



QUALIFI

SUCCESS THROUGH LEARNING
RECOGNISED WORLDWIDE

Qualifi Level 2 Diploma in Hairdressing

Qualifi Level 2 Certificate in Cut and Finish Hair Services

Qualifi Level 2 Certificate in Colour and Lighten Hair Services

Qualifi Level 2 Certificate in Set, Style, and Finish Hair Services

Qualifi Level 2 Certificate in Smoothing and Straightening Hair Services

Specifications (For Centers)

July 2021

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About QUALIFI

QUALIFI provides academic and vocational qualifications that are globally recognised. QUALIFI's commitment to the creation and awarding of respected qualifications has a rigorous focus on high standards and consistency, beginning with recognition as an Awarding Organisation (AO) in the UK. QUALIFI is approved and regulated by Ofqual (in full). Our Ofqual reference number is RN5160. Ofqual is responsible for maintaining standards and confidence in a wide range of vocational qualifications.

As an Ofqual recognised Awarding Organisation, QUALIFI has a duty of care to implement quality assurance processes. This is to ensure that centres approved for the delivery and assessment of QUALIFI's qualifications and awards meet the required standards. This also safeguards the outcome of assessments and meets national regulatory requirements.

QUALIFI's qualifications are developed to be accessible to all learners in that they are available to anyone who is capable of attaining the required standard. QUALIFI promotes equality and diversity across aspects of the qualification process and centres are required to implement the same standards of equal opportunities and ensure learners are free from any barriers that may restrict access and progression.

QUALIFI's policy document for learners with specific requirements or who need special consideration is available for centre reference. Centres are responsible for reviewing the applicant's ability to complete the training programme successfully and ultimately achieve a qualification. The initial assessment by the centre, will need to take into account the support that is readily available or can be made available to meet individual needs as appropriate. The centre must also consider prior learning and qualifications and they must be in a position to make a judgement on the learner's entry requirements.

Supporting Diversity

QUALIFI and its partners recognise and value individual difference and have a public duty to promote equality and remove discrimination in relation to race, gender, disability, religion or belief, sexual orientation, and age.

Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for learners to feed back about their experience of teaching and learning. This can include questionnaires and surveys to allow both centres and QUALIFI to understand how we can improve the learner experience.

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1 Introduction

1.1 Why Choose QUALIFI Qualifications?

QUALIFI qualifications look to provide a realistic and broad opportunity for learners seeking career and professional development. They will support learners in realising their potential and provide clear objectives.

These objectives are to:

- provide career path support to learners who wish to develop their vocational skills, enterprise capabilities and opportunities in their chosen sector
- improve learner understanding of any given business environment and organisations and how they are managed and developed
- develop skills and abilities in learners to support their professional development.

Our qualifications provide a rich mix of disciplines and skills development opportunities. Learners will gain insight into the functioning, objectives, and processes of organisations, appreciating their diversity and the influences and impact of external forces on them. The fast-changing and complex business environment and different organisational ability to stay resilient and respond positively to change and opportunities will be explored.

Our qualifications will develop learner ability to:

- apply analytical and evaluative techniques and to enhance vocational skills
- investigate issues and opportunities
- develop their awareness and appreciation of managerial, organisational, and environmental issues
- make use of relevant information from different sources
- develop and encourage problem solving and creativity to tackle problems and challenges
- exercise judgement and take responsibility for decisions and actions
- develop the ability to recognise and reflect on personal learning and improve their personal, social, and other transferable skills.

1.2 Employer Support for the Qualification Development

The development of this qualification has been initiated by the development of the latest National Occupational Standards and guided by discussions and idea sharing with HABIA and a range of employers, providers and existing centres demonstrating the rigor, validity, and demand for the qualifications.

Discussions and feedback have been taken throughout the development of the qualification on content, the potential learner audience for the qualification and assessment methods, ensuring a valuable experience and a recognised set of skills, knowledge and understanding is realised.

1.3 Qualification Titles and Codes

This qualification has been accredited to the Regulated Qualification Framework (RQF) and has its own unique Qualification Accreditation Number (QAN). This number will appear on the learner's final certification document.

Each unit within the qualification has its own RQF code. The QAN for this qualification is:

Qualifi Level 2 Diploma in Hairdressing 603/7726/4

Qualifi Level 2 Certificate in Cut and Finish Hair Services 603/7727/6

Qualifi Level 2 Certificate in Colour and Lighten Hair Services 603/7728/8

Qualifi Level 2 Certificate in Set, Style, and Finish Hair Services 603/7729/X

Qualifi Level 2 Certificate in Smoothing and Straightening Hair Services 603/7730/6

1.4 Awarding Organisation

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2 Qualification Purpose, Rational, Aims Outcomes

2.1 Qualification Purpose

This practical and knowledge-based range of qualifications has been created to develop and equip hairdressers with skills, competencies, and expertise in hair services in particular; consultation, shampoo and treat, colour, and lighten, cutting, style and finish and set and dress. This qualification will also enable hairdressers to gain confidence in practice while gathering evidence in a realistic working environment.

2.2 Rationale for the Qualifications

The rationale for the Diploma and Certificates is to provide recognition for those who wish to gain the necessary skills to enter employment in the hair industry. The Qualifi Level 2 Diploma in Hairdressing is suitable for those progressing from Level 1 in Hairdressing as well as those new to the industry.

2.3 Overall Aims of the Qualifications

The Diploma and Certificates provide learners with the knowledge and skills to carry out hairdressing services, enabling learners to gain the necessary skills and essential underpinning knowledge to work commercially as a Hairdresser. The Diploma will also provide opportunities for learners to develop the necessary skills and competencies to progress to further study or employment.

2.4 Learning Outcomes

The overall learning outcomes of the qualifications for learners include skills and knowledge relating to:

- Hair science - learners will know the structure and function of the hair, the effects of products on the hair and scalp, pathologies, and their relation to relative and absolute contraindications to hair services.
- Health, safety, and hygiene - learners will be able to apply their knowledge and understanding of health, safety and hygiene when preparing for and providing services/treatments in a real or realistic working environment.
- Client consultation - underpins all the practical technical units within this qualification. Learners will be able to conduct a concise consultation to determine the most appropriate service/treatment to meet the client's needs and achieve the desired outcome/s.
- Shampoo and treat hair and scalp - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide shampooing, conditioning, and treatment services.
- Cut hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial hair cutting services.
- Blow-dry and finish hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial blow-drying and finishing services.
- Set and dress hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial setting and dressing services.
- Colour and lighten hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial hair colouring and lightening services.

Optional units have the following overall outcomes:

- Perm hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, to provide commercial perming services.
- Smooth and strengthen hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial smoothing and strengthening services.
- Relax hair - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial relaxing hair services.
- Hair extensions - learners will gain the knowledge and skills to be able to use products, tools, equipment, and techniques to safely and effectively, provide commercial hair extension services.
- Basic business support - learners will gain the knowledge and skills to provide basic business support by promoting products and services, dealing with customer enquiries, making appointments, handling payments, assisting with stock, liaising with the team, and handling paperwork and administrative tasks.
- Freelance worker – learners will gain the knowledge and skills on how to work within Government guidelines regarding; legislation, accounts, tax, and insurance responsibilities as well as managing cash flow during economic or personal changes in circumstances, when working self-employed.
- Advise on products and services – learners will gain the knowledge and skills on how to promote, advise and instruct on products and services, for client loyalty and satisfaction and to contribute to business success.

These are the overall learning outcomes in line with RQF Level 2 programmes.

The learning outcomes for each unit are identified in Appendix 1 within the unit descriptors.

2.5 National Occupational Standards (NOS)

All units have been mapped against the current NOS. The following format has been used to identify the relevant NOS mapped against the learning outcome assessment criteria in relation to performance criteria and knowledge and understanding.

Each unit includes the relevant national occupational standard and has been written in the following format:

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for service/treatment	1.1	PC
	1.2	PC
	1.3	PC
LO2 Provide service/treatment	2.1	PC
	2.2	PC
	2.3	PC
LO3 Complete the service/treatment	3.1	PC
	3.2	PC
	3.3	PC

Learning Outcomes To achieve this unit, a learner must know and understand:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 How to prepare for service/treatment	4.1	KU
	4.2	KU
	4.3	KU
LO5 How to provide service/treatment	5.1	KU
	5.2	KU
	5.3	KU
LO6 How to complete the service/treatment	6.1	KU
	6.2	KU
	6.3	KU

3. Delivering the Qualification

3.1 Quality Assurance Arrangements

All centres go through an application approval process to be recognised as an approved centre. Centres must have in place qualified and experienced tutors. The experience of tutors and their ability to support learners will be important. Centres must commit to working with QUALIFI and its team of Quality Reviewers/External Quality Assurers and Examiners. Continuing professional development (CPD) for tutors is also required.

Approved centres will be monitored by QUALIFI External Quality Assurers (EQAs) to ensure that learners are provided with appropriate learning opportunities and guidance. EQAs will ask to see and discuss a centre's assessment plans. The suitability of these plans will be agreed with the centre.

Centres will have **two** assessment options for this Diploma:

1. Competency-based assessment, ongoing throughout the qualification, which is quality assured by Qualifi EQA's, centres will be required to have suitably qualified and experienced Assessors and IQAs
- Or
2. An end of qualification examination conducted by a Qualifi Examiner, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per exam.

QUALIFI's guidance on invigilation, preventing plagiarism and collusion will apply to all centres delivering this qualification.

Option 1.

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Externally set and internally marked MCQs (multiple choice question papers) at qualification level
- Sample learners 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Observe a sample of learners undergoing internal practical assessments during the EQA process
- Issue certificates for successful learners.

Option 2.

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Set MCQs (multiple choice question papers) at qualification level (as in Option 1)
- Sample 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Conduct and mark an end of qualification practical examination, that will decide the learner's achievement and combined with the MCQs determine their final grade (Examiner process).

3.2 Access to Study

All learners should be invited to an induction event to be introduced to the programme in detail through presentations and discussions with tutors and the centre support team.

All learners should be issued with the Diploma handbook a timetable and meet with their personal tutor and fellow learners. Centres should assess learners carefully to ensure that they take the right qualification and the right pathways or optional units, to allow them to progress to the next stage.

