



A City & Guilds Group Collaboration

End-point Assessment Review 7002 (Hair Professional)

June 2019

Lead Independent End-point Assessor Report

For external use

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1. Introduction

The purpose of this document to provide employers/ providers with feedback on the performance of apprentices for 7002 Hair Professional.

It is designed to be used as a feedback tool for employers and providers who have apprentices on the above named standard. It highlights areas of good performance, as well as areas for improvement, for each assessment method within the standard. In addition it offers recommendations and advice for employers and providers.

2. Overall Performance

This report covers the period from September 2018 - June 2019

701 - Hairdressing

Fail	22%
Pass	59%
Distinction	19%

702 – Barbering

Fail	30%
Pass	30%
Distinction	40%

2.1 Areas of good performance

Practical Observation

- Apprentices that submitted a detailed appointment schedule/service plan which covered the services, products and techniques being used, were fully prepared and performed well and fully covered the range requirements of the EPA. (example - appendix 1)
- Most apprentices showed that they could work in a methodical manner, which led to the completion of all services required.
- Most apprentices communicated well with their clients, keeping the clients fully informed throughout the service and demonstrated a professional manner throughout.
- Majority of apprentices have shown good practice where they have performed in line with commercial working patterns and demonstrated the ability to work within realistic service times.
- Apprentices who achieved a Distinction in “Customer Service” imbedded their aftercare advice throughout the services, rather than solely giving it at the end of the service. This showed the apprentice was constantly interacting with the client and demonstrates they are confident in giving aftercare advice.

701 - Hairdressing

- For the practical observation aspect of the EPA, the apprentices that carried out the required services on two clients, (combining the two colouring services/techniques on the one client), completed this within the time allocation.
- More prepared apprentices demonstrated confidence in most practical skills and showed a consistent approach to the personalisation of each finished look.

- Apprentices who had practiced the hair up and styling techniques produced a more polished finished look and were able to achieve a Distinction grade for styling.
- Where the apprentices achieved an overall Distinction they demonstrated consistent levels of skill across the all the services. The finished looks were accurate, balanced and showed a good level of finesse and polish.

702 - Barbering

- Some excellent standards of hair cutting and barbering skills have been observed.

Oral questions

- Overall, apprentices have performed well during the oral questioning section. They have been able confidently talk through their services and techniques.
- Apprentices that were well prepared and were able to give full explanations of services, products and techniques, and were able to link their choices of products back to scientific principles achieved a Distinction in “understanding”.

2.2 Areas for development - Practical Observation

- The apprentices need to be able to select the correct clients in order to showcase their skills.
- Apprentices must ensure the full range is covered as part of the EPA.
- Because some apprentices knew their client and what they were having done, they failed to carry out all necessary test and checks on the hair and scalp.
- Apprentices who achieved a pass in “Customer Service” gave aftercare advice but this was mainly limited to products, rather than how to manage their hair at home and when the next service should be etc.

701 - Hairdressing

- For the practical observation aspect of the EPA, the apprentices that carried out the colouring services on two different clients ended up rushing, which then affected their final grade.
- Apprentices who were not so well prepared showed an attempt at being creative, however the end result lacked precision and personalisation in some of the services especially the hair up, this then then showed a lack of confidence in their ability.
- In some cases, there was little evidence of attention to detail, which meant that opportunities for gaining distinction were missed.
- For the re-style and finish service, some apprentices didn't change the length and **shape** of the client's hair.
- In some cases the blow dry **did not** create volume, movement and curl.
- Apprentices **must** style hair that is above and below the shoulder length.

- When working with long hair, some apprentices failed to prepare the hair correctly, which then meant the finished look did not have a good level of finesse and polish.
- Some apprentices lacked attention to detail when perfecting and refining across all services, not staying focused or working meticulously, so were unable to meet the required standard to get a Distinction grade.
- Apprentices need to remember to check the finish for balance and to personalise the finished looks.
- The T section **must** include the hair from top of the head and the sides and must be woven the roots.

