

SVQs 1/2/3 in Hairdressing and Barbering (6009)

Version 2.0 (November 2015)

Assessor Guide

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Version and date	Change detail	Section
1.1 August 2015	Added guidance on Realistic Working Environments and CPD requirements Added extra information about cross-unit knowledge tests Added definition of 'AH' to FAQs Amended Appendix 1 – changed service times to “recommended service times” Appendix 2 has been updated	Assessor Guidance, Frequently Asked Questions, Appendix 1, Appendix 2
2.0 November 2015	Amended FAQs	Frequently asked questions

1 Assessor guidance

For the qualifications, candidates will be required to complete:

- a portfolio of evidence (logbook) for each unit
- the knowledge and understanding requirements.

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, knowledge and understanding for this qualification.

Before starting work towards the qualification, candidates will need support and guidance to enable them to

- identify which level of, in some cases which route within, the qualification is best suited to their needs
- identify any training needs and how to access development
- understand the assessment process and identify the people who will be involved
- understand how to identify evidence from their performance at work
- understand how to compile their portfolio of evidence

A blank Candidate skill scan form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

The purpose of assessment is to judge whether a candidate can consistently perform to the standard specified in the units and national occupational standards and meet the assessment requirements. The qualifications may be candidate-led, assessor-led or a combination of the two, in order to decide when candidates have gathered sufficient evidence to demonstrate that they can competently perform a particular task and are therefore ready to be assessed.

Assessment planning and review

Effective planning for assessment by the candidate and their assessor is essential if the candidate is to succeed within an appropriate timescale. The purpose of assessment planning is to help candidates identify how and when they will provide the evidence required to demonstrate their competence. Planning should be a joint activity between the candidate and the assessor.

Assessment planning will identify opportunities for evidence generation and assessment that occur naturally as the candidate carries out work and where opportunities might need to be created to allow the candidate to demonstrate competence. This could mean arranging with their manager for a candidate to exchange tasks with a colleague. The assessor will negotiate and agree with the candidate the types of work-based activity that will be observed and the products of that activity (eg articles, forms, reports) that will be presented as evidence. It is important that a realistic timescale is set for achievement of the first units or elements.

When planning assessments, the assessor should aim to identify opportunities for holistic assessment, that is, to assess across elements, a full unit or clusters of units. Assessing criterion by criterion is not good practice.

Approach to assessment

These qualifications are likely to call for a variety of assessment methods and the units and national occupational standards define what is to be assessed. Evidence produced by candidates must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are valid, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment

The evidence requirements detail how many performances and aspects of the range must be demonstrated. These are detailed in the supporting information section of each unit within the qualification handbook.

Workplace assessment

Candidates are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers' workplaces are the same, therefore assessment conditions may not be identical. However to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the candidate is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the candidate meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the candidate is not placed under more, or less, pressure than found normally in the workplace during assessment. It could be the case the candidate may feel more pressure simply because he or she is being assessed.

Realistic Working Environment (RWE)

Learners should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- centres must develop realistic management procedures that incorporate a 'salon/barber shop image' and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved

The RWE must adhere to the following principles:

- all assessments must be carried out under realistic commercial pressures and on clients, not other learners within the same cohort. Clients used should vary in age and hair classification
- all services performed must be completed in a commercially acceptable timescale
- learners must be able to achieve a realistic volume of work
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- a reception facility must be provided where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available
- a retail facility must be provided, stocked with products that relate to the clients' needs and complements the services offered
- all by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account.

Continuous Professional Development (CPD) requirements

Assessors, Internal Quality Assurers and External Quality Assurers should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the Awarding Organisation or other recognised and relevant providers in the sector.

For Assessors, Internal Quality Assurers and External Quality Assurers a minimum of 30 hours CPD is required per annum (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the organisation they work for.

Logbooks

City & Guilds supplies a specific candidate logbooks for each qualification that contain evidence recording and summary sheets. Centres may develop and use an alternative logbook, but it must include information equivalent to that recorded in the City & Guilds logbook, and must be approved by the centre's external verifier before use.

Service times

Candidates should be working towards service times that are agreed upfront and are commercially acceptable for the salon that the candidate is working in. As a guide we have added the pre-existing habia service times to Appendix 1.

Simulation

Simulation is not acceptable for any units within these qualifications.

Witnesses

It may not always be possible for the assessor to be present to observe a candidate's performance. For example, where their presence might be intrusive to the work being assessed or where an emergency incident occurs outside a planned assessment. In these cases a Witness Testimony, a

statement made by someone present while the candidate was performing an activity on-the-job, may be used as an alternative means of collecting evidence to support the assessment process.

Where Witnesses are used;

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with a candidate must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the candidate's ability to meet the evidence requirements will be the responsibility of the Assessor.

The role of the Witness is to submit evidence to the Assessor regarding the competence of the candidate in meeting the standards identified in any given unit. This evidence must directly relate to the candidate's performance in the work place which has been observed first hand by the Witness. Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Stylist; or
- Salon manager; or
- Receptionist; or
- Trainer; or
- Marketing director; or
- Client.

It is not necessary for Witnesses to hold an assessor qualification as it is the responsibility of the Assessor to make the final assessment decision(s) about the acceptability of all evidence submitted, regarding of the source.

The status of the witness is important to consider as this determines how much weight their statement has and what other supplementary evidence might be needed to infer competence.

The status of the witnesses can be judged against the following criteria:

- 1 = qualified assessor and occupational expert who is familiar with award standards
- 2 = occupational expert and familiar with standards
- 3 = occupational expert not familiar with standards
- 4 = non-expert

A status 1 or 2 witness is more able to make an accurate judgement about a candidate's competence than a status 3 or 4 witness; therefore their testimonies would usually require less additional evidence to allow the assessor to infer competence.

Witness status lists should be provided by centres as a standard part of the candidate portfolio. Witness testimonies should identify the unit/learning outcome/assessment criteria being claimed. An Assessor and Witness Status List form can be found in *Recording forms for centres and candidates* that can be found on the quality assurance pages of the City & Guilds website.

Assessment of knowledge and understanding

City & Guilds have provided assessments for all units. It is important that these assessment materials are used for summative assessment when the candidate has begun to demonstrate competence in the relevant unit.

The assessment strategy set by habia for these hairdressing and barbering qualifications specifies that candidates must sit **externally set questions** for the units listed below.

This means that centres must use either the online tests or the short answer questions papers that are provided by City & Guilds to assess their candidates' knowledge and understanding. The question papers and marking schemes can be found in separate password protected documentation on the City & Guilds website.

