Apprenticeship Logbook
Level 2 Diploma for Hair Professionals

Barbering

City & Guilds
A City & Guilds Group Business

Apprenticeship Logbook
Level 2 Diploma for Hair Professionals

Barbering

Apprentice name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

IQA name:

EQA name:

About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8,500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2017 and may not be copied, reproduced or distributed without prior written consent.

First edition 2017. Updated July 2023.

ISBN 9780851933917

Please note: National Occupational Standards are © Hair and Beauty Industry Authority. Please check the conditions upon which they may be copied with Habia.

Publications
For information about or to order City & Guilds support materials, contact 01924 930800 or centresupport@cityandguilds.com. Calls to our 01924 numbers cost your telephone operator's access charge.

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

City & Guilds
1 Giltspur Street
London
EC1A 9DD
www.cityandguilds.com

Cover and book design by Select Typesetters Ltd
Edited by Allison Cooper
Special thanks to Melanie Mitchell, Peter Bennett and Diane Mitchell

Contents

Introduction and useful words	4
About the author	10
Foreword – a few words from Lee Stafford	11
Summary of unit achievement	12
Complete list of units	13
Tracking your progress	14

Mandatory units

201: Consultation	17
202: Shampoo, condition and treat the hair and scalp	31
209: Cutting hair using barbering techniques to create a variety of looks	45
210: Style and finish men's hair	63
211: Cut facial hair into shape	77
212: Provide shaving services	93

More information

Hair characteristics and classifications	109
Health and safety and other legislation	110
Environmental and sustainable working practices	111
Values and behaviours	112
Glossary of terms	114

Introduction and useful words

Wahl

Welcome to your City & Guilds Apprenticeship Logbook. It is designed to help you work towards your barbering qualification, by:

- showing you what you need to achieve
- helping you to record your achievements and evidence.

In this logbook, you will find the forms that you and your assessor will use for your qualification. You'll also find helpful pictures, hints, tips and more from leading people in barbering – all designed to make the qualification simple to understand and more fun to do!

We're sure that you will have lots of questions about your qualification, and this introduction should answer some of them. Of course, your assessor should also be on hand to explain things and be your guide, but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

You are taking the Level 2 Diploma for Hair Professionals – Barbering. The units in this qualification are based on the National Occupational Standards (NOS) for Barbering. This means that work you do to achieve the qualification is mainly about practical barbering skills and real work activities.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a barber.

To achieve this qualifcation, you need to meet the qualification structure, which is included in the 'Summary of unit achievement' section. The qualifcation is made up of six mandatory units that you must complete.

What's in a unit?

There are three main parts:

- What you must do
- What you must cover
- What you must know.

You need to achieve all three of these parts to complete the unit. Each unit is also based on the National Occupational Standards (NOS) for Barbering, which describe the standard of performance (performance criteria) you must achieve when carrying out activities in the workplace. They also state the knowledge and understanding you will need in order to work in a salon or barbershop. These standards have been mapped to the 'What you must do', 'What you must cover' and 'What you must know' sections of the units. The NOS has been mapped to the outcomes and criteria listed in the logbooks, full mapping can be found in the qualification handbook.

In your logbook you will see outcomes and criteria, generally the first outcome covers the performance criteria of the NOS and lists what you must do as well as what you must cover. This is included in the observation sign-off sheet. The remaining outcomes cover the knowledge and understanding requirements and are included in the knowledge sign-off sheet located towards the end of each unit. This section provides all the information you will need to prepare for your knowledge assessments and includes the knowledge criteria and knowledge range. More details on the knowledge range can either be found in the 'Useful words' section (pages 8–9) or the 'More information' section (pages 109–116). The performance and knowledge ranges are also listed in the unit sections of the qualification handbook.

JOICO Salon I-Deas, hair by JOICO

Who will decide whether I have achieved the standards?

Within these standards you are either 'competent' or 'not yet competent'. This means that if you have not quite got everything right when you do something, you will have a chance to do it again after more practice – remember, practice makes perfect! There are a number of people who will help to decide when you are competent:

1 Your assessor
A person who is very experienced and qualified in the area of work that you are training in. This will probably be your tutor, or it may be a supervisor or manager in your barbershop. Your assessor will be overseeing your work towards the qualification on a day-to-day basis.

2 Internal Quality Assurer (IQA)
A person within your centre who checks that all the assessments made by the assessors are carried out to the correct standards.

3 External Quality Assurer (EQA)
Someone from City & Guilds who visits your centre to check that all the assessments are correct and to the same standard as those made in other centres. This ensures that you're not working to a higher or lower level than candidates in other centres. External Quality Assurers also check that your centre is operating the qualification properly and fairly and has all the systems and equipment in place for your NVQ.

AlenKadr/Shutterstock.com

How long will it take?

There is no time limit set by City & Guilds for you to complete your Level 2 Diploma for Hair Professionals – Barbering, but your centre may have some requirements that they will explain to you.

Where do I go if I need more information about my assessments and qualification?

The most important sources of information you are likely to need are listed below:

- Your tutor/assessor is the most important source of information about your qualification.
- Your centre's student handbook or prospectus.

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800). Calls to our 01924 numbers cost your telephone company's access charge.

The Habia website (www.habia.org.uk).

MHFed

Useful words

Here are some words that you may hear over the course of doing your Level 2 Diploma for Hair Professionals – Barbering. You may want to refer back to this page if you hear a word and can't remember what it means.

Assessment plan
An action plan set by you and your assessor at the beginning of your course and then updated as you progress through your assessments. It has key dates for collecting evidence and for reviewing your progress.

Assessor
A person qualified and experienced in barbering who will help you plan your work and assessments and organise your evidence. Your assessor will be responsible for judging if you are competent and will give you feedback.

Candidate
A person working towards a qualification, ie, yourself.

Candidate appeals procedure
A system within a centre designed to help you have your evidence checked again if you disagree with the outcome of an assessment. Your centre will explain this procedure to you when you start. You may also find out at any time by asking your assessor or Internal Quality Assurer (IQA).

Centre
A place where training and/or assessment towards qualifications is carried out, which may be a college, training centre or work place. Only 'approved centres' that meet strict standards can offer City & Guilds qualifications.

City & Guilds
An awarding organisation for barbering and many other qualifications. City & Guilds checks and approves centres, sets and monitors assessment and issues certificates to candidates.

Competent
This means being able to do your work well. You are competent in a Level 2 Diploma when you show that you can work consistently to the required standards in a real work situation, and that you know and understand the correct way to do your job.

Evidence
Generally speaking, this is something that builds towards proof of your competence. In a Level 2 Diploma for Hair Professionals – Barbering, you need to collect evidence to show you are competent at your work. There are different kinds of evidence, ranging from your assessor observing your work to a written test. Each unit spells out the kinds of evidence you need to collect.

External Quality Assurer (sometimes called an EQA)
An expert from City & Guilds who visits centres to check that all assessment is carried out correctly and to the same standard. They also check that your centre is operating the qualification properly and fairly, and that it was all the systems and equipment in place.

Habia (Hairdressing and Beauty Therapy Industry Authority)
The government-approved standards-setting body for hairdressing, beauty therapy and related areas. The standards for your NVQ (the lists of 'What you must do', 'What you must cover' and 'What you must know') were created by industry experts working with Habia.

Internal Quality Assurer (sometimes called an IQA)
A person within your centre who makes sure that assessment is carried out to the correct standard and that accurate records are kept.

Observation
Generally speaking, this means to watch or pay attention to something in great detail. For this award, it is one of the main types of evidence. Your assessor will watch you work, and judge whether you consistently meet the national standards.

Outcome
An outcome states what you should know, understand or be able to do as the result of a process of learning.

Performance criteria
This term is used to describe the practical requirements of the Level 2 Diploma for Hair Professionals. These are mapped into the 'What you must do' outcome displayed in your logbook. The mapping can be found in the qualification handbook.

Portfolio
The place where you keep all the evidence you collect to show that you are competent. Usually this is a ringbinder where you can put the hole-punched sheets of this logbook. Your portfolio needs to be clearly organised and all your evidence referenced to the units.

Range
There are two types of range in your NVQ: performance range and knowledge and understanding range. The term 'performance range' is sometimes used for the things listed in the 'What you must cover' part of the unit. You can tick these areas in your logbook following guidance from your assessor. The knowledge and understanding range can be found in the 'More information' section. Areas with knowledge range are shown in bold in the 'What you must know' part of the unit. The knowledge range as further breakdown to the areas of knowledge such as legislation listed in 'What you must know'. You could be tested on any area listed in the knowledge range in your knowledge assessment.

Standards (also known as National Occupational Standards, sometimes called NOS)
These describe the things that an employee, or a potential employee, must be able to do consistently in a work situation, as well as the things that they must know and understand to do their job role competently. Habia sets the standards for barbering. These standards have been used to create your qualification.

Unit (mandatory and optional)
The main building blocks of your award: each unit describes one aspect of your work.

Vocational
An NVQ is a vocational award because it is based on skills and knowledge that you need in order to work and build a career in barbering.

Pall Mall Barbers

About the author

Adam Sloan

I have been in the industry since 1979, starting my career working for my father, Adam Sloan Senior, an award-winning barber and the best mentor any young hairdresser could wish for. He taught me the foundations of my career, to always update your skills, great work ethic and customer service being paramount to a successful career.

I have always been in love with this profession. This career has enabled me to become a platform artist, session stylist and develop educational DVDs. I sit on the regulatory bodies for hairdressing at City & Guilds and I'm a member of the Barber Council, continually campaigning for state registration.

I have five successful salons in Essex and two academies delivering Level 2 and 3 Hairdressing and Barbering NVQ qualifications. My passion has always been to raise the standards of male hairdressing and barbering. This lead me to form the Men's Hairdressing Federation (MHFed). The MHFed has been a global success, with our collections been published throughout the world. We perform at every hair show in the UK, working alongside the Fellowship of British Hairdressers. We embrace classical barbering techniques in catwalk shows and photographic collections, working with the very best in the industry.

It has been an honour working with some of the best names in the industry putting this logbook together. I wish you well and my secret to success in this wonderful industry is simple: education is key. Remember that the most creative work starts with nailing the foundation level.

Foreword

A few words from Lee Stafford

I left school at 15 with no qualifications and started my hairdressing career in the West End of London. I travelled four hours a day to get to work and back, as I lived in Essex, so my days were long, as you can imagine. I was doing all the dogs' body jobs that every assistant is expected to do and I didn't make a penny because all of my wages went on my travel to and from work.

Why did I work all those hours, do all those dogs' body jobs for no pay?

I did it for the same reasons every young person does it: in exchange for education and inspiration. Unfortunately this salon just didn't care. I quickly realised the trade of was way out of line, so I left after a few months and set up shop in my mum's dining room, where I spent six years doing dodgy short back and sides.

I always vowed that if I was ever in a position one day to be responsible for educating young people, I would do things very differently.

So I started to attend lots of seminars – I became an absolute education addict. As my career grew, I began presenting my own seminars all over the world. I kept getting better and better as a hairdresser myself because I was constantly educating myself in order to educate my team. It is win-win for everybody. I now own seven salons and I employ hundreds of young people – and I have done things very differently when it comes to educating them. Don't get me wrong – I still expect my young people to work long hours, do all the necessary jobs, and I only pay them the going rate. But what I do differently is give them back what they put in, and more, for educating and training, because I believe that is the fair and moral trade-off.

What started off as a moral decision to educate my assistants because of how I was treated when I was young, ended up being one of the greatest decisions I ever made.

Education is a way of life for me, and that's what led and guided me to setting up Lee Stafford Education.

Lee Stafford

Summary of unit achievement

By signing this summary of unit achievement we are confirming that all the performance criteria, ranges and essential knowledge and understanding requirements for these units have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Apprentice name:

Candidate enrolment number:

Centre name:

Centre number:

Qualification outcomes	Date achieved	Assessor signature	Apprentice signature	IQA signature (if sampled)
Mandatory units				
201: Consultation				
202: Shampoo, condition and treat the hair and scalp				
209: Cutting hair using barbering techniques to create a variety of looks				
210: Style and finish men's hair				
211: Cut facial hair into shape				
212: Provide shaving services				

IQA signature: Date:

Denman

Complete list of units

Mandatory units

All units must be achieved from this group.

