



Level 2 Diploma for Hair Professionals (Barbering) - 6 units to be completed plus the final unit (end point assessment)

Major changes

Units for Cutting, Styling and Cut Facial Hair now combine Level 2 & Level 3 skills

PART 1:

Mandatory:

Professionalism and values – embedded within units

Behaviours and communication – embedded within units

Safe working practices – embedded within units

Unit 201 Consultation

Unit 202 Shampoo, condition and treat the hair and scalp

Unit 209 Cutting hair using barbering techniques to create a variety of looks (3 parts)

Unit 210 Style and finish men's hair

Unit 211 Cut facial hair into shape (2 parts)

Unit 212 Shaving services

Final unit (end-point assessment)

The final unit includes a synoptic practical assessment where the apprentice will demonstrate the skills required across the mandatory units and be questioned to demonstrate professionalism, values, behaviours, safe working practices and consultation skills.

Part 1 - Professionalism and values

The apprentice will be able to:

- Demonstrate professionalism
- Demonstrate a passion for the industry and industry knowledge
- Commitment to quality
- A positive attitude
- Work in a team
- Work under pressure



- Observe time management and self-management
- Show a willingness to learn
- Complete services in a commercially viable time and to a high standard
- Meet organisational and industry standards of appearance
- Observe professional ethics and conduct
- Ensure personal hygiene and protection meets accepted industry and organisational requirements
- Adherence to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

The apprentice will know and understand:

- Industry codes of practice and ethics
- Quality assurance systems
- Time management principles
- Self-management principles
- Commercially viable times for the completion of services
- Industry and organisational standards of appearance
- The importance of continuing professional development, equality and diversity

Part 1– Behaviours and communication

The apprentice will be able to:

- Greet clients in a friendly manner
- Choose the most appropriate way of communicating with clients
- Be helpful and courteous at all times
- Adapt behaviour in response to each client
- Respond promptly to clients' questions and comments and to clients seeking assistance
- Establish client expectations and needs
- Explain clearly any reasons why the client's needs or expectations cannot be met
- Keeping the client informed
- Giving clients information about services or products offered by the salon
- Willingly undertake wider salon duties, including sales and reception duties when required



- Demonstrate good verbal and non-verbal communication skills
- Provide a positive impression of yourself and your organisation

The apprentice will know and understand:

- Industry and salon standards of behaviour
- How to meet and greet clients
- Verbal and non-verbal communication techniques
- Client care principles and practices
- How to maintain rapport with clients
- The role of the reception area
- Making appointments
- Taking payments
- Who to refer to with different types of enquiries or problems and when to seek advice
- Sale of Goods and Services Act and the Data Protection Act
- How to provide advice and recommendations on the products and services provided in the salon
- Customer care and the client journey, including reception, housekeeping, front of house skills
- Selling and recommendations (retail)

Old ref	New ref	New Title	Key Changes	Qualification Standardised Assessment On Programme
CHB9	Unit 201	Consultation	No major changes	<p>Simulation is not allowed for any performance evidence within this unit.</p> <p>The learner will need to demonstrate in their everyday work that they have met the standard for client consultation.</p> <p>The Assessor will observe these aspects of the learner performance as part of all technical observations and will be recorded on at least 3 occasions.</p> <p>These recorded observations must cover:</p> <p>Unit 2 Shampoo, condition and treat the hair and scalp Unit 9 Cutting hair using barbering techniques to create a variety of looks Unit 10 Style and finish men's hair Unit 11 Cut facial hair into shape Unit 12 Shaving services</p> <p>From the range statement, the learner must show they:</p> <p>Have consulted with new and regular clients Have used all means of identifying clients' wishes Have adapted your advice to take into account the factors limiting or affecting services Have identified or can describe the problems Have taken into account all hair characteristics Have worked on 3 of the 4 hair classifications Have consulted with new and regular clients Given all advice and recommendations</p> <p>If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence.</p>

