - (P32) **Advice and recommendations:** how to maintain their look
time interval between services
present and future products and services
-

Outcome

- 4 Maintain effective and safe methods of working when creating designs in 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 the safety considerations which must be taken into account when cutting hair
 - K7 why it is important to use disposable gloves when using a razor
 - K8 why it is important to avoid cross-infection and infestation
 - K9 why it is important to keep your work area clean and tidy
 - K10 the correct use and maintenance of cutting tools and equipment
 - K11 methods of cleaning, disinfecting and sterilisation used in salons
 - K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
 - K13 the different types of working methods that promote environmental and sustainable working practices
-

- K14 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for designing and creating patterns in 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
- (K13) **Environmental and sustainable working practices:** The different types of working methods that promote environmental and sustainable working practices
- reducing waste and managing waste (recycle, reuse, safe disposal)
 - reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
 - reducing water usage and other resources
 - preventing pollution
 - using disposable items (easy dry towels)
 - using recycled, eco friendly furniture
 - using low chemical paint
 - using organic and allergy free hair products
 - using ultra-low ammonia hair colourants
 - using environmentally friendly product packaging
 - choosing responsible domestic products (Fairtrade tea and coffee)
 - encouraging carbon reducing journeys to work
-

Outcome

- 5 Plan and agree hair pattern designs

You need to know and understand:

- K18 suitable sources of information and design ideas and how to access them
- K19 how to present information and recommendations on designs clearly to your client
- K20 the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration
- K21 basic principles of design, scale and proportion
- K22 how to scale designs up and down to suit different head shapes
- K23 the design possibilities and limitations when working on hair
-

- K24 methods of preparing the hair prior to creating hair designs
 - K25 the types of hair cuts which form a suitable foundation for hair designs
 - K26 the different factors that must be taken into consideration prior to clippers and cutting, and how these may impact on the designs
 - K27 the average rate of hair growth
 - K28 the effects of continual close clipping on skin
 - K29 the potential risk of ingrowing hair resulting from the continual close clipping
-

Range

- (K26) **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 characteristics
 - hair classifications
 - head and face shape
 - hair length
 - hair style
 - presence of male pattern baldness
 - adverse skin conditions
 - scarring
-

Outcome

6 Create patterns in hair

You need to know and understand:

- K30 when and how to use different cutting techniques when creating designs in hair
 - K31 techniques for achieving accurate symmetrical patterns
 - K32 how to adapt your cutting techniques to create 2 dimensional (2D) and 3 dimensional patterns (3D)
 - K33 techniques for achieving positive and negative designs
 - K34 the importance of visually checking the cut
 - K35 how to visually check the design, pattern and cut
 - K36 how to level and test clippers
 - K37 the types of clippers, clipper blades and attachments available and the effects that these achieve
 - K38 the types of problems that can commonly arise when cutting designs in hair and ways in which they can be resolved, if possible
 - K39 the importance of providing advice and recommendations on the products and services provided in the salon
-

Range

- (K39) **Advice and recommendations:** additional services
additional products
-

Unit 405

Design and create patterns in hair (CB9)

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 designing and creating patterns in hair.
3. Your Assessor will observe your performance on **at least 3 occasions, all of which must be of different patterns**
4. From the range, you must show that you have:
 - use **all** the tools and equipment listed
 - produced **all** designs
 - taken into account **all** the factors listed
 - produce designs that cover a full head and a partial head
 - used **all** the cutting techniques 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..

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

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

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

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

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

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

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com