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
690	n/a	5	Cross unit knowledge test
204	CH4	5	Colour and lighten hair
205	CHB9	5	Advise and consult with clients
206	CHB11	5	Shampoo, condition and treat the hair and scalp
208	AH2	5	Relax hair
209	CH5	5	Perm and neutralise hair
219	CB6	5	Colour and lighten men's hair
790	n/a	6	Cross unit knowledge test
303	CH10	6	Creatively colour and lighten hair
304	CHB14	6	Provide hairdressing consultation services
305	AH7	6	Provide a variety of relaxing services
306	CH12	6	Provide creative hair extension services
307	CH13	6	Provide a variety of permed effects
311	CB10	6	Provide shaving services
401	CH11	7	Hair colour correction services
403	CHB16	7	Provide specialist hair and scalp treatments

For the remaining units centres can devise their own assessments or use City & Guilds assessments. All centre devised assessments must be checked by the External Quality Assurer.

We have provided online and paper based multiple choice question papers for all SCQF Level 4 units.

We have provided online tests and short answer question papers for all units at SCQF Levels 5, 6 and 7 apart from the three units listed below. For these we have provided assignments that have been designed to assess both the practical and knowledge for each of the units. These can be found in the same password protected document as the question papers.

City & Guilds Unit Number	NOS Reference	SCQF Level	Unit Title
308	CHB18	6	Contribute to the financial effectiveness of the business
402	CHB15	7	Develop, enhance and evaluate your creative hairdressing skills
404	CHB17	7	Contribute to the planning, implementation and evaluation of promotional activities

Cross unit knowledge tests

Cross Unit Knowledge tests have been devised to reduce the burden of over-assessment and repetition for candidates. They have been produced as both online and paper based tests. It is recommended that the Cross Unit Knowledge test is taken **before** any other technical unit test. A separate cross-unit test has been produced for SCQF Level 5 and SCQF Level 6. There is **no** Cross Unit Knowledge test for SCQF Level 4. The SCQF Level 4 qualification covers the cross unit knowledge content of the optional SCQF Level 5 units within its structure. The Cross Unit Knowledge tests at level 2 and 3 can be used for Barbering as well as Hairdressing.

The mapping that shows how the cross unit knowledge tests links to each individual unit can be found in Appendix 2.

Test conditions and Invigilation requirements

All tests, whether taken online or via short answer question papers are required to be sat in **closed book conditions**, so notes or text books **cannot** be used. Tests should be taken under supervised conditions, this means that all activities will be completed with an invigilator present. Strict exam regulations do not apply; candidates may take the questions in their normal learning environment and the tutor may act as the invigilator. The invigilation of these tests is the same for both online and the paper based tests. Candidates should on no account be allowed to take question papers or answers away with them, and copies of question papers and marking schemes should be kept securely by the centre at all times.

Pass requirements

100% achievement is required for Cross Unit Knowledge tests, however, once 70% has been achieved in one sitting, alternative methods of assessment may be used to demonstrate the remaining knowledge. Alternative methods may include oral questioning. Closed book conditions still apply.

Each technical unit test has a 70% pass mark, this must be achieved in one sit and once achieved there is no requirement to assess the remaining knowledge.

It is advisable that the candidate has sufficient time to prepare for these tests. If a candidate completes any test and does **not pass** (or reached achieved or partially achieved for CUK tests), then they must re-sit the **full test**.

Online test entry and score reports

Candidates can be registered for online tests on Walled Garden using the (e-volve) three digit test numbers listed in the Assessment section of the qualification handbook.

On completion of an online test, a score report is produced. The score report will indicate whether the candidate has passed or failed (or not achieved, partially achieved or achieved for the CUK tests), the overall percentage achieved for the test and details a candidate's performance against each specified knowledge area. This more detailed breakdown can be used to identify areas of knowledge that candidates have not achieved.

The knowledge areas on the score report are displayed in numerical (alpha) order, this does not necessarily follow the same order as the questions in the test or the candidates' logbook. The knowledge areas in the test are mapped to the Knowledge (K) statements in the units section of the qualification handbook.

For each knowledge area the score report will display the % the candidate has achieved for that area. If it displays as 100% it shows that a candidate has achieved all questions within that knowledge area, some areas of the test may require the candidate to answer more than one question, in these cases if a candidate has only achieved some of the questions this will be displayed as a weighted proportion (e.g. 50%).

Some tests will display a overall test result lower than 70% but still indicate that a candidate has passed the test, this is because we have taken into account that for some tests 70% will not be a whole mark, so when setting pass marks we have rounded to the nearest whole mark below 70%. The % pass mark is set by habia at knowledge criteria level, and does not account for further breakdown within those areas of knowledge, we have accounted for this when setting the raw marks.

An example of a score report can be found in Appendix 3.

How to use and mark paper tests

The paper tests are intended to be completed by the candidate in writing; however at the assessor's discretion the questions may be completed through oral questioning where this method of assessment is more suitable for the candidate. If an electronic recording device is used during oral questioning:

- the assessor and candidate must identify themselves at the start of the recording
- the questions asked and candidate's responses must be clearly recorded
- the data files must be saved and filed in a manner that assures their security and ease of retrieval for quality assurance purposes.

New assessors using oral questioning to cover the written questions must make brief notes directly onto the answer paper in order to record the quality of the candidate's responses. The online test score report can also be used to record evidence of oral questioning.

The paper tests should be photocopied along with their cover sheets and handed out to candidates immediately before they take the test. Centres can photocopy the paper test and hold a stock securely within the centre. The cover sheets include a recommended test duration, these have been added for guidance and do **not** have to be adhered to.

Short answer questions

The model answers for the paper tests, which are supplied in the marking scheme documents, are not exhaustive and whilst assessors should try to follow the guide as much as possible, they should use their discretion as to whether an answer given by a candidate is acceptable. This is particularly so where questions demand an answer that involves salon policy. Assessors should consult their Internal Quality Assurer for guidance in cases of doubt, who in turn should consult their External Quality Assurer, as required.

Multiple-choice answer sheets

City & Guilds has provided a generic multiple choice answer sheet to be used by all candidates for all the hairdressing multiple choice question papers. This multiple choice answer sheet should be used by candidates during tests to record their responses, and should then be marked by the centre against the relevant keys in question paper and marking scheme document. The answer sheets provide the evidence required to show that the candidate has sat and passed the knowledge tests, and therefore should be held securely.

It is expected that centres will print a stock of multiple choice answer sheets to use as required.