Centres should check the qualification structures and unit combinations carefully when advising learners. Centres will need to ensure that learners have access to a full range of information, advice, and guidance to support them in making the necessary qualification and unit choices. When learners are recruited, centres need to give them accurate information on the title and focus of the qualification for which they are studying.

All learners must be registered with QUALIFI within 30 days of centre registration.

3.3 Entry Criteria

This qualification is designed for learners aged 16 and above. Although there are no mandatory entry requirements for the Qualifi Level 2 Diploma in Hairdressing, centres are responsible for ensuring that this qualification is appropriate to the ability of learners.

The qualification has been designed to be accessible without artificial barriers that restrict access and progression. Entry to the qualification will be through centre interview and learners will be assessed on an individual basis.

Structure of the Qualifications

4.1 Units, Credits and Total Qualification Time (TQT)

All units have been designed from a learning time perspective and are expressed in terms of Total Qualification Time (TQT). TQT is an estimate of the total amount of time that could reasonably be expected to be required for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a Qualification. TQT includes undertaking each of the activities of Guided Learning, Directed Learning and Invigilated Assessment.

Examples of activities which can contribute to Total Qualification Time include:

- guided learning
- performing service/treatments for competency evidence in a commercial or realistic work environment
- independent and unsupervised research/learning
- unsupervised compilation of a portfolio of work experience
- unsupervised e-learning/unsupervised e-assessment
- unsupervised coursework
- watching a pre-recorded podcast or webinar
- unsupervised work-based learning.

Guided Learning Hours (GLH) are defined as the time when a tutor is present to give specific guidance towards the learning aim being studied on a programme. This definition includes lectures, tutorials, and supervised study in, for example, open learning centres and learning workshops/salons.

Guided Learning includes any supervised assessment activity; this includes invigilated examination and observed assessment and observed work-based practice.

Some examples of activities which can contribute to Guided Learning include:

- classroom-based learning supervised by a tutor
- work-based learning supervised by a tutor
- live webinar or telephone tutorial with a tutor in real time
- e-learning supervised by a tutor in real time
- all forms of assessment which take place under the immediate guidance or supervision of a tutor or other appropriate provider of education or training, including where the assessment is competence-based and may be turned into a learning opportunity.

4.2 Qualification Structures

Qualifi Level 2 Diploma in Hairdressing

To achieve this qualification a learner must select and successfully complete **nine** units. This includes all **eight** mandatory units, and at least **one** unit from the optional section:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7966	Hair Science	2	70	7	60
L/618/7871	Health, safety, and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
R/618/7967	Shampoo and treat the hair and scalp	2	40	4	35
Y/618/7968	Cut hair	2	110	11	100
D/618/7969	Blow-dry and finish hair	2	60	6	45
R/618/7970	Set and dress hair	2	60	6	50
Y/618/7971	Colour and lighten hair	2	120	12	110
Unit Reference	Optional Units	Level	TQT	Credits	GLH
D/618/7972	Perm hair	2	90	9	75
H/618/7973	Smooth and strengthen hair	2	80	8	70
K/618/7974	Relax hair	2	90	9	75
M/618/7975	Hair extensions	3	90	9	70
M/618/7880	Basic business support	2	60	6	55
T/618/7881	Advise on products and services	2	60	6	56

A/618/7882	Freelance worker	2	60	6	50
F/618/7883	Promotional activities	3	90	9	60
Range totals			650 - 680	65 - 68	556 -581

Qualifi Level 2 Certificate in Cut and Finish Hair Services

To achieve this qualification a learner must successfully complete all **four** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety, and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
Y/618/7968	Cut hair	2	110	11	100
D/618/7969	Blow-dry and finish hair	2	60	6	45
Totals			300	30	251

#For this certificate, 2 external MCQ – multiple choice question papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the hair science that must be covered, the centre must be able to provide evidence of learner competency for the hair science associated with cut and finish services, which is subject to Qualifi EQA – external quality assurance.

Qualifi Level 2 Certificate in Colour and Lighten Hair Services

To achieve this qualification a learner must successfully complete all **four** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7966	Hair Science	2	70	7	60
L/618/7871	Health, safety, and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
Y/618/7971	Colour and lighten hair	2	120	12	110
Totals			300	30	251

#For this certificate, 2 external MCQ – multiple choice question papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the hair science that must be covered, the centre must be able to provide evidence of learner competency for the hair science associated with colour and lighten services, which is subject to Qualifi EQA – external quality assurance.

Qualifi Level 2 Certificate in Set, Style, and Finish Hair Services

To achieve this qualification a learner must successfully complete all **four** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety, and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
R/618/7970	Set and dress hair	2	60	6	50
D/618/7969	Blow-dry and finish hair	2	60	6	45
Totals			250	25	201

#For this certificate, 2 external MCQ – multiple choice question papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the hair science that must be covered, the centre must be able to provide evidence of learner competency for the hair science associated with set, style, and finish services, which is subject to Qualifi EQA – external quality assurance.

Qualifi Level 2 Certificate in Smoothing and Straightening Hair Services

To achieve this qualification a learner must successfully complete all **four** mandatory units.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
L/618/7871	Health, safety, and hygiene	2	60	6	46
R/618/7872	Client consultation	2	70	7	60
H/618/7973	Smooth and strengthen hair	2	80	8	70
K/618/7974	Relax hair	3	90	9	75
Totals			300	30	251

#For this certificate, 2 external MCQ – multiple choice question papers relating to health, safety and hygiene and client consultation must be achieved. With regards to the hair science that must be covered, the centre must be able to provide evidence of learner competency for the hair science associated with smoothing and straightening services, which is subject to Qualifi EQA – external quality assurance.

Hairdressing Certificates of Unit Credit:

Any of the technical units may be taken individually to claim a Certificate of Unit Credit, however these units are intended only for learners that already have the appropriate pre-requisite skills, knowledge and understanding relating to the units:

- COHB200: Hair science
- CO201: Health, safety and hygiene
- CO202: Client consultation

4.3 Progression and Links to other QUALIFI Programmes

Learners completing the Qualifi **Level 2 Diploma in Hairdressing** can progress directly into employment or self-employment in the Hair Industry.

4.4 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a method of assessment (leading to the award of credit) that considers whether learners can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess, and so do not need to develop through a course of learning.

QUALIFI encourages centres to recognise learners' previous achievements and experiences whether at work, home or at leisure, as well as in the classroom. RPL provides a route for the recognition of the achievements resulting from continuous learning. RPL enables recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit, units, or a whole qualification.

Evidence of learning must be valid and reliable. For full guidance on RPL please refer to QUALIFI's policy document on RPL.

5 Guidance to Teaching and Learning

To ensure consistency and quality of delivery amongst centres, QUALIFI has outlined a number of policies and procedures required to ensure the very best standards are available to learners. These include:

- expertise of staff
- learning and teaching methods
- study skills
- learning resources
- personal development planning
- career opportunities.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

6 Learner Support

Centres should continue to support learners and encourage appropriate behaviour. To ensure consistency and quality of delivery amongst centres QUALIFI, has outlined a number of policies and procedures to ensure the very best standards are available to learners. These include:

- learners with disabilities
- health and safety
- conduct
- progression
- weekly timetable/attendance requirements.

The policies and procedures are available on request to all accredited centres or to those wishing to apply for accreditation to deliver QUALIFI qualifications.

6.1 Data Protection

All personal information obtained from learners and other sources in connection with studies will be held securely and will be used during the course and after they leave the course for a variety of purposes. These should be all explained during the enrolment process at the commencement of learner studies. If learners or centres would like a more detailed explanation of the partner and QUALIFI policies on the use and disclosure of personal information, please contact QUALIFI via email support@QUALIFI-international.com

7 Assessment

This qualification is vocational as it can support a learner's career progression. To meet QUALIFI's aim to provide an appropriate assessment method each unit will be assessed through observation in a way to make them holistic and realistic 'work-related' activities wherever possible. Learners will need to demonstrate essential knowledge, and understanding relevant to the skills practice, to ensure sufficient underpinning knowledge for safe and effective provision of the service/treatment. Recommendations on actions will also be asked for from learners where appropriate for the unit. Intellectual rigour will be expected appropriate to the level of the qualification.

Learning Outcomes, Assessment Criteria and Indicative Content

The **learning outcomes** (LOs) and **assessment criteria** (ACs) for each unit are separated into performance criteria and knowledge and understanding. The LOs and ACs are based on the national occupational standard (NOS) relating to that unit. For delivery of this qualification please refer to the full NOS at the beginning of each unit.

Learning outcomes follow the natural sequence of what the learner must do and what they must know and understand before, during and after the service/treatment.

The **indicative content** includes the scope and range and the performance evidence for assessment. A glossary is included to explain the key terms in the context used in the both the NOS and the assessment criteria relevant to that service/treatment.

NB: Contraindications are externally assessed through the MCQ paper for Client Consultation. A guide to relative and absolute contraindications and related pathologies with examples can be found in Unit COHB200: Hair Science

The learner's '**Evidence of Assessment Record**' will enable Assessors to record and sign off that the essential underpinning knowledge and number of services/treatments carried out are sufficient to ensure coverage of the range.

- Please refer to the **Evidence of Assessment Record** document for this qualification.
- NB: a separate **Evidence of Assessment Record** is required for each learner.

Types of evidence, which can be paper-based or in electronic format:

- Prior learning and achievement
- Observed work
- Service/treatment records
- Case studies
- Client testimonials
- Witness statements
- Before and after service/treatment photographs (with client's consent)
- Remote observation assessor feedback
- Recorded evidence using audio/visual media
- Projects/assignments
- Oral questions
- written work
- Assessor feedback

Evidence requirements for practical observations

1. Services/treatments, which have been carried out in a commercial salon, simulated salon, training environment or where adaptations are required in the learner's/client's home.
2. There must be written, signed/digitally signed client consent forms before all service/treatments are provided.
3. Consent forms must be retained by the centre and be in accordance with GDPR compliance.
4. The recommended numbers of observations/number of clients can be found in the qualification unit descriptor and in the Evidence of Assessment Record.
5. The learner must have met all practical criteria and there should be sufficient evidence of coverage of the range.

