

City and Guilds Level 2 End-point Assessment for ST0231/AP02 Hair Professional – Hairdressing (7002-52)

January 2022 (Version 3.2)

End-Point Assessment Pack

For Centres/End-Point Assessment Customers/Employers

Version and date	Change detail	Section
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1.1 June 2017	On-programme removed from title	Front cover and footer
V1.2 August 2017	Unit 204 Learning outcome 5 Range for 5.1a/k title updated Setting and dressing Evidence Requirements range updated.	Units
V1.3 November 2017	CPD requirements updated	Resource requirements
	Unit 203 Evidence requirements updated Units	Units
V1.4 December 2017	Unit 204 AC 5.3 removed, repeat of 5.7	Units
V1.5 March 2018	Unit 201 4.1d and 4.1e added	
	Unit 206 Evidence requirements updated bullet point 3.	Units
V2.0 November 2018	The following was added: You must also supply the IEPA with the MFI/COSHH sheets for the colouring products you will be using.	Task instructions for Centres/Employers Task instructions for candidates
	Centre contact information added	3 EPA guidance for centres
	EPA timing section added	
	Timing and planning section updated	4 General guidance for apprentices
	Models section updated	
	Minor amendments to resources list	5 EPA resources list
	EPA timeline amended gateway changes from three to two months.	6 EPA assessment timeline
V2.1 March 2019	Fail criteria removed	EPA Hairdressing grading criteria
V2.2 October 2019	Models section updated 'peers' removed.	Task instructions for Centres/Employers
V2.3 March 2020	Following note removed: Models used for the original EPA cannot be used for any retakes.	Opportunities to resit or retake
V3.0 April 2020	Gateway information updated to involve EPA pro	Section 1 Introduction Section 6 Timeline table
V3.1 June 2021	Models section updated 'peers' removed.	3 General guidance for apprentices

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1 Introduction

About this Apprenticeship Occupation

Hairdressers will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create variety of looks, and colour and lighten hair for ladies and men. Hairdressers must be able to work with all hair types ranging from straight hair to very curly, wiry hair. They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

What is in this document

- Hair Professional Standard
- End-point assessment guidance on grading
- Resource requirements for end-point assessment
- Task instructions for IEPA/Guidance for centres/employers/End-point assessment customer
- Task instructions for apprentice

This document should be used in conjunction with the recording document.

End-point assessments

Apprentices will be asked to complete a number of end-point assessments to conclude their apprenticeship. The End-point Assessment (EPA) is a formal summative assessment that concludes the apprenticeship programme and is assessed in a number of ways to provide a clear indication of the apprentices' knowledge and skills. These methods of EPA will be:

- practical tasks
- oral questioning.

This pack contains specific guidance around the assessments of the specific occupation, for an overview summary of all assessment methods that could be used as part of EPA please see the Independent End-point Assessor Manual.

Grading

This apprenticeship is graded Pass/Distinction.

Entry requirements for End-point Assessment

To be eligible for EPA the apprentice must have successfully achieved the following:

- must have been on programme for at least 12 months
- achieved a minimum of a pass for the on-Programme part of the Level 2 Diploma for Hair Professionals – Hairdressing.
- achieved Level 1 Mathematics and Level 1 English qualifications (or relevant equivalent) either during or before their apprenticeship
- taken the assessment for a Level 2 qualification (or equivalent) in Maths and English, however they do not have to achieve English and Maths at this level prior to completing their apprenticeship.

Gateway – prior to end-point assessment

The Gateway process is designed to provide an opportunity for the employer/tutor to review progress of the apprentice and confirm that they are eligible for carrying out end-point assessment. The employer/tutor will review the apprentice's achievements to date, ensuring that all entry requirements have been met and that the apprentice is proficient in all areas of the standard.

On completion of the Gateway process, the apprentice will be required to sign an **Apprentice Gateway Declaration Form**. This form should be submitted as part of the Gateway process in EPA Pro. A copy of this form can be found in the Support Resources section on EPA Pro. The provider will be required to make a declaration and electronic signature on behalf of the employer and provider/tutor in EPA Pro.

Security, confidentiality & copyright of End-point Assessment materials

Additional conditions of use City & Guilds End-point Assessment Materials are protected by copyright and are supplied only to Approved Centres for use solely for the purpose of summative assessment.

The following conditions, which apply to City & Guilds End-point Assessment Materials, are additional to

- **the Standard Copying Conditions** which can be found at <http://www.cityandguilds.com/142.html>; and
- (where the City & Guilds End-point Assessment Materials are dated examinations), the JCQ Instructions for Conducting Examinations.

