

Apprenticeship Logbook  
Level 2 Diploma for Hair Professionals

# Barbering





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: \_\_\_\_\_

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# Introduction and useful words



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 qualification, you need to meet the qualification structure, which is included in the 'Summary of unit achievement' section. The qualification 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.



## 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.



## 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:

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The City & Guilds website ([www.cityandguilds.com](http://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](http://www.habia.org.uk)).



## 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.

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### **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.

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### **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.

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### **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.

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### **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.

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### **Unit (mandatory and optional)**

The main building blocks of your award: each unit describes one aspect of your work.

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### **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.

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## 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 led 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)
<b>Mandatory units</b>				
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:



# 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



# 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: \_\_\_\_\_



### 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: \_\_\_\_\_

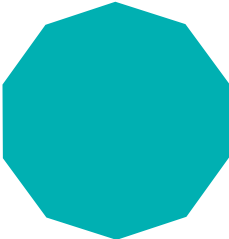
### 212: Provide shaving services

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: \_\_\_\_\_



# Mandatory units



# 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.



# 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.



# 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.



# 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



## 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.



# Knowledge sign-off sheet

## Unit 201: Consultation

### What you must know

#### Outcome 4

#### Know how to identify the requirements of the client

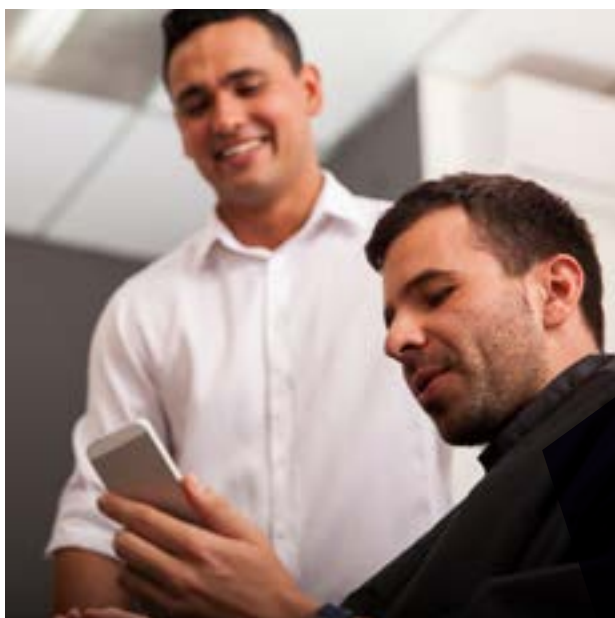
<b>4.1</b>	<b>Describe how to communicate effectively when carrying out consultation services</b>	
4.1a	why effective communication is important for your salon's business	Mandatory knowledge
4.1b	how to use effective consultation techniques when communicating with clients from different cultural and 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
<b>4.2</b>	<b>Explain the importance of following current relevant legislation</b>	
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.



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

<b>5.1</b>	<b>Outline responsibilities for health and safety in own role</b>	
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
<b>5.2</b>	<b>Describe when and how tests are carried out</b>	
5.2a	how and when tests are carried out on hair	Inferred knowledge
<b>5.3</b>	<b>Explain how test results influence services</b>	
5.3a	the importance of carrying out tests and the potential consequences of failing to do so	Mandatory knowledge
<b>5.4</b>	<b>Explain why it is important to identify factors that may limit or affect services</b>	
5.4a	why it is important to identify factors that may limit or affect services and products which can be used	Mandatory knowledge
<b>5.5</b>	<b>Explain how factors may limit or affect services and choice of products</b>	
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
<b>5.6</b>	<b>Describe how to recognise hair, skin and scalp problems and necessary actions to take</b>	
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

## 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.



# Knowledge sign-off sheet Continued

## Unit 201: Consultation

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### 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
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#### 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.

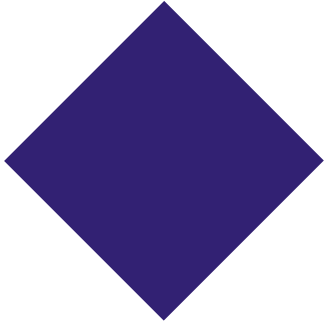
#### Hints and tips

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

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# 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

## 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.



### 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.



# Observation sign-off sheet

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

### What you must do

#### 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

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.