Assessment options

For this range of qualifications Centres will have **two** assessment options:

1. Competency-based assessment, ongoing throughout the qualification, which is quality assured by Qualifi EQA's, centres will be required to have suitably qualified and experienced Assessors and IQAs

Or

2. An end of qualification competency-based assessment conducted by a Qualifi External Assessor, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per exam. NB: additional fees apply for this option, please refer to the published HBWA fee schedule.

QUALIFI's guidance on invigilation, preventing plagiarism and collusion will apply to all centres delivering this qualification.

Option 1.

QUALIFI Quality EQAs - External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Externally set to be internally marked MCQs (multiple choice question papers) at qualification level
- Sample learners' evidence of assessment records (assignments, consultation sheets, written question, media etc.)
- Observe a sample of learners undergoing internal practical assessments during the EQA process
- Issue certificates for successful learners.

Option 2.

QUALIFI Quality External Quality Assurers will monitor centre compliance. For assessment purposes, unless otherwise agreed, QUALIFI will:

- Write assessment criteria, identifying in the learning outcomes what the learner must be able to do and know for each unit.
- Set MCQs (multiple choice question papers) at qualification level (as in Option 1)
- Sample 'evidence of assessment records' (assignments, consultation sheets, written question, media etc.)
- Conduct the end of qualification practical assessments for each learner, for the mandatory skills within the qualification to determine learner competence.
- Issue certificates for successful learners.

QUALIFI has an assessment policy and procedure documents that are available to all centres delivering this qualification. QUALIFI's 'Handbook on Guidance and Requirements for Assessment and Marking' covers the following and should be referred to where applicable in relation to this qualification:

- assessment strategy
- assessment arrangements for learners with a disability
- verification/quality assurance
- marking scheme/pass mark
- deferral after valid mitigating circumstances
- referral after failure
- dealing with difficulties in meeting assessment deadlines
- late submissions
- assessment boards
- appeals
- cheating and plagiarism/referencing
- confidential material
- submission.

MCQs – Multiple Choice Question papers

For this qualification there will be a set number of MCQs. MCQs are designed to test the learner's knowledge and understanding of the theory relevant to the core mandatory units required to ensure safe practice of the services/treatments included in the qualification.

In each **Unit Descriptor** the MCQ/s relevant to that unit will be listed in the **Delivery and Assessment Guidance**

For the units and knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

For further information please contact Qualifi.

8. Course Regulations

8.1 Course Requirements

Learners must successfully complete all mandatory units and the required minimum number of optional units **and** pass all the associated external multiple choice question papers for those units to receive the full Diploma Award.

QUALIFI will issue certificates to all successful learners through the registered centres.

8.2 Classification of Awards

This qualification has two assessment options:

1. Competency-based assessments carried out by the centre Internal Assessor/s – pass or fail

Or

2. Summative competency-based assessments carried out by a QUALIFI External Assessor – pass or fail

Decisions about the overall achievements of awards are made by QUALIFI through the application of the academic and relevant course regulations.

8.3. Learner Voice

Learners can play an important part in improving the quality of this course through the feedback they give. In addition to the ongoing discussion with the course team throughout the year, there is a range of mechanisms for learners to feed back about their experience of teaching and learning.

8.4 Complaints

QUALIFI recognises that there may be occasions when learners and centres have cause for complaint about the service received. When this happens, the complaints procedure is intended to provide an accessible, fair, and straightforward system that ensures as an effective, prompt, and appropriate response as possible.

For more information on our formal complaints procedure please contact in the first instance or email: support@QUALIFI-international.com

9 Equality and Diversity

QUALIFI recognises that discrimination and victimisation is unacceptable and that it is in the interests of QUALIFI employees to utilise the skills of the total workforce. It is our aim to ensure that no employee or other representative of QUALIFI receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give their best. We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of QUALIFI's goods or services.

This policy and the associated arrangements shall operate in accordance with statutory requirements, particularly the Equality Act 2010 <https://www.gov.uk/equality-act-2010-guidance> In addition, full account will be taken of any guidance or codes of practice issued by the Equality and Human Rights Commission, any government departments, and any other statutory bodies.

The policy document will be monitored and reviewed annually and can be downloaded from our website or by contacting QUALIFI.

10. Further Professional Development and Training

QUALIFI supports UK and international customers with training related to our qualifications. This support is available through a choice of training options offered through publications or through customised training at your centre.

The support we offer focuses on a range of issues including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing learner-centred learning and teaching approaches
- building in effective and efficient quality assurance systems.

You can request customised training through your registered centre in the first instance. If you need to contact QUALIFI directly:

Our customer service number: +44 (0) 1158882323

Or email: support@QUALIFI-international.com

Website: www.QUALIFI.net www.QUALIFI-international.com

Appendix 1: Unit Descriptors

Unit COHB200: Hair Science

Unit code: L/618/7966

RQF level: 2

Unit Overview

- This core unit provides the essential underpinning knowledge relating to hair science and coexists alongside the Level 2 technical units that have been mapped to the Hair and Barbering industries NOS suites.
- You will need to understand the hair science, relative and absolute contraindications and related pathologies pertaining to Level 2 technical units.

This unit coexists alongside Qualifi units:

HB203: Shampoo and treat hair and scalp
HB204: Cut hair
HB205: Blow-dry and finish hair
HB206: Set and dress hair
HB207: Colour and lighten hair
HB208: Perm hair
HB209: Smooth and strengthen hair
HB210: Relax hair
HB306: Hair extensions

The main outcomes are:

1. The structure and function of the hair and skin
2. The anatomical structure of the head and neck
3. The pH scale and the impact of acids and alkalis on the hair
4. How shampoos work
5. The influencing principles of hair cutting
6. The principles of cohesive setting
7. The principles of colour selection

Learning Outcomes, Assessment Criteria and Indicative Content

Learning Outcomes	Assessment Criteria:
To achieve this unit, a learner must:	Assessment of this unit will require a learner to demonstrate that they can:
LO1 Understand structure and function of the hair and skin	1.1 Explain the structure and function of the hair and the hair growth cycle
	1.2 Understand the pathologies of the hair and know, which are relative or absolute contraindications to hair and barbering services
	1.3 Explain the structure and function of the skin
	1.4 Understand the pathologies of the skin and know which are a relative or absolute contraindication to skin treatments
	1.5 Discuss the physiological and physical effects of topical products and massage

	1.6 Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional
LO2 Understand the anatomical structure of the head and neck	2.1 Explain the function of the skeletal system
	2.2 Know the name and location of the bones of the face, head, and neck
	2.3 Describe the variations of head and face shapes and understand their importance relating to hair and barbering services
LO3 Understand the pH scale and the impact of acids and alkalis on the hair	3.1 Label a diagram of the pH scale 1-14 to show acid, alkaline, neutral, the pH of hair products, and the pH of hair and skin
	3.2 Explain the use of indicator paper to identify the acid or alkaline strength of products and the effects of acids and alkalis on the hair
	3.3 Explain how the pH of hair products can damage the hair and how to return the hair to normal pH after chemical services
LO4 Understand how shampoos work	4.1 Describe the impact of wetting agents in shampoos
	4.2 Describe the function of emulsifying agents in shampoos
	4.3 Describe the function of suspending agents in shampoos
LO5 Understand the influencing principles of hair cutting	5.1 Explain the principles and techniques relating to basic hair cutting
	5.2 Describe the function and effect of club cutting, freehand cutting, layering and texturising
LO6 Understand the principles of cohesive setting	6.1 Explain why the hair needs to be wet for cohesive setting
	6.2 Describe the different techniques used to set the hair
	6.3 Explain the purpose of using products for setting
	6.4 Explain the function and effect that setting has on the hair
LO7 Understand the principles of colour selection	7.1 Describe natural colour pigments and how they create a range of natural hair colours
	7.2 Describe the colour wheel including primary and secondary colours
	7.3 Explain the International Colour Chart (ICC) in relation to depth and tone of hair colour products
	7.4 Explain the function and action of hydrogen peroxide
	7.5 Describe the different types of products for changing the hair colour and how long the colour change is likely to last for each product type

Indicative Content:

Unit	Hair Science	Section
Unit HB203 Shampoo and treat the hair and scalp <i>(NOS - Shampoo, condition and treat the hair and scalp)</i>	1. The structure and function of the hair	A
	2. The structure and functions of the skin	B
	3. The basic anatomical structure of the head and neck	C
	4. The growth cycle of hair	A
	5. The growth patterns	A
	6. The pH scale of products used within hair services	D
	7. The pH scale of the hair structure	D
	8. The principles of hygroscopic related to hair	A
	9. The principles of alpha and beta keratin regarding hair services	A
	10. The relative and absolute contraindications	Consultation MCQ

	<p>11. The related pathologies</p> <p>Unit specific:</p> <p>12. The principles of how shampoo works</p>	<p>A & B</p> <p>E</p>
<p>Unit HB204</p> <p>Cut hair <i>(NOS - Cut and clipper hair)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p> <p>11. The related pathologies</p> <p>Unit specific:</p> <p>12. The principles of cutting hair</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ A & B</p> <p>F</p>
<p>Unit HB205</p> <p>Dry, style and finish hair <i>(NOS - Dry, style and finish hair)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p> <p>11. The related pathologies</p> <p>Unit specific:</p> <p>12. The principles of cohesive setting</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ A & B</p> <p>G</p>
<p>Unit HB206</p> <p>Set and dress hair <i>(NOS - Set, style, and dress hair)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ</p>