Assignments or projects

Assignments can be developed by centres for some areas of the essential knowledge and understanding component of the standards that are not required to be covered by externally set questions. Centres wishing to develop their own assignments must ensure they are checked by their External Quality Assurer before using. Centres should be careful not to develop additional assessment materials for judging competency where other forms of assessment may more readily and efficiently provide this. Assignments are generally carried out over a period of time and will not be continuously observed. A project may cover aspects of work outside the candidate's responsibility such as assessing health and safety hazards in the workplace (SCQF Levels 4 or 5) or reviewing a department's operating procedures and making recommendations to management (SCQF Levels 6 or 7).

City & Guilds has provided assignments that have been designed to assess both the practical and knowledge for 3 units across the qualifications. The tasks should only be provided to the candidates once it is evident that they are ready to undertake the summative assessment. A realistic timeframe should be set for completion of each task. The handing out of tasks and the deadlines for their return are matters for agreement between the assessor and the candidates locally. Candidates should be able to negotiate deadlines where they have a good reason for the request, but reliability and punctuality are watchwords of employment and centres will refer to their own centre policy when dealing with late submissions where no good reason is provided.

The tasks candidates have been set for this qualification should not prevent access unfairly. If a task is thought to prevent fair access due to the type of evidence required, advice should be sought from the External Quality Assurer on providing the evidence in a different format. For example if a task requires the candidate to provide information as a poster, then unless the design of the poster is being assessed, an alternative format such as an information sheet or report may be acceptable. Note however, that the requirements of the task must still be met in full and the marking/grading criteria applied without change.

Security and storage of assessment materials

Portfolios

The candidate owns the portfolio throughout the assessment and quality assurance process and after certification. Assessors may review the portfolio at the centre following an assessment, returning it later to the candidate. It will be held at the centre for internal quality assurance.

Portfolios of evidence may be returned to candidates after certification. The City & Guilds External Quality Assurer may however wish to see the portfolio during the visit that follows the award of the certificate. The centre must tell candidates that their portfolio may need to be retained by the centre or made available to the centre for this visit.

Question packs and Marking guides

Question pack and Marking guide documentation must be stored securely by centres at all times.

Candidate's completed written answer sheets for questions **must** be retained securely by centres for quality assurance purposes following certification. Currently this is for a period of **three** years from the date of certification, this may be in electronic format. After this time the papers may be securely destroyed. They **must** not be given to the candidate.

Question paper header sheets and online test score reports can and should be included in the candidates' portfolio.

2 Frequently asked questions

1. Can men be used in the CH4 Colour and Lighten Hair?

Yes - the term Hairdressing covers both men and women, as long as the requirement of the range and the performance criteria is met.

2. In the technical units it states that different clients need to be used, can you use the same client across different units?

Yes, clustering of assessments is good practice, to make the most of an assessment opportunity.

3. Can a Flat topper be used to carry out a Flat top at SCQF Level 5?

Yes

4. Does "pulled through" in the SCQF Level 5 colouring units have to be a cap?

No, it could be combs, spatula, foil or film pull through strips, colour cups, colour cones or cap

5. Once you achieve 70% in the Cross Unit Knowledge test, can the remaining questions be carried out in open book conditions?

No - you can orally question candidates, but if you choose to resit the written test or on line e-volve test then this need to be carried out in closed book conditions.

6. In CHB9 and CHB14 consultation units, can a candidate still achieve the consultation observation if the technical unit was not successful?

Yes, as long as it meets the full requirement of the unit.

7. Is there a separate route for e-volve testing?

No, all qualifications are built with the option of doing either paper based tests, e-volve on line tests or a mixture of both, depending on the needs of the candidate.

8. What do CHB/CB/CH/AH stand for?

The 'CH' in the unit number means 'classification of hair' types; this covers hair classifications from straight to very curly hair. Units that start with 'CH' are hairdressing units, units that start with 'CB' are barbering units and those starting with 'CHB' are combined hairdressing and barbering units. For example, CHB11 is combined hairdressing and barbering – this is the 'Shampooing, condition and treat the hair and scalp' unit, and CH4 is hairdressing – this is the 'Colour and lighten hair' unit and CB2 is barbering – this is 'Cut hair using basic barbering techniques'. 'AH' stands for African-type hair.

9. Now that the service times are flexible and Assessors can use their own professional discretion, do they need to be recorded?

Yes, the service times should be agreed a head of the assessment with the candidate and it is good practice in case of a candidate appeal etc.

10. When can witness testimonies be used?

A witness testimony can be used as long as the pre-stated number of observations have been completed by an Assessor.

11. Must an Assessor have achieved or be working towards the Level 3 Certificate in Assessing Vocational Achievement or hold A1/D33) to sign off the 'unit sign off' at the end of each unit?

Yes.

12. What qualifications does an Assessor have to hold to assess 6009?

To assess the practical only - Level 3 Award in Assessing Competence in the Work Environment or *D32 / A2 / A1.

To assess the practical and all aspects of 'What you should know' - Level 3 Certificate in Assessing Vocational Achievement or *D32/D33 or A1.

* Holders of A1 and D32/33 must work to the revised National Occupational Standards for Learning Development.

13. A student has been working in the industry for a length of time. What is the minimal requirement in terms of RPL?

As a minimum for each unit learners should be observed at least once and any mandatory questions completed.

Appendix 1 Service times

Range of Service Times for SVQ 2 in Hairdressing at SCQF Level 5

The recommended service times quoted below have been developed for SVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 5 Hairdressing standards only.

Service	Minutes (recommended)
Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
Applying shampoo and treatments to chemically treated hair (i.e. permed, relaxed or coloured hair)	15
Set and dress hair – above shoulder (excluding drying)	35
Set and dress hair – below shoulder (excluding drying)	45
Blow dry and finish – above shoulders	35
Blow dry and finish – below shoulders	45
Blow dry to a finish using electric tongs – short hair	50
Blow dry to a finish using electric tongs – long hair	60
Styling using heated and thermal equipment only	30
Cut hair only	45
Mix and apply colour - re-growth, permanent colour	25
Pulled through highlights/lowlights (including preparation and application) – full head	35
Pulled through highlights/lowlights (including preparation and application) – at least 20% of the head	15
Woven highlights/lowlights (including preparation and application) – full head	75
French plait, fishtail plait	30
Twists and/or cornrows to cover 50% of the head	45
Perm (winding only)	45

Range of Service Times for SVQ 2 in Barbering.at SCQF Level 5

The recommended service times quoted below have been developed for assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the SCQF Level 5 Barbering standards only.