Unit number	Unit title	Level	GLH
201	Consultation	2	63
202	Shampoo, condition and treat the hair and scalp	2	40
209	Cutting hair using barbering techniques to create a variety of looks	3	180
210	Style and finish men's hair	2	45
211	Cut facial hair into shape	2	82
212	Provide shaving services	3	110

bikeriderlondon/Shutterstock.com

Tracking your progress

On this page and the following two pages, you can tick off when you have achieved:

- each observation
- each outcome
- all of 'What you must cover'
- all the 'Knowledge and understanding'.

Once you have ticked this off, you will know you've achieved the unit and your assessor can check and sign. You can refer back to these pages at any time to check which units you have achieved and which still need to be achieved.

You may find it useful to keep track of how you're progressing through the units.

Mandatory units

201: Consultation

Observations 1 ◯ 2 ◯ 3 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯ 6 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

202: Shampoo, condition and treat the hair and scalp

Observations 1 ◯ 2 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

209: Cutting hair using barbering techniques to create a variety of looks

Observations 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯ 6 ◯ 7 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

Shave Doctor

210: Style and finish men's hair

Observations 1 ◯ 2 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

211: Cut facial hair to shape

Observations 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯ 6 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

212: Provide shaving services

Observations 1 ◯ 2 ◯ 3 ◯
Outcomes achieved 1 ◯ 2 ◯ 3 ◯ 4 ◯ 5 ◯ 6 ◯
All 'What you must cover' achieved ◯
All 'Knowledge and understanding' achieved ◯

Sign: _____ Date: _____

Wella

Mandatory units

Santiago Cornejo/Shutterstock.com

Unit 201: Consultation

Consulting with your client is an essential part of every hairdressing service. To become a successful hairdresser or barber, you will need to master these skills, one of the most important of which is good communication. You need to find out about a client's lifestyle, job and hobbies, as well as their hair characteristics and classifications.

In this unit, you will learn how to analyse any hair, skin and scalp problems, perform tests and identify suspected infections and infestations. You will also learn how to give advice and recommendations on aftercare so that the client can maintain their looks between appointments and so they can purchase suitable individual retail products for their use at home.

What is this unit about?

Unit 201: Consultation

Mandatory

This unit has **six** outcomes.

Outcome 1
Identify the requirements of the client

Outcome 2
Examine the hair, skin and scalp

Outcome 3
Advise your client and agree services and products

Outcome 4
Know how to identify the requirements of the client

Outcome 5
Know how to examine the hair, skin and scalp

Outcome 6
Know how to advise your client and agree services and products

Values and behaviours
Always make sure that your client is comfortable and ask if they would like refreshments and a magazine to read.

> First class: the daily challenge and thrill of being better today than yesterday.
>
> Lesley Spears, **Moroccan Oil**

Evidence requirements

You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance as part of all technical observations and will be recorded on at least **three** occasions. These observations will be recorded on at least three occasions within any of the following units:

- Unit 202 Cut hair using a range of techniques
- Unit 209 Cutting hair using barbering techniques
- Unit 210 Style and finish men's hair
- Unit 211 Cut facial hair into shape
- Unit 212 Shaving services.

You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

bikeriderlondon/Shutterstock.com

What you must cover

Unit 201: Consultation

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Consulted the following types of clients:

- new
- regular

Used all of the following means of identifying clients' wishes:

- questioning
- observation

Adapted your advice to take into account all of the following factors limiting or affecting services:

- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
- hair classifications
- client's lifestyle
- test results

Identified or can describe the following problems:

- suspected infections
- suspected infestations

Taken into account all of the following hair characteristics:

- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition
- hair growth patterns

Used three of the following four classifications:

- type 1 – straight hair
- type 2 – wavy hair
- type 3 – curly hair
- type 4 – very curly hair

Given all the following advice and recommendations:

- Consumer Protection legislation
- how to maintain their look
- time interval between services
- present and future products and services

More information

For details on hair classifications please turn to the 'More information' section in the back of this logbook.

L'Oréal Professionnel

Useful words

Unit 201: Consultation

Adverse hair, skin and scalp conditions
Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have a lot of harsh chemicals used on their hair.

Client's lifestyle
What they do for a job, hobbies and interests; also their age, etc.

Confidential information
This may include personal aspects of conversations with clients and colleagues, contents of client records, client and staff personal details, addresses and telephone numbers, financial aspects of the business and even gossip.

Consumer Protection legislation
This gives customers protection against unfair selling practices.

Hair characteristics
Each person's hair is made up differently due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture) etc.

Hair classification
Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Health and safety legislation
Rules and regulations that keep you and your clients safe at work.

Infections
Infection can result in red and inflamed skin, or the development of puss. If you suspect that your client has an infection, you should report it to your supervisor.

Infestations
A condition where parasites, such as head lice, move onto a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Manufacturers' instructions
Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

Tests
Tests can be on the hair or scalp. An example of a skin test would be that performed prior to a colour service to make sure that a client wasn't allergic to the product; a hair test could be an incompatibility check to see if there are any metallic salts in the hair.

Make sure you always clarify the main points of the consultation before you move onto another topic.

Big Yin Salon

Observation sign-off sheet

Unit 201: Consultation

What you must do

Outcome 1

Be able to consult with and advise clients

a Prepare to consult with and advise clients
b Apply safe and hygienic methods of working throughout services
c Carry out consultation services
d Carry out relevant tests
e Provide clients with advice and recommendations

Within your work, you must show your assessor that you can do the following. You will be observed a number of times as part of all technical observations (as a guide, on at least **three** occasions). These recorded observations must cover different technical units. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Big Yin Salon

Values and behaviours

Once you have completed the consultation, always recap on the service you are going to complete to ensure that your client fully understands.

Observation sign-off sheet Continued

Unit 201: Consultation

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Clients

Tick the types of clients consulted in each observation. You must consult with **both** types of clients.

	1	2	3		
New	○	○	○	○	○
Regular	○	○	○	○	○

Identify

Tick the means of identifying clients' wishes used in each observation. You must use **both** means of identification.

	1	2	3		
Questioning	○	○	○	○	○
Observation	○	○	○	○	○

Factors that limit or affect services

Tick the factors for which you have adapted your advice in each observation. You must take into account **all** of the factors.

	1	2	3		
Adverse hair, skin and scalp conditions	○	○	○	○	○
Incompatibility of previous services and products used	○	○	○	○	○
Hair classifications	○	○	○	○	○
Client's lifestyle	○	○	○	○	○
Test results	○	○	○	○	○

Problems

Tick the problems identified or described in each observation. You must identify or describe **both** of the following problems.

	1	2	3		
Suspected infections	○	○	○	○	○
Suspected infestations	○	○	○	○	○

Continues on next page

KMS California

Observation sign-off sheet Continued

Unit 201: Consultation

Hair characteristics

Tick the hair characteristics taken into account in each observation. You must take into account **all** of the hair characteristics.

	1	2	3		
Hair density	○	○	○	○	○
Hair texture	○	○	○	○	○
Hair elasticity	○	○	○	○	○
Hair porosity	○	○	○	○	○
Hair condition	○	○	○	○	○
Hair growth patterns	○	○	○	○	○

Hair classification

Tick the hair classifications seen in each observation. You must see **three** of the **four** classifications.

	1	2	3		
Type 1 – straight hair	○	○	○	○	○
Type 2 – wavy hair	○	○	○	○	○
Type 3 – curly hair	○	○	○	○	○
Type 4 – very curly hair	○	○	○	○	○

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3		
Consumer Protection legislation	○	○	○	○	○
How to maintain their look	○	○	○	○	○
Time interval between services	○	○	○	○	○
Present and future products and services	○	○	○	○	○

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

Comment form

Unit 201: Consultation

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

Values and behaviours
During the consultation, make sure that you are at eye level with your client. This could mean that you need to sit on a cutting stool next to your client.

AS Inc/Shutterstock.com

Knowledge sign-off sheet

Unit 201: Consultation

What you must know

Outcome 4 Know how to identify the requirements of the client		
4.1	**Describe how to communicate effectively when carrying out consultation services**	
4.1a	why effective communication is important for your salon's business	Mandatory knowledge
4.1b	how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	Mandatory knowledge
4.1c	the questioning and listening skills you need in order to find out information	Inferred knowledge
4.1d	why it is important to encourage and allow time for clients to ask questions	Mandatory knowledge
4.1e	the different types of visual aids that can support client consultation	Inferred knowledge
4.2	**Explain the importance of following current relevant legislation**	
4.2a	salon rules for maintaining confidentiality and privacy	Mandatory knowledge
4.2b	the importance of not discriminating against clients with illnesses and disabilities, and why	Mandatory knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

AntonioDia/Shutterstock.com

Use visual aids to help communicate and support your client's consultation.

Unit 201: Consultation

Outcome 5 Know how to examine the hair, skin and scalp		
5.1	**Outline responsibilities for health and safety in own role**	
5.1a	our responsibilities under current relevant health and safety legislation, standards and guidance such as the Health and Safety at Work etc Act 1974 and other relevant legislation	Cross-unit knowledge
5.1b	your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	Inferred knowledge
5.1c	salon procedures and manufacturers' instructions in relation to conducting tests	Inferred knowledge
5.2	**Describe when and how tests are carried out**	
5.2a	how and when tests are carried out on hair	Inferred knowledge
5.3	**Explain how test results influence services**	
5.3a	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
5.4	**Explain why it is important to identify factors that may limit or affect services**	
5.4a	why it is important to identify factors that may limit or affect services and products which can be used	Mandatory knowledge
5.5	**Explain how factors may limit or affect services and choice of products**	
5.5a	how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients	Mandatory knowledge
5.6	**Describe how to recognise hair, skin and scalp problems and necessary actions to take**	
5.6a	how to recognise hair, skin and scalp problems	Mandatory knowledge
5.6b	how to identify suspected infections and infestations which need reporting and who to report them to	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 201: Consultation

Outcome 6 Know how to advise your client and agree services and products		
6.1	**Identify the different hair characteristics and classifications**	
6.1a	the different types of hair characteristics	Mandatory knowledge
6.1b	the different hair types of hair classifications	Mandatory knowledge
6.2	**Describe the basic structure of hair and skin**	
6.2a	the basic structure of hair and skin	Mandatory knowledge
6.3	**Describe the growth cycle of hair**	
6.3a	the growth cycle of hair	Mandatory knowledge
6.4	**Explain the services and products available for use in your salon**	
6.4a	the services and products available for use in your salon	Inferred knowledge
6.5	**Explain your legal responsibilities for describing the features and benefits of products and services**	
6.5a	your legal responsibilities for describing the features and benefits of products and services	Mandatory knowledge

Continues on next page

Always check for suspected infections and infestations. Impetigo comprises yellow crusty spots on the skin and is very infectious; therefore, no salon service should be offered.

Science Photo Library/Dr P. Marazzi

Knowledge sign-off sheet Continued

Unit 201: Consultation

6.6	**Describe your salon's pricing structure**	
6.6a	your salon's pricing structure	Inferred knowledge
6.7	**Describe how to calculate the likely charge for services**	
6.7a	how to calculate the likely charge for services	Inferred knowledge
6.8	**Explain the importance of providing clients with advice and recommendations**	
6.8a	the importance of giving the client realistic expectations	Mandatory knowledge
6.8b	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Hints and tips

Ask open-ended questions when communicating with your client. These are usually questions that start with 'how', 'when', 'who', 'what', 'why'.

Supplementary notes

Unit 201: Consultation

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Cheynes

Unit 202: Shampoo, condition and treat the hair and scalp

The shampoo and conditioning treatments are the first services that the client experiences in the salon and they can set the tone for the rest of their visit. Correct shampooing and conditioning clean the hair and scalp, help keep them healthy and are essential to make sure that the hairdressing services which follow work properly and give the best results. In this unit, you will learn to treat different hair and scalp conditions using shampoos and conditioners. You will also learn to use massage movements correctly when shampooing and conditioning hair.

What is this unit about?

Unit 202: Shampoo, condition and treat the hair and scalp

Mandatory

This unit has **four** outcomes.