	<p>11. The related pathologies</p> <p>Unit specific:</p> <p>12. The principles of cohesive setting</p>	<p>A & B</p> <p>G</p>
<p>Unit HB207</p> <p>Colour and lighten hair</p> <p><i>(NOS - Colour and lighten the hair)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p> <p>11. The related pathologies</p> <p>Unit specific:</p> <p>12. The principles of how colour works</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ A & B</p> <p>H</p>
<p>Unit HB208</p> <p>Perm hair</p> <p><i>(NOS - Perm and neutralise hair)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p> <p>11. The related pathologies</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ A & B</p>
<p>Unit HB209</p> <p>Smooth and strengthen hair</p> <p><i>(NOS - Provide hair smoothing treatments)</i></p>	<p>1. The structure and function of the hair</p> <p>2. The structure and functions of the skin</p> <p>3. The basic anatomical structure of the head and neck</p> <p>4. The growth cycle of hair</p> <p>5. The growth patterns</p> <p>6. The pH scale of products used within hair services</p> <p>7. The pH scale of the hair structure</p> <p>8. The principles of hygroscopic related to hair</p> <p>9. The principles of alpha and beta keratin regarding hair services</p> <p>10. The relative and absolute contraindications</p> <p>11. The related pathologies</p>	<p>A</p> <p>B</p> <p>C</p> <p>A</p> <p>A</p> <p>D</p> <p>D</p> <p>A</p> <p>A</p> <p>Consultation MCQ A & B</p>

Unit HB210 Relax hair <i>(NOS - Relax hair permanently)</i>	1. The structure and function of the hair 2. The structure and functions of the skin 3. The basic anatomical structure of the head and neck 4. The growth cycle of hair 5. The growth patterns 6. The pH scale of products used within hair services 7. The pH scale of the hair structure 8. The principles of hygroscopic related to hair 9. The principles of alpha and beta keratin regarding hair services 10. The relative and absolute contraindications 11. The related pathologies	A B C A A D D A A Consultation MCQ A & B
Unit HB306 Hair extensions <i>(NOS - Attach hair using heat, chemical adhesive and/or advanced techniques)</i>	1. The structure and function of the body systems and their interdependence on each other 2. The structure and function of hair and hair growth 3. The structure and functions of the skin 4. The relative and absolute contraindications and related pathologies	A B C Consultation MCQ

Section A – Structure and function of the hair

Structure

- Label a diagram of the structure of hair.
- Hair shaft: cuticle, cortex, medulla.
- Hair root: arrector pili muscle, sebaceous gland, inner and outer root sheaths.
- Hair bulb: matrix, dermal papilla, nerve supply.
- Hair follicle and nerve supply.
- Types of hair: lanugo, vellus, terminal.

Function

- Hair growth cycle: anagen, catagen, telogen.
- Types of hair growth: hirsutism, superfluous (excessive hair growth).
- Factors affecting hair growth: health, diet, age, race, heredity, pregnancy, medical conditions, stress.

Growth patterns

- The angle of the follicle within the scalp and growth direction of the hair: nape whorl, widows peak, cowlick, double crown.

Internal structure of hair (cortex)

- Keratin: hardened protein, amino acids, peptide bonds, polypeptide chains, hydrogen bonds, disulphide bonds.
- Alpha keratin: hair in its natural state.
- Beta keratin: shampooed hair that has been dried into a stretched/unnatural state.

Hygroscopic

- The ability to absorb moisture from the air, into the cortex, breaks the hydrogen bonds, allows hair shape to be manipulated.
- Product use: silicone-based products used to coat hair shaft/protect against moisture absorption, hair style lasts longer.

Pathologies

- Pediculosis capitis (head lice).
- Tinea capitis (ringworm).
- Folliculitis (follicle infection).
- Alopecia (hair loss).
- Seborrhoea (excessively oily).
- Pityriasis capitis (dandruff).

Section B – Structure and function of the skin

Structure

- Label a diagram of the structure of the skin.
- Layers of the epidermis: horny layer, clear layer, granular layer, prickle cell layer, germinating layer.
- Dermis layer: hair follicle, sebaceous gland, nerve endings, arrector pili muscle, nerve fibres, pore, sweat gland, sweat duct, blood capillaries.
- Cells and tissues of the skin.

Function

- Functions of the skin: secretion, heat regulation, absorption, protection, excretion, sensation.
- Growth and repair.

Pathologies

Including: causes, signs, and symptoms and whether a relative or absolute contraindication:

- Allergies e.g., skin rash, dermatitis, eczema.
- Disorders e.g., psoriasis, pustules, sensitivity.
- Bacterial infections e.g., impetigo, conjunctivitis, folliculitis.
- Fungal diseases e.g., tinea capitis (ringworm).
- Infestations e.g., scabies, mites, pediculosis capitis (head lice).
- *Skin cancer: basal cell carcinoma, squamous cell carcinoma, malignant melanoma

Physiological and physical effects of topical products and massage

- Increases circulation – improves the supply of oxygenated blood and nutrients, promotes hair growth.
- Pores and follicles are relaxed – aids removal of surface debris during shampooing service.
- Sebaceous glands are stimulated – increasing oil helping to maintain the skin and hair natural oil and balance, benefits dry scalp.

Section C – The basic anatomical structure of the head and neck

Skeletal system

- Label a diagram of the structure of head and neck.
- Function of the skeletal system – support, joints, movement, protection, attachment.

- Name and location of the bones of the head - frontal bone, parietal bone, occipital bone, sphenoid, temporal bone, zygomatic bone, maxilla, nasal, mandible, orbit.

Shape of head and face

- Variation in shape and size: dependent on size of head and face bones.
- Shapes: oblong, square, diamond, heart, triangular, oval, round.

Section D - The pH scale

- Label a diagram of the pH scale: acid, alkaline, neutral, hair products, hair, and skin, 1-14.
- Indicator paper: identifies acid or alkaline, strength, colour (pink/blue), darker colour = stronger acid or alkaline.
- Product use: how the pH of hair products affects hair services.
- Hair damage: what pH causes damage to hair.
- Chemical services: how to return hair to natural pH after chemical service.

Function

- Acids: generally, closes cuticle scales.
- Alkaline: generally open cuticle scales.

Section E - How shampoo works (detergents)

- Wetting agent: detergent lowers the surface tension of water, allow hair to become wet from water.
- Emulsifying agent: shampoo molecules (ions), negatively charged water loving heads, grease loving tails gather the grease and dislodge from hair, form an oil-in-water emulsion. Hot water and massage removes dirt particles, grease, and shampoo from hair.
- Suspending agent: grease in emulsion repel each other due to negative charge, remains suspended until rinsed away.

Section F - The influencing principles of cutting hair

- Sectioning: small methodical linear Meche, horizontal vertical or angled approach to cutting hair.
- Guidelines: starting point of haircut, in nape, over ears, fringe.
- Angles: 0°, 45°, 90°, 135°, 180°.
- Techniques: club cutting, freehand, layering, texturising.

Function

- Club cutting: blunt end retains weight.
- Freehand: without tension, hair cut at preferred length.
- Layering: used to add volume, shape, style.
- Texturising: removes bulk.

Section G - The principles of cohesive setting

- Carried out on wet hair – set, blow drying, finger waving, pin curl.
- Hair dried into shape around – roller, brush or placed and pinned into place whilst dried, under tension.
- Products used to aid setting process and prevent moisture entering the cuticle.

Function

- Temporary change to the natural state of the hair to change style, straighten, add curl, movement, volume.
- Long lasting: changed style will last until hair becomes wet again.

Section H - The principles of colour selection

- Natural hair colour: natural pigment, melanin (brown/black), pheomelanin (yellow/red), mixtures of melanin denote actual hair colour (more yellow = blonde, more red = auburn, more brown = brunette, more black = black hair).
- Colour wheel: primary, secondary colours, red, yellow, blue, orange, violet, green.
- International Colour Chart (ICC): depth of colour, 1= black, 10 = lightest blonde, tone – neutral, ash, gold, red, mahogany, metallic.
- Hydrogen peroxide, oxidising agent: added to colour products to change colour of hair - 1.9%, 2.4%, 4%, 6%, 9%, 12%.
- Colour product types: temporary, semi, quasi-permanent, permanent, lightening.

Function

- To change the natural colour of hair: lighten, darken, change tone.
- Temporary change, lasts 4-6 washes, lasts 12 washes, permanent result.
- Peroxide strengths: 1.9-6% - change tone or darken, 9% - lighten two shades, 12% lighten 3+ shades.

*Skin cancer awareness:

Each technical unit includes the knowledge and understanding assessment criteria:

'Understand the importance of recognising suspicious skin irregularities and lesions and referring to a relevant healthcare professional'

NB: Learners should be aware of the importance of being able to recognise when a skin irregularity or lesion looks suspicious using the ABCDE guide. However, this information will not be assessed in the Hair Science MCQ (multiple-choice question paper).

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive treatment outcome can be dramatically increased with early identification and diagnosis.

Professionals in **Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services** work closely with clients and in many cases have sight of areas of skin, which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look 'ragged'.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes, see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour.

Anyone can get a suspicious mole or patch of skin checked out free of charge by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

Additional NHS information is available from:

<https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Hair science

Part A - relating to Level 2 Hair and Barbering sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens

Unit CO201: Health, safety and hygiene

Unit code: L/618/7871

RQF level: 2

(NOS SKAHDBRBNS4 - Implement and maintain safe, hygienic, and effective working practices)

NOS and Unit Overview

- This standard is for professionals complying with the maintenance of effective health, safety, infection control and hygiene practices throughout their work, in accordance with the service protocol, legislative, regulatory, and organisational requirements.
- This standard is part of the Hair, Barbering, Trichology, Beauty, Nails, Wellbeing and Holistic and related industries NOS suites.
- You will need to identify, assess, and implement control methods in relation to yourself, the working environment including tools, equipment, and products, the individual and area to be treated, prior to the procedure being performed.
- It is advisable users of this standard are aware of, and comply with first aid requirements, in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO202: Client consultation

NOS Performance Criteria (PC)

The learner must be able to:

1. maintain responsibilities for health and safety pre, during and post procedure in accordance with legislation and other relevant regulations, directives, and guidelines
2. carry out risk assessment(s) prior to undertaking the procedure to include:
 - 2.1 record the outcomes of the risk assessment(s)
3. implement control methods and take appropriate action
4. apply infection prevention and control measures in accordance with legislation and other relevant regulations, directives, and guidelines to include:
 - 4.1 universal precautions and standard precautions
5. prepare the working environment in accordance with legislative requirements and organisational policies and procedures
6. prepare and protect yourself and others within the working environment in accordance with legislative and organisational policies and procedures to include:
 - 6.1 personal hygiene
 - 6.2 personal presentation
 - 6.3 personal protective equipment
7. position the individual in accordance with the procedure protocol
8. use working practices that:
 - 8.1 minimise fatigue and the risk of injury to yourself and others
 - 8.2 use environmental and sustainable working practices
 - 8.3 minimise risk and maintain the individual's safety

