

VTCT Level 2 NVQ Diploma in Hairdressing

Operational start date: **1 May 2015**
Credit value: **64**
Total Qualification Time (TQT): **640**
Guided learning hours (GLH): **561**
Qualification number: **601/5886/4**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements (if/where applicable) 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				
UHB20				
UHB21				
UHB22				
UHB23				
UHB24				
UHB25				
UHB26				
Optional units				

The qualification

Introduction

The purpose of the VTCT Level 2 NVQ Diploma in Hairdressing qualification is to provide you with the knowledge, skills and understanding to be a junior hairdresser/stylist. This qualification is based on the Level 2 Hairdressing National Occupational Standards (NOS) and is recognised by the UK's leading professional hairdressing associations (The Hair Council and National Hairdressing Federation) as being fit for purpose to prepare you for a career as a junior hairdresser/stylist.

This qualification is designed for learners aged 16 years or over and has both mandatory and optional units for you to achieve. The mandatory units are style and finish hair, set and dress hair, cut hair using basic techniques, colour and lighten hair, advise and consult with clients, shampoo, condition and treat the hair and scalp, develop and maintain your effectiveness at work.

The optional section of this qualification allows you to choose units you would like to study, depending upon your chosen career pathway as a junior hairdresser/stylist and include removal of hair extensions, relaxing hair, perm and neutralise hair, plait and twist hair, temporarily attach hair to enhance a style, salon reception duties and cut men's hairstyles.

You will be expected to gather evidence of both the practical skills and underpinning knowledge for each unit you study and create a 'portfolio of evidence' for the qualification.

On successful completion of this qualification you will be in a position to apply for employment as a junior hairdresser/stylist.

Additional information

Learners who successfully complete this qualification are eligible to become a State Registered Graduate Hairdresser (SRGH) with The Hair Council.

National Occupational Standards (NOS)

This qualification is regulated on the Regulated Qualifications Framework (RQF) and has been mapped to the following NOS:

- SKACH1
- SKACH2
- SKACH3
- SKACH4
- SKACHB9
- SKACHB11
- SKACHB12
- SKAAH2
- SKACH5
- SKACH6
- SKACH7
- SKACHB8
- SKACHB13
- SKACB2

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.

Prerequisites

To be accepted to study this qualification you should have successfully achieved one of the following; Level 1 qualification in hairdressing or barbering, schools programme of study, traineeship in hairdressing or a successful interview/skills test.

Your centre will have ensured that you have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.



Progression

The main purpose of this qualification is to enable you to gain employment as a hairdresser/stylist in a commercial salon, or in one of the following career opportunities:

- Specialist African type hair salons
- Independent/self-employed/mobile/home-based settings
- Product manufacturing and training
- Armed services
- HM Prison Service
- Cruise liners
- Hospitals/Care home

Alternatively you may choose to develop your knowledge and skills to an advanced level by undertaking a Technical Level 3 qualification in hairdressing:

- VTCT Level 3 NVQ Diploma in Hairdressing
- VTCT Level 3 Diploma in Women's Hairdressing
- VTCT Level 3 Diploma in Women's Hairdressing Studies

The full list of VTCT hairdressing and barbering qualifications can be found on the VTCT website: <http://www.vtct.org.uk/Home/QualificationCentreFinder.aspx>.

Qualification structure

Total credits required - 64 (minimum)

All mandatory units must be completed. A minimum of 64 credits must be achieved at level 2 or above.

Mandatory units - 55 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UHB20	J/506/9372	Style and finish hair	6	58	2
UHB21	L/506/9373	Set and dress hair	7	62	2
UHB22	D/506/9782	Cut hair using basic techniques	12	111	2
UHB23	K/506/9381	Colour and lighten hair	14	124	2
UHB24	F/506/9368	Advise and consult with clients	8	63	2
UHB25	T/506/9383	Shampoo, condition and treat the hair and scalp	5	40	2
UHB26	L/506/9499	Develop and maintain your effectiveness at work	3	26	2

Optional units - 9 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UHB45	R/506/9360	Relax hair	9	82	2
UHB46	M/506/9382	Perm and neutralise hair	10	93	2
UHB47	R/506/9374	Plait and twist hair	5	42	2
UHB48	M/506/9494	Temporarily attach hair to enhance a style	3	30	2
UHB43	Y/506/9375	Remove hair extensions	5	48	2
UHB49	R/506/9584	Fulfil salon reception duties	6	47	2
UHB60	H/507/1095	Cut men's hairstyles	6	60	2

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 verified 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)	Portfolio of Evidence
UHB20	Style and finish hair	0	✓	✓
UHB21	Set and dress hair	0	✓	✓
UHB22	Cut hair using basic techniques	0	✓	✓
UHB23	Colour and lighten hair	2	✓	✓
UHB24	Advise and consult with clients	1	✓	✓
UHB25	Shampoo, condition and treat the hair and scalp	1	✓	✓
UHB26	Develop and maintain your effectiveness at work	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB45	Relax hair	1	✓	✓
UHB46	Perm and neutralise hair	1	✓	✓
UHB47	Plait and twist hair	0	✓	✓
UHB48	Temporarily attach hair to enhance a style	0	✓	✓
UHB43	Remove hair extensions	0	✓	✓
UHB49	Fulfil salon reception duties	0	✓	✓
UHB60	Cut men's hairstyles	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.
Guided 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 competent observations, per outcome, 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.
Observation outcome	An observation outcome details the tasks that must be practically demonstrated 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, a portfolio of evidence or other forms 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 with the unit's observation outcomes.

UHB20

Style and finish hair

The aim of this unit is to develop your knowledge, understanding and skills to style hair using blow drying and finger drying techniques. You will learn how to finish hair using heated styling equipment. A high degree of manual dexterity will be required to work on different hair lengths.