				<p>Range</p> <p>Client</p> <ul style="list-style-type: none"> • new • regular <p>Identify</p> <ul style="list-style-type: none"> • question • observation <p>Factors that limit or affect services</p> <ul style="list-style-type: none"> • adverse hair, skin and scalp conditions • incompatibility of previous services and products used • client's lifestyle • test results • hair classification <p>Problems</p> <ul style="list-style-type: none"> • suspected infections • suspected infestations <p>Hair characteristics</p> <ul style="list-style-type: none"> • hair density • hair texture • hair elasticity • hair porosity • hair condition • hair growth patterns <p>Hair classification</p> <ul style="list-style-type: none"> • Type 1 – Straight Hair • Type 2 – Wavy Hair
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				<ul style="list-style-type: none"> • Type 3 – Curly Hair • Type 4 – Very Curly Hair <p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • present and future products and services
CHB11	Unit 202	Shampoo, condition and treat the hair	No Major changes	<p>Simulation is not allowed for any performance evidence within this unit. Learners must practically demonstrate in their everyday work that they have met the standard for shampooing, conditioning and treating the hair and scalp.</p> <p>The Assessor will observe these aspects of the learner’s performance on at least 2 occasions.</p> <p>From the range, learners must show that they have:</p> <ul style="list-style-type: none"> - adapted their shampooing techniques for 3 out of the 5 hair conditions -adapted their shampooing techniques for 3 out of the 5 scalp conditions -used 2 out of the 3 shampooing massage techniques -used all the conditioning products -used all of the conditioning massage techniques -given all advice and recommendations <p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p> <p>Range</p> <p>Hair condition</p> <ul style="list-style-type: none"> • damaged • product build up • normal • oily • dry

				<p>Scalp condition</p> <ul style="list-style-type: none"> • dandruff affected • oily • dry • product build up • normal <p>Shampooing massage techniques</p> <ul style="list-style-type: none"> • effleurage • rotary • friction <p>Conditioning products</p> <ul style="list-style-type: none"> • surface • penetrating • scalp treatment <p>Conditioning massage techniques</p> <ul style="list-style-type: none"> • effleurage • petrissage
				<p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p>
CB2 CB5 CB7	Unit 209	Cutting hair using barbering techniques to create a variety of looks	L2 & L3 unit combined Due to the content of this unit, it is presented in three parts which are assessed separately: 9a. Cut hair using basic barbering techniques 9b. Creatively cut hair using a combination of barbering techniques 9c. Create basic outlines and detailing in hair	<p>Simulation is not allowed for any performance evidence within this unit. Learners must practically demonstrate in their everyday work that they have met the standard for Cut hair using barbering techniques to create a variety of looks.</p> <p>The Assessor will observe the learner's performance on at least 5 occasions on different clients.</p> <p>From the range, the learner must show that they have:</p> <ul style="list-style-type: none"> -used all the tools and equipment -cut both wet and dry hair -cut all the looks -used all the techniques -taken into account all the factors