9. source and select the equipment, materials, and products to meet the individual's needs, area to be treated and are fit for purpose to include:
 - 9.1 associated risks
 - 9.2 according to recognised standards and legislative requirements
10. use equipment, materials, and products in accordance with the procedure plan, legislative requirements, and manufacturer's guidance
11. carry out tests to establish suitability for the procedure when required
12. assess and dispose of waste to meet legislative requirements

NOS Knowledge and Understanding (KU)

The learner will need to know and understand:

1. their responsibilities for health and safety as defined by any specific legislation covering their job role
2. the local authority's rules and conditions, licensing and/or registration requirements for their own and your premises
3. why they must comply with ethical practice and work within the legislative requirements
4. the importance to comply with a professional code of conduct in the workplace, in accordance with organisational policies and procedures
5. their own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely
6. their responsibility and the reporting procedures for suspected malpractice
7. how and when to seek further advice and support outside the practitioner's remit to include:
 - 7.1 compliance with data legislation
8. how to carry out a risk assessment and controls to be implemented
9. how and why you must comply with infection prevention and control procedures to include:
 - 9.1 universal precautions and standard precautions
10. the hard surface disinfectants to include:
 - 10.1 the chemical compositions and associated risks
 - 10.2 how contact times impact the effectiveness
11. the causes and risks of microbial contamination and methods of infection prevention
12. the skin disinfectants to include:
 - 12.1 the chemical compositions and associated risks
 - 12.2 the impact on the pH scale and barrier function
 - 12.3 how contact times impact the effectiveness
13. the causes, hazards of accidental exposure to clinical waste and how to respond
14. the audit and accountability of working practices and procedures
15. the reasons for adhering to procedure protocols:
 - 15.1 the consultation, assessment, and delivery of procedures
16. the legislative and organisational requirements for the individual's protection, preparation, dignity, and privacy
17. how safe positioning techniques and working practices can prevent work related injury and ill health
18. the importance of ensuring the working environment is in line with legislative requirements to include:
 - 18.1 lighting and illumination
 - 18.2 heating
 - 18.3 ventilation
 - 18.4 fixtures, fittings, and equipment
 - 18.5 facilities and amenities
 - 18.6 audit and accountability

19. the hazards and risks associated with procedure environment, equipment, materials, products, and the controls to be implemented
20. the range of environmental and sustainable working practices
21. a centre's current insurance and indemnity requirements relevant to the procedure
22. the legislative, organisational and manufacturers' safety instructions for equipment, materials, and products, to include:
 - 22.1 storage
 - 22.2 handling
 - 22.3 usage
 - 22.4 disposal
 - 22.5 record keeping
23. why you must source equipment and products which comply with legislative requirements
 - 23.1 ensuring products sourced are for cosmetic use
 - 23.2 avoiding the risk of toxicity
24. the legislative requirements for tests prior to procedures, taking into account:
 - 24.1 the purpose of tests
 - 24.2 how and when to carry out tests
25. the legislative requirements for waste disposal

Learning Outcomes, Assessment Criteria, Scope and Range

The following unit has been mapped to the National Occupational Standard

[Implement and maintain safe, hygienic, and effective working practices](#)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare the salon, self and client using health and safety practices	1.1 Use health and safety methods before, during and after services/treatments in line with legal guidelines	PC 1
	1.2 Carry out and record, a risk assessment before services/treatments	PC 2
	1.3 Prepare the work area using; legal and regulation requirements, salon policies and procedures to make sure infection control and prevention is in place	PC 3, 4, 5
	1.4 Prepare and protect yourself and your client(s) within the salon for services/treatments in line with legal and salon policies	PC 6
LO2 Use health and safety practices for salon, self and clients	2.1 Use safe, environmental, and sustainable working methods, for yourself and your client to reduce the risk of injury and to reduce carbon footprint	PC 7, 8
	2.2 Select and use equipment, materials, and products for planned services/treatments, for clients and work area, in line with legal, manufacturer's instructions and industry standards	PC 9, 10
	2.3 Carry out tests to make sure of your client's fitness for services /treatments when required	PC 11
LO3	3.1 Sort and dispose of waste to meet legal requirements	PC 12

Complete health and safety practices for salon, self, and clients		
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Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how prepare salon, self and clients using health and safety practices	4.1 Describe your legal duties for health and safety that cover your job role	KU 1
	4.2 Explain the rules and conditions set by your local council for registering or licensing for yourself and the salon	KU 2
	4.3 Explain how to carry out a risk assessment and how to reduce identified risks	KU 7
	4.4 Explain how to prepare the work area using; legal and regulation requirements, salon policies and procedures, to make sure infection control and prevention is in place	KU 8
	4.5 Explain the risks of contamination within a salon, what can cause it, and chemical methods used to prevent it	KU 9, 10
	4.6 Explain the chemical composition, pH and ingredients relating to skin sterilisers used in the workplace, how they work, and the effects of continuous use over time on the skin.	KU 11, 12
	4.7 Explain the legal requirements of carrying out tests, their purpose, when and how they should be used	KU 24
LO5 Know how use health and safety practices for salon, self and clients	5.1 Explain why you must work within legal requirements, ethical methods of working, and comply with a professional code of conduct	KU 3, 4
	5.2 Describe how your personal wellbeing can affect your ability to carry out services/treatments	KU 5
	5.3 Describe your duties for reporting suspected malpractice	KU 6
	5.4 Explain how and when to seek advice and support when needed	KU 7
	5.5 Describe how to deal with accidental contact with clinical waste	KU 13
	5.6 Explain the auditing systems in place that all staff must work towards, for the salons working practices and procedures	KU 14
	5.7 Explain why you must follow salon policies for consultation, services/treatments, and assessments	KU 15
	5.8 Describe the salon policies and legal requirements for the client's protection, preparation, dignity, and privacy during services/treatments	KU 16
	5.9 Describe the safe working practices for clients and staff, that can stop work related injury and ill health	KU 17
	5.10 Explain why it is important that the fixtures, fittings, and layout of the salon follows legal requirements	KU 18
	5.11 Explain the procedures the salon has in place, to deal with hazards and risks regarding; the salon, equipment, materials, and products	KU 19
	5.12 Explain the environmental and sustainable working practices used within a salon	KU 20
	5.13 Explain the insurance requirements that must be in place to cover services/treatments and the salon	KU 21

	5.14 Explain salon policies, manufacturers' instructions, and legal responsibilities for the use, storage, handling, disposal, and record keeping for products, materials, and equipment	KU 22
	5.15 Explain why you must use products and equipment which are legally fit for use	KU 23
LO6 Know how to complete health and safety practices for salon, self and clients	6.1 Explain the legal requirements for the disposal of waste	KU 25

Indicative content:

Health and safety - Legal, organisational and health and safety requirements including:

- Health and Safety at Work Act
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- The Health and Safety (First Aid) Regulations
- The Regulatory Reform (Fire Safety) Order
- The Manual Handling Operations Regulations
- The Control of Substances Hazardous to Health Regulations
- The Electricity at Work Act
- The Environmental Protection Act
- The Management of Health and Safety at Work Regulations
- The Health and Safety (Information for Employees) Regulations
- The Local Government (Miscellaneous Provisions) Act

Hygiene - Covid-19 hygiene safety practices

- **COVID-19 regulations** – [Close contact services - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#) COVID-19 training, screening/temperature of staff and clientele, face coverings, hand washing/anti-bacterial hand gel, social distancing, limiting of numbers in salon, disposable gowns/aprons, client belongings in disposable bags, deep cleaning/disinfecting of workstation trolley and chair between clients, deep cleaning/disinfecting of tools between each client, monitor whole salon not just own clients and workstation.

Maintaining a safe salon

Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

- **Electricity at work** – visual check of equipment, no trailing wires, portable appliance testing.
- **Manual handling** – moving stock safely, lifting, working heights, unpacking.
- **Towels** – wash after use 60°, clean towel for every client, place dirty towels in covered bin, consider disposable towels/carbon footprint.
- **Reporting of injuries, diseases, and dangerous occurrences** – accident book, reporting diseases, log accidents.
- **Control of substances hazardous to health** – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, follow manufacturers' instructions for use.

- **Testing of hair, skin, and scalp** - Use manufacturer's instructions, salon guidelines, before during and after service.
- **Disposal of waste** – dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle (empties).
- **Product storage** – check end date/stock rotation/recycle packaging, store securely away from heat/damp/direct sunlight, avoid theft.

