

VTCT Level 3 Diploma in Women's Hairdressing

Accreditation start date: **1 June 2011**
Credit value: **52**
Total Qualification Time (TQT): **520**
Guided learning hours (GLH): **422 - 502**
Qualification number: **600/1482/9**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV30491				
UV30506				
UV30497				
UV30495				
UV30496				
UV30435				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The VTCT Level 3 Diploma in Women's Hairdressing is a qualification that has been specifically designed to develop your practical skills to an advanced level through a variety of techniques in the following units; the creative art of cutting women's hair, the artistic skill of colouring, imaginative dexterity of styling and dressing hair, and how to provide effective consultation support for colleagues.

To develop your skills further you will also be given the opportunity to choose from the following practical units; the creative skill of hairdressing design or bridal hairstyling, the intricate work of making a hair piece or adding hair extensions, the technical colour correction unit, creating movement and curls through the perming techniques and how to develop your human resource management skills.

Underpinning this qualification you will develop a sound knowledge of monitoring health and safety whilst working in the hairdressing industry. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your practical skills to an advanced level of occupational ability to enable you to perform your own salon services as well as support others.

Prerequisite

Learners who wish to undertake this qualification must also achieve the VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) for Hairdressing and Barbering Services qualification or a regulated equivalent.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 2 NVQ Diploma in Barbering
- Level 2 NVQ Diploma in Chemically Treated African Type Hair
- Level 2 NVQ Diploma in Treating Natural African Type Hair
- Level 2 NVQ Diploma in Barbering African Type Hair

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Diploma in Barbering
- Level 2 Diploma in African Caribbean Hairdressing
- Level 2 Award in Health and Safety for Hair and Beauty
- Level 2 Award in Emergency First Aid at Work
- Level 2 Award in Preventing Contact Dermatitis
- Level 3 Certificate in Hair Extensions Services
- Level 3 Certificate in Creative Hair Design
- Level 3 Certificate in Perming Hair
- Level 3 Award in Bridal Hairstyling
- Level 4 Certificate in Hair Colour Correction
- Level 4 Certificate in Specialist Hair and Scalp Services
- Level 4 Award in Advanced Hairstyling

This qualification may lead directly into employment in the hairdressing industry a senior stylist, a salon manager or to work as an independent hairdresser.

Qualification structure

Total credits required - 52 (minimum)

All mandatory units must be completed.

Mandatory units - 37 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30491	R/600/8780	Monitor and maintain health and safety practice in the salon	4	29
UV30506	H/600/9061	Hairdressing consultation support for colleagues	3	30
UV30497	D/600/8636	Colour hair to create a variety of looks	11	90
UV30495	Y/600/8635	Cut women's hair to create a variety of looks	8	75
UV30496	R/600/8634	Style and dress hair using a variety of techniques	7	60
UV30435	J/601/5337	Promote and sell products and services to clients	4	34



Optional units - 15 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30516	F/600/8533	Perm hair to create a variety of looks	7	60
UV30498	H/600/8637	Creative hairdressing design skills	8	60
UV30510	K/600/9059	Bridal hairstyling	4	37
UV30380	A/600/9034	Provide hair extension services	5	45
UV30500	K/600/8638	Make and style a hair addition	7	60
UV40502	J/601/4348	Manage the creation of a hair style collection	10	72
UV40501	F/601/4347	Hair colour correction	12	112
UV40519	D/601/5344	Hair and scalp specialist services	9	72
UV30493	D/600/8779	Maintaining personal health and wellbeing	7	60
UV30452	R/601/5342	Research in the hair and beauty sector	7	44
UV30459	A/601/4461	IT and data handling in the hair and beauty sector	5	41
UV30509	M/601/2481	Human resource management within the hair and beauty sector	7	60
UV30460	J/601/4463	Marketing in the hair and beauty sector	6	32
UV30457	H/601/4468	Salon design for the hair and beauty sector	5	36

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30491	Monitor and maintain health and safety practice in the salon	0	✓	✓
UV30506	Hairdressing consultation support for colleagues	1	✓	✓
UV30497	Colour hair to create a variety of looks	1	✓	✓
UV30495	Cut women's hair to create a variety of looks	1	✓	✓
UV30496	Style and dress hair using a variety of techniques	1	✓	✓
UV30435	Promote and sell products and services to clients	0	✓	✓

Unit assessment methods

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30516	Perm hair to create a variety of looks	0	✓	✓
UV30498	Creative hairdressing design skills	0	✓	✓
UV30510	Bridal hairstyling	1	✓	✓
UV30380	Provide hair extension services	0	✓	✓
UV30500	Make and style a hair addition	0	✓	✓
UV40502	Manage the creation of a hair style collection	0	✓	✓
UV40501	Hair colour correction	1	✓	✓
UV40519	Hair and scalp specialist services	0	✓	✓
UV30493	Maintaining personal health and well being	1	✗	✓
UV30452	Research in the hair and beauty sector	0	✓	✓
UV30459	IT and data handling in the hair and beauty sector	0	✓	✓
UV30509	Human resource management within the hair and beauty sector	0	✓	✓
UV30460	Marketing in the hair and beauty sector	0	✓	✓
UV30457	Salon design for the hair and beauty sector	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV30491

Monitor and maintain health and safety practice in the salon

Through this unit you will develop your skills in a supervisory role focusing on health and safety within your salon.

You will recognise salon hazards, carry out risk assessments and then implement the necessary actions. You will monitor and support your colleagues to ensure your salon complies with health and safety requirements. You will implement and supervise salon procedures for all aspects of salon safety and security including the need for insurance.

Level

3

Credit value

4

GLH

29

Observation(s)

2

External paper(s)

0



Monitor and maintain health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to carry out a risk assessment
2. Be able to monitor health and safety in the salon

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least two occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to carry out a risk assessment

You can:

- a. Carry out risk assessments and take necessary actions

** May be assessed through oral questioning.*

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to monitor health and safety in the salon

You can:

- a. Monitor and support the work of others to ensure compliance with health and safety requirements

* May be assessed through oral questioning.

Observation	1	2	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to carry out a risk assessment

You can:	Portfolio reference / Assessor initials*
b. State the reason for carrying out risk assessments	
c. Describe the procedures for carrying out a risk assessment	
d. Describe when risk assessments should be carried out	
e. Outline necessary actions to take following a risk assessment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to monitor health and safety in the salon

You can:	Portfolio reference / Assessor initials*
b. Outline the health and safety support that should be provided to staff	
c. Outline procedures for dealing with different types of security breaches	
d. Explain the need for insurance	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to carry out a risk assessment

Hazards and risks: A hazard is something that has the potential to cause harm, a risk is the likelihood of a hazard happening.

Reasons for risk assessment: Legal requirement, provide a safe environment for staff/visitor/clients, identification of hazards, minimising hazards and risks, emergency procedures, staff training, implication of more than five members of staff, new staff in the workplace, new equipment and products, review systems, amendments and modifications to existing assessments, update records.

Salon procedure for risk assessments: Identify hazard, judgement of salon hazards, nominated risk assessment person/team, who/what, determine the level of risk, preventative measures, reduce a potentially harmful situation, notify staff, interpret results, conclusions, record findings, regular reviews.

Potential salon hazards requiring regular risk assessment:

Space – utilisation, working area, heating, lighting, ventilation, layout and design of the salon.

Chemicals – procedures, storage, handling, safe usage, safe disposal, records.

Equipment – selection, safe usage, handling, lifting, repairs, maintenance.

Security (stock) – control systems, procedures, ordering, handling, storage.

Security (cash) – staff training, point of sale, in transit.

Security (people) – staff clients, visitors, personal belongings, systems, security, emergency evacuation, storage/use of confidential staff/client records, business information, data protection.

Buildings – maintenance of internal and external security, commercially available systems.

Emergency procedures – accidents, first aid, fire evacuation, incidents, personnel, records.