Throughout this unit you will need to maintain effective health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CH1

Level

2

Credit value

6

GLH

58

Observations

4

External paper(s)

0



Style and finish hair

Learning outcomes

On completion of this unit you will:

1. Be able to style and finish hair
2. Know how health and safety policies and procedures affect styling and finishing services
3. Understand the factors that influence styling and finishing services
4. Understand the science of styling and finishing hair
5. Understand the tools, equipment, products and techniques used to style and finish hair

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least four occasions, each on different clients**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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*
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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to style and finish hair

You can:

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

** May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Used a minimum of 4 products	Portfolio reference
Heat protectors	
Sprays	
Mousse	
Creams	
Gels	
Serums	
Wax	
Used all types of heated styling equipment	Portfolio reference
Straighteners	
Tongs	
Styled all hair lengths	Portfolio reference
Above shoulder	
Below shoulder	
One length	
Layered	
Used all blow drying tools and equipment	Portfolio reference
Hand dryer	
Attachments	
Round brush	
Flat brush	

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



You must practically demonstrate that you have:

Taken into account all factors		Portfolio reference
Hair characteristics		
Hair classifications		
Hair cut		
Hair growth patterns		
Head and face shape		
Produced all blow dry finishes		Portfolio reference
Straightening		
Smoothing		
Creating volume		
Creating movement		
Creating curl		
Given all advice and recommendations		Portfolio reference
How to maintain the look		
Time interval between services		
Present and future products and services		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

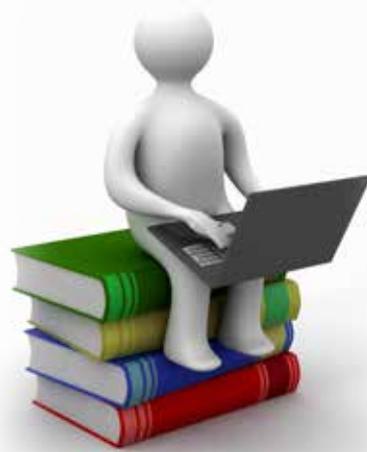
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Know how health and safety policies and procedures affect styling and finishing services

You can:	NOS CH1 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K4, K6, K15	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K12	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K3, K16	
d. Describe contact dermatitis and how it can be prevented	K5	
e. Explain the importance of questioning clients prior to and during services		
f. State the importance of preventing cross-infection and cross-infestation	K7, K8, K10, K11	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that influence styling and finishing services

You can:	NOS CH1 reference	Portfolio reference
a. Explain the factors that may influence the services provided	K17, K25	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of styling and finishing hair

You can:	NOS CH1 reference	Portfolio reference
a. Explain the effects of humidity on hair	K19	
b. Explain the physical effects of styling on the hair structure	K20	
c. Explain why hair should be kept damp during blow drying and finger drying	K18	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used to style and finish hair

You can:	NOS CH1 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K21	
b. Describe the correct use and maintenance of styling and finishing tools	K9, K14, K23	
c. Explain the importance of following salon and manufacturers' instructions during styling and finishing services	K13, K22	
d. Explain the importance of applying correct techniques during services	K24, K26, K27, K28, K29, K30, K31, K32, K33, K34, K35	
e. Outline the importance of using products cost effectively		
f. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K36	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH1	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	The different types of working methods that promote environmental and sustainable working practices
K3	Your salon's requirements for client preparation
K4	The range of protective clothing that should be available for clients
K5	What contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
K6	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K7	Why it is important to avoid cross-infection and infestation
K8	Why it is important to keep your work area clean and tidy
K9	The correct use and maintenance of tools and equipment
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K12	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	Why it is important to check electrical equipment used to aid the styling and finishing processes
K15	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K16	The correct methods of waste disposal



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH1	NOS statements to be included in a portfolio of evidence
K17	Your salon's expected service times for styling and finishing hair
K18	Why hair should be kept damp during the blow drying and finger drying process
K19	The effects of humidity on hair
K20	The physical effects of the blow drying, finger drying and heated styling processes on the hair structure
K21	The types of products and equipment used for styling and finishing hair
K22	The manufacturers' instructions on the use of the specific styling and finishing products in your salon
K23	Why and how to use the different types of: <ul style="list-style-type: none"> • styling brushes when blow drying • attachments when blow drying • heated styling equipment when styling and finishing • products and when to apply them
K24	Current techniques for blow drying, finger drying and finishing hair
K25	How different factors affect the styling process and the finished look
K26	How to manage different hair lengths when styling the hair
K27	How the finished result of blow drying is affected by: <ul style="list-style-type: none"> • tension • size of hair mesh • size of brush • the angle at which the brush is held • not allowing the hair to cool before removing the hair mesh from the brush



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH1	NOS statements to be included in a portfolio of evidence
K28	Why the direction of the air flow when drying is important to achieve the desired look
K29	Why hair needs to be sectioned for styling
K30	How the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement
K31	The effects that can be achieved by curling on and off base
K32	Why temperature of equipment should be adapted to suit different hair types
K33	How the incorrect application of heat can affect the hair and scale
K34	Why hair should be allowed to cool prior to finishing
K35	When and how to apply different back combing and back brushing techniques to achieve the desired look
K36	The importance of providing advice and recommendations on the products and services provided in the salon

Notes

Use this area for notes and diagrams



UHB21

Set and dress hair

The aim of this unit is to develop your knowledge, understanding and skills to use a range of setting and dressing techniques to achieve a variety of looks. You will learn how to work with a wide range of products and tools, for which a high degree of manual dexterity will be required.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills

National Occupational
Standards (NOS)

CH2

Level

2

Credit value

7

GLH

62

Observations

4

External paper(s)