Scope/range

Working environment

1. Health and safety legislation, regulations, directives, and guidelines
2. Licensing and/or registration requirements
3. Risk assessment(s)
4. Infection prevention and control
5. Fire safety risk assessment
6. Waste management

Waste

1. Non-hazardous waste
2. Clinical
3. Sharps
4. Mixed municipal waste
5. General and confidential
6. Recyclable

Health and safety

1. Health and safety legislation, regulations, directives, and guidelines
2. Local Authority Legislation, licensing and/or registration schemes
3. Environmental Protection
4. Cosmetic Products Enforcement
5. Safeguarding policy

Infection prevention and control procedures

1. Aseptic techniques
2. Single use items
3. Universal precautions
4. Standard precautions

Procedure protocols

1. Working environment
2. Health and safety
3. Risk management plan
4. Infection prevention and control
5. Service plan
6. Informed consent
7. Test outcomes
8. Manufacturer's instructions
9. Additional advice and support
10. Data management
11. pre-and post-instructions and advice

12. Sustainability
13. Waste management
13. Evidence based practice
14. Reflective practice

Work related injury and ill health

1. Physical injuries
2. Disorders
3. Diseases
4. Mental health
5. Fatigue

Environmental and sustainable working practices

1. Environmental waste management
2. Energy use
3. Environmental core practices
4. Working to commercial times
5. Use bio-degradable and compostable options or products
6. Aware of your own and business carbon footprint

Glossary:

- **Aseptic techniques** - Aseptic techniques are using practices and procedures to prevent cross contamination of pathogens
- **Auditing** - is an official financial inspection of a salon or its accounts
- **Chemical** - liquid treatments for killing germs
- **Clinical waste** - is the term used to describe **waste** produced from activities that may pose a risk of infection
- **Contamination** - something made unclean/contagious by pollution, poisoning, virus
- **Control** - the power to do something
- **Dignity** – treating a client with respect
- **Duties** – jobs within capability and job role
- **Effectiveness** - the higher the level of usefulness, the greater the success
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Infection** - this happens when a virus enters the body and causes disease, viruses include Covid 19
- **Influence** - a person or thing with the ability to make somebody or something happen
- **Legal** - something required by the law
- **Licensing** - to give a government approved licence to operate microbes such as bacteria, fungi, viruses, and spores.
- **Malpractice** - improper, illegal, or negligent professional behaviour
- **Microbial contamination** - Microbiological contamination refers to the presence of unwanted microbes such as bacteria, fungi, viruses, and spores.
- **Prevention** - stopping something from happening

- **Procedures** - a recognised or official way of doing something, salon rules, code of conduct
- **Regulation** - a rule made and looked after by a local authority/council, local by-laws
- **Requirements** - things that are needed and must be done
- **Risk** - something that may be dangerous
- **Suspected** - you have an idea of the possibility of something but without certain proof
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive
- **Tests** - can be referred to as patch, allergy alert, tolerance/pain and thermal/tactile depending on the proposed service.
- **Toxicity** - Toxicity is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities with an incorrect mixture of chemicals.
- **Universal precautions and standard precautions** - Universal precautions are relevant if the practitioner is exposed to blood and/or some bodily fluid. It is the responsibility of the practitioner to implement infection prevention and control measures to prevent exposure to blood borne pathogens or Other Potentially Infectious Materials (OPIM).
Standard precautions are the basic level of infection control that should be used at all times within the working environment, such as hand hygiene, personal protective equipment, risk assessment, respiratory hygiene and cough etiquette, environmental cleaning, and waste disposal. If required, the storage, handling, use and disposal of sharps must be in accordance with legislative requirements.

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Part A - General knowledge relating to Health, safety, and hygiene

Part B - Applied knowledge at **level 2** relating to Health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

Competency-based assessment

Competent performance must be observed as part of all technical service/treatment units and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Hairdressing and Barbering, The Foundations: The Official Guide to Level 2 by Leo Palladino and Martin Green
- Hairdressing and Barbering: Foundation L2 NVQ by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit CO202: Client consultation

Unit code: R/618/7872

RQF level: 2

(NOS - SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services)

Unit Overview

- This standard is about carrying out the consultation, assessment, planning and preparation for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors.
- This standard is part of the Hair, Barbering, Beauty, Wellbeing and Holistic and related industries NOS suites.
- Learners will need to follow the service protocol, legislative, regulatory and organisational requirements to implement and maintain safe, hygienic and effective working practices.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

NOS Performance Criteria (PC)

Learners must be able to:

1. carry out a concise and comprehensive consultation taking account of:
 - 1.1 the individual's declared medical history and current medical status
 - 1.2 the individual's service history
 - 1.3 the individual's **treatment area**
 - 1.4 the individual's concerns, expectations and desired outcomes
 - 1.5 considering the individual's physical and psychological wellbeing for the service
 - 1.6 diverse needs
 - 1.7 declared relative and absolute contraindications and restrictions
2. recognise, respond and signpost appropriately in response to any **disclosed conditions** in compliance with data legislation
3. discuss the individual's objectives, concerns, expectations and desired outcomes to inform the service plan
4. explain the fee structure
5. discuss and agree pre-service/treatment instructions and recommendations prior to the service
6. assess, discuss, agree and document the consultation and expected service outcomes and associated risks with the individual
7. inform and provide information to the individual of their **rights**
8. discuss the physical sensation that may occur during the service with the individual in accordance with the service protocol
9. develop the service plan
10. provide **instructions** and advice to the individual, pre and post the service

NOS Knowledge and Understanding (KU)

Learners will need to know and understand:

1. the importance of collaboration with competent professionals to support effective and safe working practices
2. why you must comply with ethical practice and work within the legislative requirements
3. the importance to engage in, and document your continuous professional development to include, current and up-to-date information, policies, procedures and best practice guidance
4. the contraindications or presenting conditions
5. the reasons why medical conditions may contraindicate the service
6. the legislative and insurance requirements for obtaining medical diagnosis and referral
7. the importance of communicating with the individual in a professional manner and within the limits of your own competencies
8. the factors to consider when creating a bespoke service plan
9. why you must develop and agree a service plan to include:
 - 9.1. declared current medical status
 - 9.2. treatment history
 - 9.3. relative and absolute contraindications
 - 9.4. undertake and analysis of the treatment area
 - 9.5. individual's expectations
 - 9.6. considering the individual's physical and psychological wellbeing for the service.
10. the importance of identifying diverse needs of the individual and adapting the service accordingly
11. how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements
12. the impact of social influences, the media and trends
13. the importance of assessing, discussing, agreeing, reviewing and documenting the consultation outcomes
14. the importance of explaining the service process, expected outcomes and associated risks
15. the benefits of using visual aids during consultation
16. how to manage the individual's expectations
17. the legislative requirements for gaining, recording, storing, protecting and retaining the individual's data
18. why certain services are prohibited or restricted for minors
19. the legislative requirements which sets out the rights of the individual and the professional
20. the legislative, insurance and organisational requirements for taking and storing visual media of the individual's treatment area
21. the legislative and regulatory requirements of completing and storing the individuals' service records
22. the reasons for providing instructions and advice, pre and post the service

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

<https://www.ukstandards.org.uk/Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services>

Please refer to the NOS in full to support unit delivery.

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Consult with the client to identify requirements	1.1 Carry out a concise and detailed consultation for the service/treatment requested	PC 1
	1.2 Recognise and respond to disclosed conditions	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including service/treatment history and alternative options	PC 3
	1.4 Discuss and agree instructions and recommendations prior to the service/treatment and explain the costs involved	PC 4, 5
LO2 Carry out checks to inform procedures	2.1 Document the agreed consultation, identifying the risks and expected outcomes	PC 6
	2.2 Provide the client with information regarding their rights	PC 7
	2.3 Discuss the physical sensation that may occur during and following the service/treatment	PC 8
LO3 Complete client consultation	3.1 Develop the service/treatment plan	PC9
	3.2 Provide instructions and advice to the client pre and post the service/treatment	PC 10

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to consult with clients to identify requirements	4.1 Describe the importance of working with other professionals, to support effective and safe working practices	KU 1
	4.2 Explain why you must work within ethical, sustainable and legal requirements	KU 2
	4.3 Explain the importance of engaging in and documenting continuous professional development of; salon information, policies, procedures and best practice guidance.	KU 3
	4.4 Explain the contraindications and presenting conditions and why medical conditions may prevent the service/treatment taking place	KU 4, 5
	4.5 Describe the legal and insurance requirements for obtaining medical diagnosis and referral and signed, informed consent	KU 6
	4.6 Explain the importance of communicating with the client in a professional manner and within the limits of your own abilities	KU 7
LO5 Know how to carry out checks to inform procedures	5.1 Explain the influencing factors when developing and agreeing a bespoke service/treatment plan.	KU 8, 9
	5.2 Discuss the importance of identifying diverse needs of the individual and adapting the service accordingly	KU 10

	5.3 Describe how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements	KU 11
	5.4 Discuss the impact of social influences, the media and trends	KU 12
	5.5 Describe the importance of assessing, discussing, agreeing, reviewing and documenting the outcomes of the consultation	KU 13
	5.6 Understand the importance of explaining the service/treatment process, expected outcomes and associated risks	KU 14
	5.7 Describe the benefits of using visual aids during consultation	KU 15
	5.8 Describe how to manage client's expectations	KU 16
LO6 Know how to complete client consultation	6.1 Understand the legal requirements for gaining, recording, storing, protecting and retaining the client's data and service/treatment records	KU 17, 21
	6.2 Explain why certain services/treatments are prohibited or restricted for minors	KU 18
	6.3 Explain the legal rights of the client and the professional	KU 19
	6.4 Understand the legal, insurance and salon policy for taking and storing visual media of the client's service/treatment area	KU 20
	6.5 Explain the reasons for providing instructions and advice, pre and post the service	KU 22

Indicative Content:

Scope/range

Treatment area (as applicable)

1. hair curl classification and condition
2. skin classification, condition and sensitivity
3. nail condition

Disclosed conditions

1. contraindications
2. body dysmorphic disorders
3. physical and psychological condition

Rights

1. reflection time/period to make an informed choice
2. informed agreement and consent to the service
3. financial/contractual agreement
4. the right to request the subject specific qualifications, training and indemnity insurance

Visual media

1. photographic
2. video

Instructions

1. the client and practitioner's legal rights and responsibilities
2. pre and post service instructions and care
3. future services

Glossary

- **Anatomy** - the structure of the human body
 - **Associated** - linked or connected with something
 - **Bespoke** - designed especially for a particular person
 - **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
 - **Concise** - to the point, however still including all the relevant information, in as few words as possible.
 - **Confirmation** - confirming/agreeing something
 - **Consent** - permission for something to happen or agreement to do something
 - **Continuous professional development** - process of tracking and documenting the skills, knowledge and experience that you gain both formally and informally as you work, beyond any initial training
 - **Contraindication** - a sign that someone should not continue with a particular service/treatment (relative and/or absolute) because it is or might be harmful (contagious or non-contagious) e.g.: suspected infections, infestations, diseases, disorders (*reference Appendix 2 for further information*)
- Beauty contra-indications** – does the client have a relative or absolute contra-indication to treatment? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
- **Suspected infections (contagious or non-contagious)** – no treatment
 - **Skin disorders and diseases** – adapt treatment/no treatment
 - **Nail disorders and diseases** – adapt treatment/no treatment
 - **Pigmentation disorders** – adapt treatment/follow instructions or advice
 - **Medical history, advice, or instructions** – follow instructions or advice
 - **Current medical conditions** – follow instructions or advise
 - **Suspected melanomas** – medical referral
 - **Skin or nail damage** – dependant on severity of damage, no treatment or adapt treatment
 - **Cuts, abrasions, injuries, scarring** – open wound no treatment – relating to the area, healed wound treatment adapted
 - **Skin sensitivity** – adapt treatment/no treatment
 - **Skin allergies** – carry out sensitivity test/adapt treatment/no treatment
 - **Piercings/jewellery** – remove if in the treatment area
 - **Time interval between treatments** – follow manufacturer’s instructions for frequency of service