Outcome 2: Be able to monitor health and safety in the salon

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Monitor and support others to ensure compliance of health and safety:

Accurate records, update processes and procedures, regular staff training (simulation), spot checks, monitoring changes in law, take external advice.

Providing support for staff: Up-to-date leaflets and posters, ongoing training, open door policy, suggestion box, current roles and responsibilities for staff.

Security breaches:

Inform - salon owner, management, head of school.

Review records - stock levels/control, monitor takings, inventory of equipment, manual and computerised records.

Actions - take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Importance of insurance: Accidents, emergencies, legal claim, protect business, prevent fraudulent claim.

Notes

Use this area for making notes and drawing diagrams



UV30506

Hairdressing consultation support for colleagues

The aim of this unit is to develop your skills in supporting colleagues through client analysis. You will learn how to recognise the level of support required by both experienced and inexperienced colleagues.

You will use your personal client consultation skills to assist in the following areas: the use of effective communication techniques, how to recognise hair, skin and scalp disorders, when to use a range of hair tests, knowing when to refer conditions to professionals and how to maintain up-to-date client records whilst maintaining client confidentiality.

This unit is suitable for hairdressers and barbers.

Level

3

Credit value

3

GLH

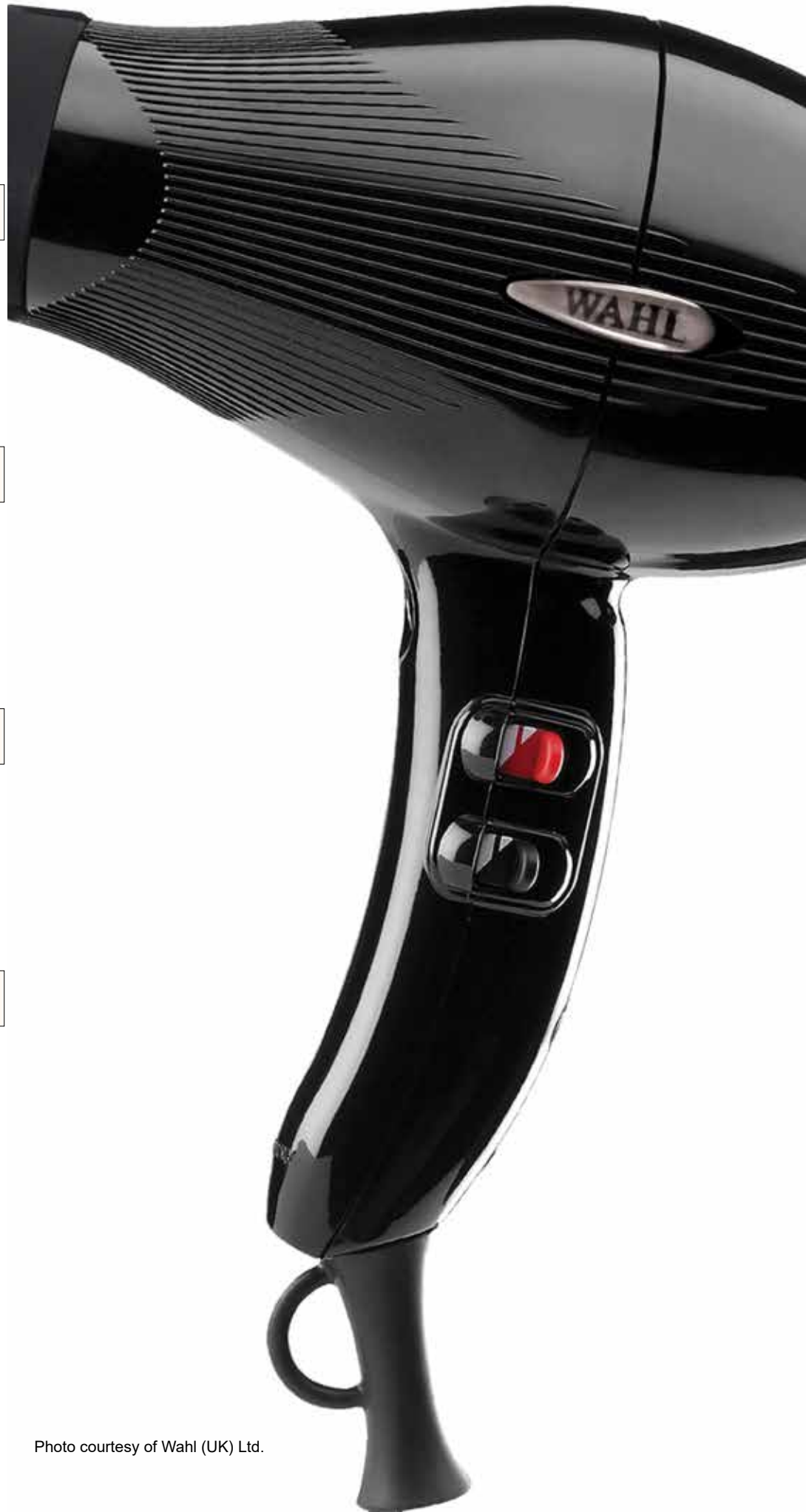
30

Observation(s)

3

External paper(s)

1



Hairdressing consultation support for colleagues

Learning outcomes

On completion of this unit you will:

1. Be able to provide consultation support for colleagues

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to provide consultation support for colleagues

You can:

- a. Communicate effectively with colleagues and your clients in a manner that maintains client goodwill, trust and confidentiality
- b. Deal with analysis problems reported by colleagues promptly
- c. Make sure client records are accurately completed
- d. Balance client requirements with salon resources
- e. Provide the type of support required for the reported analysis problems
- f. Provide clear recommendations based on client requirements and the outcome of analysis on the hair, skin and scalp

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Worked with all types of colleagues	Portfolio reference
Junior stylist	
Experienced stylist	
Used all consultation methods	Portfolio reference
Questioning	
Observation	
Testing	
Considered all influencing factors	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Lifestyle	
Made a minimum of 2 referrals	Portfolio reference
Referral to a pharmacist	
Referral to a general practitioner	
Referral to a general trichologist	
Referral to another salon in line with your salon's policy	
Given all types of advice	Portfolio reference
Limitations to other services	
Changes to existing hair care regime	
Cost and frequency of maintenance	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to provide consultation support for colleagues

You can:	Portfolio reference / Assessor initials*
g. Explain how and why tests are carried out for different services	
h. State the likely causes of adverse hair, skin and scalp conditions	
i. State which adverse hair, skin and scalp conditions should be referred to other specialists	
j. Explain the salon's policy for referring clients to other specialists when requested services are not offered	
k. Describe how to take part in group discussions in a way that will maintain client goodwill and confidentiality	
l. State the importance of recording client responses to questions about contra-indications	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to provide consultation support for colleagues

Professional communication in a salon

environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Behave professionally in a salon

environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Confidentiality: Data protection, data protection registrar, confidentiality (privacy), authorisation for use (consent/permission), code of practice, security (locked cabinet, security protected electronic), time controlled (appropriate to salon), disposal (sensitive waste), infringement/breach, prosecution.

Colleague analysis problems:

Encouragement, professional, level of support (dependant on experience of colleague), if necessary take control, help with clarification, test colleague knowledge/understanding, provide clear recommendations.

Identifying analysis problems – objective (influencing factors, contra-indications, visual, testing, questioning), prompt action avoids dissatisfied client.

Information on record cards: Up-to-date and accurate, essential information, future reference, professional image, legal implications, private and personal client information (name, address, phone number, medication), details (influencing factors, contra-indications, results of hair tests, service, products, timings, quantities of product used), application of heat (climazone, infra-red lamp, hood drier), result of service, price, advice (maintenance, care, products, frequency of visits).

Influencing factors: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.