The tutor/employer must:

- only use the City & Guilds End-point Assessment Materials in formal, summative end-point assessment leading to the award of an apprenticeship and not for any other purpose (including, but not restricted to, teaching, revision, as practice assessments or for commercial purposes) handle and store securely the City & Guilds End-point Assessment Materials in accordance with the following conditions
- City & Guilds End-point Assessment Materials must be accessible to apprentices only during formal end-point assessment as governed by the assessment conditions specified for the individual apprenticeship
- The portfolio of the apprentice may contain assessment results referenced to the assessment taken but should not contain the City & Guilds End-point Assessment Materials (such as assessment tasks or questions or marked scripts if the tests may be reused (unless otherwise stated)
- The content of any City & Guilds End-point Assessment Materials must not be made public in any format, either in part or in full
- City & Guilds End-point Assessment Materials must be securely handled and under no circumstances shared with third party organisations or individuals seek written permission from City & Guilds if they want to convert City & Guilds End-point Assessment Material for storage, retrieval and delivery in electronic form (ie using some form of e-assessment or e-learning system) provide access, on request, to City & Guilds to the system(s) on which the End-point Assessment Materials appear.

2 Apprenticeship Occupational Standard

All apprentices will complete the core skills and knowledge (Part 1) and will choose the occupational option route for hairdressing or barbering (Part 2)

Part 1 – Mandatory core skills and knowledge for hairdressing and barbering

	The apprentice will be able to:	The apprentice will know and understand:
Professionalism and values	Demonstrate professionalism and a passion for the industry; have a commitment to quality, a positive attitude and team working; 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	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.
Behaviours and communication	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 seeking assistance; establish client expectations and needs; explain clearly any reasons why the client's needs or expectations cannot be met; willingly undertake wider salon duties, including reception duties where appropriate	Industry 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; 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
Safe working practices	Maintain effective, hygienic and safe working methods; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; meet legal and organisational requirements; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; and correctly use Personal Protective Equipment.	Legal and organisational requirements; use of tools, equipment, materials and products; adherence to workplace cleaning, disinfection, sterilisation, supplier or manufacturer's instructions; waste disposal; client preparation and protection; direct and indirect cross-infection; methods that promote environmental and sustainable working practices; reducing risk of injury to self and others; posture, personal hygiene, protection; health and safety legislation and practice
Consultation	Creatively assess the client's requirements; examine the hair, skin and scalp; facial characteristics including face shape, skin tone, hair colour, lifestyle and suitability; conduct visual checks and any necessary tests on the hair, skin and scalp; advise clients on services or products; identify the client's hair characteristics and hair classification; advise clients on hair maintenance and management	Visual aids for client consultation; salon procedures and manufacturers' instructions for conducting tests; the types and purposes of tests; how lifestyle factors limit or affect services; incompatibility of previous services and products used; hair, skin and scalp problems; suspected infections or infestations; hair characteristics and classifications; basic structure of hair and skin; the growth cycle of hair; services or products available for use in the salon or for retail; legal responsibilities; salon pricing structures

Part 2 – Mandatory occupational routes for hairdressing or barbering (choose one route)

Route 1 – Hairdressing skills	The apprentice will be able to competently :	The apprentice will know and understand:
Shampoo, condition and treat the hair and scalp	Use products and tools, use massage techniques, use shampoo and conditioning products	How shampoos and conditioning products affect the hair and scalp, when and how to use different massage techniques, and the various effects of conditioning treatments
Cut hair using a range of techniques to create a variety of looks	Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering techniques, graduation and clipper work	How and when to use different cutting techniques and relevant tools and the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution, and balance and the degree of graduation
Style and finish hair using a range of techniques to create a variety of looks	Use a range of styling tools and equipment to create a look including blow drying, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting and using additional hair	Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men and women's hair, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting, and using additional hair
Colour and lighten hair using a range of techniques	Complete a range of woven highlights including T-section, half head. Full head using temporary, semi-permanent, quasi-permanent, permanent colour application, and basic colour change (depth and tone) techniques	The principles of colour selection, how the natural pigment within hair affects the choice of colour and colouring products, the effect of different colouring and lightening products on the hair structure, and when to use the different types of lighteners and toners available
Options (choose one)		
Perming hair	Use a range of products and techniques including sectioning and winding, taking into account critical influencing factors	The effects of perms and neutralisers on the hair structure, products and equipment, contra-indications to perming hair and tests required throughout the perming and neutralising processes
Hair relaxing treatments and techniques	Use a range of products and techniques including sectioning, winding, relaxing and post relaxing products	The effects of relaxers on the hair structure, products and equipment, application and development of relaxers and post relaxing products; contra-indications to relaxing hair and tests required before and throughout the relaxing and post relaxing processes
Hair extension services	Attach a range of extensions; cutting and finishing extensions; maintaining and removing extensions	Hair growth, influencing factors and contra-indications, types of hair extensions and products, application and removal techniques, principles for blending hair