Service	Minutes (recommended)
Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
Cut, blow dry/dry and finish (men's) hair	30
Mix and apply a full head application of quasi-permanent colour	20
Mix and apply colour - full head virgin application permanent colour or lightener	45
Mix and apply colour - re-growth, permanent colour or lightener	25
Perm (Winding only)	45
Cut full beards	15
Cut moustaches	5

Range of Service Times for SVQ 3 in Hairdressing and SVQ 3 in Barbering at SCQF Level 6.

Owing to the nature of many of the services in the SCQF Level 6 qualification, it is not possible to set a precise time for completion. Times for critical aspects of perming services are quoted below.

Service	Minutes (recommended)
Perm (winding only)	
a. piggy back	60
b. spiral	90
c. weaving	45
d. root	25
e. hopscotch	60
f. double	60
Thermal pressing (straightening)	45
Thermal styling (excluding spiral curls)	30

Appendix 2 Cross unit knowledge

SCQF Level 5 Cross Unit Knowledge Test mapped to SVQ2 in Hairdressing at SCQF Level 5

Knowledge Requirements	Unit numbers and NOS reference													
	201 CH1	202 CH2	203 CH3	204 CH4	205 CHB9	206 CHB11	207 CHB12	208 AH2	209 CH5	210 CH6	211 CH7	212 CHB8	213 CHB13	214 CB2
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)						K1								K11
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling Act/Trade Descriptions Act/Consumer Protection Legislation)						K1								
how the position of your client and yourself can affect the desired outcome	K6	K6	K6	K4		K4		K4	K7	K4	K4	K3		K36

how the position of your client and yourself can affect fatigue and the risk of injury	K6	K6	K6	K4		K4		K4	K7	K4	K4	K3		K6
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K15	K14	K14	K13		K12		K14	K14	K13	K15	K10		K17
the hazards and risks which exist in your workplace	K12	K12	K12	K10		K10		K8	K12	K11	K13	AC2.2		K16
the safe working practices which you must follow in your workplace	K12	K12	K12	K10		K10		K8	K12	K11	K13			K16
the different types of working methods that promote environmental and sustainable working practices	K2	K2	K2	K11		K11		K9	K13	K12	K14			K10
what is contact dermatitis	K5	K5		K14		K5			K5		K5	K5		
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services	K5	K5		K14		K5		AC2.4	K5		K5	K5		
Explain the importance of questioning clients prior to and during services	AC 2.5	AC 2.5	K20					K18						
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids		K34		K42										K25
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration		K34		K42										K25
why is it important to keep your work area clean, tidy and well organised	K8	K8	K8	K6		K6		K5	K8	K5	K6	K8		K13
why it is important to avoid cross-infection and infestation	K7	K7	K7			K7				K7	K9			K11
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K11	K11	K11	K8		K8		K7	K9	K8	K10	K9		K15
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K10	K10	K10	K9		K9		K6	K11	K10	K12			K14
the importance of following manufacturers' instructions for products, tools and equipment								K39			K20			
the importance of following manufacturers' instructions when carrying out tests											K20			
the importance of using products economically and minimising waste	AC 5.5	AC 5.5		K51				K55	K47	K25				AC 4.4
the importance of providing advice and recommendations on the products and services provided in your workplace	K36	K36	K27	K61	K26	K37		K58	K50	K31	K45			K49

SCQF Level 5 Cross Unit Knowledge Test mapped to SVQ 2 in Barbering at SCQF Level 5

Knowledge Requirements	Unit numbers and NOS reference												
	214 CB2	215 CB3	216 CB4	217 CB5	205 CHB9	207 CHB12	208 AH2	218 CB1	219 CB6	209 CH5	210 CH6	211 CH7	213 CHB13
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K1	K1		K1	K1	K1	K1	K1	K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)													K11
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling Act/Trade Descriptions Act/Consumer Protection Legislation)													K1
how the position of your client and yourself can affect the desired outcome	K36	K5	K4	K5			K4	K5	K4	K7	K4	K4	
how the position of your client and yourself can affect fatigue and the risk of injury	K6	K5	K4	K5			K4	K5	K4	K7	K4	K4	
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K17	K15	K11	K14			K14	K13	K15	K14	K13	K15	
the hazards and risks which exist in your workplace	K16	K13	K9	K13			K8		K8	K12	K11	K13	
the safe working practices which you must follow in your workplace	K16	K13	K9	K13			K8	K11	K8	K12	K11	K13	
the different types of working methods that promote environmental and sustainable working practices	K10	K14	K10				K9		K11	K13	K12	K14	
what is contact dermatitis			K12					K10	K14	K5		K5	

how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services			K12				AC2.4	K10	K14	K5		K5
Explain the importance of questioning clients prior to and during services							K18					
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids	K25	K21	K16	K24					K39			
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration	K25		K16	K24					K39			
why is it important to keep your work area clean, tidy and well organised	K13	K8	K5	K6			K5	K6		K8	K5	K6
why it is important to avoid cross-infection and infestation	K11			K8							K7	K9
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K15	K12	K8				K7	K9	K6	K9	K8	K10
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K14	K11	K7	K12			K6		K9	K11	K10	K12
the importance of following manufacturers' instructions for products, tools and equipment			K19				K39	K14				K20
the importance of following manufacturers' instructions when carrying out tests			K19					K14				K20
the importance of using products economically and minimising waste			AC 5.5				K55		K7/ K51	K47	K25	
the importance of providing advice and recommendations on the products and services provided in your workplace	K49	K36	K34	K36	K26		K58		K61	K50	K31	K45

SCQF Level 6 Cross Unit Knowledge Test mapped to SVQ 3 in Hairdressing at SCQF Level 6