Outcome 1: Be able to provide consultation support for colleagues (continued)

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/

non-contagious.

Skin disorder – contagious/non-contagious, cross infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus-filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – overproductive skin cells, dry, silvery, scales.

Cicatricial alopecia – scarring.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing curling and straightening.

Alopecia areata – stress, bald patches, seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.



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Outcome 1: Be able to provide consultation support for colleagues (continued)

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.

Trichorrhhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Client's needs: Client satisfaction, value for money, achievable service, time controlled, longevity of service, maintenance advice.

Salon resources: Staff, products, stock, tools, equipment, viability of service covers overheads, length of time, price, attainable staff targets/commission, maintaining productivity, sufficient salon resources to be productive.

Level of support for colleagues:

Inexperienced colleagues – high level of support (control, recommend, advise, plan, record) use combination of open/closed questioning.

Experience colleagues – clarification of own analysis/thoughts, provide notification of action, confidence building (encourage, recommendations, knowledge to promote confidence/skill), use open questioning techniques, clarify problem, make recommendations.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievability, desirability, how realistic, previous history of hair, proposed hair style/cut, client commitment.

Hair tests: Use manufacturers' instructions, salon guidelines (before,

during and after service).

What each test checks for:

Elasticity test – tensile strength, internal strength of hair.

Porosity test – ability to absorb product, moisture loss from hair.

Skin test – allergic reaction to chemicals.

Pre-perm test curl – suitability for service, size and shape of curl.

Incompatibility test – check for presence of metallic salts, suitability of further chemical services.

Development test curl – monitor the development of the perm.

Test cutting – check suitability of colour choice.

Referable conditions: All contagious conditions, hair defects, scalp conditions.

Health care professional/specialists:

General practitioner, trichologist, dermatologist, pharmacist.

Referring contra-indications: A hair stylist is a non-medical professional, incorrect diagnosis, embarrassment, lack of goodwill, reputation, legal implications, decline in business.

Recording client responses to contra-indications: Record card up-to-date and accurate, essential information, for future reference, professional image, legal implications, build client rapport, ensure clarity, guarantee correct service, product, technique, advice, referral, successful results, future reference (return visit, future services).



Outcome 1: Be able to provide consultation support for colleagues (continued)

Group discussions (experienced stylist, stylist, client): Professionalism, client consent, appropriate time/place, maintain control, listen to all points of view, stick to subject, build on information given, recommendations, clarify decisions, abide by legislation (data protection, confidentiality).

The importance of recording client responses: Professional image, legal implications, future reference, maintain high standard of service, correct use of products/equipment/tools, avoid mistakes, successful results.

UV30497

Colour hair to create a variety of looks

The aim of this unit is to develop your creative skills to advanced level to combine, adapt and personalise a range of colouring and lightening techniques to achieve a variety of fashion effects that complement a style. You will develop the ability to identify the appropriate product, technique and corrective action to satisfy your client's needs.

Part of this service is to provide your client with good aftercare advice.

This unit is suitable for hairdressers and barbers.

Level

3

Credit value

11

GLH

90

Observation(s)

6

External paper(s)

1



Colour hair to create a variety of looks

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for colouring services
2. Be able to provide colouring services

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least six occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for colouring services

You can:

- a. Prepare yourself, the client and work area for colouring services
- b. Use suitable consultation techniques to identify service objectives
- c. Evaluate the potential of the hair to achieve the desired look by identifying influencing factors
- d. Provide clear recommendations to the client based on factors

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to provide colouring services

You can:

- a. Communicate and behave in a professional manner
- b. Select and use colouring techniques, products, tools and equipment to colour the hair
- c. Prepare and apply the colour and lightening products to complement the desired look
- d. Position yourself and the client appropriately throughout the service
- e. Monitor the development of the colour accurately following manufacturers' instructions
- f. Remedy problems that may occur during the colouring process
- g. Check that the colour is thoroughly removed from the hair and scalp without disturbing any packages still requiring development
- h. Apply a suitable conditioner or post-colour treatment to the hair, following the manufacturer's instructions
- i. Create a finished look that is to the satisfaction of the client
- j. Provide suitable aftercare advice
- k. Follow safe and hygienic working practices

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all colouring products	Portfolio reference
Quasi-permanent	
Permanent	
Lightener	
Toner	
Considered all contra-indications	Portfolio reference
History of previous allergic reactions to hair colouring products	
Other known allergies	
Skin disorders	
Incompatible products	
Medical advice or instructions	
Evident hair damage	
Performed all hair tests	Portfolio reference
Skin	
Colour test	
Incompatibility	
Porosity	
Elasticity	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



***You must practically demonstrate that you have:**

Considered all influencing factors	Portfolio reference
Temperature	
Existing colour of hair	
Hair condition	
Test results	
Strength of hydrogen peroxide	
Hair porosity	
Hair length	
Hair density	
Haircut	
Percentage of white hair	
Skin tone	
Used all colouring and lightening effects	Portfolio reference
Slicing	
Block colour	
Weaving	
Used all colouring and lightening effects	Portfolio reference
Full head	
Regrowth	
Block lightening on a partial head	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



*You must practically demonstrate that you have:

Used a minimum of 2 colour correction products	Portfolio reference
Semi-permanent colour	
Quasi-permanent colour	
Permanent colour	
Used all colour correction techniques	Portfolio reference
Restoring depth and tone	
Neutralising colour tone	
Colouring resistant hair	
Given all types of advice	Portfolio reference
Home care products and their use	
How lifestyle can affect durability of colour	
Hair maintenance	
Use of heated styling equipment	
Time interval between colouring services	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for colouring services

You can:	Portfolio reference / Assessor initials*
e. Describe the range of colouring techniques	
f. Describe the factors that need to be considered when colouring and lightening hair	
g. Describe the effects that colouring and lightening products have on the hair structure	
h. Explain how natural hair pigmentation affects colour selection	
i. Explain the reasons for pre-lightening	
j. Explain the importance of carrying out tests, prior to and during the colouring process, and recording the results	
k. Explain the principles of colour selection	
l. Explain how the international colour chart is used to select colour	
m. Explain how to remedy correction requirements identified during consultation	
n. Explain how to use pre-softening and pre-pigmenting during a colouring service	
o. State what percentage and volume strength hydrogen peroxide is	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 1 (continued)

Be able to prepare for colouring services

You can:	Portfolio reference / Assessor initials*
p. Describe the different consultation techniques used to identify service objectives	
q. Describe the salon's requirement for preparing yourself, the client and work area	
r. Explain the safety considerations that must be taken into account when colouring and lightening hair	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide colouring services

You can:	Portfolio reference / Assessor initials*
l. Describe the correct use and routine maintenance of tools and equipment	
m. Describe the colouring process for the range of colour and lightening products	
n. Describe how to remedy colour problems identified during colouring and lightening processes	
o. State the importance of restoring the hairs pH after colouring	
p. Describe the aftercare advice that should be provided	
q. Outline safe and hygienic working practices	
r. State how to communicate and behave within a salon environment	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for colouring services

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non-restrictive, closed in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume/aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/bed/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client,

use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Visual aids – shade charts, style book, portfolio, collection of pictures.

Assessing the potential of the hair: Clarify the condition of the hair, previous chemical services and benefit to client, identify influencing factors, test hair, ensure compatibility with client's lifestyle, review findings, what will work and what will not?, draw conclusions, create a plan.

Factors that influence services: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak,



Outcome 1: Be able to prepare for colouring services (continued)

nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross-infection (stylist to client, client to stylist).

Examples of contagious contra-indications:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus-filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Examples of non-contagious contra-indications:

Psoriasis – overproductive skin cells, dry, silvery, scales.

Cicatricial alopecia – scarring.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair receding at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches, seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritated, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.