Route 2– Barbering skills	The apprentice will be able to competently :	The apprentice will know and understand:
Shampoo, condition and treat the hair and scalp	Use products and tools, use shampoo, tonics and conditioning products	How shampoos, tonics and conditioning products affect the hair and scalp, and the various effects of conditioning treatments
Cutting hair using barbering techniques to create a variety of looks	Use a range of cutting techniques including club cutting, scissor over comb, clipper over comb, outlining, freehand, layering, graduating, texturising, and razor cutting. Create a range of looks and neckline shapes to include flat top, and uniform layer neckline shapes: square, tapered, skin fade, and full neck line	How and when to use different cutting techniques and relevant tools and the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution, balance and the degree of graduation
Style and finish men's hair	Use styling tools and equipment, blow dry, and finger dry	Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men's hair
Cut facial hair into shape	Design and create full beard, partial beard and moustache, identify factors likely to influence the service, establish and follow the cutting guideline(s) to achieve the required effect, ensure the finished look is even, symmetrical and balanced in relation to the client's facial contours	How to create and follow a guideline for tapered beard lines, beard outlines and moustaches, how to cut different facial hair shapes using cutting techniques, beard and moustache shapes that do not require the use of razors, and create outline and detailing design in hair
Shaving services	Prepare the hair and skin for shaving, products, tools and equipment, full shave and partial shave including hot towels, lathering products, face massage, and finishing products	The types of blades available, lathering products, the structure and function of the skin, the scalp and facial skin disorders commonly affecting men, lathering and the function it performs on the skin, in-growing hairs, and the effect of heat on the hair and skin. The use of Personal Protective Equipment.

3 End-point assessment guidance for centres/employers

Introducing the tasks to the apprentice

The employer/training provider is responsible for sharing the End-point Assessment (EPA) tasks with the apprentice prior to the EPA taking place. Further details around the tasks can be found under the Task instructions for Centres/Employers.

Centre contact

On the day of the EPA the centre/Employer must provide a designated person to be available throughout the whole day to ensure the smooth running of the EPA. This centre contact cannot be the assessor or anyone else that has been involved with the apprentices' training and/or assessment.

EPA Timing

If an apprentice runs over the allocated time the City & Guilds Independent End-point Assessor (IEPA) will contact the City & Guilds Lead Independent End-point Assessor (LIEPA) to get confirmation that the EPA should be stopped. The IEPA will then inform the centre contact that the EPA for that apprentice has over run and the assessment will now be stopped. The centre contact would be responsible for overseeing the completion of the service.

Health and safety / Values and Behaviours

The importance of safe working practices, the demands of the Health and Safety at Work Act and the Values and Behaviours associated with the industry **must** always be adhered to.

The requirement to follow safe working practices is an integral part of all City & Guilds assessments, and it is the responsibility of the tutor/employer to ensure that all relevant health and safety requirements are in place before apprentices begin any practical assessment.

Should an apprentice fail to follow correct health and safety practices and procedures during EPA and/or are putting themselves, client or other salon staff members at risk, the assessment **must be stopped** by the IEPA and the apprentice advised of the reasons why. The apprentice should be informed that they have not reached the standard of assessment required. It is at the discretion of the IEPA to confirm whether the EPA can restart.

Determining the apprenticeship grade

The grading criteria for the practical observation has been separated out into the following themes:

- Ways of Working
- Technical Skills
- Understanding
- Customer Service

The Technical Skills theme is then broken down further into the respective skills:

- Consultation
- Shampoo, condition and treat hair and scalp
- Cut hair
- Style and finish hair
- Colour and lighten hair

The IEPA is not grading the entire service instead the grading descriptors are focusing on the specific skills needed for that service.

All pass criteria must be met in order for the apprentice to pass the EPA. The IEPA will review the distinction grade descriptors and criteria and decide if the apprentice has shown any of these qualities and to what extent. They will then make an informed judgement as to which grade is a best fit rather than the apprentice having to meet all criteria.

The information provided here shows how the overall grade for the apprenticeship will be determined. The IEPA will be responsible for completing grading for all tasks, and in communicating these outcomes to City & Guilds for overall grading of the apprenticeship.

Each theme has been weighted and allocated points based on their weighting. The IEPA will add together all points achieved from each theme to calculate the total points. Once the total points have been calculated the IEPA will refer to the points range table to find out the overall qualification and EPA grade achieved.

All Themes and Technical Skills must be achieved at a minimum of pass for the apprenticeship to be achieved. The contribution of the assessments towards the apprenticeship grade is as follows:

Theme		Grade scale	% contribution
Ways of working		X/P/D	5%
Technical skills	Consultation	X/P/D	10%
	Shampoo, condition and treat hair and scalp	X/P	0%
	Cut hair using a range of techniques to create a variety of looks	X/P/D	20%
	Style and finish hair using a range of techniques to create a variety of looks	X/P/D	15%
	Colour and lighten hair using a range of techniques	X/P/D	25%
Understanding		X/P/D	20%
Customer service		X/P/D	5%

Each theme will be graded individually and each result converted into points. The points available for each assessment grade are listed in the table below.