Knowledge Requirements	Unit numbers and NOS reference											
	301 CH8	302 CH9	303 CH10	304 CHB14	305 AH7	306 CH12	307 CH13	308 CHB18	401 CH11	402 CHB15	403 CHB16	404 CHB17
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR))	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K1	K1	K1	K12	K1	K1	K1		K1		K1	
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)				K30					K1			
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling)				K12					K1			

your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Disability Discrimination Act)				K12						
how the position of your client and yourself can affect the desired outcome	K4	K5	K5		K4	K5	K5		K1	K4
how the position of your client and yourself can affect fatigue and the risk of injury	K4	K5	K5		K4	K5	K5		K5	K4
the importance of personal hygiene and presentation in maintaining health and safety in your workplace	K13	K13	K12		K11	K12	K12		K13	K11
the hazards and risks which exist in your workplace	K11	K11	K10		K8				K9	K9
the safe working practices which you must follow in your workplace	K11	K11	K10		K8		K8		K9	K9
the different types of working methods that promote environmental and sustainable working practices	K12	K12	K11		K9	K6	K11		K10	K10
what is contact dermatitis	K5		K13			K4	K10		K14	
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services	K5		K13		AC2.4	K4	K10		K14	
Explain the importance of questioning clients prior to and during services	AC 2.5	AC 2.4								
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids			K25							
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration			K25							
why it is important to keep your work area clean, tidy and well organised	K6	K6	K6		K5	K7	K6		K6	K5
why it is important to avoid cross-infection and infestation	K8	K8								

methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K9	K9	K8		K10	K11	K9		K8		
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K10	K10	K9		K7	K10	K8		K7		K8
the importance of following manufacturers' instructions for products, tools and equipment						K32				AC 4.2	
the importance of following manufacturers' instructions when carrying out tests						K32				AC 4.2	
the importance of using products economically and minimising waste	AC 5.6		K50		K36		AC 5.5		K59		
the importance of providing advice and recommendations on the products and services provided in your workplace	K34	K35	K60	K32	K58	K47	K48		K64		K42

SCQF Level 6 Cross Unit Knowledge Test mapped to SVQ 3 in Barbering at SCQF Level 6

Knowledge Requirements	Unit numbers and NOS reference													
	304 CHB14	309 CB7	310 CB8	311 CB10	209 CH5	213 CHB13	219 CB6	305 AH7	308 CHB18	401 CH11	402 CHB15	403 CHB16	404 CHB17	405 CB9
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Manual Handling Operations Regulations)	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR))	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Control of Substances Hazardous to Health Regulations (COSHH))	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (The Electricity at Work Regulations)	K12	K1	K1	K1	K1		K1	K1		K1		K1		K1
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Data Protection Act)	K30									K1				
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Working Time Directives/Sale of Goods Act/Distance Selling)	K12									K1				

Act/Trade Descriptions Act/Consumer Protection Legislation)													
your responsibilities under current, relevant health and safety legislation , standards and guidance such as the Health & Safety at Work Act and any other relevant legislation (Disability Discrimination Act)	K12												
how the position of your client and yourself can affect the desired outcome		K5	K6	K5	K6		K4	K4		K1		K4	K5
how the position of your client and yourself can affect fatigue and the risk of injury		K5	K6	K5	K6		K4	K4		K5		K4	K5
the importance of personal hygiene and presentation in maintaining health and safety in your workplace		K15	K14	K16	K14		K15	K11		K13		K11	K14
the hazards and risks which exist in your workplace		K14	K12	K13	K12		K8	K8		K9		K9	K12
the safe working practices which you must follow in your workplace		K14	K12	K13	K12		K8	K8		K9		K9	K10
the different types of working methods that promote environmental and sustainable working practices		K13	K13	K14	K13		K11	K9		K10		K10	K13
what is contact dermatitis					K5		K14			K14			
how to avoid developing contact dermatitis whilst carrying out hairdressing/barbering services					K5		K14	AC2.4		K14			
Explain the importance of questioning clients prior to and during services		K24	AC 2.8	AC 2.4			AC 2.5						AC 2.4
the importance of exploring and confirming the details of the service prior to starting / the importance of exploring and confirming the details of the service using visual aids			K18/20	K32			K39						K20
the importance of ensuring client is aware what the agreed service will entail and its likely cost and duration			K20	K32			K39						K20
why it is important to keep your work area clean, tidy and well organised		K6	K7	K9	K8		K5	K5		K6		K5	K9

why it is important to avoid cross-infection and infestation	K12	K9	K8										K8
methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	K11	K10	K15	K9		K6	K10		K8				
the different methods of cleaning, disinfecting and sterilisation used in your workplace	K9	K11	K11	K11	K9		K7		K7		K8		K11
the importance of following manufacturers' instructions for products, tools and equipment						K36				AC 4.2			
the importance of following manufacturers' instructions when carrying out tests						K36				AC 4.2			
the importance of using products economically and minimising waste			K32	K47		K7/ K51	K36		K59				
the importance of providing advice and recommendations on the products and services provided in your workplace	K32	K46	K34	K47	K50	K61	K58		K64		K42		K39

Appendix 3 Score report

Exam Reports

99ASQU - Assessment and Quality QA Centre
6008-610 Plait and twist hair (CH6)



Results Summary:

Candidate Name	Enrolment No.	ULN	Test Date	Result
			13/03/2015	Pass

Results Breakdown:

Plait and twist hair (CH6)	Percentage Correct of All Marks Available
AC 3.2 describe ways of dealing with any influencing factors	100.00
AC 4.3 Explain the importance of following salon and manufacturers' instructions for products, tools and equipment	0.00
K09 why it is important to position your equipment and tools for ease of use	100.00
K17 how different factors influence the choice and direction of plaited or twisted style	100.00
K18 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	0.00
K19 the importance of sectioning the hair accurately when plaiting and twisting	0.00
K20 methods of securing the completed plaits and twists	100.00
K22 the importance of checking client comfort during the plaiting and twisting process	100.00
K23 / K24 the types of products available for use with plaits and twists and when you would use them / when and why you would use different types of products	50.00
K28 the potential consequences of excessive tension on the hair	100.00
K29 the physical effects on the hair structure of plaiting and twisting	100.00
K30 the removal requirements for plaits and twist	0.00
Total	66.67
Exam Total	66.67

This is not a certificate.

All marks and results shown are subject to moderation by the awarding organisation.

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Appendix 4 Mapping of NOS statements to the observation sign-off sheets within the Hairdressing and Barbering logbooks

The following document shows how the National Occupational Standards (NOS) for Hairdressing and Barbering map to the observation sign-off sheets in the logbooks.