0



Set and dress hair

Learning outcomes

On completion of this unit you will:

1. Be able to set and dress hair
2. Know how health and safety policies and procedures affect setting and dressing services
3. Know the factors that influence the setting and dressing services
4. Understand the science of setting and dressing hair
5. Understand the tools, equipment, products and techniques used to set and dress hair

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least four occasions, each on different clients**. At least one of the observations must be of a set using rollers secured with pins.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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*
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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to set and dress hair

You can:

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

** May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Used a minimum of 4 products	Portfolio reference
Heat protectors	
Sprays	
Mousse	
Creams	
Gels	
Serums	
Setting lotions	
Wax	
Used all types of tools and equipment	Portfolio reference
Rollers	
Combs	
Pin curl clips	
Brushes	
Grips and pins	
Heated equipment	
Used a minimum of 3 setting techniques	Portfolio reference
Rollering	
Spiral curling	
Wrap setting	
Pin curling to give volume	
Pin curling to give flat movement	

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



You must practically demonstrate that you have:

Taken into account all factors	Portfolio reference
Hair characteristics	
Hair classification	
Hair cut	
Hair length	
Head and face shape	
The occasion for which the style is required	
Used all sectioning and winding techniques	Portfolio reference
Point to root	
Root to point	
On base	
Off base	
Directional	
Brick	
Used all dressing techniques and created all effects	Portfolio reference
Curls	
Rolls	
Smoothing	
Back-combing	
Back-brushing	
Given all advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

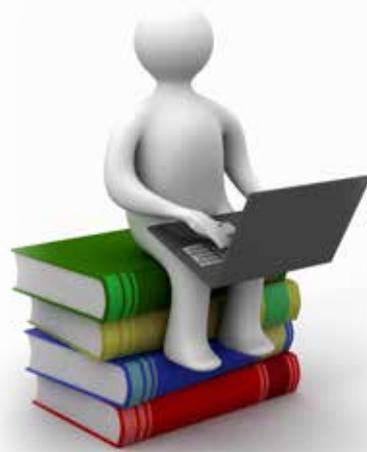
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Know how health and safety policies and procedures affect setting and dressing services

You can:	NOS CH2 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K4, K6, K14	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K12	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K3, K15	
d. Describe contact dermatitis and how it can be prevented	K5	
e. Explain the importance of questioning clients prior to and during services	K34	
f. State the importance of preventing cross-infection and cross-infestation	K7, K8, K10, K11	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Know the factors that influence the setting and dressing services

You can:	NOS CH2 reference	Portfolio reference
a. Explain the factors that may influence the services provided	K16, K20	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of setting and dressing hair

You can:	NOS CH2 reference	Portfolio reference
a. Explain the effects of humidity on hair	K29	
b. Explain the physical effects of setting on the hair structure	K30	
c. Explain why hair should be kept damp during setting	K32	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used to set and dress hair

You can:	NOS CH2 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K17, K19	
b. Describe the correct use and maintenance of setting and dressing tools	K9	
c. Explain the importance of following salon and manufacturers' instructions during styling and finishing services	K13, K18	
d. Explain the importance of applying correct techniques during setting and dressing services	K21, K22, K23, K24, K25, K26, K27, K28, K31, K33, K35	
e. Outline the importance of using products cost effectively		
f. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K36	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH2	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	The different types of working methods that promote environmental and sustainable working practices
K3	Your salon's requirements for client preparation
K4	The types of protective clothing that should be available for clients
K5	What contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing services
K6	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K7	Why it is important to avoid cross-infection and infestation
K8	Why it is important to keep your work area clean and tidy
K9	The correct use and maintenance of tools and equipment
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K12	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K15	The correct methods of waste disposal
K16	Your salon's expected service times for setting and dressing



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH2	NOS statements to be included in a portfolio of evidence
K17	The range of tools, equipment and products available for setting and dressing
K18	The manufacturers' instructions on the use of the specific setting and dressing products in your salon
K19	Why and how to use the different types of tools and equipment for setting and dressing
K20	How different factors affect the setting and dressing processes and the finished look
K21	Why and when to use different types of setting techniques
K22	How to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
K23	Why and how to use the different types of sectioning and winding techniques
K24	Why and how to use different dressing techniques
K25	How the angle of winding influences the volume and direction of the hair
K26	Why set hair sections need to be brushed out thoroughly
K27	Methods of handling, controlling and securing hair to achieve curls and rolls
K28	The importance of maintaining the correct tension throughout the setting process
K29	The effects of humidity on hair
K30	The physical effects of setting on the hair structure
K31	How the incorrect application of heat can affect the hair and scalp



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH2	NOS statements to be included in a portfolio of evidence
K32	Why hair should be kept damp during the setting process
K33	How heat protectors act to protect the hair
K34	The importance of confirming the required style requirements with the client
K35	The removal and or take-down requirements for the hairstyle
K36	The importance of providing advice and recommendations on the products and services provided in the salon

Notes

Use this area for notes and diagrams



UHB22

Cut hair using basic techniques

The aim of this unit is to develop your knowledge, understanding and skills to create a variety of basic looks using club cutting, freehand, texturising and scissor over comb techniques. You are required to use these techniques to produce uniform layers, short and long graduations and one length cuts.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational Standards (NOS)

CH3

Level

2

Credit value

12

GLH

111

Observations

6

External paper(s)

0



Cut hair using basic techniques

Learning outcomes

On completion of this unit you will:

1. Be able to cut hair using basic techniques
2. Know how health and safety policies and procedures affect cutting services
3. Understand the factors that influence cutting services
4. Understand the tools, equipment, products and techniques used for cutting services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least six occasions**, these looks must include a one length above the shoulder and a short graduation incorporating the use of scissor over comb. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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*
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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to cut hair using basic techniques