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



### 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



# 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



# 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
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#### 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

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.

Continues on next page

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



## Knowledge sign-off sheet Continued

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

<b>2.4</b>	<b>Describe contact dermatitis and how it can be prevented</b>	
2.4a	what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	Cross-unit knowledge
<b>2.5</b>	<b>Explain the importance of questioning clients prior to and during services</b>	
2.5a	the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	Mandatory knowledge
<b>2.6</b>	<b>State the importance of preventing cross-infection and cross-infestation</b>	
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
<b>Outcome 4</b>		
<b>Know how to shampoo, condition and treat the hair and scalp</b>		
<b>4.1</b>	<b>Explain hair and scalp conditions and their causes</b>	
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
<b>4.2</b>	<b>Explain the science which underpins the services provided</b>	
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

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

<b>4.3</b>	<b>Explain the massage techniques used during shampooing and conditioning</b>	
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
<b>4.4</b>	<b>Explain the importance of detangling the hair from point to root</b>	
4.4a	the importance of detangling the hair from point to root	Mandatory knowledge
<b>4.5</b>	<b>Describe the range of products available</b>	
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
<b>4.6</b>	<b>Outline the importance of using products cost effectively</b>	
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.



## Knowledge sign-off sheet Continued

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

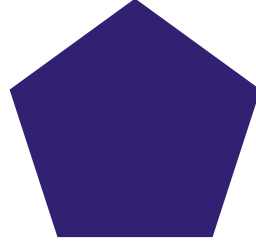
<b>4.7</b>	<b>Describe the potential effects of using incorrect products</b>	
4.7a	what may happen if the incorrect shampooing and conditioning products are used	Mandatory knowledge
<b>4.8</b>	<b>State the importance of removing conditioning and treatment products, when required</b>	
4.8a	the importance of removing conditioning and treatment products, when required	Mandatory knowledge
<b>4.9</b>	<b>Outline the importance of removing excess water from the hair at the end of the service</b>	
4.9a	the importance of removing excess water from the hair at the end of the service	Mandatory knowledge
<b>4.10</b>	<b>Explain how heat affects the hair during the conditioning treatment</b>	
4.10a	how heat affects the hair during the conditioning treatment	Mandatory knowledge
<b>4.11</b>	<b>Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available</b>	
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.







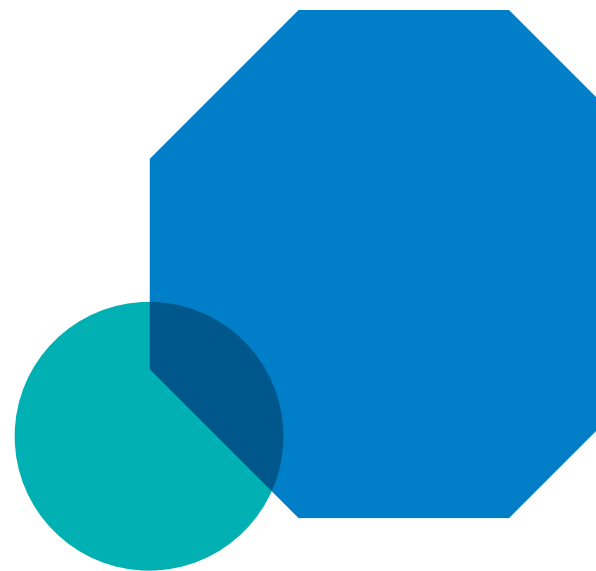
# Unit 209: Cutting hair using barbering techniques to create a variety of looks

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.

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

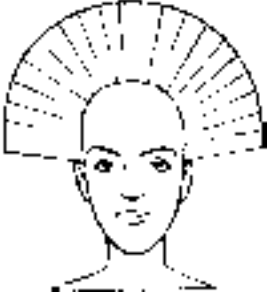
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MHFed



## 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.

#### Full neckline

Collar length hair.