Hair contraindications – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:

- **Suspected infections (contagious or non-contagious)** – no service
- **Suspected infestations** – no service
- **Medical history, advice, or instructions** – follow instructions or advice
- **Hair damage** – dependant on severity of damage no service or adapt service
- **Cuts, abrasions, injuries, scarring** – open wound no service, healed wound service adapted
- **Scalp sensitivity** – no service
- **Hair loss/alopecia** – service may need to be adapted
- **Trichorrhhexis Nodosa** – no service
- **History of allergic reaction** – no service
- **Piercings** – remove/cover before service

- **Incompatibility of products and services** – no service
- **Presence/quantity of added hair** – remove added hair before service
- **Amount of re-growth** – check suitability of hair to enable service
- **Transition (hair going through transition period from relaxed to natural state)** – treat root area only
- **Removal of extensions/plaits** – remove before service
- **Time interval between chemical service** – follow manufacturer’s instructions for frequency of service
- **Client characteristics** – gender, age, height, weight
- **Diagnosis** - the process of deciding by examination/consultation the nature and circumstances of a disease or condition
- **Disclosed** - to make something known
- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Influences** - a person or thing with the ability to make somebody or something happen
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
 - 2B – medium, frizzy ‘S’ pattern
 - 2C – coarse, very frizzy ‘S’ pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, ‘Z’ pattern spring curl
 - 4C – coarse, tight ‘Z’ pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair
 - **Hair cut/style** – square, triangular, round – will the service support the style?
 - **Hair colour** – natural, percentage of white, previously coloured hair – does hair need a colour service to support look?
 - **Skin tone** – fair, medium, olive, dark – colour service should complement skin tone
 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape
 - **Temperature** – body heat, salon temperature, added heat – length of time product on hair

- **Texture** – fine (A), medium (B), coarse (C) – the amount of product used, length of time on hair
- **Length** – short, medium, long - the amount of product used, time to conduct service
- **Density** – fine, medium, thick - the amount of product used
- **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
- **Head size** – large, medium, small - amount of product used
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service
- **Test results** – good, bad, caution, positive, negative - can or cannot have service
- **Influencing factors – Beauty - something that can prevent or alter a treatment:**
 - **Skin classifications** – Lancer skin types
 - Dry - Feels tight or itchy without enough moisture. Gets rough and flakes, accompanied by small pores. Rarely breaks out
 - Oily - Gets shiny, visible oil on tissue when skin is blotted. Enlarged pores, breakouts not uncommon
 - Combination - Enlarged pores and oil across forehead, nose, and chin. Parts of the face are balanced (normal) or dry. Breakouts not uncommon
 - Balanced (normal) - Fairly uniform without excess oil or flakiness. Breakouts are rare
- **Skin conditions**
 - Sensitive - Easily reacts with redness and irritation to hot water, alcohol, spicy foods, and products. Requires special care
 - Sensitised - tends to look blotchy with visible dryness and irritation, triggered by external or internal factors like medication reaction, poor diet, too much exposure to UV rays, extreme weather conditions, and as a reaction to harsh skincare products or ingredients
 - Aging or sun-damaged - Begins to lose elasticity. Fine lines and wrinkles begin to appear, skin can sag or appear crepey. Areas of discoloration appear, and skin becomes less smooth
 - Lifestyle – job, family, financial, time, diet, exercise, stress factors
 - Product use e.g., homecare routine products
 - Exposure to UV – sunbathing, tanning treatments
 - Previous treatments – results, reactions, hyper-sensitivity
 - Prior aesthetic treatments e.g., botulinum toxin, dermal fillers, chemical peels, micro-needling
 - Test results – good, bad, caution, positive, negative
 - Nail shape, length and condition
 - **Genotype** - inherited genes responsible for characteristics and traits from parent to offspring, based on the dominant and recessive genes, traits that are unlikely to change or can predispose to conditions:
e.g., eye/hair colour and texture/skin type - ethnicity/blood type/diabetes/heart disease/cancer
 - **Phenotype** - observable physical characteristics and appearance that can change in response to genotype, evolution, the environment and the aging process - nature (inherited genes) and nurture (lifestyle impact):
e.g., weight/height/health/disposition/skin type - characteristics/hair type
- **First aid** - First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms

- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have something
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at **level 2** relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs.

Competency-based assessment

Competent performance must be observed as part of all technical service/treatment units and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence should be gathered in a commercial salon or realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- The Foundations Beauty Therapy 2 (VRQ) including nails by Lorraine Nordmann and Marian Newman
- Level 2 VRQ Diploma in Beauty Therapy: includes Nail Technology by Helen Beckman and Kelly Rawlings
- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer
- Hairdressing Science, Florence Openshaw (author) third edition
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing Training Videos | Barbering Tutorials | MHD (myhairdressers.com)
- Hairdressing Training | Jisc
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens

Unit HB203: Shampoo and treat the hair and scalp

Unit code: R/618/7967

RQF level: 2

(NOS SKAHDBR1 - Shampoo, condition and treat the hair and scalp)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is part of the Hair and Barbering national occupational standards suites.
- This standard is about shampooing the hair to remove products and to prepare for further treatments and carry out conditioning treatments to treat the hair and scalp.
- To carry out these treatments, you will need to select and use products and apply massage techniques that meet the individual's needs.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

- CO201: Health, safety, and hygiene
- CO202: Client consultation

The main outcomes are:

1. Shampoo hair to remove products and prepare for further services
2. Condition and treat the hair and scalp

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. carry out a hair and scalp analysis, to include:
 - 3.1 **hair curl classification**
 - 3.2 **hair characteristics**
 - 3.3 **state of hair**
 - 3.4 hair growth patterns
 - 3.5 partially chemically treated hair
 - 3.6 scalp condition
 - 3.7 alternative treatment options
4. confirm and agree with the individual, they have understood the proposed shampoo and conditioning treatment, to include:
 - 4.1 contra-actions

- 4.2 adverse reactions
5. obtain the individual's informed consent for the shampoo and conditioning treatment
6. detangle the hair using combs and brushes from point to root
7. select products and tools in accordance with the **shampoo and conditioning treatment protocol**
8. adapting the water pressure and temperature in accordance with the treatment plan and rinse the individual's hair to prepare the hair for further treatment
9. apply shampoo using adapted **shampoo massage techniques** in accordance with the shampoo and conditioning treatment protocol, to include:
 - 9.1 rinsing the shampoo root to tip
 - 9.2 gently remove excess water avoiding pressure on the scalp
 - 9.3 repeating the process if necessary
 - 9.4 comb through the individual's hair
 - 9.5 prepare the individual for further hair services
10. apply suitable **conditioning and treatment products** using adapted **conditioning massage techniques** in accordance with the shampoo and conditioning treatment protocol to include:
 - 10.1 comb through the hair
 - 10.2 apply a heat treatment in accordance with the manufacturer instructions and shampoo and conditioning treatment protocol
 - 10.3 rinse the condition root to tip
 - 10.4 remove excess water from the hair using a towel
 - 10.5 comb through the individual's hair
 - 10.6 prepare the individual for further hair services
11. conclude the treatment in accordance with the shampoo and conditioning treatment protocol
12. confirm with the individual they are satisfied with the treatment
13. monitor the individual's health and wellbeing throughout the treatment
14. implement the correct course of action in the event of an adverse reaction
15. complete the individual's treatment records and store in accordance with data legislation
16. use reflective practice to evaluate the treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the treatment
18. record the outcome and evaluation of the treatment

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing shampoo and conditioning treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
7. the importance of carrying out a hair and scalp analysis, to include:
 - 7.1 hair curl classification
 - 7.2 hair characteristics
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 treatment history/chemical build-up
8. how the hair and scalp analysis affects the choice of products used

9. how to recognise over processed hair and the associated risks and action to take
10. the tools and equipment used for shampoo and conditioning treatments
11. the health risks associated with extreme head positions during hair washing, to include:
 - 11.1 the use of alternative hair washing equipment
12. the types of shampoo and conditioning products and their effects
13. how to adapt shampoo and conditioning massage techniques for each hair curl classification, type, condition and length
14. how to carry out a shampoo and conditioning treatment to include:
 - 14.1 treatment time in accordance with your organisational policies and procedures
15. the importance of consulting with the individual throughout the shampoo and conditioning process
16. the adverse reactions associated with a shampoo and conditioning treatments and how to respond
17. the importance of rinsing products thoroughly from the hair and scalp, to include:
 - 17.1 the associated risks
18. the importance of applying gentle pressure when removing excess water from the hair following a chemical treatment
19. the process of alpha to beta keratin, to include:
 - 19.1 direction of cuticle when the hair is wet and dry
20. the effects of water temperature on the scalp and hair structure
21. the scalp conditions that can be treated and their causes
22. the chemistry and composition of shampoos and detergents and how they interact with water
23. how heat can accelerate the development of conditioning products on the hair
24. how products can change the skins pH to include:
 - 24.1 ensuring pH is neutralised and compatible for further treatments
25. the importance of using an antioxidant shampoo on the hair to neutralise the active ingredient from hair chemical treatments, to include:
 - 25.1 the importance of following manufacturer instructions for shampoo and conditioning products
26. the health and safety responsibilities in line with legislation before, during and after the treatment
27. the legal requirements for providing hair services to minors and vulnerable adults
28. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the shampooing and conditioning treatment plan
29. the fee structures and treatment options
30. the legislative and indemnity requirements of gaining signed, informed consent for the service
31. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
32. the importance of adhering to the shampoo and conditioning treatment protocol
33. the importance of monitoring the health and wellbeing of the individual during and post the treatment
34. the expected outcomes of shampoo and conditioning treatments
35. the purpose of reflective practice and evaluation and how it informs future treatments
36. the instructions and advice pre and post the shampoo and conditioning treatment