You can:

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

* *May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Adapted your cutting techniques to take into account all factors		Portfolio reference
Hair classifications		
Hair characteristics		
Head and face shape		
Hair growth patterns		
Achieved all looks		Portfolio reference
One length		
Uniform layer		
Short graduation		
Long graduation		
With a fringe		
Used all cutting techniques		Portfolio reference
Club cutting		
Freehand		
Scissors over comb		
Texturising		
Given all advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Present and future products and services		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

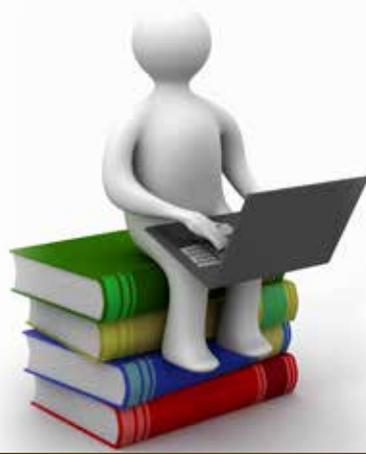
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Know how health and safety policies and procedures affect cutting services

You can:	NOS CH3 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K4, K14	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K12	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K3, K5, K6, K13, K15	
d. Explain the importance of questioning clients prior to and during services	K20	
e. State the importance of preventing cross-infection and cross-infestation	K7, K8, K10, K11	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that influence cutting services

You can:	NOS CH3 reference	Portfolio reference
a. Explain the factors that may influence the services	K16, K17, K18	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the tools, equipment, products and techniques used for cutting services

You can:	NOS CH3 reference	Portfolio reference
a. Explain why it is important to prepare the hair prior to cutting		
b. Identify the tools, equipment and products available and the effects they achieve	K9	
c. Explain the importance of applying correct techniques during services	K19, K21, K22, K23, K24, K25, K26	
d. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K27	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH3	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	The different types of working methods that promote environmental and sustainable working practices
K3	Your salon's requirements for client preparation
K4	The range of protective clothing that should be available for clients
K5	Why it is important to protect clients from hair clippings
K6	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K7	Why it is important to avoid cross-infection and infestation
K8	Why it is important to keep your work area clean and tidy
K9	The correct use and maintenance of cutting tools
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K12	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K15	The correct methods of waste disposal



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH3	NOS statements to be included in a portfolio of evidence
K16	Your salon's expected service times for different cutting looks
K17	The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
K18	The factors which should be considered when cutting wet hair and dry hair
K19	The importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp
K20	The importance of consulting with clients throughout the cutting process
K21	The importance of applying the correct degree of tension to the hair when cutting
K22	How and why to use club, freehand, texturising and scissor over comb cutting techniques
K23	The reasons for establishing and following guidelines
K24	How different cutting angles will impact on weight distribution, balance and the degree of graduation
K25	How to create the different looks
K26	How to crosscheck and balance the cut
K27	The importance of providing advice and recommendations on the products and services provided in the salon

UHB23

Colour and lighten hair

The aim of this unit is to develop your knowledge, understanding and skills to be able to change the hair colour using semi-permanent, quasi-permanent, permanent and lightening products. You will learn the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. You will also learn the ability to take into account a variety of factors and any contra-indications as required.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CH4

Level

2

Credit value

14

GLH

124

Observations

4

External paper(s)

2



Colour and lighten hair

Learning outcomes

On completion of this unit you will:

1. Be able to colour and lighten hair
2. Know how health and safety policies and procedures affect colouring and lightening services
3. Understand the factors that may influence colouring and lightening services
4. Understand the science of colouring and lightening hair
5. Understand the tools, equipment, products and techniques used for colouring and lightening services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least four occasions, each on different clients. One of the observations must cover a full head application of woven highlights and/or lowlights.**

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.
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 external papers. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There are two external papers 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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to colour and lighten hair

You can:

- a. Prepare for colouring and lightening services
- b. Apply safe and hygienic methods of working throughout services
- c. Consult with clients about services and outcomes of tests
- d. Confirm with clients the desired effect
- e. Select suitable products, tools and equipment
- f. Carry out colouring and lightening services
- g. Provide clients with advice and recommendations on the service(s) provided

**May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Used a minimum of 4 types of products	Portfolio reference
Semi-permanent	
Quasi-permanent	
Permanent	
Lighteners	
Toners	
Carried out all tests	Portfolio reference
Skin	
Incompatibility	
Porosity	
Elasticity	
Colour	
Taken into account all factors	Portfolio reference
Hair classifications	
Hair characteristics	
Temperature	
Existing colour of hair	
Percentage of white hair	
Test results	
Strength of hydrogen peroxide	
Hair length	
Skin tone	
Time interval from last perm or relaxer	
Recent removal of hair extensions	

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



You must practically demonstrate that you have:

Used a minimum of 4 colour and lightening techniques*	Portfolio reference
Full head application of quasi-permanent	
Regrowth application of permanent colour	
Full head application of permanent colour	
Full head application of woven highlights and/or lowlights*	
Pulled through highlights and/or lowlights	
Given all advice and recommendations	Portfolio reference
How to maintain their colour	
Time interval between services	
Present and future products and services	

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

*Full head application of woven highlights and/or lowlights must be covered.