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
105	Assist with relaxing services (SKAAH1)	01 Be able to assist with relaxing services	a Apply safe and hygienic methods of working throughout services	P1 - P7, P9
			b Use products, tools and equipment as instructed	P8, P10
			c Carry out the removal of relaxing products as instructed	P11 - P17
			d Carry out the normalising of relaxed hair as instructed	P18 - P22
208	Relax hair (SKAAH2)	01 Be able to relax hair	a Prepare for relaxing services	P1, P2, P18, P19, P8
			b Apply safe and hygienic methods of working throughout services	P1-P10, P14, P16, P20, P25, P27, P33
			c Consult with clients about services and outcomes of tests	P11, P12, P13, P15, P17
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P18, P19
			f Carry out relaxing services	P9, P11, P20-P34, P3
			g Provide clients with advice and recommendations on the service(s) provided	P15, P35,

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
305	Provide a variety of relaxing services (SKAAH7)	01 Be able to provide a variety of relaxing services	<p>a Prepare for relaxing services</p> <p>b Apply safe and hygienic methods of working throughout service</p> <p>c Consult with clients about services and outcomes of tests</p> <p>d Confirm with clients the desired effect</p> <p>e Evaluate the suitability of products, tools and equipment for relaxing services</p> <p>f Carry out a variety of relaxing services</p> <p>g Assess any relaxing problems and implement suitable action</p> <p>h Provide clients with advice and recommendations on the service(s) provided</p>	<p>P1 - P10, P27</p> <p>P12 - P17</p> <p>P18 - P25</p> <p>P11P26 - P40,</p> <p>P35</p> <p>P22, P23, P41</p>
218	Assist with shaving services (SKACB1)	01 Be able to assist with shaving services	<p>a Prepare for shaving services following instructions</p> <p>b Apply safe and hygienic methods of working throughout services</p> <p>c Assist with shaving services as instructed</p> <p>d Use products, tools and equipment as instructed</p>	<p>P2 – 4,</p> <p>P1, P5, P6, P8 – 14, P22</p> <p>P7, P23, P24, P28</p> <p>P15 – 21, P25 – 27</p>
214	Cut men’s hair using basic techniques (SKACB2)	01 Be able to cut hair using basic barbering techniques	<p>a Prepare for cutting services</p> <p>b Apply safe hygienic methods of working throughout services</p>	<p>P2, P12</p> <p>P1, P3 – 8, P9, P10, P17</p>

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Consult with clients to confirm the desired look	P13, P22
			d Select suitable products, tools and equipment	
			e Carry out cutting services	P11, P14 – 16, P18 – 21, P23 – 25
			f Provide clients with advice and recommendations on the service(s) provided	P26
215	Cut facial hair to shape using basic techniques (SKACB3)	01 Be able to cut facial hair to shape using basic techniques	a Prepare for facial hair shaping services	P2, P14
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11, P18
			c Consult with clients to confirm the desired look	P13, P15
			d Select suitable products, tools and equipment	
			e Carry out facial hair shaping services	P12, P16, P17, P19 – 24
			f Provide clients with advice and recommendations on the service(s) provided	P25
216	Dry and finish men's hair (SKACB4)	01 Be able to dry and finish men's hair	a Prepare for drying and finishing services	P2,
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 10
			c Consult with clients to confirm the desired look	P12
			d Select suitable products, tools and equipment	P12

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			e Carry out drying and finishing services	P11, P13, P14, P15, P16, P17, P18, P19, P20,
			f Provide clients with advice and recommendations on the service(s) provided	P21
217	Create basic outlines and detailing in hair (SKACB5)	01 Be able to create basic outlines and detailing in hair	a Prepare for creating basic outlines and detailing services	P2, P12, K28
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 10,
			c Consult with clients to confirm the desired look	P13 – 20,
			d Select suitable products, tools and equipment	
			e Carry out basic outlining and detailing services	P11, P21 – 29, K30, K31
			f Provide clients with advice and recommendations on the service(s) provided	P30,
219	Colour and lighten men's hair (SKACB6)	01 Be able to colour and lighten men's hair	a Prepare for men's colouring and lightening services	P2, P8
			b Apply safe and hygienic methods of working throughout services	P1, P3-7, P9-10
			c Consult with clients about the service and the outcome of tests	P12-15, P23
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P16, P19-22
			f Carry out colouring and lightening services on men's hair	P11, P24-36

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			g Provide clients with advice and recommendations on the service(s) provided	P17-18, P37
309	Creatively cut hair using a combination of barbering techniques (SKACB7)	01 Be able to cut hair using a combination of barbering techniques	a Prepare for creative hair cutting services	P2, P17
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11
			c Consult with clients to confirm the desired look	P13 – 16, P18, P28
			d Select suitable products, tools and equipment	
			e Carry out creative hair cutting services	P12, P19 – 27, P29 – 33,
			f Provide clients with advice and recommendations on the service(s) provided	P34
310	Design and create a range of facial hair shapes (SKACB8)	01 Be able to design and create a range of facial hair shapes	a Prepare for facial hair shaping services	P2, P17,
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11,
			c Consult with clients to confirm the desired look	P13 - 16
			d Select suitable products, tools and equipment	
			e Design and create a variety of facial hair shapes	P12, P18 – 28,
			f Provide clients with advice and recommendations on the service(s) provided	P29
405	Design and create patterns in hair (SKACB9)	01 Be able to design and create patterns in hair	a Prepare for creative hair cutting services	P2, P13, P22,
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11,

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Consult with clients to confirm the desired look	P14 – 19, P21,
			d Select suitable products, tools and equipment	
			e Design and create patterns in hair	P12, P20, P23 – 31
			f Provide clients with advice and recommendations on the service(s) provided	P32
311	Provide shaving services (SKACB10)	01 Be able to provide shaving services	a Prepare for shaving services	P2, P17, P19
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 10, P12
			c Consult with clients to confirm the desired look	P14, P15
			d Select suitable products, tools and equipment	P15,
			e Carry out shaving services	P11, P13, P16, P18, P 20-32
			f Provide clients with advice and recommendations on the service(s) provided	P33
201	Style and finish hair (SKACH1)	01 Be able to style and finish hair	a Prepare for styling and finishing services	P2
			b Apply safe and hygienic methods of working throughout services	P1, P3 – P9, P16
			c Consult with clients to confirm the desired look	P30
			d Select suitable products, tools and equipment	P19, P27
			e Carry out styling and finishing services	P10 –P15, P17 – P29

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			f Provide clients with advice and recommendations on the service(s) provided	P31
202	Set and dress hair (SKACH2)	01 Be able to set and dress hair	a Prepare for setting and dressing services	P2-P3
			b Apply safe and hygienic methods of working throughout services	P1, P4-P10
			c Consult with clients to confirm the desired look	P11-P12
			d Select products, tools and equipment	P1, P4,P13, P14 P26
			e Carry out setting and dressing services	P12, P15-P29
			f Provide clients with advice and recommendations on the service(s) provided	P30
203	Cut hair using basic techniques (SKACH3)	01 Be able to cut hair using basic techniques	a Prepare for cutting services	P2
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11
			c Consult with clients to confirm the desired look	P13, P14
			d Select suitable products, tools and equipment	
			e Carry out cutting services	P12, P15 – 24
			f Provide clients with advice and recommendations on the service(s) provided	P25
204	Colour and lighten hair (SKACH4)	01 Be able to colour and lighten hair	a Prepare for colouring and lightening services	P2-3, P9, P23
			b Apply safe and hygienic methods of working throughout services	P1, P4-8, P10-11