Outcome 1: Be able to prepare for colouring services (continued)

Trichorrhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Recommendations to the client:

Based on client requirements, test results, identified influencing factors, how achievable/desirable/realistic, previous history of hair, hair style/cut, client commitment.

Range of colouring techniques:

Full head permanent colour, full head lightening colour, regrowth colouring, partial colouring, block colouring, slicing, panel colouring, shoe shine, scrunch colouring, woven highlights/lowlights, colour correction, restoring depth and tone, neutralising colour tone, colouring resistant hair.

Factors that need to be considered when colouring and lightening hair:

Previous history, hair texture, condition, porosity, test results, natural depth, natural tone, percentage of white hair, target depth, target tone (red pigments more difficult to remove), length of hair, strand test, incompatibility test, type of product (different purposes), client requirements, commitment, lifestyle, job, age, skin tone, style/hair cut.

Types of colouring products and how they affect the hair structure:

Temporary – no skin test required, large molecules, coats cuticles, lasts one shampoo, does not lift, deposits colour (depth and tone).

Semi-permanent – no skin test required, contains nitro dyes, small molecules deposited under cuticle/outer edge of

cortex, lasts between 4-8 shampoos, direct colorant (no activator required), does not lift, deposits colour (depth and tone).

Quasi-permanent – requires a skin test, contains nitro/para dyes, small molecules enter cortex, stain, not permanent, lasts 12-24 shampoos, does not lift deposits, colour (depth and tone), requires activator/developer/hydrogen peroxide, mixing ratio generally 1:2.

Permanent colour – requires skin test, contains para dyes, small molecules enter cortex, swell and become trapped, permanent, can lighten up to 4 shades, darken, add/change/neutralise tone, covers 100% white hair, requires activator/developer/hydrogen peroxide, generally 1:1 mixing ratio.

Lightening products (high lift tint) – skin test required, permanent, suitable for base 6 and above, lifts and lightens hair 4-5 shades, add/change/neutralise tone, mix with activator/developer, generally 1:2 mixing ratio, kinder than bleaching products.

Bleaching products – no skin test required, permanent, removes pigment from the colour molecules leaving them colourless (oxymelanin), lifts, lightens up to 5/6 shades, requires activator/developer/hydrogen peroxides 3%, 6%, 9% or 12% depending on levels of lift required.

Natural hair pigments: Melanin, located in cortex, quantities of natural pigment vary in individuals, (white hair has lost all pigment).

Eumelanin – cool tones, brown, black.

Pheomelanin – warm tones, yellow, red.

Dark hair/base – high levels of eumelanin, little pheomelanin.



Outcome 1: Be able to prepare for colouring services (continued)

Light hair/base – high levels of pheomelanin, little eumelanin.

Reasons for pre-lightening: To lighten colour (prior to a further colouring service), to lift depth, to increase vibrancy, to remove existing colour, colour correction.

Hair tests: Use manufacturer's instructions, salon guidelines, before during and after service.

What each test checks for:

Elasticity test – tensile strength, internal strength of hair.

Porosity test – ability to absorb product moisture loss from hair.

Skin test – allergic reaction to chemicals.

Pre-perm test curl – suitability for service, size and shape of curl.

Incompatibility test – check for presence of metallic salts, suitability of further chemical services.

Development test curl – monitor the development of the perm.

Test cutting – check suitability of colour choice.

Testing and recording results: Record card up-to-date and accurate, essential information, future reference, professional image, legal implications, all test results, skin sensitivities (reaction), allergies (latex, nut, plasters, perfume, oil), history of allergic reaction (positive reaction to skin test), incompatible products (metallic salts, previous chemical treatments), medication (prescription medication), medical condition (high blood pressure, pregnancy, radiotherapy, cancer).

The principles of colouring: Colour spectrum, colour circle/wheel, primary/secondary colours, neutralisation/creation of colour, cortex, colour pigments, melanin (eumelanin/pheomelanin, natural warm, cool tones).

International colour chart (ICC): Visual aid, international numbering system, depths 1 to 10, 1 = black, 10 = lightest blonde.

Examples numbering of number system – 0/00, 00.00, the first number(s) identify depth (how light/how dark), numbers after forward slash or full stop identifies the tone(s) (warm/cool effect).

Tones – primary tone, secondary tone, 6 main tones (ash, gold, red, copper, mahogany, pearl), vary slightly from each manufacturer, some manufacturers use letters to identify tones ("G" = gold tone), appealing names given to colours for the client's benefit.

Colour correction requirements: Correct hi/lo-lights, restore depth and tone, neutralise unwanted tones, remove artificial colour, remove banding, change the tone, lightening, darkening, pre-pigmenting, refreshing existing colour, pre-softening resistant hair.

Pre-softening: Apply 6% hydrogen peroxide to resistant hair, dry into hair, apply tint as normal, softens/opens the cuticles ready for the colouring process.

Pre-pigmenting: Used to replace lost pigments prior to target colour being applied, tone lost through previous lightening/sun damage, tones used – gold, copper, red tones, colour dependant on the target depth, products used – temporary, semi, quasi, dried into hair if using



Outcome 1: Be able to prepare for colouring services (continued)

permanent colour.

Use of hydrogen peroxide (volume and strength):

1.9% – tone, darken, covers white hair.

3% – tone, darken, cover white hair.

4% – tone, darken, covers white hair.

6% – darken, lighten 1 shade, tone, covers white hair.

9% – lightens 2-3 shades, tones/blends white hair.

12% – lightens 4 shades with tint, 4-5 shades with hi-lift tint, lightens up to 7 shades with bleaching products.

Recommendations to the client: Based on – client requirements, condition of hair, test results, identified influencing factors, realistic aim, achievable result, compatibility with client's lifestyle, client commitment to service.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers liability (compulsory insurance), occupiers liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove

spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle (empties).

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties, avoid theft.



Outcome 2: Be able to provide colouring services

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Colouring techniques:

Hi/lo-lights – give texture, movement, definition.

Slices – give definition to areas, a bolder statement.

Block/panel colouring – emphasises areas of the hair style/cut, gives the illusion of less or more hair.

Shoe shine/tipping – gives hi/lo-light effect to tips/ends, ideal on short/very straight hair, quick technique.

Scrunch colouring – adds random colour effects through lengths of hair, refreshing, colour correction.

Backcombing – backcomb hair prior to application, add random colour effects through lengths of hair.

Colour pots – placed strands/application of colour.

Spatula – quick lo-lighting effect.

Product selection and application methods: Personal protective equipment, follow manufacturer's instructions for individual selected product.

Application methods for colouring products:

Semi-permanent colour – applied to shampooed/towel dried hair, blends and covers up to 30% white hair, divide hair into four equal sections (hot cross bun), bowl and brush, apply directly from applicator bottle to all hair, work methodically, even application, comb through, can be applied at basin.

Quasi-permanent colour – applied to shampooed/towel dried hair, hot cross bun sectioning, bowl and brush, directly from applicator bottle, apply to all hair, work methodically, even application, comb through, can be applied at basin, covers up to 70% white hair.

Permanent colour and hi-lift tints – apply to dry hair, methods of application (weaves – full/partial head), regrowth, full head, partial, block colour, spatula, colour pots, shoe shine/tipping, scrunching).

Lightening products/bleaches – apply to dry hair, methods of application (weaves – full/partial head), regrowth, full head, partial, block colour, spatula, colour pots,



Outcome 2: Be able to provide colouring services (continued)

shoe shine/tipping, scrunching.

Tools and equipment for colouring:

Cutting comb (sectioning), pin tail comb (weaving), wide tooth comb (comb product through), brush (to detangle hair), sectioning clips, plastic bowl, plastic brushes, climazone, hood dryer, measuring jugs/scales, wraps, foil, spatulas (partial colouring techniques), hi/lo-lighting cap (partial colouring), short hair, plastic cap (to retain body heat, reduce development time).