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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

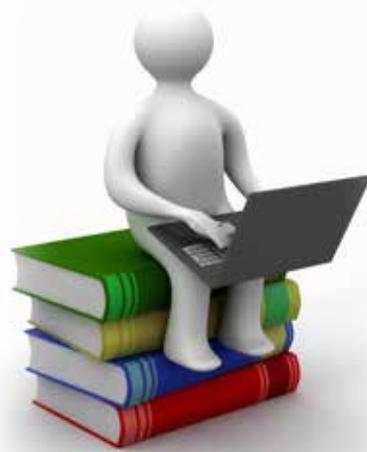
Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

Knowledge



Learning outcome 2

Know how health and safety policies and procedures affect colouring and lightening services

You can:	NOS CH4 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K3, K5, K12, K13, K18	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K10, K40	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K4, K11, K17, K41, K48, K57	
d. Describe contact dermatitis and how it can be prevented	K14	
e. Explain the importance of questioning clients prior to and during services	K19, K42, K60	
f. State the importance of preventing cross-infection and cross-infestation	K6, K8, K9	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that may influence colouring and lightening services

You can:	NOS CH4 reference	Portfolio reference
a. Explain the factors that may influence the services	K15, K45	
b. Describe ways of dealing with any influencing factors	K44	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of colouring and lightening hair

You can:	NOS CH4 reference	Portfolio reference
a. Describe how to recognise contra-indications and how they affect colouring and lightening services	K20, K35	
b. Explain why it is important to test the hair and scalp prior to and during colouring and lightening	K34	
c. Describe when and how colouring and lightening tests are carried out	K21, K23	
d. Explain how test results influence colouring and lightening services	K24, K25	
e. Explain the effects on the hair structure when colouring and lightening hair	K29, K31, K32, K52	
f. Describe the effects of the natural and artificial light on the appearance of hair colour		
g. Explain the principles of colour selection	K27, K28	
h. Explain the effects that temperature has on the colouring and lightening process	K33	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used for colouring and lightening services

You can:	NOS CH4 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K30, K36, K37	
b. Describe the different methods of applying and removing colouring and lightening products	K38, K39, K43, K50, K53	
c. Explain the importance of following salon and manufacturers' instructions during colouring and lightening services	K16, K22, K47, K49	
d. Identify the types and causes of problems that may occur during the services	K54, K56	
e. Describe ways of dealing with colouring and lightening problems	K46, K55, K58, K59	
f. Outline the importance of using products cost effectively	K7, K51	
g. Explain the importance of providing clients with advice and recommendation on service(s) provided and products available	K26, K61	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH4	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing and products that should be available to yourself and clients
K4	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K5	The current legal requirements and guidance relating to age restrictions for colouring and lightening services
K6	Why it is important to keep your work area clean and tidy
K7	How to minimise the wastage of products
K8	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K9	Methods of cleaning, disinfecting and or sterilisation used in salons
K10	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K11	The different types of working methods that promote environmental and sustainable working practices
K12	Why it is important to use personal protective equipment
K13	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K14	What contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
K15	Your salon's expected service times for basic colouring and lightening work



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH4	NOS statements to be included in a portfolio of evidence
K16	Suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
K17	The correct methods of waste disposal
K18	Which colouring and lightening services should not be carried out on minors under 16 years of age
K19	The legal significance of client questioning and the recording of client's responses to questioning
K20	The importance of recognising any contra-indications to colouring and lightening services
K21	The types and purposes of tests
K22	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test
K23	When and how tests should be carried out and the importance of recording test results
K24	How the results of tests can influence the colouring and lightening services
K25	The courses of action to take in the event of adverse reactions to tests
K26	The importance of informing your client of the likely cost, duration and expected outcome of the service
K27	The principles of colour selection, including the International Colour Chart (ICC)
K28	How the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
K29	The effect of different colouring and lightening products on the hair structure
K30	When to use the different types of lighteners and toners available



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH4	NOS statements to be included in a portfolio of evidence
K31	How the different strengths of hydrogen peroxide influence colouring and lightening
K32	How porosity levels can affect the choice and application of products and the final results
K33	Effects of temperatures on the application and development of colouring and lightening products
K34	The importance of constantly monitoring the development of lightening products
K35	How and why contra-indications can affect the delivery of colouring and lightening services
K36	The types of colouring, lightening and toning products available, including temporary colours
K37	The types of tools, materials and equipment used for colouring and lightening
K38	The different colour, lowlighting and highlighting techniques
K39	How to prepare materials to meet the application requirements
K40	The dangers associated with the inhalation of powder lighteners
K41	The importance of preparing your client's hair and protect their skin prior to service
K42	The importance of confirming the desired effect with your client prior to the application of products
K43	The importance of sectioning hair accurately when colouring and lightening
K44	How different factors may impact on your colouring and lightening service
K45	The factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH4	NOS statements to be included in a portfolio of evidence
K46	When and why to carry out colour refreshing techniques on the mid lengths and ends
K47	The importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
K48	The importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
K49	Why it is important to emulsify colour prior to removal
K50	Methods of applying and removing colouring and lightening products
K51	The importance of using products economically
K52	The importance of restoring the hair's pH balance after the colouring and lightening process
K53	Why it is important to avoid disturbing areas still processing when removing products from developed areas
K54	The types and causes of colouring and lightening problems that may occur during processing
K55	Ways of resolving simple colouring and lightening problems that may occur during processing
K56	The potential risks of using lightening products on previously chemically treated hair
K57	The precautions that must be taken when using powder and other lighteners
K58	The limits of your authority for resolving colouring and lightening problems
K59	The person to whom you should report problems you cannot resolve
K60	The importance of confirming the clients satisfaction
K60	The importance of confirming the clients satisfaction
K61	The importance of providing advice and recommendations on the products and services provided in the salon

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH4	NOS statements included in the exam
K5	The current legal requirements and guidance relating to age restrictions for colouring and lightening services
K12	Why it is important to use personal protective equipment
K18	Which colouring and lightening services should not be carried out on minors under 16 years of age
K19	The legal significance of client questioning and the recording of client's responses to questioning
K20	The importance of recognising any contra-indications to colouring and lightening services
K21	The types and purposes of tests
K22	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test
K24	How the results of tests can influence the colouring and lightening services
K25	The courses of action to take in the event of adverse reactions to tests
K26	The importance of informing your client of the likely cost, duration and expected outcome of the service
K27	The principles of colour selection, including the International Colour Chart (ICC)
K28	How the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
K29	The effect of different colouring and lightening products on the hair structure
K30	When to use the different types of lighteners and toners available
K31	How the different strengths of hydrogen peroxide influence colouring and lightening