#### Graduation

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

#### 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.

#### 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.



# 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



# 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)							



# 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

<b>2.4</b>	<b>Explain the importance of questioning clients prior to and during cutting services</b>	
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
<b>2.5</b>	<b>Explain the importance of preventing cross-infection and cross-infestation</b>	
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



# 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
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##### 4.3 State the average rate of hair growth

4.3a	the average rate of hair growth	Mandatory knowledge
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##### 4.4 Explain the effects on the skin of continual close cutting/close clippers 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 clippers on skin	Mandatory knowledge
4.4c	the potential risk of ingrowing hair resulting from continual close clippers	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

<b>7.1</b>	<b>Explain why it is important to prepare the hair prior to cutting</b>	
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
<b>7.2</b>	<b>Identify the tools, equipment and products available and the effects they achieve</b>	
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
<b>7.3</b>	<b>Describe the correct use and maintenance of cutting tools and equipment</b>	
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



## 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

<b>7.5</b>	<b>Explain the importance of applying correct techniques during creative hair cutting services</b>	
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
<b>7.6</b>	<b>Explain the importance of applying correct techniques when creating basic outlines and detailing in hair</b>	
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
<b>7.7</b>	<b>Describe the problems that may occur during services and ways in which they can be resolved</b>	
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
<b>7.8</b>	<b>Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available</b>	
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.





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.



# 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



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.



#### Pompadour hair style

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

Ysbrand.Cosijn/Shutterstock.com

#### Styling powders

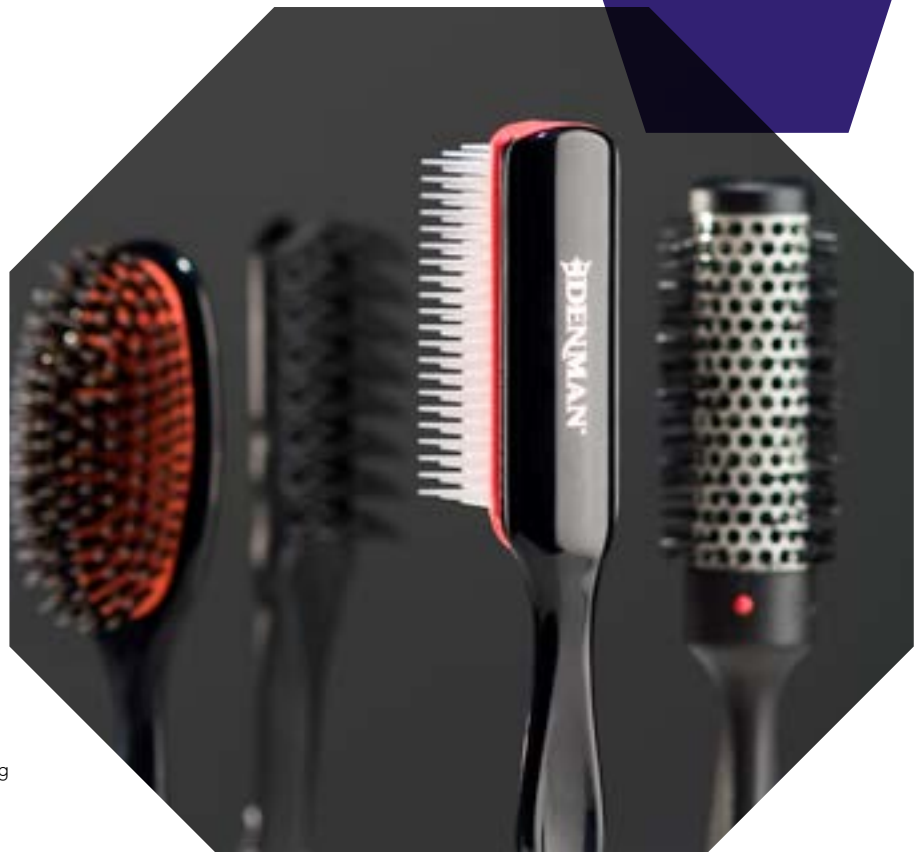
To give a matt finish, hold and add texture.

#### 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.



# 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 of 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.



# 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

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.