Outcome 1
Apply safe working practices when shampooing, conditioning and treating the hair and scalp

Outcome 2
Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

Outcome 3
Shampoo, condition and treat the hair and scalp

Outcome 4
Know how to shampoo, condition and treat the hair and scalp

MoroccanOil

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on at least **two** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow. Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

> ‘When shampooing very curly hair, prior to adding water, use a lightweight oil to detangle the hair.’
> Shelly Dalton

What you must cover

Unit 202: Shampoo, condition and treat the hair and scalp

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Adapted your shampooing techniques for three out of the following five hair conditions:

- damaged
- product build-up
- normal
- oily
- dry

Adapted your shampooing techniques for three out of the following five scalp conditions:

- dandruff affected
- oily
- dry
- product build-up
- normal

Used two out of the following three shampooing massage techniques:

- effleurage
- rotary
- friction

Used all the following conditioning products:

- surface
- penetrating
- scalp treatment

Used both of the following conditioning massage techniques:

- effleurage
- petrissage

Given all of the following advice and recommendations:

- correct detangling techniques
- suitable shampoos and conditioning products
- time interval between services
- present and future products and services

Values and behaviours

If you see that the shampoo and conditioner stock needs replenishing, then follow the salon's procedures to replace.

Wella

Hints and tips

Always thoroughly dry your hands after shampooing and conditioning to help prevent dermatitis.

Useful words

Unit 202: Shampoo, condition and treat the hair and scalp

Conditioning products
These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cross-infection
When disease is passed from one person to another, due to poor hygiene.

Cross-infestation
When an infestation of parasites, such as head lice, is passed from one person to another.

Dermatitis (sometimes called 'contact dermatitis')
A skin condition that can be sore, red and itchy. Hairdressers sometimes suffer from this, in between the fingers, from using chemicals in products such as perm solutions and shampoos. Prevented by using a barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Effleurage
A gentle stroking movement.

Environmental and sustainable working practices
Practices which reduce harm to the environment and also wastage of resources.

Friction massage
A vigorous rubbing movement using the finger pads. It is stimulating, rather than relaxing, and is not always carried out. It is only done for a few minutes, working from front to back.

Penetrating conditioners
Products designed to repair and strengthen the physical structure of the hair.

Petrissage
Slow and firm kneading movement.

Rotary
A firm circular movement using the pads of the fingers over the surface of the scalp.

Sterilisation
The total destruction of micro-organisms.

Surface conditioning products
Products designed to add moisture to the hair in order to improve shine and texture.

Jasminko Ibrakovic/Shutterstock.com

Observation sign-off sheet

Unit 202: Shampoo, condition and treat the hair and scalp

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, on at least **two** occasions). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

Outcome 1

Be able to shampoo, condition and treat the hair and scalp

a Prepare for shampooing, conditioning and treatment services
b Apply safe and hygienic methods of working throughout services
c Consult with clients about services and outcomes of tests
d Select suitable products, tools and equipment
e Carry out shampooing, conditioning and treatment services
f Provide clients with advice and recommendations on the service(s) provided

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Wella

Hints and tips

When combing wet hair, begin at the ends and remember to work through the hair very carefully to make sure you don't cause the client discomfort from pulling the hair.

Observation sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Hair condition

Tick the hair conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** hair conditions.

	1	2		
Damaged	○	○	○	○
Product build-up	○	○	○	○
Normal	○	○	○	○
Oily	○	○	○	○
Dry	○	○	○	○

Scalp condition

Tick the scalp conditions taken into account in each observation. You must adapt your shampooing techniques for **three** of the **five** scalp conditions.

	1	2		
Dandruff affected	○	○	○	○
Oily	○	○	○	○
Dry	○	○	○	○
Product build-up	○	○	○	○
Normal	○	○	○	○

Shampooing massage techniques

Tick the shampooing massage techniques used in each observation. You must carry out **two** out of the **three** shampoo massage techniques.

	1	2		
Effleurage	○	○	○	○
Rotary	○	○	○	○
Friction	○	○	○	○

Conditioning products

Tick the products used in each observation. You must use **all** of the products.

	1	2		
Surface	○	○	○	○
Penetrating	○	○	○	○
Scalp treatment	○	○	○	○

Conditioning massage techniques

Tick the conditioning massage techniques used in each observation. You must carry out **both** of the conditioning massage techniques.

	1	2		
Effleurage	○	○	○	○
Petrissage	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.			
	1	2		
Correct detangling techniques	○	○	○	○
Suitable shampoos and conditioning products	○	○	○	○
Time interval between services	○	○	○	○
Present and future products and services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

> Dandruff is an oily, not dry, scalp – so don't rub oils into the scalp to remove it. Apply specific anti-dandruff scalp toners instead.
>
> Phillip Kingsley

Phillip Kingsley

Comment form

Unit 202: Shampoo, condition and treat the hair and scalp

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Easydry

Knowledge sign-off sheet

Unit 202: Shampoo, condition and treat the hair and scalp

What you must know

Outcome 2 Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services		
2.1	**Outline own responsibilities for health and safety**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available to yourself and clients	Inferred knowledge
2.1c	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3d	the correct methods of waste disposal	Inferred knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

"Use a fresh, new towel for every client, every time. Disposable towels guarantee absolute hygiene and show you take no chances with clients' health or comfort."

Anne Butterly, **creator of Easydry towels – the Better Way to Dry**

Anna Demjanenko/Shutterstock.com

Unit 202: Shampoo, condition and treat the hair and scalp

2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	Cross-unit knowledge
2.5	**Explain the importance of questioning clients prior to and during services**	
2.5a	the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	Mandatory knowledge
2.6	**State the importance of preventing cross-infection and cross-infestation**	
2.6a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.6b	why it is important to avoid cross-infection and infestation	Cross-unit knowledge
2.6c	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
2.6d	methods of cleaning, disinfecting and sterilisation used in salons	Cross-unit knowledge
Outcome 4 Know how to shampoo, condition and treat the hair and scalp		
4.1	**Explain hair and scalp conditions and their causes**	
4.1a	how to identify hair and scalp conditions and their causes	Mandatory knowledge
4.1b	how and why the contra-indications can affect the service	Mandatory knowledge
4.1c	how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products	Mandatory knowledge
4.2	**Explain the science which underpins the services provided**	
4.2a	how shampoo and water act together to cleanse the hair	Mandatory knowledge
4.2b	the effects of water temperature on the scalp and structure of the hair	Mandatory knowledge
4.2c	how the ph value of the products used affects the current state of the hair	Mandatory knowledge
4.2d	how the 'build-up' of products can affect the hair, scalp and the effectiveness of other services	Mandatory knowledge
4.2e	how to use and handle equipment used during conditioning and treatment processes	Inferred knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

4.3	**Explain the massage techniques used during shampooing and conditioning**	
4.3a	when and how massage techniques should be used when conditioning different lengths and densities of hair	Mandatory knowledge
4.3b	when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair	Mandatory knowledge
4.3c	the purpose and benefits of scalp massage	Mandatory knowledge
4.4	**Explain the importance of detangling the hair from point to root**	
4.4a	the importance of detangling the hair from point to root	Mandatory knowledge
4.5	**Describe the range of products available**	
4.5a	how shampoos and conditioning products affect the hair and scalp	Mandatory knowledge
4.5b	types of available shampooing and conditioning products and equipment	Inferred knowledge
4.5c	when and how to use different shampooing, conditioning and treatment products	Inferred knowledge
4.6	**Outline the importance of using products cost effectively**	
4.6a	when the shampooing process should be repeated	Inferred knowledge

Continues on next page

Hints and tips

Always make sure that you do not wet the towel around the client's neck when shampooing.

Moroccan Oil

Knowledge sign-off sheet Continued

Unit 202: Shampoo, condition and treat the hair and scalp

4.7	**Describe the potential effects of using incorrect products**	
4.7a	what may happen if the incorrect shampooing and conditioning products are used	Mandatory knowledge
4.8	**State the importance of removing conditioning and treatment products, when required**	
4.8a	the importance of removing conditioning and treatment products, when required	Mandatory knowledge
4.9	**Outline the importance of removing excess water from the hair at the end of the service**	
4.9a	the importance of removing excess water from the hair at the end of the service	Mandatory knowledge
4.10	**Explain how heat affects the hair during the conditioning treatment**	
4.10a	how heat affects the hair during the conditioning treatment	Mandatory knowledge
4.11	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
4.11a	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
Tick if mandatory knowledge was covered by an online test	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Supplementary notes

Unit 202: Shampoo, condition and treat the hair and scalp

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Hair. Daniel Rymer @daniel_rymer www.danielrymer.com /
Photographer. Lel Burnett www.mutemedia.co.uk / M.u.a Grace Kingsley.

Unit 209: Cutting hair using barbering techniques to create a variety of looks

There has never been a more exciting time in barbering; this is the fastest growing market in hairdressing. With the growth and the importance of male grooming using traditional and modern barbering techniques, these skills can only lead to an exciting career.

Your cutting skills are among the most important you will need as a barber. Within this unit, you will cover the different factors you need to take into account when cutting hair, neckline shapes, outline shapes and detailing designs to achieve modern and traditional barbering looks.

You will cover the foundation skills to build your confidence, use your imagination and establish a great relationship with your clients.

What is this unit about?

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Mandatory

This unit has **seven** outcomes.

Outcome 1
Apply safe working practices when cutting hair using barbering techniques

Outcome 2
Understand how health and safety policies and procedures affect cutting hair using barbering techniques

Outcome 3
Cut hair using basic barbering techniques

Outcome 4
Understand the factors that may influence cutting hair using barbering techniques

Outcome 5
Creatively cut hair using a combination of barbering techniques

Outcome 6
Create basic outlines and detailing design in hair

Outcome 7
Understand the tools, equipment and products used when cutting hair using barbering techniques

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for cutting men's hair using basic techniques. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on at least **five** occasions on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Hints and tips

It is important to cut to the natural hairline so the haircut will last longer.

MHFed: Director - Adam Sloan; Hair - MHFed Art Team; Photography - Ollie Hewett

"Time management is vital! Keep to your appointment times, no matter how good the cut is: the client's time is valuable and they may not return if you keep them waiting."
Chris Muskett, **Big Yin Gents Division**

What you must cover

Unit 209: Cutting hair using barbering techniques to create a variety of looks

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following tools and equipment:

- scissors
- clippers
- clipper attachments
- trimmers
- razors

Cut both kinds of hair:

- wet
- dry

Cut all of the following looks:

- uniform layer
- square layer
- graduation
- flat top
- with a fringe
- with a parting
- around the ear outline
- over the ear
- with a fade

Used all of the following techniques:

- club cutting
- scissor over comb
- clipper over comb
- freehand
- thinning
- fading
- layering
- texturising
- razor cutting
- tapering
- graduating
- disconnecting
- eyebrow trim

Taken into account all of the following factors:

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

Created all of the following neckline shapes:

- tapered
- skin fade
- squared
- full neckline

Achieved all of the following outline shapes:

- natural
- created
- tapered

Taken into account all of the following creative finishing techniques:

- styling
- blow drying
- product application

Taken into account all of the following outlines and detailing designs:

- straight lines
- curved lines
- repeated
- hair line

Given all of the following advice and recommendations:

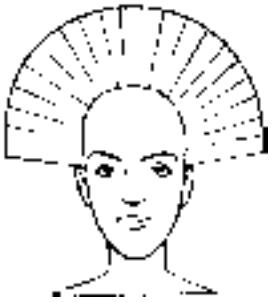
- how to maintain their look
- additional products
- additional services
- time interval between services

MHFed

3Wella

Useful words

Unit 209: Cutting hair using barbering techniques to create a variety of looks



Basic uniform layer
All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors.

Club cutting
The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Factors
You must adapt your cutting technique to take into account certain characteristics of your client's hair and appearance.

Fading
Used to blend short hair into the neckline, or to create a natural hairline.

Flat top
This is a flat square shape, generally using clipper over comb or scissor over comb. This cut is a square finish that could be of different lengths depending on the client's needs. For a flat top, unlike many other cuts where you remove the corners, to achieve the square finish the corners must be retained. You must be mindful of the highest point of the skull as this will determine your starting point. This cut can be achieved by using a 'flat topper' or a clipper comb, but your body positioning and eye for detail is vital to achieve the perfect square look.

MHFed: Director - Adam Sloan; Hair - MHFed Art Team; Photography - Ollie Hewett

Full neckline
Collar length hair.

Graduation
The inner layers of the hair length are shorter than the outline shape, as shown here.

Scissor over comb
The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine detailing hairlines.