Theme	Pass	Distinction
Ways of working	25	35
Consultation	50	70
Cut hair using a range of techniques to create a variety of looks	100	140
Style and finish hair using a range of techniques to create a variety of looks	75	105
Colour and lighten hair using a range of techniques	125	175
Understanding	100	140
Customer service	25	35

The points for each assessment are added together, and the overall grade determined using the following apprenticeship grade boundaries:

Apprenticeship Grade	Points
Distinction	634-700
Pass	500-633
Fail	0-499

Feedback

The IEPA will not provide any feedback to the apprentice during or immediately following the EPA process. Feedback will only be provided to fail apprentices, following submission of evidence to City & Guilds and after any grade determination has been carried out.

Results submission and Certification

The City & Guilds IEPA will submit the apprentice EPA results to City & Guilds. City & Guilds will then issue the full qualification certificate for the Level 2 Diploma for Hair Professionals – Hairdressing confirming the grade achieved and will notify the appropriate body who will issue the Apprenticeship certificate.

Opportunities to resit or improve results for a task

An apprentice who passes the EPA cannot re-sit to achieve a higher grade.

If an apprentice fails any part of the EPA they will not be able to retake the EPA until they have completed a period of further learning and the employer and training provider (if applicable) is confident the apprentice is competent and can consistently demonstrate the KSB set out in the Hair Professional Apprenticeship Standard.

If an apprentice fails the EPA for reasons out of their control, a resit can be taken at the earliest opportunity.

4 General guidance for apprentices

The End-point Assessment (EPA) concludes your Apprenticeship programme. By this time you will have completed 12 to 24 months' employment and must have achieved your on-programme assessments:

- 7002-12 Level 2 Diploma for Hair Professionals – Hairdressing (On-programme)
- Level 1 qualification in Maths and English (or equivalent)
- registered on and taken the test for a Level 2 qualification (or equivalent) in Maths and English, however you do not have to achieve Maths and English at this level prior to completing your apprenticeship.

The focus of the final assessment is to show that you are able to fully demonstrate the values, knowledge, skills and behaviours set out in the standard and are demonstrating a level of professional competence in the workplace through the following EPAs:

- A practical assessment
- Oral questioning

You will be assessed carrying out consultation for **all** services completed during the assessment. You must shampoo and condition hair as part of at least **one** service of the EPA, this may be more as appropriate.

The skills, knowledge and behaviours set out in the standard and referenced below will be assessed through practical observation and oral questioning by the City & Guilds Independent End-point Assessor (IEPA).

Timings and planning

The EPA will take a maximum of **six hours** excluding breaks.

You should take care when planning for your EPA to make sure you have divided the time available between tasks appropriately.

You must produce a detailed appointment record which highlights which tasks/services are covered by each model. You must submit this appointment record to the IEPA prior to the assessment day.

If your EPA runs over the 6 hours allocated the IEPA will liaise with your centre contact and the EPA will be stopped.

Models

You are responsible for providing suitable models and your Employer and/or Training Provider should support you with this where necessary. You are required to work on a minimum of two models for your EPA. The models can be familiar to you, however it is advisable to use models who are unfamiliar to you as you may be less likely to demonstrate thorough consultation skills with someone you know.

When sourcing your models, you must make sure that they are committed to having the services outlined in the task to ensure you are able to meet the task requirements on the day. You are also required to confirm that they have given consent for their photograph to be taken by the IEPA during the assessment.

Testing and test results

Any tests should be carried out prior to the EPA. You must ensure that all test results are available for the IEPA on the day of your EPA. You must also supply the IEPA with the MFI/COSHH sheets for the colouring products you will be using.

Dress code

When undertaking your EPA you must abide by your salons dress code. If you are undertaking your EPA at another venue that is not your usual place of work you must abide by that venues dress code, failure to do so could affect your final grade.

Health and safety

You must always work safely and follow all relevant Health and Safety regulations and codes of practice. Should you fail to follow correct Health and Safety practices and procedures during the EPA, the assessment **will be stopped** and you will be advised of the reasons why. It is then at the discretion of the IEPA to confirm whether the EPA can restart.

5 End-point Assessment Resources list

EPA environment

The End-point Assessment can take place at the employer's salon, a training provider's salon or at a Registered Apprentice Assessment Organisation. As far as reasonably practicable the location of End-point assessment should match conditions of a real work environment. The salon or other End-point assessment location is responsible for meeting the requirements of a real work environment.