Position yourself and the client appropriately throughout the service:

Correct posture of self and client to minimise fatigue and injury.

Self – back straight, distribute weight evenly, feet slightly apart, use cutting stool (if required), no over stretching or bending.

Client – position to achieve accurate service, comfort and minimise fatigue and injury, sat upright, back straight and supported, two feet flat on floor, legs uncrossed, avoid getting clothing wet, avoid excess pressure on the neck (backwash/basin, front wash basins) provide with a towel to prevent products entering eyes.

Monitor the development of the colour:

Use manufacturer's instructions for individual products, strand test, accurate timing (use timer), use additional heat, use plastic cap record card.

Problems that can occur and the correct course of action:

Hair damage/breakage – recondition/restructurant treatments, cut, retest advice.

Hair not light enough – reapply bleach if condition allows.

Hair over lightened – recondition/restructurant treatment, toner, cut, retest, advice.

Hair too dark – bleach bath, colour remover.

Uneven colour result – spot colour if condition allows.

Too yellow – rebleach, violet toner.

Bleed at root area after highlighting – spot colour using base colour.

Hair accepts pre-pigment colour but not target shade – reapply target shade if condition allows.

Too red – rebleach, use green matt/olive tone.

Root flash – use toner on roots not coloured/colour not taking bleach, rebleach/tint, pre-soften.

Colour fade – quasi (stains cortex).

Green tones – use warm/red shades if condition allows.

Too orange – neutralise with blue ash.

Scalp irritation – remove immediately, seek medical advice, report problems to salon manager/owner/tutor.

Removal methods:

Semi-permanent – emulsify, rinse, condition.

Quasi-permanent – emulsify, rinse, condition.

Permanent – emulsify, rinse, shampoo, repeat, condition.

Lighteners/bleach – emulsify, rinse, shampoo, repeat, condition.

Cap – emulsify, rinse, condition, comb



Outcome 2: Be able to provide colouring services (continued)

through, remove cap, shampoo, repeat, condition.

Foils – open individual packet, rinse, repeat until all packets removed, shampoo, repeat, condition.

Alternative methods – emulsify, rinse, shampoo, condition.

Removal of colour surrounding foils/ packets – remove colour prior to packets, leave packets in place, do not disturb packets, emulsify, rinse until colour removed, when packets ready, open individual packet, rinse, repeat until all packets removed, shampoo, repeat, condition.

Conditioners and post-colour treatments: Follow manufacturer's instructions, applied to pre-shampooed hair, remove excess moisture, types of product (surface, penetrating, restructurant, scalp treatment, leave-in), softens, moisturises, prevents creeping oxidation, closes cuticle, restores natural pH.

Methods of confirming client satisfaction: Body language, facial expressions, verbal/written feedback, surveys/questionnaires, achieved client requirements, based on prior/thorough consultation, target shade/look, repeat booking, recommendation.

Provide suitable aftercare advice: Important part of service, avoid technical language, maintain eye contact, suggest/advise/recommend, provide information.

Maintenance – frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment, product use and demonstration.

Maintenance of tools and equipment:

Clean equipment and tools, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), disinfection (heat or chemical methods), remove broken tools and equipment, use trolley, ensure safe professional presentation of tools and equipment, only use for intended purpose, store correctly, check electrical equipment (portable appliance testing), visual check on both large and small equipment.

The pH scale explained:

Acid – closes cuticle, 0-6.9, conditioners.

Neutral – 7.

Alkaline – opens cuticle, 7.1-14, permanent hair colour.

pH of hair – 4.5-5.5.

Restoring the hair to its natural pH using conditioner: Stops oxidation process (colouring/perming), prevents damage, returns hair to its natural state (slightly acidic), closes cuticles.

Notes

Use this area for notes and diagrams



UV30495

Cut women's hair to create a variety of looks

The aim of this unit is to develop your cutting skills to an advanced level, to enable you to create a personalised and individual look for your clients.

You must demonstrate that you can work on wet, dry, curly and straight hair using a variety of advanced cutting and texturising techniques, in a way that enhances your clients' personal image.

Part of this service is to provide your clients with good aftercare advice.

Level

3

Credit value

8

GLH

75

Observation(s)

6

External paper(s)

1



Cut women's hair to create a variety of looks

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for cutting hair
2. Be able to provide a cutting service

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least six occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for cutting hair

You can:

- a. Prepare yourself, the client and work area for cutting services
- b. Use suitable consultation techniques to identify service objectives
- c. Evaluate the potential of the hair to achieve the desired look by identifying influencing factors
- d. Provide clear recommendations to the client based on factors

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to provide a cutting service

You can:

- a. Communicate and behave in a professional manner
- b. Select and use cutting tools and equipment required to achieve the desired look
- c. Establish and follow guidelines where required to achieve the required look
- d. Combine and personalise cutting techniques to take account of the identified factors and the desired look
- e. Position yourself and the client appropriately throughout the service to ensure the accuracy of the cut
- f. Check the cut to ensure you have met the required balance, weight distribution and shape
- g. Create a finished cut that is to the satisfaction of the client
- h. Provide suitable aftercare advice
- i. Follow safe and hygienic working practices

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all cutting tools	Portfolio reference
Scissors	
Clippers	
Razors	
Considered all influencing factors	Portfolio reference
Head, face and body shape	
Hair growth patterns	
Hair density	
Hair length	
Hair texture	
Hair elasticity	
Client requirements	
Client lifestyle	
Worked on all hair types	Portfolio reference
Wet	
Dry	
Curly	
Straight	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



*You must practically demonstrate that you have:

Used a minimum of 7 cutting techniques		Portfolio reference
Graduating		
Layering		
Tapering		
Club cutting		
Scissors over comb		
Clipper over comb		
Thinning		
Freehand		
Texturising		
Disconnecting		
Used all finishing techniques		Portfolio reference
Styling		
Product application		
Given all types of advice		Portfolio reference
Suitable products and their use		
How to maintain the look		
The time interval between cuts		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for cutting hair

You can:	Portfolio reference / Assessor initials*
e. Describe the range of looks for women	
f. Explain how to achieve looks for women using a combination of cutting techniques	
g. Explain the safety considerations that must be taken into account	
h. Describe the factors that need to be considered when cutting hair	
i. Explain how to maximise the potential of the client's hair, taking into account identified factors	
j. Describe the different consultation techniques used to identify service objectives	
k. Describe the salon's requirements for preparing yourself, the client and work area	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Photo courtesy of Wahl (UK) Ltd.

Outcome 2

Be able to provide a cutting service

You can:	Portfolio reference / Assessor initials*
j. Outline safe and hygienic working practices	
k. Describe the correct use and routine maintenance of cutting tools and equipment	
l. Explain the effect cutting hair at different angles has on the finished look	
m. State the importance of applying the correct degree of tension to the hair when cutting	
n. State the importance of checking the cut	
o. Describe the aftercare advice that should be provided	
p. State how to communicate and behave within a salon environment	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for cutting hair

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non-restrictive, closed in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length and clean nails, deodorant, no overpowering perfume/ aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, products and techniques.

Questioning – open, closed, probing.

Language – appropriate level for client,

use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Use visual aids – shade charts, style book, portfolio, collection of pictures.

Assessing the potential of the hair:

Clarify the condition of hair, previous chemical services and benefit to client, identify influencing factors, test hair, ensure compatibility with client's lifestyle, review findings, what will work and what will not, draw conclusions, create a plan.

Factors that influence services: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak,



Photo courtesy of Wahl (UK) Ltd.

Outcome 1: Be able to prepare for cutting hair (continued)

nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark, ash.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross-infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow

crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus-filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – over production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scar(s).

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches.

Seborrhea – excessive oil.

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.

Trichorrhhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.



Outcome 1: Be able to prepare for cutting hair (continued)

Damaged cuticle – dull hair.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

Range of looks for women: There are four basic looks that are the foundation for all haircuts.