Continues on next page

#### 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.



## Unit 210: Style and finish men's hair

<b>2.4</b>	<b>Describe contact dermatitis and how it can be prevented</b>	
2.4a	contact dermatitis and how to avoid developing it when carrying out drying and finishing services	Cross-unit knowledge
<b>2.5</b>	<b>State the importance of preventing cross-infection and cross-infestation</b>	
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

<b>4.1</b>	<b>Explain the importance of questioning clients prior to and during services</b>	
4.1a	the importance of confirming with your client the look agreed at consultation and during the service	Cross-unit knowledge
<b>4.2</b>	<b>Explain the factors that may influence the services provided</b>	
4.2a	how different factors impact on drying and finishing services	Mandatory knowledge
<b>4.3</b>	<b>Explain the effects of humidity on hair</b>	
4.3a	the effects of humidity on hair	Mandatory knowledge
<b>4.4</b>	<b>Explain the physical effects of heated styling equipment on the hair structure</b>	
4.4a	the physical effects of heated styling equipment on the hair structure	Mandatory knowledge

Continues on next page

### Hints and tips

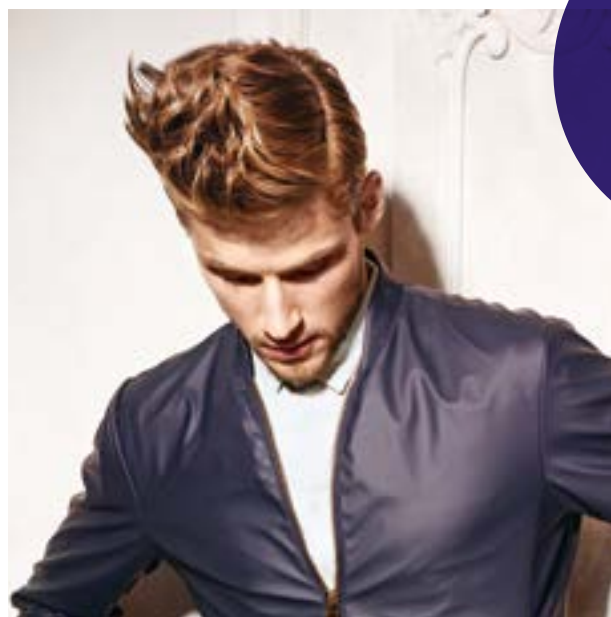
Keep the hair misted and maintain an even moisture level throughout the styling process.



## Unit 210: Style and finish men's hair

<b>4.5</b>	<b>Explain why hair should be kept damp before drying</b>	
4.5a	why hair should be kept damp before drying	Mandatory knowledge
<b>4.6</b>	<b>Explain how heat protectors act to protect the hair</b>	
4.6a	how heat protectors act to protect the hair	Mandatory knowledge
<b>4.7</b>	<b>Identify the tools, equipment and products available and the effects they achieve</b>	
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
<b>4.8</b>	<b>Explain the importance of following salon/barbershop and manufacturers' instructions during styling and finishing services</b>	
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



# Knowledge sign-off sheet Continued

## Unit 210: Style and finish men's hair

<b>4.9</b>	<b>Explain the importance of applying correct techniques during services</b>	
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
<b>4.10</b>	<b>Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available</b>	
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.

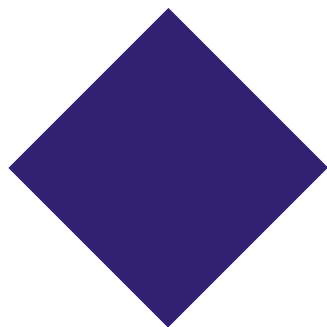
Comments	Date
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### Unit sign-off

**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

## 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.



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

Adam Sloan



Shave Doctor

Olga Polpova/Shutterstock.com

# 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



### 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.



# 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.



# 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 <b>health and safety</b> 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
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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.