The real work environment must meet the following principles:

- All End-point Assessments must be carried out under realistic commercial conditions
- Any potential conflicts of interest must be declared
- 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.
- All bye-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

Hairdressing EPA equipment

The venue would need to supply the following:

Sufficient space to assess between one and eight apprentices

Work stations and mirrors

Hairdressing styling chairs

Hairdressing trolleys

Hand dryers

Hood dryers

Minimum of two basins

Waiting area for minimum clients

Designated product mixing area

Sufficient towels and gowns

First Aid box

Sharps box

Fire regulations guidelines

Risk assessment

All equipment to be PAT tested and comply with the Health and Safety at Work Act

Nominated centre contact for emergencies

Nominated centre contact to be available at all times during the EPA

Toilet facilities

Refreshment facilities

Retail and aftercare facilities

Hairdressing apprentices EPA equipment criteria

Apprentices would need to supply the following:

Running order for the day (to be supplied to the IEPA prior to the day of the EPA)

Clients

Hair consultation stationary (record cards etc.)

Colour product sheets, other product sheets (COSHH)

Colouring products, styling and finishing products, shampoo, and conditioning products as required

Colour charts/swatches as required

Personal Protective Equipment as required

Disposable gloves/hand protection for colour application as required

Proof of skin testing on any model having a colour (IAE's to do visual check of client)

Tools and equipment i.e. brushes/setting rollers/dressing equipment, scissors, combs measuring jugs, tint bowls, sectioning clips, colour meshes etc.

Any other disposable products that the apprentice requires

6 End-point assessment timeline

The process of setting up the End-point Assessment, will begin three months before the completion of the apprenticeship as shown in this table:

Time line	Activity
On-going prior to completion (minimum of 12 months on-programme)	<p>Line manager/Tutor:</p> <ul style="list-style-type: none"> Reviews progress and ensures apprentices' performance is on track as part of the regular performance management system Identifies any gaps and creates a plan for the end assessment with the apprentice Apprentice completes on-programme part of qualification and if applicable, level 1 literacy and numeracy
Gateway process	<p>The Apprentice and line manager/tutor review progress and confirm that the apprentice is ready for end-point assessment.</p> <ul style="list-style-type: none"> All supporting evidence is uploaded into the EPA Pro platform through the Gateway process. The Apprentice signs the completed Apprentice Gateway Declaration Form and this is uploaded by the provider in the EPA Pro Gateway process. The provider completes a declaration and e-signature on behalf of the provider and employer in the EPA Pro platform.
Two weeks prior to EPA	<ul style="list-style-type: none"> Appointment schedule and service plan information submitted to City & Guilds via EPA Pro platform.
End Assessment visit	<ul style="list-style-type: none"> Observation and oral questioning. Grading communicated within 20 working days of EPA

Assessment specification

Component	Description	Coverage	Grading
701	Observation of practical barbering assessment Oral questioning	Professionalism and values	X/P/D
		Behaviours and communication	X/P/D
		Safe working practices	X/P/D
		Consultation	X/P/D
		Shampoo, condition and treat the hair and scalp	X/P
		Cut hair using a range of techniques to create a variety of looks	X/P/D
		Style and finish hair using a range of techniques to create a variety of looks	X/P/D
		Colour and lighten hair using a range of techniques	X/P/D

Task instructions for Centres/Employers

End-point Assessment planning

Effective planning for assessment by the apprentice and their employer/training provider is essential if the apprentice is to succeed within an appropriate timescale. The purpose of assessment planning is to help apprentices identify how and when they will provide the evidence required to demonstrate their competence.

The apprentice must produce an appointment schedule, this schedule should highlight the running order of the day as well as which clients are being used for which techniques. Prior to the End-point Assessment (EPA) the City & Guilds independent end-point assessor (IEPA) should receive a copy of each apprentice's appointment schedule.

Models

The apprentice is responsible for providing suitable models for the EPA, and the employer and/or training provider should check that the task requirements are achievable on the models that the apprentice has selected. The apprentice is required to work on a minimum of two models for EPA.

When selecting models it is advisable to try and keep the number used to a minimum as the more models that are used to demonstrate the required skills the more there is a risk that the assessment could take longer than the maximum six hours allowed. It is also important that the models selected are committed to having the services outlined in the task to ensure the apprentice is able to meet the task requirements on the day. The apprentice is also required to confirm that the model has given their consent for their photograph to be taken by the IEPA during the assessment.

Tests

The apprentice is responsible for carrying out all necessary tests that are required prior to proceeding with the service. All tests must be carried out prior to EPA and the apprentice is responsible for bringing evidence of these tests to the assessment. The apprentice must also supply the IEPA with the MFI/COSHH sheets for the colouring products they will be using.