Square layer
This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

Tapered
Tapering is good for detailing hairlines, softening a look and removing weight.

Trimmers
Small clippers with smaller blades to create a closer, finer cut with more definition and detail.

Values and behaviours
Never bring your problems to work – your client's experience should always be positive.

Observation sign-off sheet

Unit 209: Cutting hair using barbering techniques to create a variety of looks

What you must do

Outcome 1

Be able to creatively cut hair using a combination of barbering techniques

a Prepare for cutting services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out cutting services
f Provide clients with advice and recommendations on the service(s) provided

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (on at least **five** occasions on different clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Hints and tips

During the consultation, make sure you listen to your client's needs, and that you are realistic and manage their expectations.

Denman

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** of the tools and equipment.

	1	2	3	4	5		
Scissors	○	○	○	○	○	○	○
Clippers	○	○	○	○	○	○	○
Clipper attachments	○	○	○	○	○	○	○
Trimmers	○	○	○	○	○	○	○
Razors	○	○	○	○	○	○	○

Hair

Tick the kinds of hair cut in each observation. You must cut **both** kinds of hair.

	1	2	3	4	5		
Wet	○	○	○	○	○	○	○
Dry	○	○	○	○	○	○	○

Looks

Tick the looks cut in each observation. You must cut **all** of the looks.

	1	2	3	4	5		
Uniform layer	○	○	○	○	○	○	○
Square layer	○	○	○	○	○	○	○
Graduation	○	○	○	○	○	○	○
Flat top	○	○	○	○	○	○	○
With a fringe	○	○	○	○	○	○	○
With a parting	○	○	○	○	○	○	○
Around the ear outline	○	○	○	○	○	○	○
Over the ear	○	○	○	○	○	○	○
With a fade	○	○	○	○	○	○	○

Continues on next page

MHFed

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Techniques

Tick the techniques used in each observation. You must use **all** of the techniques.

	1	2	3	4	5		
Club cutting	○	○	○	○	○	○	○
Scissor over comb	○	○	○	○	○	○	○
Clipper over comb	○	○	○	○	○	○	○
Freehand	○	○	○	○	○	○	○
Thinning	○	○	○	○	○	○	○
Fading	○	○	○	○	○	○	○
Layering	○	○	○	○	○	○	○
Texturising	○	○	○	○	○	○	○
Razor cutting	○	○	○	○	○	○	○
Tapering	○	○	○	○	○	○	○
Graduating	○	○	○	○	○	○	○
Disconnecting	○	○	○	○	○	○	○
Eyebrow trim	○	○	○	○	○	○	○

Factors

Tick the factors taken into account in each observation. You must take into account **all** of the factors.

	1	2	3	4	5		
Hair characteristics	○	○	○	○	○	○	○
Hair classifications	○	○	○	○	○	○	○
Head and face shape	○	○	○	○	○	○	○
Presence of added hair	○	○	○	○	○	○	○
Presence of male pattern baldness	○	○	○	○	○	○	○
Piercings	○	○	○	○	○	○	○
Adverse skin conditions	○	○	○	○	○	○	○

Continues on next page

Values and behaviours

To retain and build your clientele, you need to treat your clients with respect and be courteous and polite at all times.

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Neckline shapes

Tick the neckline shapes created in each observation. You must create **all** of the neckline shapes.

	1	2	3	4	5		
Tapered	○	○	○	○	○	○	○
Skin fade	○	○	○	○	○	○	○
Squared	○	○	○	○	○	○	○
Full neckline	○	○	○	○	○	○	○

Outline shapes

Tick the outline shapes created in each observation. You must cut **all** of the outline shapes.

	1	2	3	4	5		
Natural	○	○	○	○	○	○	○
Created	○	○	○	○	○	○	○
Tapered	○	○	○	○	○	○	○

Creative finishing techniques

Tick the creative finishing techniques achieved in each observation. You must have carried out **all** of the following creative finishing techniques.

	1	2	3	4	5		
Styling	○	○	○	○	○	○	○
Blow drying	○	○	○	○	○	○	○
Product application	○	○	○	○	○	○	○

Continues on next page

Hints and tips

When cutting curly hair, use the wide end of the comb to allow for the hair's natural movement.

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Outlines and detailing design

Tick the outline and detailing designs achieved in each observation. You must have achieved **all** of the following outlines and detailing designs:

	1	2	3	4	5		
Straight lines	○	○	○	○	○	○	○
Curved lines	○	○	○	○	○	○	○
Repeated	○	○	○	○	○	○	○
Hair line	○	○	○	○	○	○	○

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4	5		
How to maintain their look	○	○	○	○	○	○	○
Additional products	○	○	○	○	○	○	○
Additional services	○	○	○	○	○	○	○
Time interval between services	○	○	○	○	○	○	○

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

JOICO Salon I-Deas, hair by JOICO

Comment form

Unit 209: Cutting hair using barbering techniques to create a variety of looks

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	
4	
5	

Knowledge sign-off sheet

Unit 209: Cutting hair using barbering techniques to create a variety of looks

What you must know

Outcome 2 Know how health and safety policies and procedures affect cutting hair using barbering techniques		
2.1	**Explain responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective equipment that should be available for clients	Inferred knowledge
2.1c	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.1d	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	why it is important to protect clients from hair cuttings	Mandatory knowledge
2.3c	the safety considerations which must be taken into account when cutting hair	Mandatory knowledge
2.3d	why it is important to use personal protective equipment	Mandatory knowledge
2.3e	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3f	the correct methods of waste disposal	Inferred knowledge
2.3g	how to minimise the wastage of products	Inferred knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Values and behaviours

As a barber you never stop learning – to keep up with the ever-changing trends in men's hairdressing, you need a positive attitude.

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

2.4	**Explain the importance of questioning clients prior to and during cutting services**	
2.4a	the importance of exploring and confirming the looks with the client using relevant visual aids	Cross-unit knowledge
2.4b	the importance of confirming with your client the look agreed during consultation prior to commencing the cut	Cross-unit knowledge
2.4c	the importance of giving your client encouragement to put forward their own ideas on design and/or image and agreeing the outcome, duration and cost	Cross-unit knowledge
2.4d	the importance of consulting with your client throughout the cutting process	Inferred knowledge
2.4e	the importance of confirming your client's satisfaction with the finished cut	Mandatory knowledge
2.5	**Explain the importance of preventing cross-infection and cross-infestation**	
2.5a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.5b	methods of cleaning, disinfecting and sterilising used in salons	Cross-unit knowledge
2.5c	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
2.5d	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Wella

Observation sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Outcome 4 Understand the factors that may influence cutting hair using barbering techniques		
4.1	**Explain the factors that may influence cutting services**	
4.1a	your salon's expected service times for different cutting looks / your salon's expected service times for basic outlines and detailing designs looks	Inferred knowledge
4.1b	the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	Mandatory knowledge
4.1c	the factors which should be considered when cutting wet hair and dry hair	Mandatory knowledge
4.1d	the circumstances in which you might cut into the natural hairline	Mandatory knowledge
4.1e	the design possibilities and limitations when working with linear outlines and detailing designs in hair	Mandatory knowledge
4.1f	the types of haircut which form a suitable foundation for cutting straight and curved lines and repeated designs into the hair	Mandatory knowledge
4.2	**Describe ways of dealing with any influencing factors**	
4.2a	how to adapt outlines and detailing designs to suit different head shapes	Inferred knowledge
4.3	**State the average rate of hair growth**	
4.3a	the average rate of hair growth	Mandatory knowledge
4.4	**Explain the effects on the skin of continual close cutting/close clippering of hair**	
4.4a	the potential risk of ingrowing hair resulting from the continual close cutting of curly hair	Mandatory knowledge
4.4b	the effects of continual close clippering on skin	Mandatory knowledge
4.4c	the potential risk of ingrowing hair resulting from continual close clippering	Mandatory knowledge
4.5	**Explain the known causes and typical patterns of male pattern baldness**	
4.5a	the known causes of male pattern baldness	Mandatory knowledge
4.5b	the typical patterns of male pattern baldness	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Outcome 7 Understand the tools, equipment and products used when cutting hair using barbering techniques		
7.1	**Explain why it is important to prepare the hair prior to cutting**	
7.1a	how to prepare your client's hair prior to cutting	Inferred knowledge
7.1b	why hair products should be removed from the hair prior to cutting	Mandatory knowledge
7.1c	the importance of correctly combing out the hair prior to cutting	Mandatory knowledge
7.2	**Identify the tools, equipment and products available and the effects they achieve**	
7.2a	which tools can be used on either wet or dry hair, or both	Mandatory knowledge
7.2b	the types of clippers, clipper blades and attachments available, and the effects that these achieve	Mandatory knowledge
7.2c	how to create simple repeated designs from lines and curves	Inferred knowledge
7.2d	the types of products available for finishing men's hair	Inferred knowledge
7.3	**Describe the correct use and maintenance of cutting tools and equipment**	
7.3a	the correct use and maintenance of cutting tools	Mandatory knowledge
7.3b	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products, which you must follow	Inferred knowledge
7.3c	how to safely use all the tools and equipment	Inferred knowledge
7.3d	how to level and test clippers	Mandatory knowledge

Continues on next page

Wella

Knowledge sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

7.4	Explain the importance of applying correct techniques during basic barbering services	
7.4a	the reasons for establishing and following guidelines	Inferred knowledge
7.4b	how to create and follow guidelines for different cutting looks	Inferred knowledge
7.4c	how and when to use different cutting techniques and the effects achieved	Mandatory knowledge
7.4d	the importance of considering weight distribution and working with the natural growth patterns of the hair	Mandatory knowledge
7.4e	how different cutting angles will impact on weight distribution, balance and the degree of graduation	Mandatory knowledge
7.4f	the importance of applying the correct degree of tension to the hair when cutting	Mandatory knowledge
7.4g	how to safely carry out an eyebrow trim	Inferred knowledge
7.4h	the importance of changing your own position and that of your client to help you ensure the accuracy of the cut	Cross-unit knowledge
7.4i	the importance of keeping the hair damp when wet cutting	Mandatory knowledge
7.4j	the importance of establishing accurate distribution of weight, balance and shape by regularly cross-checking the cut	Inferred knowledge
7.4k	how to create different neckline and outline shapes	Inferred knowledge
7.4l	the importance of cutting to the natural hairline in barbering	Mandatory knowledge
7.4m	how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape	Inferred knowledge
7.4n	the importance of balancing and shaping sideburns to suit the hair style and to meet your client's requirements	Mandatory knowledge
7.4o	the visual checks required to ensure the finished cut and outlines are accurate	Inferred knowledge
7.4p	the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements	Inferred knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 209: Cutting hair using barbering techniques to create a variety of looks

7.5	**Explain the importance of applying correct techniques during creative hair cutting services**	
7.5a	how to personalise and adapt cutting techniques	Inferred knowledge
7.5b	the effects that can be created by combining and adapting different cutting techniques	Inferred knowledge
7.5c	the importance of cross-checking the cut	Mandatory knowledge
7.6	**Explain the importance of applying correct techniques when creating basic outlines and detailing in hair**	
7.6a	methods of preparing the hair prior to cutting outlines and detailing designs	Inferred knowledge
7.6b	how and when to use different cutting techniques when creating designs in hair	Inferred knowledge
7.6c	equipment handling techniques for achieving accurate outlines and detailing designs in hair	Inferred knowledge
7.6d	the importance of visually checking outline, detailing designs and cut	Mandatory knowledge
7.7	**Describe the problems that may occur during services and ways in which they can be resolved**	
7.7a	the types of problems that can commonly arise when cutting men's hair and ways in which they can be remedied, if possible	Mandatory knowledge
7.8	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
7.8a	the range of traditional and current men's hair shapes	Inferred knowledge
7.8b	suitable sources of information and design ideas, and how to access them	Inferred knowledge
7.8c	how to present information and recommendations on patterns clearly to your client	Inferred knowledge
7.8d	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Supplementary notes

Unit 209: Cutting hair using barbering techniques to create a variety of looks

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Director: Adam Sloan/Hair: MHFed Art Team/Photography: Ollie Hewett

Unit 210: Style and finish men's hair

The modern man is now spending much more time and money finishing and styling his hair. Men's styling is driven by catwalk and media fashion, and men's styling products are now an essential part of male grooming.

This unit will cover different drying and finishing techniques to complement the haircut and the correct choice and use of styling and finishing products.