				<p>-cut all the neckline shapes -cut all the outline detailing design shapes -given all advice and recommendations</p> <p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p> <p>Unit 9a Range Tools and equipment</p> <ul style="list-style-type: none"> • scissors • clippers • clipper attachments • trimmers • razors <p>Factors</p> <ul style="list-style-type: none"> • hair characteristics • hair classifications • head and face shape • presence of male pattern baldness • presence of added hair • piercings • adverse skin conditions <p>Hair</p> <ul style="list-style-type: none"> • wet • dry <p>Techniques</p> <ul style="list-style-type: none"> • club cutting • scissor over comb • clipper over comb • texturising • freehand
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				<ul style="list-style-type: none">• thinning• layering <p>Looks</p> <ul style="list-style-type: none">• Square layer• Uniformed layer• Graduation• With fringe• With a parting• Around the ear• Over the ear• With a fade• Flat top <p>Neckline shapes</p> <ul style="list-style-type: none">• tapered• squared• full neck line• skin fade <p>Outline shapes</p> <ul style="list-style-type: none">• natural• created• tapered <p>Advice and recommendations</p> <ul style="list-style-type: none">• how to maintain their look• time interval between services• additional products• additional services
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				<p>Unit 9b Range</p> <p>Tools and equipment</p> <ul style="list-style-type: none">• scissors• clippers• clipper attachments• trimmers• razors <p>Factors</p> <ul style="list-style-type: none">• hair characteristics• hair classifications• head and face shape• presence of male pattern baldness• presence of added hair• piercings• adverse skin conditions <p>Hair</p> <ul style="list-style-type: none">• wet• dry <p>Techniques</p> <ul style="list-style-type: none">• club cutting• scissor over comb• clipper over comb• texturising• freehand• razor cutting• tapering• graduating• layering• fading
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				<ul style="list-style-type: none"> • disconnecting • eyebrow trim <p>Looks</p> <ul style="list-style-type: none"> • Square layer • Uniformed layer • Graduation • With fringe • With a parting • Around the ear • Over the ear • With a fade • Flat top <p>Neckline shapes</p> <ul style="list-style-type: none"> • tapered • squared • full neck line • skin fade <p>Outline shapes</p> <ul style="list-style-type: none"> • natural • created • tapered <p>Creative finishing techniques</p> <ul style="list-style-type: none"> • styling • Blow drying • product application <p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • additional products • additional services
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				<p>Unit 9C</p> <p>Range</p> <p>Tools and equipment</p> <ul style="list-style-type: none"> • razor • clippers • clipper attachments • trimmers <p>Outlines and detailing design</p> <ul style="list-style-type: none"> • straight lines • curved lines • repeated • hair line <p>Factors</p> <ul style="list-style-type: none"> • hair characteristics • hair classifications • head and face shape • hair length • hair style • presence of male pattern baldness • adverse skin conditions • scarring <p>Cutting techniques</p> <ul style="list-style-type: none"> • Clipping • fading <p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • present and future products and services
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CB4	Unit 210	Style and finish men's hair	No Major changes	<p>Simulation is not allowed for any performance evidence within this unit.</p> <p>The learner must practically demonstrate in their everyday work that they have met the standard for drying and finishing men's hair.</p> <p>The Assessor will observe these aspects of the learner's performance on at least 2 occasions on different clients.</p> <p>From the range, the learner must show that they have:</p> <ul style="list-style-type: none"> - used 4 out of the 7 styling and finishing products - used all tools and equipment - considered all the factors - used both the drying techniques - achieved 3 out of the 5 finished looks - given all advice and recommendations <p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p> <p>Range</p> <p>Styling and finishing products</p> <ul style="list-style-type: none"> • sprays • creams • gels • wax • tonics • oils • styling powders
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				<p>Tools and equipment</p> <ul style="list-style-type: none"> • flat brush • round brush • electrical equipment <p>Factors</p> <ul style="list-style-type: none"> • hair characteristics • hair classifications • hair cut • hair growth patterns • head and face shape <p>Drying techniques</p> <ul style="list-style-type: none"> • brush drying • finger drying <p>Finished looks</p> <ul style="list-style-type: none"> • straightening • smoothing • creating volume • creating movement • creating texture <p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • present and future products and services
CB3 CB8	Unit 211	Cut facial hair into shape	L2 & L3 unit combined 11a Cut facial hair into shape using basic techniques	<p>Part 2 Unit 11 Cut facial hair into shape to include:</p> <p>Qualification Standardised Assessment</p> <p>Simulation is not allowed for any performance evidence within this unit.</p>