Uniform layer – to suit both short hair (in preparation for setting/blow drying and tonging), and longer length hair (to suit modern layering technique), all hair cut to the same length (classic round layer).

Long graduation – short internal layers, long perimeter length, natural inversion (short layers keeping length), square layer cut (box layer), front graduation, introduce layers to clients.

Short graduation – shorter perimeter length, longer internal layers, hair cut into nape increasing length towards crown (short to long, building weight line), to incorporate scissor over comb technique (very short), classic graduation, classic graduated bob.

One length cut – above (bob) and below shoulders (keeping corners), concave/converse.

Fringe – cutting existing to desired length, introduce heavy, fine, straight, angled or sweeping lines to suit desired requirements.

Cutting techniques:

Club cutting – to create blunt end to hair, precision cut, retain bulk and weight, for both curly and straight hair types.

Free hand – when no tension is required,

achieve desired length.

Texturising – break up hard lines, soften edges, shattered edges, remove bulk, create texture, seamless layers (point, chipping, slicing, channel).

Razoring – remove length and bulk, create soft broken edges and texture, removing weight increases curl.

Thinning – removes bulk not length, blend weight lines.

Scissor/clipper over comb – cut into nape, shorten less than finger depth, cut to head shape/size, short styles.

Creative finishing cutting techniques – complement the cut, ensure style complements client's features, enhances personal image, confirm client satisfaction (agree on amount of weight/bulk removed, length and texture).

Safety considerations: Consultation, check for infections/infestations, hair tests, protective personal equipment, remove hair cuttings immediately, ensure client comfort/safety, maintain posture of self/client to minimise fatigue/injury, identify hazards (trailing flexes, spillages, obstacles/obstructions), check electrical equipment prior to use (do not use with wet hands), follow manufacturer's instructions, store correctly, handle/store scissors correctly, dispose of sharps safely.

Maintenance of tools and equipment: Clean equipment and tools, appropriate sterilisation methods (barbicide, autoclave, UV, sterilising spray), disinfection (heat or chemical methods), remove broken tools and equipment, use trolley, safe professional presentation of tools and equipment, only use for intended purpose, store correctly, electrical equipment



Photo courtesy of Wahl (UK) Ltd.

Outcome 1: Be able to prepare for cutting hair (continued)

checked (portable appliance testing), visual check on both large and small equipment, cutting tools (fit for purpose, wipe away hair cuttings, store in pouch when not in use, sharpen regularly, change razor blades, regularly oiled).

How to adapt a hair cut, taking into account identified factors: Combine and adapt techniques, be innovative/creative, take remedial action to resolve any problems, work with natural fall of hair, ensure style suits curly/wavy/straight hair type.

Hair growth patterns – use them, lose them, cut short, retain length, may limit style availability.

Face shapes:

Round – less volume at sides.

Square – volume at sides, soften corners.

Long – less height more volume.

Oval – suits all styles.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers' liability (compulsory insurance), occupiers' liability, local byelaws (set by council), salon rules, code of conduct, observance by all staff.



Outcome 2: Be able to provide a cutting service

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Cutting equipment used to cut women's hair: Cutting comb, section clips, water spray, scissors (thinning and precision), razor (guarded/un-guarded).

Following cutting guidelines to accurately achieve the required look: First section cut, a guide that is followed throughout a haircut to ensure accuracy, all subsequent sections follow first section (ensures evenness, takes guess work out of cutting hair), work in a methodical manner, section hair cleanly and accurately, sections approximately ½ inch/1cm width, follow identified sectioning

pattern, use guide to ensure desired shape/length.

Position yourself and the client appropriately throughout the service:

Ensure correct posture of self and client to minimise fatigue and injury.

Self – back straight, distribute weight evenly, feet slightly apart, use cutting stool (if required), no over stretching or bending.

Client – position to achieve accurate cut, comfort and minimise risk of fatigue or injury, sat up right, back straight and supported, two feet on floor.

Cross-check the haircut to ensure even balance and weight distribution: Working opposite direction (to which hair was originally cut), across sections, check cut is even/balanced, maintain angle, methodical working method, checks made by look and feel, ensure even weight/balance/length distribution.

Creating a finished cut: Confirmation of style, creative flair, professional judgement on chosen technique, what tools and equipment to use, consider influencing factors, precision working, adapt and amend if necessary.

Methods of confirming client satisfaction: Body language, facial expressions, verbal/written feedback, surveys/questionnaires, repeat booking, recommendation.

Provide suitable aftercare advice: Important part of service, avoid technical language, maintain eye contact, suggest/advise/recommend, provide information.

Maintenance – frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment, product



Photo courtesy of Wahl (UK) Ltd.

Outcome 2: Be able to provide a cutting service (continued)

use and demonstration.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powder gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, empties (recycle).

Product storage – check end date/packaging, store away from heat, damp and direct sunlight, empties, avoid theft.

The effect cutting hair at different angles has on the finished look: Angle determines effect achieved, weight line and degree of graduation.

One length – held at 0° angle = no graduation, heavy base line.

Square layer – held at 180° angle = weight line below where 1st layer sits.

Short graduation – held at 45° angle = weight line below where 1st layer sits.

Uniform layer – held at 90° angle = no weight line.

Long graduation – held at 145° angle = weight line below where 1st layer sits.

Asymmetric – variety of angles with uneven balance = weight line varies with one side longer with more volume.

Disconnected cut – variety of angles, one or more sections of cut do not connect, link or blend with adjacent sections = weight line varies to where the hair sits.

The importance of tension when cutting:

Tension = gently pull hair until resistance is reached, more tension to achieve more precise cut, less tension for curly hair to allow it to curl and bounce up, no tension for free hand or if style requires, even tension for accurate cut.

Considerations for cutting wet hair:

Advantages of wet cutting – clean hair, cleaner sections, accuracy, control, see if curl present.

Disadvantages of wet cutting – slower, unable to see weight lines, hair growth patterns less obvious.

Considerations for cutting dry hair:

Advantages of dry cutting – quick,



Outcome 2: Be able to provide a cutting service (continued)

can see hair movement and fall, achieve required length.

Disadvantages of dry cutting – hair dirty, inaccurate sections, less control, static, hard to comb, inaccurate cut.

The importance of checking the cut:

To check shape, balance and weight distribution for an accurate cut, client satisfaction, original objectives met.

UV30496

Style and dress hair using a variety of techniques

The aim of this unit is to develop your skills to use a variety of conventional and non-conventional dressing techniques to produce innovative, fashionable and creative looks for your clientele.

You will develop the ability to combine and adapt a variety of styling and finishing methods, including the use of ornamentation, to produce individual finished effects.

Part of this service is to provide your client with good aftercare advice.