What is this unit about?

Unit 210: Style and finish men's hair

Mandatory

This unit has **four** outcomes.

Outcome 1
Apply safe working practices when drying and finishing men's hair

Outcome 2
Understand how health and safety policies and procedures affect drying and finishing services

Outcome 3
Dry and finish hair

Outcome 4
Know how to dry and finish hair

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for drying and finishing men's hair. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

What you must do

Your assessor will observe these aspects of your performance on **two** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

Values and behaviours
Consult with your client through the service, to ensure client satisfaction.

KMS California

What you must cover

Unit 210: Style and finish men's hair

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used four out of the following seven styling and finishing products:

- sprays
- creams
- gels
- wax
- tonics
- oils
- styling powders

Considered all of the following factors:

- hair characteristics
- hair classifications
- hair cut
- hair growth patterns
- head and face shape

Used both of the following drying techniques:

- brush drying
- finger drying

Achieved three out of the five following finished looks:

- straightening
- smoothing
- creating volume
- creating movement
- creating texture

Used all of the following tools and equipment:

- flat brush
- round brush
- electrical equipment

Given all of the following advice and recommendations:

- how to maintain their look
- time interval between services
- present and future products and services

Diva Pro

> Always follow the manufacturers' instructions for the safe use of products and electrical appliances.
>
> Adam Sloan

Useful words

Unit 210: Style and finish men's hair

Electrical equipment
Straighteners and hair dryer.

Hair characteristics
Hair density, texture, elasticity, porosity, hair condition and growth patterns.

Ysbrand Cosijn/Shutterstock.com

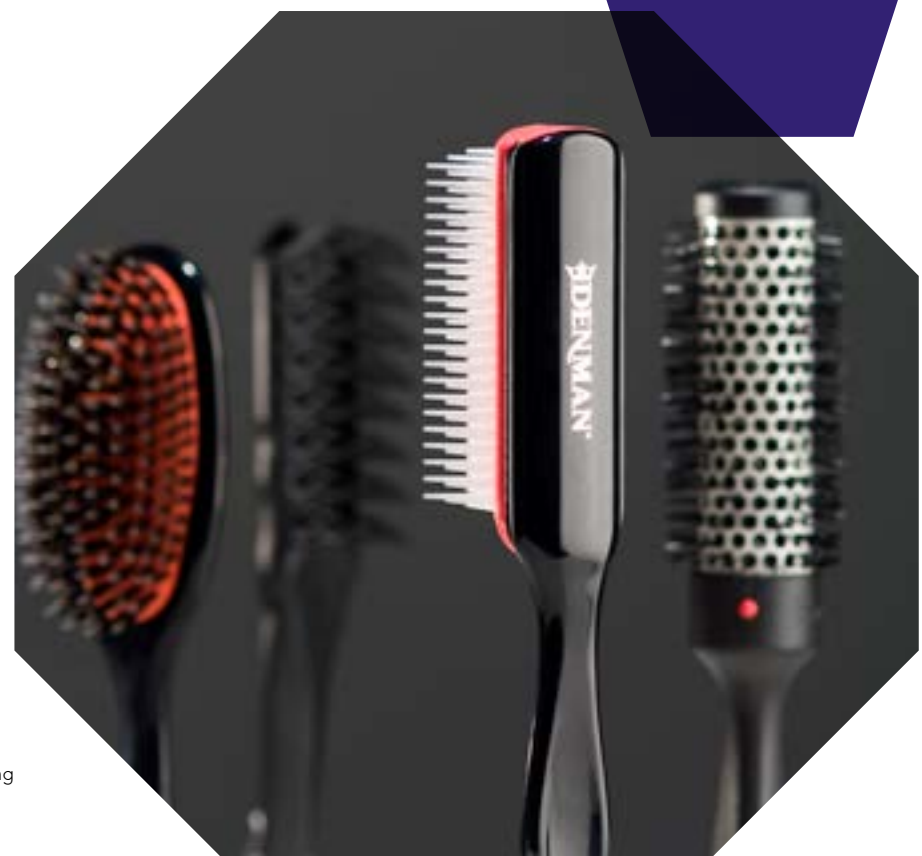
Pompadour hair style
Using a round brush to achieve root lift, elevation and volume through the top of a haircut with super neat sides.

Styling powders
To give a matt finish, hold and add texture.

Tonics
Used as an aftershave for the scalp and hair.

Hints and tips

To achieve a pompadour, blow dry the front section with a round or Denman brush to achieve volume.



Denman

Observation sign-off sheet

Unit 210: Style and finish men's hair

What you must do

Outcome 1

Be able to dry and finish men's hair

a Prepare for drying and finishing services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out drying and finishing services
f Provide clients with advice and recommendations on the service(s) provided

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **two** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Hints and tips

Make sure that you spread the product evenly through the hair.

Dmitry Kalinovsky/Shutterstock.com

Observation sign-off sheet Continued

Unit 210: Style and finish men's hair

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Styling and finishing products

Tick the products used in each observation. You must use four out of the **seven** styling and finishing products.

	1	2		
Sprays	○	○	○	○
Creams	○	○	○	○
Gels	○	○	○	○
Wax	○	○	○	○
Tonics	○	○	○	○
Oils	○	○	○	○
Styling powders	○	○	○	○

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the tools and equipment.

	1	2		
Flat brush	○	○	○	○
Round brush	○	○	○	○
Electrical equipment	○	○	○	○

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2		
Hair characteristics	○	○	○	○
Hair classifications	○	○	○	○
Hair cut	○	○	○	○
Hair growth patterns	○	○	○	○
Head and face shape	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 210: Style and finish men's hair

Drying techniques

Tick the drying techniques used in each observation. You must use **both** the drying techniques.

	1	2		
Brush drying	○	○	○	○
Finger drying	○	○	○	○

Finished looks

Tick the finished looks achieved in each observation. You must achieve **three** out the **five** finished looks.

	1	2		
Straightening	○	○	○	○
Smoothing	○	○	○	○
Creating volume	○	○	○	○
Creating movement	○	○	○	○
Creating texture	○	○	○	○

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2		
How to maintain their look	○	○	○	○
Time interval between services	○	○	○	○
Present and future products and services	○	○	○	○

	1	2		
Observation	○	○	○	○
Date achieved				
Candidate signature				
Assessor signature				
IQA signature (if sampled)				
EQA signature (if sampled)				

Comment form

Unit 210: Style and finish men's hair

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	

Values and behaviours
Make sure your client fully understands the styling techniques and how much product to use, as too much product could lead to overloading of the hair when they try to recreate the style at home.

MHFed

Knowledge sign-off sheet

Unit 210: Style and finish men's hair

What you must know

Outcome 2 Know how health and safety policies and procedures affect drying and finishing services		
2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for the client	Inferred knowledge
2.1c	the importance of personal hygiene and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3c	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3d	the correct methods of waste disposal	Inferred knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Values and behaviours

Non-verbal communication – body language – is just as important as verbal communication. To portray yourself in a professional manner, maintain eye contact. Just smiling speaks volumes.

mimagephotography/Shutterstock.com

2.4	**Describe contact dermatitis and how it can be prevented**	
2.4a	contact dermatitis and how to avoid developing it when carrying out drying and finishing services	Cross-unit knowledge
2.5	**State the importance of preventing cross-infection and cross-infestation**	
2.5a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.5b	methods of cleaning, disinfecting and/or sterilising used in salons	Cross-unit knowledge
2.5c	the importance of working safely and hygienically to minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge
Outcome 4 Know how to dry and finish hair		
4.1	**Explain the importance of questioning clients prior to and during services**	
4.1a	the importance of confirming with your client the look agreed at consultation and during the service	Cross-unit knowledge
4.2	**Explain the factors that may influence the services provided**	
4.2a	how different factors impact on drying and finishing services	Mandatory knowledge
4.3	**Explain the effects of humidity on hair**	
4.3a	the effects of humidity on hair	Mandatory knowledge
4.4	**Explain the physical effects of heated styling equipment on the hair structure**	
4.4a	the physical effects of heated styling equipment on the hair structure	Mandatory knowledge

Continues on next page

Hints and tips

Keep the hair misted and maintain an even moisture level throughout the styling process.

Denman

Knowledge sign-off sheet Continued

Unit 210: Style and finish men's hair

4.5	**Explain why hair should be kept damp before drying**	
4.5a	why hair should be kept damp before drying	Mandatory knowledge
4.6	**Explain how heat protectors act to protect the hair**	
4.6a	how heat protectors act to protect the hair	Mandatory knowledge
4.7	**Identify the tools, equipment and products available and the effects they achieve**	
4.7a	the range of drying and finishing products, tools and equipment available for drying and finishing men's hair	Inferred knowledge
4.7b	when and why the types of drying and finishing products should be used	Mandatory knowledge
4.7c	why and how to use the different types of styling tools and equipment	Inferred knowledge
4.8	**Explain the importance of following salon/barbershop and manufacturers' instructions during styling and finishing services**	
4.8a	the manufacturers' instructions for the use of the specific styling and finishing products in your salon	Cross-unit knowledge

Continues on next page

Wella

Knowledge sign-off sheet Continued

Unit 210: Style and finish men's hair

4.9	**Explain the importance of applying correct techniques during services**	
4.9a	current techniques for drying and finishing hair	Inferred knowledge
4.9b	why the direction of the air flow when drying is important to achieve the desired look	Mandatory knowledge
4.9c	the importance of using a nozzle when carrying out drying techniques	Mandatory knowledge
4.9d	how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement	Mandatory knowledge
4.9e	methods of controlling hair sections during the drying process	Inferred knowledge
4.9f	how the incorrect application of heat can affect the hair and scalp	Mandatory knowledge
4.9g	why hair should be allowed to cool prior to finishing	Mandatory knowledge
4.10	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
4.10a	the importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client	Inferred knowledge
4.10b	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Hints and tips

Do not overload the hair with too much product.

Supplementary notes

Unit 210: Style and finish men's hair

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Director: Adam Sloan/Hair: MHFed Art Team/Photography: Ollie Hewett

Unit 211: Cut facial hair into shape

Facial hair has long been seen as a sign of masculinity. More recently, we have seen resurgence in the trend for facial hair, and it is no longer looked upon as an unkempt hippie accessory. Modern beards are better groomed, making them officially cool.

Face shape plays an important part in beard suitability, and barbershops are currently seeing an increase in clients requesting facial hair styling. As always, celebrity trends lead the way, making these services essential skills to master.

What is this unit about?

Unit 211: Cut facial hair into shape

Mandatory

This unit has **six** outcomes.

Outcome 1
Maintain safe working practices when cutting facial hair to shape

Outcome 2
Know how health and safety policies and procedures affect facial hair cutting services

Outcome 3
Cut facial hair to shape using basic techniques

Outcome 4
Know how to cut facial hair to shape using basic techniques

Outcome 5
Design and create a range of facial hair shapes

Outcome 6
Know how to create a range of facial hair shapes

Shave Doctor

> When carrying out a facial hair cut, ensure the client's head is supported at all times.
> Adam Sloan

Olga Polpova/Shutterstock.com

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for cutting facial hair. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on **five** occasions, each on different clients. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

What you must cover

Unit 211: Cut facial hair into shape

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all of the following types of tools:

- scissors
- clippers
- clipper attachments
- trimmers

Taken account of all of the following factors:

- head and face shape
- hair characteristics
- hair classification
- hair style
- adverse skin conditions
- facial piercing
- clients' wishes
- ingrowing hair
- skin elasticity
- scarring

Cut all of the following looks:

- tapered beardline
- full beard outlines
- partial beard
- moustache only
- eyebrow trim

Used all of the following cutting techniques:

- scissor over comb
- clipper with attachment
- clipper over comb
- freehand
- fading
- full beard and moustache

Used both of the styling and finishing products:

- oil
- wax

Given all of the following advice and recommendations:

- how to maintain their look
- time interval between services
- present and future products and services
- exfoliation
- additional services
- additional products and equipment

Eugenio Marongiu/Shutterstock.com

Values and behaviours

During this service you will be working in close proximity to your client, so personal hygiene must be maintained at all times.

Useful words

Unit 211: Cut facial hair into shape

Advice and recommendations
Suggesting products for home use and additional services. How the client can maintain their look and time interval between services.