702 - Barbering

- When cutting facial hair some apprentices only cut the outside edge of the beard and did not blend the internal layers.
- Some apprentices did not use a minimum of 3 styling and finishing products when styling and finishing the hair.
- Some apprentices did not use all the required cutting techniques when cutting facial hair.
- Apprentices must remember to wear gloves when using an open cut throat razor, even if used against the skin to tidy up the neck line during the haircut.

Oral questions

- Some apprentices were unsure when asked about any “influencing factors”.
- In order for the apprentices to meet the Distinction grade they need to be able to give full explanations of the service procedures and products, as well as techniques used on their clients and to be able to justify their product choices to the IEPA.
- Some apprentices were unsure of massage movements used during the shampoo and conditioning services.

3. Recommendations and advice for employers/providers

- Choice of models/clients – this is key for the apprentice to perform well on the day. As the apprentice is allowed to choose their models, the employer/provider needs to make sure that the chosen models are going to give the apprentice the best opportunity to showcase their skills.

The employer/provider needs to check that the models are suitable to meet the requirement of the EPA, including the full range that is specified in the Assessment Plan.

- Models with young children should not bring them into the salon with them, as the apprentice is under exam conditions.
- Appointment schedules are requested as a safe guard, IEPAs will check these prior to the day of the EPA to ensure it meets the full

requirement of the EPA, if there any concerns then this will then be raised by the EPA team with the centre/provider.

701 - Hairdressing

Style and finish hair using a range of techniques to create a variety of looks

- One blow dry which **must** create volume, movement and curl - a round brush needs to be used to create curl and movement, this cannot be achieved with tongs/wands etc.
- The apprentice **must** style and finish hair that is both above & below the shoulder.

Cut hair using a range of techniques

- The restyle **must** change length and shape.

Colouring

- A T section is a woven technique that highlights the hair from top of the head and the sides and **must** be woven to the roots.

702 – Barbering

Cutting hair using barbering techniques to create a variety of looks.

- Over the two haircuts the apprentice **must** use all the following tools and equipment
 - scissors
 - clippers
 - clipper attachments
 - trimmers
 - razors

Cut Facial hair

- When completing a beard trim the apprentice **must** fully demonstrate their capabilities and a beard cut must be complete in every aspect and include trimming of the moustache and defining the outline shape and general reduction of the beard bulk.
- **Must** use all the following cutting techniques during the facial hair cuts:
 - scissor over comb
 - clipper with attachment
 - clipper over comb
 - freehand
 - fading

Shaving

- The use of sponges has now been removed from the range requirements
- **Frequently Asked Questions** – please familiarise yourself with the latest FAQs. [FAQs June 2019](#)

4. Additional Information

<https://www.cityandguilds.com/apprenticeships/emerging-standards/end-assessment-service>

Appendix

1. Example of appointment schedule

Time		Products used and Range covered
10.00am	Mrs Smith - Consultation and shampoo and condition the hair	Mrs Smith Consultation – Identifying clients desired look Identify inflecting factors. Shampoo and condition the hair and scalp- Wella shampoo. Shampoo technique – Effleurage, rotary friction. Conditioner – Wellaplex express. Conditioning technique, effleurage and petrissage. Cut hair – re-style, club cutting, freehand, texturizing and graduation. Style and Finish – Blow dry with round brush, heat protector and serum. Take into account all factors - use hand dryer. Styled above shoulder. Give aftercare advice and recommendations.
10.20	Restyle / hair cut	
11.00	Blow dry	
12.00	After care advice	
12.15	Tidy work area	
12.30	Break	Mrs Brown Consultation – Identifying desired look and all tests required prior to services (record card and incompatibility and skin test as evidence). Test during consultation porosity and elasticity. Shampoo and condition – Wella shampoo and conditioner. Shampoo technique, effleurage, rotary and friction. Conditioning technique, effleurage and petrissage. Blow dry – Blow dry curly blow into pin curls. Hair up- platting/braiding/knots
1pm	Mrs Brown -Client Consultation	
1.15	T Section foils	
2.00	Development	
2.30	Toner and shampoo and condition the hair and scalp	
2.45	Curly blow dry and pin curls	
3.30	Hair up	
4.15	After care advice	
4.20	Tidy up	