Level

3

Credit value

7

GLH

60

Observation(s)

5

External paper(s)

1



Style and dress hair using a variety of techniques

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for styling services
2. Be able to provide styling services

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit. All 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least five occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for styling services

You can:

- a. Prepare yourself, client and work area for styling services
- b. Use suitable consultation techniques to identify service objectives
- c. Evaluate the potential of the hair to achieve the desired style by identifying the influencing factors
- d. Provide clear recommendations to the client based on factors

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to provide styling services

You can:

- a. Communicate and behave in a professional manner
- b. Select and use products, tools and equipment to achieve the desired effect
- c. Position yourself and the client appropriately throughout the service
- d. Combine and adapt styling techniques to achieve the desired effects
- e. Personalise dressing techniques to take account of influencing factors
- f. Create a finished style that is to the satisfaction of the client
- g. Provide suitable aftercare advice
- h. Follow safe and hygienic working practices

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			
Observation	4	5	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all styling techniques	Portfolio reference
Setting	
Blow drying	
Pin curling	
Finger waving	
Use of heated styling equipment	
Used all winding techniques	Portfolio reference
Point to root	
Root to point	
Considered all influencing factors	Portfolio reference
Desired look	
The occasion for which the style is required	
Haircut	
Hair growth patterns	
Hair elasticity	
Head and face shape, size and features	
Hair texture	
Hair length	
Hair density	
Provided all types of advice	Portfolio reference
Suitable aftercare products and their use	
Maintenance of the style	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for styling services

You can:	Portfolio reference / Assessor initials*
e. Explain the safety considerations that must be taken into account when styling and dressing hair	
f. Describe the factors that need to be considered when styling and dressing hair	
g. Describe the physical effects of styling on the hair	
h. Describe the effect humidity has on the hair during setting	
i. State the importance of planning hair-up styles for special occasions	
j. Describe a range of styles for women	
k. Describe the different consultation techniques used to identify service objectives	
l. Describe the salon's requirement for preparation of yourself, the client and work area	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to provide styling services

You can:	Portfolio reference / Assessor initials*
i. Describe the correct use and routine maintenance of styling equipment and tools	
j. Describe the techniques used for styling and dressing	
k. Explain the importance of using styling and finishing products on the hair	
l. Explain the importance of controlling and securing long hair effectively	
m. Explain the importance of considering tension in hair-up styles	
n. Explain the effects of incorrect use of heat on the hair and scalp	
o. State the purposes of backcombing and back brushing when dressing hair	
p. Describe the methods used to secure ornamentation in hair-up styles	
q. Describe the aftercare advice that should be provided	
r. State how to communicate and behave within a salon environment	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for styling services

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non-restrictive, closed in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume/aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client,

use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Use visual aids – shade charts, style book, portfolio, collection of pictures.

Assessing the potential of the hair:

Clarify the condition of hair, previous chemical services and benefit to client, identify influencing factors, test hair, ensure compatibility with client's lifestyle, review findings, what will work and what will not, draw conclusions, create a plan.

Factors that influence services: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak,



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Outcome 1: Be able to prepare for styling services (continued)

nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross infection (stylist to client, client to stylist).

Contagious contra-indications:

Bacterial – impetigo (blisters, weep, yellow

crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus-filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious contra-indications:

Psoriasis – over production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scar(s).

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss crown.

Traction alopecia – excessive pulling, brushing curling and straightening.

Alopecia areata – stress, bald patches

Seborrhea – excessive oil.

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.

Trichorrhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.



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Outcome 1: Be able to prepare for styling services (continued)

Damaged cuticle – dull hair.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies

for hazardous waste, single use items, empties (recycle).

Product storage – check end date/ packaging, store away from heat/damp/ direct sunlight, empties, avoid theft.

The physical effects of styling hair:

Internal structure of hair (cortex, disulphide bonds, hydrogen bonds/salt links).

Hydrogen and salt – easily broken with moisture (water/shampoo), easily fixed with heat (blow dry/set), alpha/beta keratin, alpha keratin (hair in its original state – straight, curly), beta keratin (hair stretched into new shape), temporary effect, bonds fragile whilst cooling, harden into new position.

How humidity affects the hair: Hair is hygroscopic (ability to absorb moisture from atmosphere). Contact with moisture (rain, mist, fog, steam, perspiration) – temporary hydrogen bonds break, will return to natural state (alpha keratin), effects the durability of set or blow dry.

Planning hair up styles: Appropriate style for the occasion, client's expectations, visual aid/pictures, service time, equipment required, styling products required, the use of hair accessories or bun rings, whether to pre-shampoo the hair, achievability (dependant on length, density, condition, cost to client).

The range of styles for women: Plait (on/off scalp), twists, braids, weave, knots, chignon, pleat, rolls, barrel curls, ringlets, smooth blow dry, curly blow dry, scrunch dry, tonging, crimping, straightening, pin curls, fingerwaves, wet/dry setting, added hair.

Salon health and safety legislation and regulations: Health and safety at



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Outcome 1: Be able to prepare for styling services (continued)

work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers' liability (compulsory insurance), occupiers' liability, local bye-laws (set by council), salon rules, code of conduct, observance by all staff.



Photo courtesy of Wahl (UK) Ltd.

Outcome 2: Be able to provide styling services

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Suitability of styling products: Used prior to styling, give hold, volume, body, shine, lustre, reduces frizz and static, smoothes and straightens, provides a protective barrier, prevents moisture penetrating hair, aids longevity of style.

Range of styling products and when to use them:

Gel – wet look, ideal for spiky styles, apply to wet hair.

Mousse – gives hold/body, various hold strengths, apply to wet hair.

Setting lotions – gives normal/firm hold,

ideal when setting hair, coloured setting lotions available, apply to wet hair.

Blow dry lotions – protects hair from heat/humidity, apply to wet hair.

Moisturiser/oils – African type hair, conditioning, adds moisture, adds shine, use on dry hair.

Activators – activated by the use of heat, defines curl, adds moisture, shine, hold, ideal for dry sets, apply to wet or dry hair.

Heat protectors – coats hair, protective layer, gives shine/definition, apply prior to the use of all electrical equipment.

Serum – gives shine, adds moisture, ideal on chemically treated hair, apply to wet or dry hair.

Range of tools and equipment and the effects achieved:

Round brushes (various diameters) – gives curl (smaller diameter = tighter curl), body, movement, volume.

Flat brushes – paddle, Denman, gives smooth, straight finish.

Bristle brushes – remove roller marks, dressing hair, smoothes, give shine, good for fine hair.

Vent brush – produces a soft causal broken up effect, ideal on short hair.

Dressing comb – back-comb/tease the hair into style, used for all dressing techniques.

Straighteners – smoothes/flattens the cuticles, straightens hair.

Curling tongs – various sizes, produces lift, waves, curl.

Hand dryer – removes moisture from the



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Outcome 2: Be able to provide styling services (continued)

hair.

Diffuser – diffuses the flow of air, allows hair to dry naturally, increases natural curl, adds volume, movement, body.

Heated rollers – used on dry hair, various sizes of rollers, lift, curl, bounce.

Rollers with pins – set curl, body/movement, lasts longer than blow dry.

Bendy rollers – used on long hair, spiral effect curls.

Velcro rollers – gives body, curl, movement, volume, bounce, doesn't last long.

Pin curl clips – types of pin curls (flat, coil, barrel curls), movement, curl, volume, body.

Crimpers – fine crimp effect.

Hot brush – gives body, curl, movement, volume, bounce, doesn't last long, soft curls, flicks.

Non-conventional items – rik rak (spiral curls), rags (soft curls), chopsticks, straws, (zig zag effect) bendy foam rollers (soft curls), pre-formed plastic items (avant-garde effect).

Position yourself and the client appropriately throughout the service:

Ensure correct posture of self and client to minimise fatigue and injury.

Self – back straight, distribute weight evenly, feet slightly apart, use cutting stool (if required), no over stretching or bending.

Client – position to achieve accurate cut, comfort and minimise risk of fatigue or injury, sat up right, back straight and supported, two feet on floor.

Personalise dressing techniques to take account of influencing factors: Enhance and disguise influencing factors, creative ability, attention to detail.

Factors to consider: Work with the natural fall (growth patterns).

Texture – fine hair (use added hair), coarse (tame with electrical appliance, secure well).

Poor elasticity – hair may not take overstretching or sculpting.

Small head – big style.

Big head – compact style.

Angular face – soften shape.

Round face – add height.

Long neck – leave some hair down.

High forehead – cover, soften with side parting.

Create a finished style that is to the satisfaction of the client: Maintain communication throughout, use of visual aid, confirmation of style, creative flair, professional judgement (on chosen technique, tools and equipment, influencing factors), consider occasion, age, personality, clothing (adapt and amend if necessary).