Basic uniform layer
All sections of the hair are cut to the same length with scissors.

Cutting techniques
These are the use of scissor over comb, clipper over comb and clipper attachments on the facial hair.

Environmental and sustainable working practices
For example, energy efficiency, reducing waste, reducing pollution, choosing fair trade products, etc.

Facial hair shapes (examples only):

- **Anchor**
  A beard shaped like an anchor – it runs from the centre of the bottom lip and around and up the chin.
- **Curtain rail**
  A narrow beard following the mandible.
- **Goatee**
  A narrow beard which circles the mouth and chin.
- **Lip line moustache**
  A narrow moustache following the natural line of the upper lip.
- **Mexican moustache**
  A moustache following the natural line of the upper lip and extending down towards the chin.
- **Pencil moustache**
  A horizontal moustache about the width of a pencil.
- **Pharaoh**
  A beard starting from the base of the chin. It can be of any length.
- **Rooftop moustache**
  A moustache that extends from under the nose to form a straight 'chevron' shape.
- **Stubble**
  A neatened, several day, full beard growth.

Factor
An element that may contribute to the end result and must be taken into consideration, prior to and during the cutting service.

Guidelines
A shape or line that you will cut and continue to follow.

Partial beard
Any facial hair that is neither a full beard nor a moustache.

Tapered beard line
By removing the weight you will be exposing outline shape.

The look
The finished beard and moustache shape, and shaping of eyebrows.

Tools and equipment
Scissors, clippers, clipper attachments and trimmers, to achieve the finished look.

Weight distribution
Achievement of balance or an even shape within the haircut to allow the correct end result.

Observation sign-off sheet

Unit 211: Cut facial hair into shape

What you must do

Outcome 1

Be able to cut facial hair to shape using basic techniques

a Prepare for facial hair shaping services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out facial hair shaping services
f Provide clients with advice and recommendations on the service(s) provided

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **five** times, each on **different** clients). Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Values and behaviours

Treat the client respectfully and in a friendly manner – you must always value your client custom. The three main elements are the:

1. Meet and greet
2. Facial hair service
3. Compliment and close.

Place a rolled fresh towel between the client's head and the headrest for extra comfort.

MHFed Art Team/Director: Adam Sloan/Photography: Ollie Hewett

Observation sign-off sheet Continued

Unit 211: Cut facial hair into shape

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the types of tools.

	1	2	3	4	5		
Scissors	○	○	○	○	○	○	○
Clippers	○	○	○	○	○	○	○
Clipper attachments	○	○	○	○	○	○	○
Trimmers	○	○	○	○	○	○	○

Factors

Tick the factors taken into account in each observation. You must take into account **all** of the factors.

	1	2	3	4	5		
Head and face shape	○	○	○	○	○	○	○
Hair characteristics	○	○	○	○	○	○	○
Hair classification	○	○	○	○	○	○	○
Hair style	○	○	○	○	○	○	○
Adverse skin conditions	○	○	○	○	○	○	○
Facial piercing	○	○	○	○	○	○	○
Clients' wishes	○	○	○	○	○	○	○
Ingrowing hair	○	○	○	○	○	○	○
Skin elasticity	○	○	○	○	○	○	○
Scarring	○	○	○	○	○	○	○

Look

Tick the looks cut in each observation. You must cut **all** the looks.

	1	2	3	4	5		
Tapered beardline	○	○	○	○	○	○	○
Full beard outlines	○	○	○	○	○	○	○
Partial beard	○	○	○	○	○	○	○
Moustache only	○	○	○	○	○	○	○
Eyebrow trim	○	○	○	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 211: Cut facial hair into shape

Cutting techniques

Tick the cutting techniques used in each observation. You must use **all** the cutting techniques.

	1	2	3	4	5		
Scissor over comb	○	○	○	○	○	○	○
Clipper with attachment	○	○	○	○	○	○	○
Clipper over comb	○	○	○	○	○	○	○
Freehand	○	○	○	○	○	○	○
Fading	○	○	○	○	○	○	○
Full beard and moustache	○	○	○	○	○	○	○

Styling and finishing products

Tick the styling and finishing products used in each observation. You must use **both** of the styling and finishing products.

	1	2	3	4	5		
Oil	○	○	○	○	○	○	○
Wax	○	○	○	○	○	○	○

Advice and recommendations

Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.

	1	2	3	4	5		
How to maintain their look	○	○	○	○	○	○	○
Time interval between services	○	○	○	○	○	○	○
Present and future products and services	○	○	○	○	○	○	○
Exfoliation	○	○	○	○	○	○	○
Additional services	○	○	○	○	○	○	○
Additional products and equipment	○	○	○	○	○	○	○

	1	2	3	4	5		
Observation	○	○	○	○	○	○	○
Date achieved							
Candidate signature							
Assessor signature							
IQA signature (if sampled)							
EQA signature (if sampled)							

Comment form

Unit 211: Cut facial hair into shape

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	
4	
5	

Values and behaviours
Make sure you always use equipment correctly to protect yourself and others.

Wahl

Knowledge sign-off sheet

Unit 211: Cut facial hair into shape

What you must know

Outcome 2 Know how health and safety policies and procedures affect facial hair cutting services		
2.1	**Outline responsibilities for health and safety in own role**	
2.1a	your responsibilities for **health and safety** as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for clients	Inferred knowledge
2.1c	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Cheynes

Observation sign-off sheet Continued

Unit 211: Cut facial hair into shape

2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	why it is important to protect clients from hair clippings	Mandatory knowledge
2.3c	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3d	the importance of using the correct type of barber's chair	Mandatory knowledge
2.3e	the safety considerations which must be taken into account when cutting facial hair	Inferred knowledge
2.3f	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	Inferred knowledge
2.3g	why it is important to position your cutting tools for ease of use	Mandatory knowledge
2.3h	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3i	the correct methods of waste disposal	Inferred knowledge
2.4	**Outline the importance of preventing cross-infection and cross-infestation**	
2.4a	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.4b	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
2.4c	methods of cleaning, disinfecting and sterilising used in salons	Cross-unit knowledge
2.4d	the importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

Observation sign-off sheet Continued

Unit 211: Cut facial hair into shape

Outcome 4 Know how to cut facial hair to shape using basic techniques		
4.1	**Explain the factors that may influence services**	
4.1a	the factors that must be taken into consideration prior to and during cutting facial hair (hair and skin, including piercing)	Mandatory knowledge
4.2	**Explain why it is important to prepare the facial hair prior to cutting**	
4.2a	the importance of preparing the client's facial hair prior to the service	Mandatory knowledge
4.3	**Explain the importance of questioning clients prior to and during services**	
4.3a	the importance of confirming with your client the look agreed at consultation and during service	Cross-unit knowledge
4.4	**State the average rate of hair growth**	
4.4a	the average rate of hair growth	Mandatory knowledge
4.5	**Explain the effects of continual close cutting to the skin**	
4.5a	the effects of continual close cutting to the skin	Mandatory knowledge
4.5b	potential risk of ingrowing hair resulting from continual close cutting	Mandatory knowledge

Continues on next page

mimagephotography/Shutterstock.com

Hints and tips

Always check the client's face for any facial piercing, moles or skin tags.

Knowledge sign-off sheet Continued

Unit 211: Cut facial hair into shape

4.6	**Explain the importance of applying correct techniques during services**	
4.6a	how to create and follow a guideline for tapered beardlines, beard outlines and moustaches	Inferred knowledge
4.6b	how to cut different facial hair shapes using basic cutting techniques	Inferred knowledge
4.6c	the importance of cross-checking the facial hair cut	Mandatory knowledge
4.6d	the importance of working with the natural growth patterns of facial hair when considering the weight distribution within a facial hair cut	Mandatory knowledge
4.6e	how the angle at which the cutting tools and the head are positioned will affect the weight distribution, balance and degree of graduation of the facial hair	Mandatory knowledge
4.6f	how to safely carry out an eyebrow trim	Inferred knowledge
4.6g	the importance of ensuring the finished look is even, symmetrical and balanced in relation to your client's facial contour	Mandatory knowledge
4.6h	remove any unwanted hair outside the desired outline shape	Inferred knowledge
4.7	**Identify the tools, equipment and products available and the effects they achieve**	
4.7a	basic beard and moustache shapes that do not require the use of razors	Inferred knowledge
4.7b	the size and type of clippers available and the effects that these achieve	Mandatory knowledge
4.8	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
4.8a	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Continues on next page

Denman

Hints and tips

Use a white comb when using scissor or clipper over comb on darker beards as this allows you better visibility and accuracy.

Knowledge sign-off sheet Continued

Unit 211: Cut facial hair into shape

Outcome 6 Know how to create a range of facial hair shapes		
6.1	**Explain the importance of questioning clients prior to and during cutting services**	
6.1a	the importance of consulting with clients throughout the service	Cross-unit knowledge
6.1b	the importance of exploring and confirming the looks with the client using visual aids	Cross-unit knowledge
6.2	**Explain the factors that may influence services**	
6.2a	how different factors can impact on the facial hair cut prior to and during cutting facial hair	Mandatory knowledge
6.2b	the importance of considering facial contours when designing new beard shapes	Mandatory knowledge
6.3	**Describe ways of dealing with any influencing factors**	
6.3a	how to match beard shapes and styles to facial characteristics	Inferred knowledge
6.4	**Explain the effects of continual close cutting of hair on the skin**	
6.4a	the potential risk of ingrowing hair resulting from the continual close cutting of curly hair	Mandatory knowledge
6.5	**Describe the types of traditional and current facial hair shapes**	
6.5a	the types of traditional and current facial hair shapes	Inferred knowledge
6.6	**Explain the importance of applying correct technique during services**	
6.6a	how to cut facial hair using different cutting techniques	Inferred knowledge
6.6b	the reasons for establishing and following guidelines	Mandatory knowledge
6.6c	how to create and follow guidelines for a new look	Inferred knowledge
6.6d	how to personalise cutting techniques	Inferred knowledge
6.6e	the importance of cross-checking the facial hair cut	Mandatory knowledge
6.6f	the importance of considering weight distribution and working with the natural growth patterns of the facial hair	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 211: Cut facial hair into shape

6.7	**Describe the correct use and maintenance of cutting tools and equipment**	
6.7a	how to level and test clippers	Mandatory knowledge
6.8	**Identify the tools, equipment and products available and the effects they achieve**	
6.8a	the size and type of clippers, clipper blades and attachments available and the effects that these achieve	Mandatory knowledge
6.9	**Describe the problems that may occur during services and ways in which they can be resolved**	
6.9a	the types of problems that can occur when cutting facial hair and ways in which they can be remedied, if possible	Mandatory knowledge
6.10	**Explain the importance of providing advice and recommendations on the service(s) provided and products available**	
6.10a	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge
Tick if mandatory knowledge was covered by an online test	◯ Date	
Tick if mandatory knowledge was covered by a written test	◯ Date	
Tick if cross-unit knowledge test was an online test	◯ Date	
Tick if cross-unit knowledge test was a written test	◯ Date	

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Place cotton pads over the client's eyes, for comfort and to make sure no cut hairs go in their eyes.

MHFed Art Team/Director: Adam Sloan/Photography: Ollie Hewett

Supplementary notes

Unit 211: Cut facial hair into shape

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

EQA signature (if sampled): Date:

Cheynes

Unit 212: Provide shaving services

The cut-throat shave has been a tradition practised by barbers for centuries. It's now seen as a 'must have' skill set required for the modern-day barber. Male clientele are now spending more time and money in barber shops, and why shouldn't they? You will cover the skills needed to provide a professional shaving service and face massage. The facial massage techniques you will cover can improve the skin tone, strengthen the skin and leave it glowing, and delivering a massage as part of the shaving service will relax and give your client that feel-good factor.

The use of professional shaving tools and the correct product knowledge in preparing the skin for every stage of the service is fundamental to every barber! It is imperative to maintain a high level of health and safety and hygiene whilst delivering this service. Always remain professional and communicate with the client at all times.

What is this unit about?

Unit 212: Provide shaving services

Mandatory

This unit has **six** outcomes.

Outcome 1
Apply safe working practices when preparing the hair and skin for shaving

Outcome 2
Understand how health and safety affects shaving services

Outcome 3
Prepare the hair and skin for shaving

Outcome 4
Shave hair and apply finishing products

Outcome 5
Know how to prepare the hair and skin for shaving

Outcome 6
Know how to shave hair and apply finishing products

Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for shaving. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know (knowledge).