## Observation sign-off sheet Continued

### Unit 211: Cut facial hair into shape

<b>2.3</b>	<b>Describe safe and hygienic working methods and practices that must be followed throughout the services</b>	
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
<b>2.4</b>	<b>Outline the importance of preventing cross-infection and cross-infestation</b>	
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

## 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
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##### 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
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Continues on next page



### 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

<b>4.6</b>	<b>Explain the importance of applying correct techniques during services</b>	
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
<b>4.7</b>	<b>Identify the tools, equipment and products available and the effects they achieve</b>	
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
<b>4.8</b>	<b>Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available</b>	
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

### 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.



## Unit 211: Cut facial hair into shape

### Outcome 6

#### Know how to create a range of facial hair shapes

<b>6.1</b>	<b>Explain the importance of questioning clients prior to and during cutting services</b>	
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
<b>6.2</b>	<b>Explain the factors that may influence services</b>	
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
<b>6.3</b>	<b>Describe ways of dealing with any influencing factors</b>	
6.3a	how to match beard shapes and styles to facial characteristics	Inferred knowledge
<b>6.4</b>	<b>Explain the effects of continual close cutting of hair on the skin</b>	
6.4a	the potential risk of ingrowing hair resulting from the continual close cutting of curly hair	Mandatory knowledge
<b>6.5</b>	<b>Describe the types of traditional and current facial hair shapes</b>	
6.5a	the types of traditional and current facial hair shapes	Inferred knowledge
<b>6.6</b>	<b>Explain the importance of applying correct technique during services</b>	
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

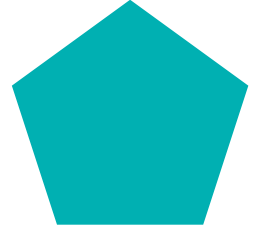
### More information

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.





# 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**

# 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



### 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.



#### Skin tensioning

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

#### 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.

#### 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.

❗ 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

#### 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

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.

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

AntonioDiaz/Shutterstock.com



📌 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

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

# 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



### 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

## 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



# Comment form

## Unit 212: Provide shaving services

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

Comments	Date
1	
2	
3	



# 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
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#### 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

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.

Continues on next page

# 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

## Unit 212: Provide shaving services

### Outcome 6

#### Know how to shave hair and apply finishing products

<b>6.1</b>	<b>Explain the importance of questioning clients prior to and during services</b>	
6.1a	the importance of confirming with your client the look agreed at consultation before starting the shave	Inferred knowledge
<b>6.2</b>	<b>Explain why it is important to prepare the face and facial hair prior to shaving</b>	
6.2a	when and why it is necessary to reduce beard length prior to shaving	Mandatory knowledge
<b>6.3</b>	<b>Explain the importance of applying correct technique during the shaving services</b>	
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



# 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
<b>6.4</b>	<b>Explain the benefits of using a variety of facial massage techniques when providing shaving services</b>	
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
<b>6.5</b>	<b>Describe the range of finishing products and the effects they have on the skin</b>	
6.5a	the types of finishing products available for use and their effects on the skin	Mandatory knowledge
<b>6.6</b>	<b>Identify the types of problems that may occur during the services</b>	
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
<b>6.7</b>	<b>Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available</b>	
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.








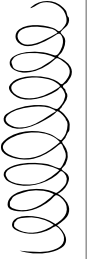
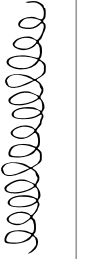
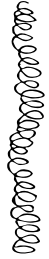

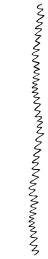


# More information



# 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				
									

## 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



# 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



# 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



## 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



# 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**

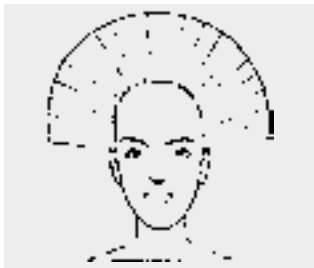
Suggesting products for home use and additional services. How the client can maintain their look and time interval between services.

## **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.

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**Full neckline**

Collar length hair.

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**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.

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**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.

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**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.

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**Penetrating conditioners**

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

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### **Petrissage**

Slow and firm kneading movement.

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### **Pompadour hair style**

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

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### **Powder**

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

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### **Rotary**

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

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### **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.

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### **Sodium relaxer**

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

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### **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).

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### **Sterilisation**

The total destruction of micro-organisms.

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### **Styling powders**

To give a matt finish, hold and add texture.

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### **Surface conditioning products**

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

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### **Tapered beard line**

By removing the weight you will be exposing outline shape.

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### **Tapered**

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

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### **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.

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### **Tonics**

Used as an aftershave for the scalp and hair.

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### **Tools and equipment**

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

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### **Trimmers**

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

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### **Weight distribution**

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

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