Provide suitable aftercare advice:

Maintenance of style, awareness of humidity on finished style (may go home and shower or hot bath), correct products, how to remove pins/added hair, how to remove backcombing (use wide tooth comb to gently tease out), braids/twists/ponytails, advise clients on signs of traction alopecia, potential effects of wearing hair up over long periods of time (headaches, infestations/infections, hair becoming



Photo courtesy of Wahl (UK) Ltd.

Outcome 2: Be able to provide styling services (continued)

knotted or tangled, hair breakage), recommend products/conditioning treatments.

Techniques used for styling:

Blow drying with round brush – flattens cuticle, adds curl, bounce and volume.

Blow dry with flat brush – used on long hair, very short hair or when no lift required, flattens cuticle.

Finger drying – to dry short textured styles, natural effect.

Diffuse – used on curly hair, diffuser, reduces airflow, allows curls to dry naturally.

Setting – cohesive or temporary heat moulding, firm/long-lasting effect, preparation for hair up, to firm up a blow dry.

Finger waving – flat wave effect, produces fixed waves, good on short bob.

Pin curling – coil (tight curls in coil fashion), pin (curl without root lift), barrel (in place of a roller, root lift, firm style).

Tonging – after blow dry, firm the curl, spiral curls.

Straighteners – flattens cuticle, remove lift, create sleek effect.

Non-conventional – produce soft spiral curls, zig zag waves, combination of wet/dry hair, bendy rollers, rags, chopsticks, straws, rik rak irons.

Techniques used for dressing out hair:

Firm brushing – blends, removes partings, softens stiffness (caused by product), creates soft waves.

Comb – used on straight flat styles,

polished effect.

Hands – tease, pull, push, mould, create.

Back combing/back brushing – aids hair up, base to pin into, create lift/shape/form to style.

Roll section of hair – create tube effect.

Knots – hair tied in knots and secured with grip.

Plaits – 3 strand French, 4 strand fishtail.

Weaving sections of hair – creates basket effect.

Twists – on/off scalp.

Barrel curls – small section of hair, wound to barrel shape, pinned in place.

Pleat – chignon, cone shape form, formal effect.

The purpose of backcombing and back brushing when dressing hair: To create lift and volume, an even shape, to create balance/definition, base to secure pins, teases and blends hair together.

Back combing – Firm matting achieved, can cause damage to hair. Comb through section of hair, hold tips taut in one hand, comb section downwards from points to roots, use dressing comb.

Back brushing – Creates less volume, ideal for long hair, less damaging to hair. Brush through section of hair, hold tips taut in one hand, brush section downwards from points to roots, use brush.

The importance of securing long hair:

To ensure style longevity, client comfort, stop breakage or dragging of hair, to avoid trichorrhexis nodosa.



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Outcome 2: Be able to provide styling services (continued)

The methods used to secure ornamentation in the hair: Use existing hair, hair combs, pins, kirby grips, headbands, elastic bands, sew into hair.

Considering tension in hair up styles: Consistent tension ensures optimum results, smooth finish, even shape, client comfort, avoid traction alopecia.

Incorrect application of heat: Can cause damage to hair (breakage/scorch/singe cuticles), hair looks dry/dull (porous), burning of the scalp, discomfort to the client (burn, blister, red, sore, dry scalp, scar).

UV30435

Promote and sell products and services to clients

This unit will help you to develop your skills and knowledge in the products and services you use and sell. Working through this unit will help develop your skills in techniques for effective communication with your clients, interpreting buying signals, managing client expectations, introducing new products and services, describing the features and benefits and learning how to close a sale.

This unit is about keeping pace with new developments and encouraging your clients to take an interest in them.

Level

3

Credit value

4

GLH

34

Observations

3

External paper(s)

0



Promote and sell products and services to clients

Learning outcomes

On completion of this unit you will:

1. Be able to promote and sell hair and beauty products
2. Understand how to evaluate the promotion of products and services

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to promote and sell hair and beauty products

You can:

- a. Identify selling opportunities
- b. Use effective communication techniques
- c. Interpret buying signals and the client's intentions
- d. Manage client expectations, to achieve a realistic objective
- e. Introduce products and/or services to clients
- f. Use effective selling techniques to close a sale

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 1

Be able to promote and sell hair and beauty products

You can:	Portfolio reference / Assessor initials*
g. Explain the benefits for the salon of promoting services and products to the client	
h. Explain the importance of product and service knowledge when selling	
i. Explain communication techniques used to promote products and services	
j. Explain the differences between the terms 'features' and 'benefits'	
k. Describe the stages of the sale process	
l. Describe how to manage client expectations	
m. Explain how to interpret buying signals	
n. Explain the legislation that affects the selling of services or products	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Understand how to evaluate the promotion of products and services

You can:	Portfolio reference / Assessor initials*
a. Review effectiveness of selling techniques	
b. Explain the importance of reviewing selling techniques	
c. Explain different methods of evaluating selling techniques	
d. Describe how to implement improvements in your own selling techniques	
e. Evaluate the effectiveness of advertising services and products to a target audience	
f. Explain the importance of how to set and agree sales targets and objectives	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to promote and sell hair and beauty products

Selling opportunities: Window displays, reception area, display cabinets, rotation of stock, new products/services, leaflets, free samples, during consultation, during/after service, email/mail/text, promotional events (e.g. launch parties, shows, charity events).

Effective communication techniques:

Verbal – face to face, tone of voice, language, pace, clarity, reassure, use a range of related terminology.

Non-verbal – body language, positive attitude, posture, facial expressions, eye contact, gestures, proximity.

Questioning – open, closed, probing.

Listening – patience, trust, support, decipher, respond.

Buying signals and the client's intentions: Client showing interest/no interest, client asking questions, requesting information (price, availability, availability of appointments, making appointments, verbal agreement).

Client's expectations to achieve a realistic objective: Educate the client in product use, be honest, match service/product to client needs, realistic and achievable, lifestyle compatible.

The benefits for the salon of promoting services and products to the client: Increase salon turnover, commission, professional image, encourage clients to use quality products, encourage return

visits, increase client confidence, increase sales in other areas, shows motivation, passion and enthusiasm.

Explain the importance of product and service knowledge when selling: Professional image, instils confidence, improved aftercare advice, customers go on to promote salon, customers return increase – profits increase.

The differences between the terms 'features' and 'benefits':

Features – the quality or characteristic of a service or product (service should compliment client, product made in both salon/retail size bottles).

Benefits – advantage of using a product on skin/hair.

The stages of the sale process: Interest, questioning, doubt, knowledge, clarification, need, want, purchase.

The legislation that affects the selling of services or products: consumer protection legislation, cosmetic products (safety), trade descriptions, sales of goods, the supply of goods and services.



Outcome 2: Understand how to evaluate the promotion of products and services

The importance of reviewing selling techniques: Know what works and what doesn't, opportunity to change, sales training, profit and loss analysis.

Different methods of evaluating selling techniques: Monitor, review targets, questionnaire/survey, analyse results, summarise, judge, compare and contrast, profit and loss analysis.

How to implement improvements in your own selling techniques: Targets, objectives, involvement in target setting (achievable, tailored, motivating, personal training).

Evaluate effectiveness of advertising services and products to a target audience: Advertising plan, target audience (previous knowledge), what (you want to achieve), how (acceptable and appropriate communication), where (cost effective), when (scheduling of advertisements), result (expectations, measurable), budget (need, available, controlled, monitor, short/long term, impact on individual/business), compare/contrast, analyse.

The importance of how to set and agree sales target/objectives: Aim of business, goals (apply to the whole business), objectives (apply to individuals), break business into chunks (sales, production, administration), key results areas (KRA), use employee's job description (relevant to employee),

SMART criteria – Specific (short/long range, clear, in writing), Measurable (quantitative/qualitative), Achievable,

Realistic (reasonable, reachable and beatable – avoid optimistic goals which are counterproductive and de-motivating), Timely (specified time frame, challenging, motivating).