Task Instructions for Apprentice

You are required to produce:

- One creative restyle and finish using a minimum of three cutting techniques. (This must be a creative restyle that alters the shape, adjusting the fringe only would not be sufficient alteration to the shape)
- Two finished looks using a minimum of four techniques:
 - a blow dry
 - a hair-up style
- Two colour and/or lightened hair services using a minimum of two products:
 - one woven highlights (needs to be woven to the roots)
 - one other colouring technique:

For the colouring element of the task, you should carry out any tests before the assessment takes place. These test results must be available for inspection by the City & Guilds independent end-point assessor (IEPA) on the day of the End-point Assessment (EPA). You must also supply the IEPA with the MFI/COSHH sheets for the colouring products you will be using.

Task	Task requirements
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You will be assessed carrying out consultation for **all** services completed during the End-point assessment. You must shampoo and condition hair as part of at least **one** service of the EPA, this maybe more as appropriate.

Consultation	<p>The IEPA will observe consultations on all services completed during the EPA. You must show that you have:</p> <ul style="list-style-type: none">• used all means of identifying clients' wishes<ul style="list-style-type: none">○ question○ observation• adapted your advice to take into account the factors limiting or affecting services:<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• have identified or can describe any problems<ul style="list-style-type: none">○ suspected infections○ suspected infestations• have taken into account all hair characteristics<ul style="list-style-type: none">○ hair density○ hair texture○ hair elasticity○ hair porosity○ hair condition○ hair growth patterns• given advice and recommendations.
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Shampoo and condition the hair and scalp	<p>The IEPA will observe a shampoo and condition on all services completed during the EPA.</p> <p>You must show that you have:</p> <ul style="list-style-type: none"> • adapted your shampooing techniques • used shampooing massage techniques <ul style="list-style-type: none"> ○ effleurage ○ rotary ○ friction • used a conditioning product • used conditioning massage techniques <ul style="list-style-type: none"> ○ effleurage ○ petrissage • given advice and recommendations.
Cut hair using a range of techniques to create a variety of looks	<p>The IEPA will observe a minimum of one creative restyle:</p> <ul style="list-style-type: none"> • It should be a creative restyle that alters the shape. <p>The creative restyle should be finished to complement the style. If this includes a blow dry using a round brush this can be counted as one of the two style and finish looks listed below.</p> <ul style="list-style-type: none"> • You must use a minimum of three techniques from the range: <ul style="list-style-type: none"> ○ club cutting ○ freehand ○ scissor over comb ○ texturising (may include razoring) ○ precision cutting techniques (including disconnection) ○ fringe cutting ○ clipper work • given advice and recommendations.
Style and finish hair using a range of techniques to create a variety of looks	<p>The IEPA will observe a minimum of:</p> <ul style="list-style-type: none"> • one blow dry which must create volume, movement and curl • a hair up style, 80% of the hair should be taken up. <p>You must show that you have:</p> <ul style="list-style-type: none"> • used a minimum of four techniques: <ul style="list-style-type: none"> ○ blow drying with a round brush ○ blow drying with a paddle brush ○ setting ○ finger drying ○ plaiting/braiding/ knots and twisting ○ dressing hair ○ adding hair to enhance a style • used a minimum of two products <ul style="list-style-type: none"> ○ heat protectors ○ sprays ○ mousse ○ creams

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- gels
 - serums
 - setting lotions
 - wax
 - used a **minimum of one** setting technique
 - rollering
 - wrap setting
 - pin curling to give volume
 - pin curling to give flat movement
 - taken into account **all** factors
 - hair characteristics
 - hair classification
 - test results
 - client's own hair length
 - quantity of added hair
 - finished look
 - hair length
 - head and face shape
 - the occasion for which the style is required
 - used a **minimum of three** dressing techniques and effects
 - curls
 - rolls
 - smoothing
 - back-combing
 - back-brushing
 - twists
 - plaits
 - braids
 - styled above and below shoulder length hair
 - used a **minimum of two** tools and equipment
 - hand dryer
 - attachments
 - round brush
 - flat brush
 - hood dryer
 - rollers
 - combs
 - pin curl clips
 - brushes
 - grips and pins
 - heated equipment
 - given advice and recommendations.
-

Colour and lighten hair using a range of techniques

The IEPA will observe a colouring and a lightening technique.
The colour and lightening techniques must cover:

- woven highlights (needs to be woven to the roots)
- a minimum of a “T” section of the head which includes a change in depth and tone
- one other colouring technique

You must show that you have:

- used a **minimum of two** types of products
 - semi-permanent
-

- quasi-permanent
 - permanent
 - lighteners
 - toners
 - carried out **all** the tests
 - skin
 - incompatibility
 - porosity
 - elasticity
 - colour
 - taken into account **all** the factors
 - hair classifications
 - hair characteristics
 - temperature
 - existing colour of hair
 - percentage of white hair
 - test results
 - strength of hydrogen peroxide
 - hair length
 - skin tone
 - time interval from last perm or relaxer
 - recent removal of hair extensions
 - given advice and recommendations.
-

701 End-point Assessment - Hairdressing grading criteria

Descriptors		
Ways of Working	Pass The apprentice is capable of managing and running a column within expected service times, works safely and hygienically at all times and has a professional approach to work.	Distinction In addition to meeting the pass criteria the apprentice is confident, organised and proactive in their approach to work, they continually manage and use time effectively and demonstrate a constant attention to detail in all aspects of their work.
	<p>Demonstrated a professional appearance that aligned with salon/barbershop guidelines that they are being assessed in.</p> <p>Personal Hygiene met accepted industry and salon/barbershop standards.</p> <p>Safe working practices were followed whilst preparing the work area and during all services.</p> <p>Work area kept tidy throughout the services.</p> <p>Used products, tools and equipment in accordance to manufacturer's instructions.</p> <p>Regularly used products & resources efficiently and economically throughout services.</p> <p>Waste is disposed of correctly and safely.</p> <p>Services completed within commercially acceptable times, in line with salon/barbershop service times.</p> <p>Protected client and self correctly throughout each service.</p> <p>Handling tools safely and used for their intended purpose.</p> <p>Interacted appropriately with other salon/barbershop team members.</p> <p>If applicable used salon juniors and/or technicians in a way that supported efficient working giving clear instructions.</p> <p>Promptly identified and dealt with any problems.</p>	<p>Planning and preparation flowed seamlessly (planned in a way that does not need to walking around the salon during services, planning allows them to responds efficiently to the unexpected as well as expected, pre-empting problems eg having spare tools prepared).</p> <p>Optimised time efficiently both during and between services (eg providing a head massage, while waiting for a conditioning product to process, while blow drying also heating up styling equipment).</p> <p>Consistently used products & resources efficiently and economically throughout all services in a way that promotes environmental and sustainable working.</p> <p>Worked systematically and methodically in all aspects (application in line with the planning).</p> <p>Had an attention to detail and went the extra mile in terms of delivering of all services (eg work station consistently tidy throughout and between services, all clients completely free of clippings, attitude to finishing off each service with the consistent level).</p> <p>Showed confidence and finesse in every aspect of their work.</p> <p>Anticipated and dealt with problems seamlessly so that there was minimal or no impact on clients.</p>

Technical Skills	<p>Pass</p> <p>The apprentice can competently use a range of techniques, methods, tools and products to achieve accurate finished looks.</p>	<p>Distinction</p> <p>In addition to meeting the pass criteria the apprentice is capable of combining and adapting a full range of techniques, methods, tools and products to maximize the effects of all finished looks, consistently taking into consideration all factors, thinking both about the immediate effects and the longer term maintenance and management.</p>
Consultation	<p>Visually and manually inspected the hair, skin and scalp, correctly identifying key influencing factors (eg hair, skin and scalp conditions, hair characteristics).</p> <p>Carried out and confirmed results of all appropriate tests.</p> <p>Used a range of consultation and questioning techniques that were adapted to suit each client (actively listened to clients, maintained appropriate eye contact and probed appropriately).</p> <p>Used visual aids appropriately to support the consultation process.</p> <p>Used client records to inform service plan (if applicable).</p> <p>Updated record card as appropriate.</p>	<p>Clients were consistently fully informed of options with explanations/justifications for any recommendations that were tailored specifically to each client, considering the longer term.</p> <p>Influenced clients to ensure by negotiating where necessary to when communicating recommendations.</p> <p>Responded and reacted to clients in an intuitive way consistently through all consultations (reading their body language and proactively prompting).</p>
Shampoo & Condition	<p>Applied products that suited each client's needs (eg hair classification, hair condition).</p> <p>Used tools correctly (eg detangled points to roots on longer hair).</p> <p>Used and adapted different massage techniques to suit each client's needs (eg hair length, hair classification, hair density, hair and scalp condition).</p> <p>Water temperature and flow adjusted to suit client's needs with minimal wastage of water.</p> <p>All shampoo and products removed from the hair appropriately (conditioning products removed in a way that avoids disturbing the direction of the cuticle).</p>	N/A
Cut hair using a range of techniques	<p>Hair sectioned accurately (eg appropriate size section, positioning of the section).</p> <p>Established guidelines and followed accurately throughout the cutting service.</p>	<p>Creatively combined and adapted a range of techniques to personalise the cut to the client in a way that maximised the style potential (eg texturised the ends of the hair to make it lie better).</p> <p>Overall finished look showed precision and attention to detail.</p>