			<p>11b. Design and create a range of facial hair shapes</p>	<p>The learner practically demonstrates in their everyday work that they have met the standard for Cut facial hair into shape.</p> <p>The Assessor will observe the learner's performance on at least 5 occasions. Each observation must be of a different look.</p> <p>From the range, the learner must show that they have:</p> <ul style="list-style-type: none"> - used all the tools and equipment - taken into account all the factors - achieved all the looks - used all the cutting techniques - used all the styling products - given all advice and recommendations <p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p> <p>Range</p> <p>Tools and equipment</p> <ul style="list-style-type: none"> • scissors • clippers • clipper attachments • trimmers <p>Part A</p> <p>Factors</p> <ul style="list-style-type: none"> • head and face shape • hair characteristics • hair classification • hair style • adverse skin conditions • facial piercing • clients' wishes • ingrowing hair
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				<ul style="list-style-type: none"> • skin elasticity • scarring <p>Look</p> <ul style="list-style-type: none"> • tapered beardline • full beard outlines • eyebrow trim • partial beard • moustache only <p>Cutting techniques</p> <ul style="list-style-type: none"> • scissor over comb • clipper with attachment • clipper over comb • freehand <p>Styling and finishing products</p> <ul style="list-style-type: none"> • Oil • Wax <p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • present and future products and services • additional services • additional products • equipment • exfoliating <p>Part B</p> <p>Range</p> <p>Tools and equipment</p> <ul style="list-style-type: none"> • scissors • clippers • clipper attachments • trimmers
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				<p>Factors</p> <ul style="list-style-type: none">• head and face shape• hair characteristics• hair classification• hair style• adverse skin conditions• facial piercing• clients' wishes• ingrowing hair• skin elasticity• scarring <p>Look</p> <ul style="list-style-type: none">• tapered beardline• full beard outlines• moustache only• eyebrow trim• partial beard and moustache• full beard and moustache <p>Cutting techniques</p> <ul style="list-style-type: none">• scissor over comb• clipper with attachment• clipper over comb• freehand• fading <p>Styling and finishing products</p> <ul style="list-style-type: none">• Oil• Wax
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				<p>Advice and recommendations</p> <ul style="list-style-type: none"> • how to maintain their look • time interval between services • present and future products and services • additional services • additional products • equipment • exfoliating
CB10	Unit 12	Shaving services	No Major changes	<p>Simulation is not allowed for any performance evidence within this unit.</p> <p>The learner must practically demonstrate in their everyday work that they have met the standard for shaving.</p> <p>The Assessor will observe the learner’s performance on at least 3 occasions.</p> <p>From the range, the learner must show that they have:</p> <ul style="list-style-type: none"> - used all the shaving services - used all the types of tools and equipment - taken into account all the factors - used 3 out of 4 pre shave products - used 3 out of 4 of the lathering products - used both the lathering techniques - used 3 of the 4 the shaving techniques - used all the facial massage techniques - used 3 of the 4 the finishing products - given all advice and recommendations <p>If the range requirement has not been fully covered by these observations the learner can provide additional observed evidence.</p>

				<p>Range</p> <p>Shaving service</p> <ul style="list-style-type: none"> • full shave • partial shave • beard outlines <p>Tools and equipment</p> <ul style="list-style-type: none"> • open blade razors, with disposable blades • shaving brushes • sponges • gloves <p>Factors</p> <ul style="list-style-type: none"> • hair classification • hair characteristic • adverse skin conditions • unusual features • skin elasticity • facial contour • facial piercing • clients' wishes <p>Pre Shave</p> <ul style="list-style-type: none"> • Cleanser • Scrub/ exfoliator • Cream • oil <p>Lathering products</p> <ul style="list-style-type: none"> • creams • oils • gel • soap
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				<p>Lathering techniques</p> <ul style="list-style-type: none">• application by brush• application by massage <p>Shaving technique</p> <ul style="list-style-type: none">• skin tensioning• forehand stroke• backhand stroke• sponge shaving <p>Facial massage techniques</p> <ul style="list-style-type: none">• effleurage• petrissage• tapotement <p>Finishing products</p> <ul style="list-style-type: none">• astringents• moisturising cream• aftershave balm• powder <p>Advice and recommendations</p> <ul style="list-style-type: none">• how to maintain their look• time interval between services• present and future products and services• skin care
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