What you must do

Your assessor will observe these aspects of your performance on **three** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. You must prove to your assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence, such as witness testimony, to support your performance if your assessor has not been present.

> "When sitting the client up after this relaxing service, do it in a slow motion so the blood doesn't rush to the client's head, thus finishing off a great service."
> Chris Muskett, **BigYin Gents Division**

Anneka/Shutterstock.com

What you must cover

Unit 212: Provide shaving services

For each of the following statements, there is a range of things that you must cover. You must show that you have:

Used all the following shaving services:

- full shave
- partial shave
- beard outlines

Used all the following types of tools and equipment:

- open blade razors, with disposable blades
- gloves
- shaving brushes
- sponges

Taken into account all the following factors:

- hair classification
- hair characteristics
- adverse skin conditions
- unusual features
- skin elasticity
- facial contour
- facial piercing
- clients' wishes

Used three out of the four following pre-shave products:

- cleanser
- scrub/exfoliator
- cream
- oil

Used three out of the four following lathering products:

- creams
- oils
- gel
- soap

Used both the following lathering techniques:

- application by brush
- application by massage

Used three of the following four shaving techniques:

- skin tensioning
- forehand razoring
- backhand razoring
- sponge shaving

Used all the following facial massage techniques:

- effleurage
- petrissage
- tapotement

Used all the following finishing products:

- astringents
- moisturising cream
- aftershave balm
- powder

Given all the following advice and recommendations:

- how to maintain their look
- time interval between services
- present and future products and services
- skin care

Eugenio Marongiu/Shutterstock.com

Values and behaviours

During the consultation, make sure that you are at eye level with your client. This could mean that you need to sit on a cutting stool next to your client.

Useful words

Unit 212: Provide shaving services

Astringent
A product such as an aftershave that soothes, cleanses and closes the skin pores.

Backhand razoring
Face the blade in the opposite direction to you and turn your hand upside down.

Forehand razoring
Hold the razor with the thumb placed on the inside of the blade with the blade facing down.

Powder
Talcum powder is used to calm the skin and absorb residual moisture and oil.

Skin tensioning
Stretching the skin to allow the blade to glide smoothly over the skin.

Sponge shaving
Carried out only on a coarse stubborn beard. Place a clean sterile sponge in hot water and stroke over the skin directly before the shave.

Tapotement
A form of facial massage. It stimulates and improves circulation of the facial muscle tissue. It is achieved by using the edges of the fingers or hands in a light tapping movement.

If you don't apply a cold towel, you won't close the pores and may run the risk of a rash or an infection.

AntonioDiaz/Shutterstock.com

"A hot towel is more than a relaxing sensation. It is there to soften the stubble and make the skin receptive to the shaving cream. Remember, shaves are a luxurious treat but there needs to be a reason behind all the processes."
Pall Mall Barbers

Observation sign-off sheet

Unit 212: Provide shaving services

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times. Each time you achieve **all** the points listed, your assessor will tick the circle and enter the date.

Outcome 1

Be able to provide shaving services

a Prepare for shaving services
b Apply safe and hygienic methods of working throughout services
c Consult with clients to confirm the desired look
d Select suitable products, tools and equipment
e Carry out shaving services
f Provide clients with advice and recommendations on the service(s) provided

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

AntonioDiaz/Shutterstock.com

The shave process should be quiet and calming, using essential oils to relax the client.

"Gentlemen very rarely treat themselves. If they have chosen to have a wet shave with you then you should ensure you give them a luxurious, traditional, memorable service. Ensure the service is relaxing and not rushed."
Pall Mall Barbers

Observation sign-off sheet Continued

Unit 212: Provide shaving services

Before ticking the circles below, you must make sure that you have achieved 'What you must do' in Outcome 1.

Shaving services

Tick the shaving services used in each observation. You must use **all** the shaving services.

	1	2	3		
Full shave	○	○	○	○	○
Partial shave	○	○	○	○	○
Beard outlines	○	○	○	○	○

Tools and equipment

Tick the tools and equipment used in each observation. You must use **all** the types of tools and equipment.

	1	2	3		
Open blade razors, with disposable blades	○	○	○	○	○
Gloves	○	○	○	○	○
Shaving brushes	○	○	○	○	○
Sponges	○	○	○	○	○

Continues on next page

Denman

Values and behaviours

Give the client the information they need about the services and products offered by the salon. Always advise the client on aftercare and skin care products for his skin.

Observation sign-off sheet Continued

Unit 212: Provide shaving services

Factors

Tick the factors taken into account in each observation. You must take into account **all** the factors.

	1	2	3		
Hair classification	○	○	○	○	○
Hair characteristics	○	○	○	○	○
Adverse skin conditions	○	○	○	○	○
Unusual features	○	○	○	○	○
Skin elasticity	○	○	○	○	○
Facial contour	○	○	○	○	○
Facial piercing	○	○	○	○	○
Clients' wishes	○	○	○	○	○

Pre-shave products

Tick the pre-shave products used in each observation. You must use **three** out of the four products.

	1	2	3		
Cleanser	○	○	○	○	○
Scrub/exfoliator	○	○	○	○	○
Cream	○	○	○	○	○
Oil	○	○	○	○	○

Lathering products

Tick the lathering products used in each observation. You must use **three** out of the four lathering products.

	1	2	3		
Creams	○	○	○	○	○
Oils	○	○	○	○	○
Gel	○	○	○	○	○
Soap	○	○	○	○	○

Continues on next page

Hints and tips

When removing the towel, move it in a 'dabbing' motion so as not to irritate the skin.

Observation sign-off sheet Continued

Unit 212: Provide shaving services

Lathering techniques

Tick the lathering techniques used in each observation. You must use **both** of the lathering techniques.

	1	2	3		
Application by brush	○	○	○	○	○
Application by massage	○	○	○	○	○

Shaving techniques

Tick the shaving techniques used in each observation. You must use **three** of the **four** shaving techniques.

	1	2	3		
Skin tensioning	○	○	○	○	○
Forehand razoring	○	○	○	○	○
Backhand razoring	○	○	○	○	○
Sponge shaving	○	○	○	○	○

Facial massage techniques

Tick the facial massage techniques used in each observation. You must use **all** the facial massage techniques.

	1	2	3		
Effleurage	○	○	○	○	○
Petrissage	○	○	○	○	○
Tapotement	○	○	○	○	○

Finishing products

Tick the finishing products used in each observation. You must use **all** the finishing products.

	1	2	3		
Astringents	○	○	○	○	○
Moisturising cream	○	○	○	○	○
Aftershave balm	○	○	○	○	○
Powder	○	○	○	○	○

Continues on next page

Observation sign-off sheet Continued

Unit 212: Provide shaving services

Advice and recommendations	Tick the advice and recommendations given in each observation. You must give **all** the advice and recommendations.				
	1	2	3		
How to maintain their look	○	○	○	○	○
Time interval between services	○	○	○	○	○
Present and future products and services	○	○	○	○	○
Skin care	○	○	○	○	○

	1	2	3		
Observation	○	○	○	○	○
Date achieved					
Candidate signature					
Assessor signature					
IQA signature (if sampled)					
EQA signature (if sampled)					

"The shaving brush is a misunderstood tool. It helps raise the stubble allowing for a fantastic shave. Talk through why you are doing each part of the shave, so that you are educating your customer as well as giving them a great service. Try using silver tip badger hair like on the Fitzrovia shaving brush by Pall Mall Barbers."

Pall Mall Barbers

Pall Mall Barbers

Comment form

Unit 212: Provide shaving services

This form can be used for assessor/candidate comments, if required.

Comments	Date
1	
2	
3	

Ondine C/Shutterstock.com

Knowledge sign-off sheet

Unit 212: Provide shaving services

What you must know

Outcome 2 Understand how health and safety affects shaving services		
2.1	**Explain responsibilities for health and safety in own role**	
2.1a	your responsibilities for health and safety as defined by any specific legislation covering your job role	Cross-unit knowledge
2.1b	the range of protective clothing that should be available for clients	Inferred knowledge
2.1c	the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	Cross-unit knowledge
2.2	**Describe the potential hazards and possible risks that may occur in the workplace and affect services**	
2.2a	the hazards and risks which exist in your workplace and the safe working practices which you must follow	Cross-unit knowledge
2.3	**Describe safe and hygienic working methods and practices that must be followed throughout the services**	
2.3a	your salon's requirements for client preparation	Inferred knowledge
2.3b	why it is important to use disposable gloves when shaving	Mandatory knowledge
2.3c	how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	Cross-unit knowledge
2.3d	the importance of using the correct type of barber's chair	Mandatory knowledge
2.3e	the safety considerations which must be taken into account when shaving facial hair	Inferred knowledge
2.3f	why it is important to position your shaving tools for ease of use	Mandatory knowledge
2.3g	the different types of working methods that promote environmental and sustainable working practices	Cross-unit knowledge
2.3h	the correct methods of waste disposal	Cross-unit knowledge
2.4	**Explain the importance of preventing cross-infection and cross-infestation**	
2.4a	why it is important to avoid cross-infection and cross-infestation	Cross-unit knowledge
2.4b	why it is important to keep your work area clean and tidy	Cross-unit knowledge
2.4c	methods of cleaning, disinfecting and sterilising used in salons	Cross-unit knowledge
2.4d	methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	Cross-unit knowledge

Continues on next page

You will be assessed on your knowledge and understanding of the following points. All knowledge labelled as mandatory will be assessed via an online test or a written paper.

Some knowledge areas appear in more than one unit. These are shaded in green and appear in one cross-unit knowledge test. This will be assessed by an online test, a written paper or oral questions.

Some knowledge areas appear in grey and are labelled as inferred knowledge. These areas will not appear in any written or online tests, but will be observed when you are assessed on your practical skills.

Knowledge sign-off sheet Continued

Unit 212: Provide shaving services

Outcome 5 Know how to prepare the hair and skin for shaving		
5.1	**Explain the factors that may influence services provided**	
5.1a	the **factors** that must be taken into consideration prior to and during the shaving service	Mandatory knowledge
5.1b	when not to carry out shaving	Mandatory knowledge
5.2	**Describe the correct use and maintenance of cutting tools and equipment**	
5.2a	the types of open blade razors with disposable blades available for professional use	Mandatory knowledge
5.2b	how to prepare an open blade razor with disposal blade for use	Inferred knowledge
5.3	**Explain why it is important to prepare the face and facial hair prior to shaving**	
5.3a	how to prepare and use lathering products correctly	Inferred knowledge
5.4	**Explain the structure and function of skin**	
5.4a	the structure and function of the skin	Mandatory knowledge
5.5	**Describe how to recognise scalp and facial skin disorders**	
5.5a	the scalp and facial skin disorders commonly affecting men and how to recognise them	Mandatory knowledge
5.6	**Explain how the function of lathering affects the skin and hair**	
5.6a	the importance of lathering and the function it performs on the skin and the hair	Mandatory knowledge
5.7	**Explain the effect of heat on hair and skin**	
5.7a	the effect of heat on the hair and skin	Mandatory knowledge
5.8	**Explain the effects of continual close cutting of hair on the skin**	
5.8a	the potential risk of ingrowing hair resulting from continual close shaving	Mandatory knowledge
5.9	**Explain how ageing and environmental factors affect facial skin and muscle tone**	
5.9a	how the natural ageing process affects facial skin and muscle tone	Mandatory knowledge
5.9b	how environmental and lifestyle factors affect the condition of the skin	Mandatory knowledge

Continues on next page

Knowledge sign-off sheet Continued

Unit 212: Provide shaving services

Outcome 6 Know how to shave hair and apply finishing products		
6.1	**Explain the importance of questioning clients prior to and during services**	
6.1a	the importance of confirming with your client the look agreed at consultation before starting the shave	Inferred knowledge
6.2	**Explain why it is important to prepare the face and facial hair prior to shaving**	
6.2a	when and why it is necessary to reduce beard length prior to shaving	Mandatory knowledge
6.3	**Explain the importance of applying correct technique during the shaving services**	
6.3a	how to carry out different shaving techniques	Inferred knowledge
6.3b	why skin needs to be tensioned during shaving	Mandatory knowledge
6.3c	the importance of working in a way which maintains the right skin temperature throughout the shaving process	Mandatory knowledge
6.3d	the importance of adapting shaving techniques in relation to the direction of hair growth	Mandatory knowledge