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH4	NOS statements included in the exam
K32	How porosity levels can affect the choice and application of products and the final results
K33	Effects of temperatures on the application and development of colouring and lightening products
K34	The importance of constantly monitoring the development of lightening products
K35	How and why contra-indications can affect the delivery of colouring and lightening services
K40	The dangers associated with the inhalation of powder lighteners
K41	The importance of preparing your client's hair and protect their skin prior to service
K43	The importance of sectioning hair accurately when colouring and lightening
K44	How different factors may impact on your colouring and lightening service
K45	The factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
K46	When and why to carry out colour refreshing techniques on the mid lengths and ends
K47	The importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
K48	The importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
K49	Why it is important to emulsify colour prior to removal
K52	The importance of restoring the hair's pH balance after the colouring and lightening process



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH4	NOS statements included in the exam
K53	Why it is important to avoid disturbing areas still processing when removing products from developed areas
K54	The types and causes of colouring and lightening problems that may occur during processing
K55	Ways of resolving simple colouring and lightening problems that may occur during processing
K56	The potential risks of using lightening products on previously chemically treated hair
K57	The precautions that must be taken when using powder and other lighteners
K58	The limits of your authority for resolving colouring and lightening problems
K59	The person to whom you should report problems you cannot resolve
K60	The importance of confirming the clients satisfaction

Notes

Use this area for notes and diagrams



UHB24

Advise and consult with clients

The aim of this unit is to develop your knowledge and understanding of the important skill of consulting with your clients to determine their ideas and requirements. An essential part of this unit is making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp.

Throughout this unit you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain your personal appearance and demonstrate effective communication and consultation skills.

National Occupational
Standards (NOS)

CHB9

Level

2

Credit value

8

GLH

63

Observations

5

External paper(s)

1



Advise and consult with clients

Learning outcomes

On completion of this unit you will:

1. Be able to consult with and advise clients
2. Understand the relevant policies and procedures when carrying out consultation services
3. Understand the science of hair, skin and scalp

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated as part of all technical observations and will be recorded on **at least five occasions**. These recorded observations must cover different technical units.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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 can be found in the 'Exam requirements' section of 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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to consult with and advise clients

You can:

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

* *May be assessed by supplementary evidence.*

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

Range



You must practically demonstrate that you have:

Consulted with all clients		Portfolio reference
New		
Regular		
Used all means of identifying clients' wishes		Portfolio reference
Question		
Observation		
Adapted your advice to take into account all factors limiting or affecting services		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Client's lifestyle		
Test results		
Identified or can describe all problems		Portfolio reference
Suspected infections		
Suspected infestations		
Taken into account all hair characteristics		Portfolio reference
Hair density		
Hair texture		
Hair elasticity		
Hair porosity		
Hair condition		
Hair growth patterns		

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



You must practically demonstrate that you have:

Worked on a minimum of 3 hair classifications	Portfolio reference
Type 1 – straight hair	
Type 2 – wavy hair	
Type 3 – curly hair	
Type 4 – very curly hair	
Given all advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

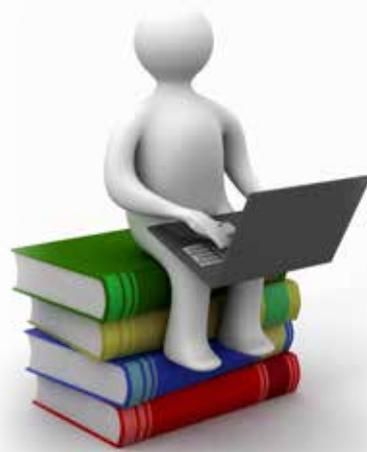
Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 2

Understand the relevant policies and procedures when carrying out consultation services

You can:	NOS CHB9 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K7, K9, K10	
b. Explain the importance of following current relevant legislation	K5, K8, K22, K27	
c. Describe how to communicate effectively when carrying out consultation services	K1, K2, K3, K4, K6, K23, K24	
d. Explain the importance of providing clients with advice and recommendations	K25, K26	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the science of hair, skin and scalp

You can:	NOS CHB9 reference	Portfolio reference
a. Identify the different hair characteristics and classifications	K17, K18	
b. Describe the basic structure of hair and skin	K19	
c. Describe the growth cycle of hair	K20	
d. Explain why it is important to identify factors that may limit or affect services	K13	
e. Explain how factors may limit or affect services and choice of products	K14, K21	
f. Describe when and how tests are carried out	K11	
g. Explain how tests influence services	K12	
h. Describe how to recognise hair, skin and scalp problems and necessary actions to take	K15, K16	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB9	NOS statements to be included in a portfolio of evidence
K1	Why effective communication is important for your salon's business
K2	How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
K3	The questioning and listening skills you need in order to find out information
K4	Why it is important to encourage and allow time for clients to ask questions
K5	Salon rules for maintaining confidentiality and privacy
K6	The different types of visual aids that can support client consultation
K7	Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation
K8	The importance of not discriminating against clients with illnesses and disabilities and why
K9	Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
K10	Salon procedures and manufacturers' instructions in relation to conducting tests
K11	How and when tests are carried out on hair
K12	The importance of carrying out tests and the potential consequences of failing to do so
K13	Why it is important to identify factors that may limit or affect services and products which can be used
K14	How lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients
K15	How to recognise hair, skin and scalp problems