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Consult with clients about services and outcomes of tests	P13-16, P24, P37
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P17, P20-22
			f Carry out colouring and lightening services	P12, P25-36,
			g Provide clients with advice and recommendations on the service(s) provided	P18-19, P38, K60
209	Perm and neutralise hair (SKACH5)	01 Be able to perm and neutralise hair	a Prepare for perming and neutralising services	P2, P3, P9, P20,
			b Apply safe and hygienic methods of working throughout services	P1, P4- P7, P8.2, P8.4, P8.5, P8.6, P10, P11, P28.1, P28.2, P28.3,
			c Consult with clients about services and outcomes of tests	P13,P14,P15,P16,P17,
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P18, P19
			f Carry out perming and neutralising services	P8.1, P8.3, P12, P21- P27, P29 -P38
			g Provide clients with advice and recommendations on the service(s) provided	P39
210	Plait and twist hair (SKACH6)	01 Be able to plait and twist hair	a Prepare for plaiting and twisting services	P1, P2- P4
			b Apply safe and hygienic methods of working throughout services	P5 – P10

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Consult with clients to confirm the desired look	P12 –P13, P20, P23
			d Select suitable products, tools and equipment	P11
			e Carry out plaiting and twisting services	P11, P14 – P22
			f Provide clients with advice and recommendations on the service(s) provided	P24
211	Temporarily attach hair to enhance a style (SKACH7)	01 Be able to attach hair to enhance the style	a Prepare for hair attachment services	P1 –P3, P18 – P19
			b Apply safe and hygienic methods of working throughout services	P4, P5, P6, P7.1-7.6, P8, P10, P12 – P16
			c Consult with clients to confirm the desired look	P20, P27 –P28
			d Select suitable products, tools and equipment	P9,P17, K24
			e Carry out hair attachment and removal services	P11, P21 – P26, P29 – P36
			f Provide clients with advice and recommendations on the service(s) provided	P37
301	Creatively style and dress hair (SKACH8)	01 Be able to creatively style and dress hair	a Prepare for creative styling and dressing services	P2, P13
			b Apply safe and hygienic methods of working throughout services	P1, P3 – P10
			c Consult with clients to confirm the desired look	P12, P22 – P23
			d Select suitable products, tools and equipment	P21
			e Carry out creative hair styling and dressing services	P11, P14 – P20
			f Provide clients with advice and recommendations on the service(s) provided	P24

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
302	Creatively cut hair using a combination of techniques (SKACH9)	01 Be able to cut hair using a combination of techniques	a Prepare for creative styling and dressing services	P2, P16,
			b Apply safe and hygienic methods of working throughout services	P1, P3 – 11,
			c Consult with clients to confirm the desired look	P12 -15,
			d Select suitable products, tools and equipment	
			e Carry out creative hair cutting services	P17 – 30
			f Provide clients with advice and recommendations on the service(s) provided	P31
303	Creatively colour and lighten hair (SKACH10)	01 Be able to creatively colour and lighten hair	a Prepare for creative colouring and lightening services	P2-3, P9, P22
			b Apply safe and hygienic methods of working throughout services	P1, P4-8, P10-11, P31
			c Consult with clients about services and outcomes of tests	P13-16, P23
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P19-21
			f Assess any colouring problems and implement suitable action	P27, P33, P39
			g Carry out colouring and lightening services	P12, P25-26, P28-30, P32, P34-37, P42
			h Provide clients with advice and recommendations on the service(s) provided	P17-18, P24, P38, P40-41

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
401	Hair colour correction services (SKACH11)	01 Be able to carry out hair colour correction services	a Prepare for hair colour correction services	P2, P9
			b Apply safe and hygienic methods of working throughout services	P1, P3-7, P8.2, P8.4, P8.5, P10-11
			c Analyse and evaluate hair colour problems	P13, P18, P19
			d Consult with clients about services and outcomes of tests	P14-18,20
			e Confirm with clients the desired effect	P21
			f Evaluate the suitability of products, tools and equipment for hair colour correction services	P28-30
			g Carry out the hair colour correction services	P13.5 P8.1, P8.3, P8.6, P12, P31-37, P39-40,
			h Provide clients with advice and recommendations on the service(s) provided	P22-27, P38, P41
306	Provide creative hair extension services (SKACH12)	01 Be able to attach hair extensions	a Prepare for hair extension services	P1, P17 – P19
			b Apply safe and hygienic methods of working throughout services	P2 – P8 P10, P11, P12, P13, P14, P27, P28
			c Consult with clients to confirm the desired look	P20, P27, P38
			d Select suitable products, tools and equipment	P15,P16, P37
			e Carry out hair extension services	P9, P21 – P25, P26, P29 – P36, P40 – P44
			f Provide clients with advice and recommendations on the service(s) provided	P39, P45

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
307	Create a variety of permed effects (SKACH13)	01 Be able to creatively perm hair	a Prepare for creative perming services	P2, P8, P18
			b Apply safe and hygienic methods of working throughout services	P1, P3-7, P9-10
			c Consult with clients about services and outcomes of tests	P12, P13 - 15, P19, P28, P29
			d Confirm with clients the desired effect	
			e Select suitable products, tools and equipment	P7.1, P16, P17
			f Carry out creative perming services	P7.3, P11, P21 - P24, P26, P27
			g Assess any perming problems and implement suitable action	P25
			h Provide clients with advice and recommendations on the service(s) provided	P20, P30
101	Prepare for hair services and maintain work areas (SKACHB1)	01. Be able to prepare and maintain the work area for hair services	a Prepare for hair services	P1-P7
			b Maintain the work area	P8-P13
102	Contribute to the development of effective working relationships (SKACHB2)	01 Be able to develop working relationships with clients and colleagues	a Develop effective working relationships with clients	P1 – P5
			b Develop effective working relationships with colleagues	P6 – P11
		02 Be able to plan for self-development within job role	a Identify personal strengths and weaknesses	P12-P16
			b Contribute and agree to a self-development plan with targets	P17-P19