Continues on next page

> Always shave with the grain on the first shave. This prevents razor burn, bleeding and irritation to the client. The skin should be gently stretched to prevent any nicks or cuts.
>
> Pall Mall Barbers

Dmytro Zinkevych

Knowledge sign-off sheet Continued

Unit 212: Provide shaving services

6.3e	when and why to use brush and massage techniques to apply lathering products	Mandatory knowledge
6.3f	when and why to use sponge shaving	Mandatory knowledge
6.3g	the reasons for and effects of using cool towels after shaving	Mandatory knowledge
6.4	**Explain the benefits of using a variety of facial massage techniques when providing shaving services**	
6.4a	why cold towels should not be used if the face is to be massaged	Mandatory knowledge
6.4b	how to carry out the massage techniques in the range	Inferred knowledge
6.4c	the benefits and effects of facial massage	Mandatory knowledge
6.4d	how and why massage techniques should vary on the different areas of the face	Mandatory knowledge
6.5	**Describe the range of finishing products and the effects they have on the skin**	
6.5a	the types of finishing products available for use and their effects on the skin	Mandatory knowledge
6.6	**Identify the types of problems that may occur during the services**	
6.6a	problems which may arise during the shaving process, such as shaving hair too close, damage to your client's and your own skin, and ways of resolving such problems	Mandatory knowledge
6.7	**Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available**	
6.7a	the importance of providing advice and recommendations on the products and services provided in the salon	Cross-unit knowledge

Tick if mandatory knowledge was covered by an online test	◯	Date
Tick if mandatory knowledge was covered by a written test	◯	Date
Tick if cross-unit knowledge test was an online test	◯	Date
Tick if cross-unit knowledge test was a written test	◯	Date

More information
For more details on the knowledge and understanding range of this unit please turn to the 'More information' section in the back of this logbook.

Supplementary notes

Unit 212: Provide shaving services

Your assessor may use this space for any additional comments they may have about your work.

Comments	Date

Unit sign-off

This section must be signed when the unit is complete.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions, and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: Date:

Assessor signature: Date:

IQA signature (if sampled): Date:

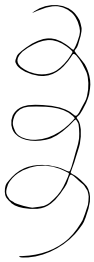
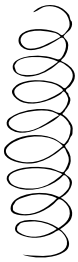
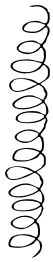
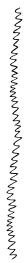
EQA signature (if sampled): Date:

More information

Cheynes

Hair characteristics and classifications

Hairdressers and barbers must be able to work with all hair types ranging from straight hair to very curly, wiry hair.

Straight hair	Wavy hair			Wavy-curly hair		Tight-curly hair	Kinky-curly hair	Kinky hair	Z-pattern hair
1	2A	2B	2C	3A	3B	3C	4A	4B	4C
									

Type 1 – Straight hair

- Fine/thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- Medium – hair has lots of volume and body.
- Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- Fine/thin – hair has a definite 'S' pattern. Normally can accomplish various styles.
- Medium – hair tends to be frizzy and a little resistant to styling.
- Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite 'S' pattern. It also tends to be frizzy.
- Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a 'Z' pattern shape.

Health and safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principal items of legislation which apply to general salon operations and, therefore, to employers and employees/trainees alike:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health (COSHH) Regulations
- The Electricity at Work Regulations
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- Data Protection Act
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Regulations (note: replaced June 2014 by Consumer Contracts Regulations)
- Trade Descriptions Act
- Consumer Protection legislation
- Disability Discrimination Act

Valua Vitaly/Shutterstock.com

Environmental and sustainable working practices

You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

1. Reducing waste and managing waste (recycle, reuse, safe disposal)
2. Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
3. Reducing water usage and other resources
4. Preventing pollution
5. Using disposable items (easy dry towels)
6. Using recycled, eco friendly furniture
7. Using low chemical paint
8. Using organic and allergy free hair products
9. Using ultra-low ammonia hair colourants
10. Using environmentally friendly product packaging
11. Choosing responsible domestic products (Fairtrade tea and coffee)
12. Encouraging carbon reducing journeys to work

Wella

Values and behaviours

Hairdressers 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.

Values

The following key values underpin the delivery of services in the hair and barbering sector:

1. A willingness to learn
2. The completion of services in a commercially viable time
3. Meeting both organisational and industry standards of appearance
4. Ensuring personal hygiene and protection meets accepted industry and organisational requirements
5. A flexible working attitude
6. A team worker
7. Maintaining customer care
8. A positive attitude
9. Personal and professional ethics
10. The ability to self manage
11. Creativity skills
12. Excellent verbal and non-verbal communication skills
13. The maintenance of effective, hygienic and safe working methods
14. Adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

George Allen Penton/Shutterstock.com

Behaviours

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual.

1 Meeting the salon's standards of behaviour
2 Greeting the client respectfully and in a friendly manner
3 Communicating with the client in a way that makes them feel valued and respected
4 Identifying and confirming the client's expectations
5 Treating the client courteously and helpfully at all times
6 Keeping the client informed and reassured
7 Adapting the behaviour to respond effectively to different client behaviour
8 Responding promptly to a client seeking assistance
9 Selecting the most appropriate way of communicating with the client
10 Checking with the client that you have fully understood their expectations
11 Responding promptly and positively to the clients' questions and comments
12 Allowing the client time to consider the response and give further explanation when appropriate
13 Quickly locating information that will help the client
14 Giving the client the information they need about the services or products offered by the salon
15 Recognising information that the client might find complicated and checking whether they fully understand
16 Explaining clearly to the clients any reasons why their needs or expectations cannot be met

CURAphotography/Shutterstock.com

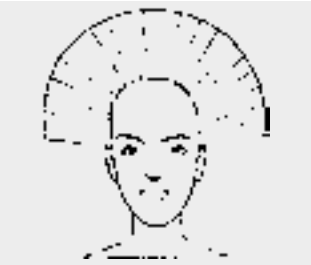
Glossary of terms

Adverse hair, skin and scalp conditions
Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have a lot of harsh chemicals used on their hair.

Advice and recommendations
Suggesting products for home use and additional services. How the client can maintain their look and time interval between services.

Astringent
A product such as an aftershave that soothes, cleanses and closes the skin pores.

Backhand razoring
Face the blade in the opposite direction to you and turn your hand upside down.



Basic uniform layer
All sections of the hair are pulled out at a 90° angle throughout the haircut and cut to the same length with scissors.

Basic uniform layer
All sections of the hair are cut to the same length with scissors.

Client's lifestyle
What they do for a job, hobbies and interests; also their age, etc.

Club cutting
The most basic way of cutting sections of hair is straight across, parallel to the index and middle finger.

Conditioning products
These can include surface conditioners, penetrating conditioners or scalp treatments. All of these are available as wash-out or leave-in products.

Consumer Protection legislation
This gives customers protection against unfair selling practices.

Contra-indications
When a client has a contra-indication, it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cross-infection
When disease is passed from one person to another, due to poor hygiene.

Cross-infestation
When an infestation of parasites, such as head lice, is passed from one person to another.

Cutting techniques
These are the use of scissor over comb, clipper over comb and clipper attachments.

Dermatitis (sometimes called 'contact dermatitis')
A skin condition that can be sore, red and itchy. Hairdressers and barbers sometimes suffer from this, in between the fingers from using chemicals in products such as perm solutions and shampoos. Prevented by using a barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Detailing
Using clippers to create a defined strong hairline.

Effleurage
A gentle stroking movement.

Electrical equipment
Straighteners and hair dryer.

Environmental and sustainable working practices
Practices which reduce harm to the environment and also wastage of resources.

Facial hair shapes (examples only):

- **Anchor**
  A beard shaped like an anchor – it runs from the centre of the bottom lip and around and up the chin.
- **Curtain rail**
  A narrow beard following the mandible.
- **Goatee**
  A narrow beard which circles the mouth and chin.
- **Lip line moustache**
  A narrow moustache following the natural line of the upper lip.
- **Mexican moustache**
  A moustache following the natural line of the upper lip and extending down towards the chin.

- **Pencil moustache**
  A horizontal moustache about the width of a pencil.
- **Pharaoh**
  A beard starting from the base of the chin. It can be of any length.
- **Rooftop moustache**
  A moustache that extends from under the nose to form a straight 'chevron' shape.
- **Stubble**
  A neatened, several day, full beard growth.

Factor
An element that may contribute to the end result and must be taken into consideration, prior to and during the cutting service.

Fading
Used to blend short hair into the neckline, or to create a natural hairline.

Flat top
This is a flat square shape, generally using clipper over comb or scissor over comb. This cut is a square finish that could be of different lengths depending on the client's needs. For a flat top, unlike many other cuts where you remove the corners, to achieve the square finish the corners must be retained. You must be mindful of the highest point of the skull as this will determine your starting point. This cut can be achieved by using a 'flat topper' or a clipper comb, but your body positioning and eye for detail is vital to achieve the perfect square look.

Forehand razoring
Thumb placed on the inside of the blade with the blade facing down.

Friction massage
A vigorous rubbing movement using the finger pads. It is stimulating, rather than relaxing, and is not always carried out. It is only done for a few minutes, working from front to back.

Full neckline
Collar length hair.

Graduation
The inner layers of the hair length are shorter than the outline shape, as shown here.

Guidelines
A shape or line that you will cut and continue to follow.

Hair characteristics
Each person's hair is made up differently due to hair growth patterns, how abundant or sparse the hair is (density) and whether strands are fine, medium or coarse (texture) etc.

Hair classification
Hair is divided into four different groups – straight, wavy, curly and very curly hair.

Health and safety legislation
Rules and regulations that keep you and your clients safe at work.

Infections
Infection can result in red and inflamed skin or the development of pus. If you suspect that your client has an infection, then you should report it to your supervisor.

Infestations
A condition where parasites such as head lice move on to a person's head and body and then live off the nutrients found in their skin, blood and tissues.

Look
The finished hair, beard and moustache shape, and shaping of eyebrows.

Manufacturers' instructions
Explicit guidance issued by manufacturers or suppliers of products or equipment, concerning their safe and efficient use.

Partial beard
Any facial hair that is neither a full beard nor a moustache.

Penetrating conditioners
Products designed to repair and strengthen the physical structure of the hair.

Petrissage
Slow and firm kneading movement.

Pompadour hair style
Using a round brush to achieve root lift, elevation and volume through the top of a haircut with super neat sides.

Powder
Talcum powder is used to calm the skin and absorb residual moisture and oil.

Rotary
A firm circular movement using the pads of the fingers over the surface of the scalp.

Scissor over comb
The cutting of hair using the comb as a guide for the scissors. Good for blending short hair into the neck or above the occipital bone, softening and fine detailing hairlines.

Skin tensioning
Stretching the skin to allow the blade to glide smoothly over the skin.

Sodium relaxer
The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

Sponge shaving
Carried out only on a coarse stubborn beard. Place a clean sterile sponge in hot water and stroke over the skin directly before the shave.

Square layer
This technique would be used to achieve a masculine look. Layers are cut vertically by pulling the hair to 90° to the head and cutting a square line flat to the head (not following the contours of the head shape as you would for a uniform look).

Sterilisation
The total destruction of micro-organisms.

Styling powders
To give a matt finish, hold and add texture.

Surface conditioning products
Products designed to add moisture to the hair in order to improve shine and texture.

Tapered beard line
By removing the weight you will be exposing outline shape.

Tapered
Tapering is good for detailing hairlines, softening a look and removing weight.

Tapotement
A form of facial massage. It stimulates and improves circulation of the facial muscle tissue. It is achieved by using the edges of the fingers or hands in a light tapping movement.

Tests
Tests can be on the hair or scalp. An example of a skin test would be that performed prior to a colour service to make sure that a client wasn't allergic to the product; a hair test could be an incompatibility check to see if there are any metallic salts in the hair.

Tonics
Used as an aftershave for the scalp and hair.

Tools and equipment
Scissors, clippers, clipper attachments and trimmers, to achieve the finished look.

Trimmers
Small clippers with smaller blades to create a closer, finer cut with more definition and detail.

Weight distribution
Achievement of balance or an even shape within the haircut to allow the correct end result.

125006128
TL700203

ISBN 978-0-85193-391-7