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB9	NOS statements to be included in a portfolio of evidence
K16	How to identify suspected infections and infestations which need reporting and who to report them to
K17	The different types of hair characteristics
K18	The different hair types of hair classifications
K19	The basic structure of hair and skin
K20	The growth cycle of hair
K21	The services and products available for use in your salon
K22	Your legal responsibilities for describing the features and benefits of products and services
K23	Your salon's pricing structure
K24	How to calculate the likely charge for services
K25	The importance of giving the client realistic expectations
K26	The importance of providing advice and recommendations on the products and services provided in the salon
K27	How to complete the client records used in your organisation and the importance and reasons for gaining client consent

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB9	NOS statements included in the exam
K1	Why effective communication is important for your salon's business
K2	How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
K4	Why it is important to encourage and allow time for clients to ask questions
K5	Salon rules for maintaining confidentiality and privacy
K8	The importance of not discriminating against clients with illnesses and disabilities and why
K12	The importance of carrying out tests and the potential consequences of failing to do so
K13	Why it is important to identify factors that may limit or affect services and products which can be used
K14	How lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients
K15	How to recognise hair, skin and scalp problems
K16	How to identify suspected infections and infestations which need reporting and who to report them to
K17	The different types of hair characteristics
K18	The different types of hair classifications
K19	The basic structure of hair and skin
K20	The growth cycle of hair
K22	Your legal responsibilities for describing the features and benefits of products and services
K25	The importance of giving the client realistic expectations
K27	How to complete the client records used in your organisation and the importance and reasons for gaining client consent

Notes

Use this area for notes and diagrams



UHB25

Shampoo, condition and treat the hair and scalp

The aim of this unit is to develop your knowledge, understanding and skill for shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. You will also learn how to advise clients on a home haircare regime.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CHB11

Level

2

Credit value

5

GLH

40

Observations

3

External paper(s)

1



Shampoo, condition and treat the hair and scalp

Learning outcomes

On completion of this unit you will:

1. Be able to shampoo, condition and treat the hair and scalp
2. Know how health and safety policies and procedures that affect shampooing, conditioning and scalp treatment services
3. Understand the science of shampooing, conditioning and scalp treatments
4. Understand the products and techniques used in shampooing, conditioning and scalp treatments

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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 can be found in the 'Exam requirements' section of 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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

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

You can:

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

* May be assessed by supplementary evidence.

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

Range



You must practically demonstrate that you have:

Adapted your shampooing techniques for a minimum of 3 hair conditions		Portfolio reference
Damaged		
Product build up		
Normal		
Oily		
Dry		
Adapted your shampooing techniques for a minimum of 3 scalp conditions		Portfolio reference
Dandruff affected		
Oily		
Dry		
Product build up		
Normal		
Used a minimum of 2 shampooing massage techniques		Portfolio reference
Effleurage		
Rotary		
Friction		
Used all conditioning products		Portfolio reference
Surface		
Penetrating		
Scalp treatment		

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



You must practically demonstrate that you have:

Used all conditioning massage techniques	Portfolio reference
Effleurage	
Petrissage	
Given all advice and recommendations	Portfolio reference
Correct detangling techniques	
Suitable shampoos, conditioning products	
Time interval between services	
Present and future products and services	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

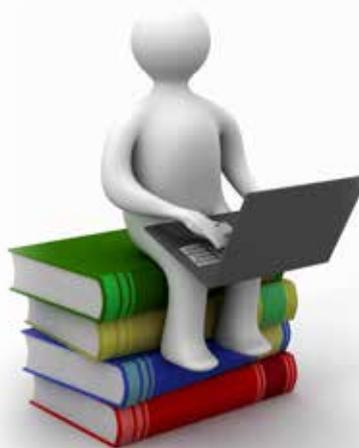
Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 2

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

You can:	NOS CHB11 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K3, K12	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K10	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K4, K11, K15, K33	
d. Describe contact dermatitis and how it can be prevented	K5	
e. Explain the importance of questioning clients prior to and during services	K13	
f. State the importance of preventing cross-infection and cross-infestation	K6, K7, K8, K9	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the science of shampooing, conditioning and scalp treatments

You can:	NOS CHB11 reference	Portfolio reference
a. Explain hair and scalp conditions and their causes	K17, K18, K19	
b. Explain the science which underpins the services provided	K20, K22, K24, K25, K36	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the products and techniques used in shampooing, conditioning and scalp treatments

You can:	NOS CHB11 reference	Portfolio reference
a. Describe the range of products available	K26, K27, K28	
b. Describe the potential effects of using incorrect products	K30	
c. State the importance of following salon and manufacturers' instructions when applying and removing shampooing and conditioning products	K14, K34	
d. Outline the importance of removing excess water from the hair at the end of the service	K35	
e. Explain the massage techniques used during shampooing and conditioning	K21, K31, K32	
f. Explain the importance of detangling the hair from point to root	K23	
g. Outline the importance of using products cost effectively	K29	
h. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K16, K37	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB11	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing that should be available to yourself and clients
K4	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K5	What is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
K6	Why it is important to keep your work area clean and tidy
K7	Why it is important to avoid cross-infection and infestation
K8	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K9	Methods of cleaning, disinfecting and sterilisation used in salons
K10	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K11	The different types of working methods that promote environmental and sustainable working practices
K12	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K13	The importance of questioning clients to establish any contra-indications to hair and scalp treatment services
K14	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K15	The correct methods of waste disposal