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
105	Assist with salon reception duties (SKACHB3)	01. Be able to assist with salon reception duties	a Maintain the reception area	P1-5
			b Attend to clients and enquiries	P6-12
			c Help to make appointments for salon services	P13-20
107	Assist with hair colouring and lightening services (SKACHB4)	01 Be able to assist with colouring and lightening services	a Apply safe and hygienic methods of working throughout services	P1-2, P4-9, P12
			b Use products, tools and equipment as instructed	P3, P10-11, P13, P17
			c Carry out the removal of colouring and lightening products as instructed	P14-16, P18-19
103	Blow dry hair (SKACHB5)	01 Be able to blow dry hair	a Prepare for blow drying services	P2 – P3
			b Apply safe and hygienic methods of working throughout services	P1 ,P4 – P10
			c Confirm blow drying instructions with stylist	P11
			d Apply products as instructed	P12
			e Select suitable tools and equipment	P15
			f Carry out blow drying services	P13- P20
108	Plait and twist hair using basic techniques (SKACHB6)	01 Be able to plait and twist hair using basic techniques	a Prepare for plaiting and twisting services	P2 – P4, P13
			b Apply safe and hygienic methods of working throughout services	P1, P5 – P11
			c Confirm plaiting and twisting instructions with stylist	P9, P13
			d Apply products as instructed	P19

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			e Carry out plaiting and twisting services	P12, P14, P15, P16 P17, P18, P20, P21, P22, P23
109	Assist with perming services (SKACHB7)	01 Be able to assist with the perming and neutralising services	a Apply safe and hygienic methods of working throughout services	P1, P2, P4- P8, P9.2, P9.4, P9.5, P10, P12
			b Use products, tools and equipment as instructed	P3, P9, P9.1, P11, P13, P18, P22, P23,
			c Carry out the neutralising process as instructed	P9.3, P14, P15, P16, P17, P19,
212	Remove hair extensions (SKACHB8)	01 Be able to remove hair extensions	a Prepare for the removal of hair extensions	P2 – P4, P13
			b Apply safe and hygienic methods of working throughout services	P1, P5 – P11
			c Carry out the removal of hair extensions	P12, P14 – P19
205	Advise and consult with clients (SKACHB9)	01 Be able to consult with and advise clients	a Prepare to consult with and advise clients	P4, P7
			b Apply safe and hygienic methods of working throughout services	P7
			c Carry out consultation services	P1-3, P5, P10, P15, P9
			d Carry out relevant tests	P8
			e Provide clients with advice and recommendations	P6, P11-14, P16
104	Shampoo and condition hair (SKACHB10)	01 Be able to shampoo and condition the hair and scalp	a Prepare for shampooing and conditioning services	P2, P9, P12
			b Apply safe and hygienic methods of working throughout services	P1, P3, P4-7, P8.2, P8.4, P8.5, P11

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Use products, tools and equipment as instructed	P14
			d Carry out shampooing and conditioning services as instructed	P8.1, P8.3, P10, P13, P15-27, K14
206	Shampoo, condition and treat the hair and scalp (SKACHB11)	01 Be able to shampoo, condition and treat the hair and scalp	a Prepare for shampooing, conditioning and treatment services	P2, P9
			b Apply safe and hygienic methods of working throughout services	P1, P4-7, P8.1, P8.2, P8.4, P8.5, P9-11
			c Consult with clients about services and outcomes of tests	P13
			d Select suitable products, tools and equipment	P14
			e Carry out shampooing, conditioning and treatment services	P3, P8.3, P8.6, P12, P15, P16-24
			f Provide clients with advice and recommendations on the service(s) provided	P25
207	Develop and maintain your effectiveness at work (SKACHB12)	01 Be able to work effectively as part of a team	a Work effectively as part of a team to achieve agreed objectives	P10, P13-15
			b Develop working relationships with colleagues	P11-12, P16
		02 Be able to improve own performance at work	a Identify personal strengths and weaknesses	P1
			b Produce a self-development plan with targets	P2-P9, K12
213	Fulfil salon reception duties (SKACHB13)	01. Be able to carry out salon reception duties	a Maintain the reception area	P1-3
			b Attend to clients and respond to enquiries	P-4-12

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
			c Carry out the booking of appointments for salon services	P13-19
			d Manage payments from clients	P20-32
304	Provide client consultation services (SKACHB14)	01 Be able to provide consultation for hair services	a Prepare for the consultation services	P3, P6 ,P8
			b Carry out consultation services	P1, P2, P4, P7, P9, P11, P16
			c Analyse hair and scalp	P14
			d Provide clients with advice and recommendations	P5, P10, P12-15, P17-19
402	Develop, enhance and evaluate your creative hairdressing skills (SKACHB15)	01 Be able to plan and develop a range of creative hair designs	a Research themes and designs	P1 – P3
			b Create design plans for hair images	P4 – P5
			c Produce a range of creative hair images	P6 – P12
			d Evaluate images against design plans	P13 – P15
403	Provide specialist hair and scalp treatments (SKACHB16)	01. Be able to provide specialist hair and scalp treatments	a Prepare for specialist hair and scalp treatments	P1, P2, P8, P18
			b Apply safe and hygienic methods of working throughout treatments	P3-P5, P6--P10
			c Consult with clients for specialist hair and scalp treatments	P12-14, P19, P20, P26
			d Carry out specialist hair and scalp treatment	P11, P15-P16, P17, P21, P22-P25, P27, P28
			e Provide clients with advice and recommendations on the treatment(s) provided	P29

City & Guilds Ref No	Unit title	Outcome	Outcome statements	NOS performance statements
404	Contribute to the planning, implementation and evaluation of promotional activities (SKACHB17)	01 Be able to plan, implement and evaluate promotional activities	a Identify and agree products and/or services for promotional activities	P1, K9
			b Identify resource requirements for promotional activities	P3, P6
			c Produce SMART business plans to promote activities	P2, P4, P5, K13, K10
			d Implement promotional activities in line with agreed plans, adapting where necessary	P7, P8, P9, P16
			e Use a variety of communication methods throughout promotional activities	P10 - 15, K23 – 29, K11
			f Evaluate promotional activities	P17 – 19
			g Provide recommendations for improvement	P20, P21
			h Identify and agree products and/or services for promotional activities	P1, K9
308	Contribute to the financial effectiveness of the business (SKACHB18)	1. Be able to contribute to the financial effectiveness of the salon business	a Implement salon procedures for use and monitoring of resources	P1-10
			b Implement agreed productivity and development targets	P11-13
			c Analyse achievement of productivity and development targets	P14-P15

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