	<p>Worked methodically throughout the haircut.</p> <p>Used the appropriate cutting techniques to achieve the desired look.</p> <p>Applied the correct cutting angles, weight distribution and balance.</p> <p>Correct tension and moisture of the hair were maintained throughout the service.</p> <p>Cross checked the hair cut in a consistent manner throughout the service and made appropriate adjustments.</p>	
Styling & finish hair using a range of techniques	<p>Hair sectioned accurately (eg appropriate size section, positioning of the section).</p> <p>Worked methodically throughout the styling and finishing.</p> <p>Showed dexterity and efficiency when using drying tools and equipment.</p> <p>Used appropriate styling and finishing tools, equipment and products.</p> <p>Used and adapted styling and finishing techniques taking into consideration influencing factors and client requirements and the effects of humidity on the look (eg ensured hair is completely dry prior to applying finishing techniques).</p> <p>Correct tension and moisture of the hair were maintained throughout the drying and setting processes.</p> <p>Finished look meets the clients requirements.</p>	<p>Creatively combined and adapted a range of styling and finishing techniques, adapting approach throughout the services to ensure the finished look maximises the style potential.</p> <p>Personalised the finished style to suit the client's needs.</p> <p>Overall finished look showed precision and attention to detail.</p>
Colour and lighten hair using a range of techniques	<p>Selected and used appropriate colouring and lightening products, tools and equipment.</p> <p>Sectioned the hair cleanly and accurately.</p> <p>Mixed and applied products accurately in line with influencing factors and manufacturer's instructions.</p> <p>Development time monitored accurately and colour checked appropriately in line with manufacturer's instructions.</p> <p>Responded promptly to any problems that might occur.</p> <p>Desired result achieved.</p> <p>If applicable, removed colour/lightener appropriately and without disturbing remaining processing colour.</p>	<p>Precision and accuracy throughout the application of colour/lightener.</p> <p>Colour application was personalised to the hairstyle.</p> <p>Combined colouring techniques with a combination of colours in a way that enhanced the end result.</p> <p>Adapted techniques to account for client or requirements in a way that prevents problems occurring.</p>

Understanding	<p>Pass</p> <p>The apprentice's product and service advice is sound, evidences a good understanding that includes how to use products and maintain style. They are able to respond to any questions accurately.</p>	<p>Distinction</p> <p>In addition to meeting the pass criteria the apprentice's product and service advice goes beyond the basic, is backed up with evidence of a full depth of understanding that is used to shape and influence service outcomes appropriately. They are consistently able to respond to any questions asked with full justification for any decisions made or advice given, further evidencing a full depth of understanding.</p>
	<p>Selected appropriate techniques, products, tools and equipment for each service in line with client needs and test results.</p> <p>Identified influencing factors used to select the appropriate techniques and adapted the service plan.</p> <p>Accurate aftercare advice provided consistently to all clients.</p> <p>Responded to any questions accurately.</p>	<p>Provided full explanations of the service procedures, products and techniques to the client.</p> <p>Was able to justify service and product choices that linked backed to theories and scientific principles as appropriate.</p> <p>Responded to any questions asked with full justification for any decisions made or advice given, further evidencing a full depth of understanding.</p>
Customer service	<p>Pass</p> <p>The apprentice maintained client comfort throughout all services.</p>	<p>Distinction</p> <p>In addition to meeting the pass criteria the apprentice considers client comfort throughout all services, continually going the extra mile to meet customers' needs so that the service experience is as good as possible.</p>
	<p>Met and greeted all clients appropriately, putting each client at ease.</p> <p>Communicated with clients throughout each service using appropriate techniques, body language, language and terminology throughout and between all services.</p> <p>Ensured client comfort throughout all services.</p> <p>Responded to all customer needs.</p> <p>Provided correct aftercare advice.</p> <p>Promoted and recommended suitable products for each client (less embedded in the service).</p>	<p>Established and maintained a rapport with each client, regularly confirming they are meeting their expectations, providing reassurance if necessary.</p> <p>Anticipated client's needs throughout each service.</p> <p>Aftercare advice was tailored to the client included immediate and long term advice and was demonstrated, as appropriate, to support the client maintaining the look at home.</p> <p>Clear evidence of the advice and explanations provided throughout the services being integrated with the aftercare provided.</p> <p>Used naturally occurring opportunities throughout the service to make tailored product and service recommendations to each client.</p>

Useful contacts

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices, Missing or
late exam materials, Nominal roll reports,
Results

E: centresupport@cityandguilds.com

Learners

General qualification information

E: learnersupport@cityandguilds.com

Other contacts

For other contacts visit the Contact Us page
of our website

W: www.cityandguilds.com/help/contact-us

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City & Guilds

5-6 Giltspur Street
London EC1A 9DD

www.cityandguilds.com