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB11	NOS statements to be included in a portfolio of evidence
K16	Your salon's service times for shampooing, conditioning and treating the hair
K17	How to identify hair and scalp conditions and their causes
K18	How and why the contra-indications can affect the service
K19	How different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
K20	How shampoo and water act together to cleanse the hair
K21	When and how massage techniques should be used when conditioning different lengths and densities of hair
K22	The effects of water temperature on the scalp and structure of the hair
K23	The importance of de-tangling the hair from point to root
K24	How the pH value of the products used affects the current state of the hair
K25	How the 'build up' of products can affect the hair, scalp and the effectiveness of other services
K26	How shampoos and conditioning products affect the hair and scalp
K27	Types of available shampooing and conditioning products and equipment
K28	When and how to use different shampooing, conditioning and treatment products
K29	When the shampooing process should be repeated
K30	What may happen if the incorrect shampooing and conditioning products are used



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB11	NOS statements to be included in a portfolio of evidence
K31	When and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
K32	The purpose and benefits of scalp massage
K33	How to use and handle equipment used during conditioning and treatment processes
K34	The importance of removing conditioning and treatment products, when required
K35	The importance of removing excess water from the hair at the end of the service
K36	How heat affects the hair during the conditioning treatment
K37	The importance of providing advice and recommendations on the products and services provided in the salon

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB11	NOS statements included in the exam
K13	The importance of questioning clients to establish any contra-indications to hair and scalp treatment services
K17	How to identify hair and scalp conditions and their causes
K18	How and why the contra-indications can affect the service
K19	How different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
K20	How shampoo and water act together to cleanse the hair
K21	When and how massage techniques should be used when conditioning different lengths and densities of hair
K22	The effects of water temperature on the scalp and structure of the hair
K23	The importance of detangling the hair from point to root
K24	How the pH value of the products used affects the current state of the hair
K25	How the 'build up' of products can affect the hair, scalp and the effectiveness of other services
K26	How shampoos and conditioning products affect the hair and scalp
K30	What may happen if the incorrect shampooing and conditioning products are used
K31	When and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
K32	The purpose and benefits of scalp massage
K34	The importance of removing conditioning and treatment products, when required
K35	The importance of removing excess water from the hair at the end of the service
K36	How heat affects the hair during the conditioning treatment

Notes

Use this area for notes and diagrams



UHB26

Develop and maintain your effectiveness at work

The aim of this unit is to develop your knowledge, understanding and skills to be able to take responsibility for improving your performance at work and working well with your colleagues. You will make a positive contribution to the overall effectiveness of your salon.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CHB12

Level

2

Credit value

3

GLH

26

Observations

2

External paper(s)

0



Develop and maintain your effectiveness at work

Learning outcomes

On completion of this unit you will:

1. Be able to work effectively as part of a team
2. Be able to improve own performance at work
3. Know how to work effectively as part of a team

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

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*
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 a learning outcome when all criteria have been competently achieved in a single client service.

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

Learning outcome 1

Be able to work effectively as part of a team

You can:

- a. Work effectively as part of a team to achieve agreed objectives
- b. Develop working relationships with colleagues

* *May be assessed by supplementary evidence.*

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



Learning outcome 2

Be able to improve own performance at work

You can:

- a. Identify personal strengths and weaknesses
- b. Produce a self-development plan with targets

*May be assessed by supplementary evidence

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



Range

You must practically demonstrate that you have:

Participated in all opportunities to learn	Portfolio reference
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
Agreed and reviewed your progress towards all targets	Portfolio reference
Productivity	
Personal development	
Offered all types of assistance	Portfolio reference
On a one-to-one basis	
In a group	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** 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*:

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

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

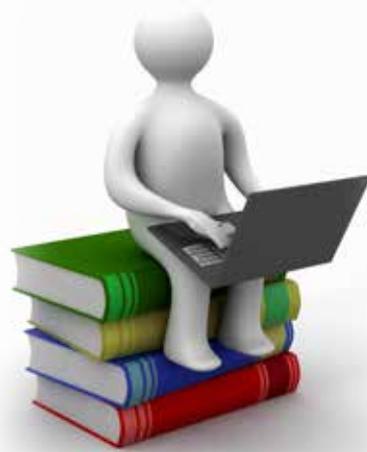
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 3

Know how to work effectively as part of a team

You can:	NOS CHB12 reference	Portfolio reference
a. Identify your and other team members' roles and responsibilities	K1, K2, K3, K4, K9, K11	
b. Describe how to improve your own performance at work	K5, K8, K10, K13	
c. Describe the importance of effectively working with others	K16, K17, K18, K20, K21, K22	
d. Describe the importance of target setting and improving own performance	K6, K7, K12, K14, K15, K19	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB12	NOS statements to be included in a portfolio of evidence
K1	Your job role and responsibilities and how this relates to the role of other team members
K2	How to get information about your job, your work responsibilities and the standards expected of you
K3	How to find out relevant information about other people's areas of responsibility
K4	Why it is important to work within your job responsibilities and what might happen if you do not do so
K5	How to identify your own strengths and weaknesses
K6	The importance of meeting your personal development and productivity targets and timescales
K7	The importance of continuous professional development and how it affects your job role
K8	Who can help you identify and obtain opportunities for your development and training
K9	The limits of your own authority and that of others in relation to giving assistance
K10	The standards of behaviour that are expected of you when working in the salon
K11	Your salon's appeals and grievance procedures
K12	The commercially viable range of times for the performance of hairdressing services offered
K13	How using the National Occupational Standards can help you identify your development needs



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB12	NOS statements to be included in a portfolio of evidence
K14	How to maintain awareness of current and emerging trends and developments within the industry and why this is important
K15	The importance of continually using and updating your own personal plan
K16	Why harmonious working relationships are important
K17	How to react positively to reviews and feedback and why this is important
K18	Support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements
K19	How to manage your time effectively
K20	Who to report to when you have difficulties in working with others
K21	How to deal with relationship difficulties and conflicts when working with others
K22	The questioning and listening skills you need in order to find out information

Notes

Use this area for notes and diagrams