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Shampoo, condition and treat the hair and scalp \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for shampoo and treatment services	1.1 Carry out a concise and thorough consultation with the client	PC 1
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Carry out a hair and scalp analysis to determine the service options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed service including possible contra-actions and adverse reactions	PC 4
	1.5 Gain and record informed consent to meet salon requirements	PC 5
LO2 Provide shampoo and treatment services	2.1 Detangle the hair using combs and brushes from point to root	PC 6
	2.2 Select products and tools for the shampoo and conditioning treatment	PC 7
	2.3 Adapt the water pressure and temperature whilst rinsing the client's hair in preparation for shampoo service	PC 8
	2.4 Apply shampoo and conditioning treatments and use massage techniques in line with service protocols	PC 9, 10
	2.5 Monitor the client's health and wellbeing throughout the service and confirm with the client they are satisfied with the service	PC 12, 13
	2.6 Apply the correct course of action in the event of an adverse reaction during the service	PC 14
LO3 Complete shampoo and treatment services	3.1 Complete the clients service records and store in accordance with data legislation	PC 15
	3.2 Reflect and evaluate on the service and take appropriate action	PC 16
	3.3 Provide instructions and advice to the client, pre and post the service	PC 17
	3.4 Record the outcome and evaluation of the service	PC 20

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for shampoo and treatment services	4.1 Understand your role and responsibilities when performing shampoo and conditioning treatments and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and legal requirements and responsibilities for licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to shampooing and conditioning treatment services	KU 19, 20, 22, 23, 24, 25
	4.5 Describe the importance of carrying out a hair and scalp analysis including skin irregularities and how this can affect the choice of products to be used	KU 6, 7, 8
	4.6 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes including treatment options and associated fees	KU 28, 29
	4.7 Explain how to recognise over processed hair, the associated risks, and actions to take	KU 9
	4.8 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 27
	4.9 Describe the legal and insurance requirements of gaining signed, informed consent for the service	KU 30
	4.10 Explain the reasons for taking consensual visual media of service area, storing in accordance with the service, legal, insurance and organisational requirements	KU 31
LO5 Know how to provide shampoo and treatment services	5.1 Explain the legal health and safety responsibilities before, during and after treatments	KU 26
	5.2 Describe the tools, equipment and types of products used for shampooing and conditioning treatments	KU 10, 12
	5.3 Explain how to carry out shampooing and conditioning treatments, how to adapt massage techniques for each hair type and identify treatment times	KU 13, 14
	5.4 the importance of consulting with the individual throughout the shampoo and conditioning process	KU 15
	5.5 Explain the importance of rinsing products thoroughly from the hair and scalp to avoid associated risks	17
	5.6 the importance of applying gentle pressure when removing excess water from the hair following a chemical treatment	18
	5.7 Explain the importance of monitoring and consulting with the client during and post the treatment	KU 15, 33
	5.8 Explain adverse reactions associated with shampoo and conditioning treatments and how to respond	KU 16
	5.9 Explain the importance in adhering to service procedures, including service times	KU 32
	5.10 Describe the expected outcomes of the service	KU 34
LO6	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 35

Know how to complete shampoo and treatment services	6.2 Describe the instructions, advice, and guidance, pre and post the shampoo and conditioning treatment	KU 36
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Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Shampoo and conditioning treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. manufacturer instructions
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Shampoo massage techniques

1. effleurage
2. petrissage
3. rotary
4. friction

Conditioning and treatment products

1. surface
2. penetrating
3. re-constructors
4. moisturising

5. scalp treatments

Conditioning massage techniques

1. effleurage
2. petrissage

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the hair
2. the basic structure of the skin
3. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhhexis Nodosa – no service
 - History of allergic reaction – no service
 - Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, 'S' pattern
 - 2B – medium, frizzy 'S' pattern

- 2C – coarse, very frizzy ‘S’ pattern
- **Type 3 - curly**
- 3A – fine, soft curl
- 3B – medium, loose curl
- 3C – coarse, tight curl
- **Type 4 - excessively curly**
- 4A – fine, tightly coiled curl pattern
- 4B – medium, ‘Z’ pattern spring curl
- 4C – coarse, tight ‘Z’ pattern
- **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair.
- **Length** – short, medium, long - the amount of product used, time to conduct service.
- **Density** – fine, medium, thick - the amount of product used.
- **Head size** – large, medium, small - amount of product used.
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
- **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer’s instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners’ competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for shampoo and treat the hair and scalp and recorded on a **minimum of 4 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB204: Cut Hair

Unit code: Y/618/7968

RQF level: 2

(NOS SKAHDBR3 - Cut and clipper hair)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional cutting hair using club cutting, freehand, clipper over comb, fading and scissor over comb techniques.
- You are required to use these techniques to produce uniform layers, short and long graduations and leaving weight to create a straight geometric line.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. Carry out a short graduation
2. Carry out a long graduation
3. Leave weight to create a straight geometric line
4. Carry out a uniform layer

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines, to include:
 - 2.1 removing excess hair cuttings from the individual's skin throughout the service
 - 2.2 removing excess hair from flooring to avoid injury
3. discuss and establish the individual's objectives and desired outcomes to inform the cutting service plan, to include:
 - 3.1 considering the anatomical head and face structures
 - 3.2 alternative treatment options
4. carry out a hair and scalp analysis to determine the service plan, to include:
 - 4.1 hair curl classification**
 - 4.2 hair characteristics**
 - 4.3 state of hair**
 - 4.4 scalp condition

5. confirm and agree with the individual, they have understood the proposed cutting service, to include:
 - 5.1 contra-actions
 - 5.2 adverse reactions
6. obtain the individual's informed consent for the cutting service
7. comb and section the hair in accordance with the **cutting service protocol**
8. use **cutting and clipper techniques** suitable for the individual's state of hair and hair curl classification to achieve the desired look, to include:
 - 8.1 select and use of **tools and equipment** to avoid damage to the hair and scalp
9. create and cut the initial guideline in accordance with the cutting service plan, to include:
 - 9.1 confirming with the individual they want to proceed with the cut
10. cut the hair using the guidelines to ensure weight, balance and shape is achieved, to include:
 - 10.1 rotating your position around the individual to ensure accuracy of cut
 - 10.2 adapt your cutting and clipper techniques in accordance with the cutting service protocol
11. cross-check the cut to establish accurate distribution of weight, balance and shape
12. shape visible hair perimeters using cutting or clipper techniques, taking into account:
 - 12.1 the natural hair line
 - 12.2 **hair growth patterns**
 - 12.3 hair curl classification
13. conclude the cutting service ensuring the individual is left free from hair cuttings
14. confirm with the individual they are satisfied with the final result
15. monitor the individual's health and wellbeing throughout the cutting service
16. implement the correct course of action in the event of an adverse reaction
17. complete the individual's service records and store in accordance with data legislation
18. use reflective practice to evaluate the cutting service and take appropriate action
19. provide **instructions** and advice to the individual, pre and post the service
20. record the outcome and evaluation of the cutting service

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing cutting services and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the hair service, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions and referring to a relevant healthcare professional
7. the tools and equipment used in cutting services
8. the limitations of cutting techniques and the adaptations required, in relation to:
 - 8.1 hair curl classification
 - 8.2 hair characteristics
 - 8.3 state of hair
 - 8.4 scalp condition
 - 8.5 individual's preferences
 - 8.6 individual's expectations
 - 8.7 hair service history
9. the importance of identifying the anatomical head and facial structures to choose the appropriate haircut and finish
10. how to recognise over processed hair, the associated risks and action to take

11. how to recognise Trichorrhesis nodosa, the associated risks and action to take
12. the differences between cutting wet and dry hair and how it impacts the degree of tension used
13. why hair should be washed prior to a cutting service
14. why you should comb and section the hair prior to the cutting
15. the associated risks from hair cuttings in close proximity of exposed skin
16. how and when to use club, freehand, texturising, clipper over comb and scissor over comb cutting techniques
17. how to use, level and test clippers
18. the type and size of clippers, clipper blades and attachments available and the effects that these achieve
19. how the angle at which the hair is held effects the weight distribution, balance and degree of graduation of the cut
20. the reasons for establishing and following guidelines
21. how to follow fading guidelines
22. how to create and follow a guideline for one length, uniform layer, short and long graduation looks
23. the traditional and current hair shapes
24. how to cross-check and balance the cut
25. the hair growth patterns and how impact the hair cutting service
26. the risks associated with continually close cutting
27. the importance of consulting with the individual throughout the cutting process
28. the adverse reactions associated with a cutting service and how to respond
29. the health and safety responsibilities in line with legislation before, during and after the service
30. the legal requirements for providing hair services to minors and vulnerable adults
31. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the cutting service plan
32. the fee structures and treatment options
33. the legislative and indemnity requirements of gaining signed, informed consent for the service
34. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
35. the importance of adhering to the cutting service protocol
36. the service time in accordance with your organisational policies and procedures
37. the importance of monitoring the health and wellbeing of the individual during and post the service
38. the expected outcomes of cutting services
39. the purpose of reflective practice and evaluation and how it informs future services
40. the instructions and advice, pre and post the cutting service

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Cut and clipper hair \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for hair cutting services	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2

	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and alternative options	PC 3
	1.4 Confirm and agree with the client, they understand the proposed service including possible contra-actions and adverse reactions	PC 4, 5
	1.5 Gain and record informed consent to meet salon requirements	PC 6
LO2 Provide hair cutting services	2.1 Comb and section the hair in line with the planned cutting service	PC 7
	2.2 Select and use tools, equipment and cutting techniques suitable for the client's hair and curl classification, to achieve the look avoiding damage to the hair and scalp	PC 8
	2.3 Create and cut initial guidelines in line with the planned service, and confirm with the client they are happy to proceed	PC 9
	2.4 Cut the hair using guidelines to ensure weight, balance and shape is achieved by adapting technique and moving position to ensure an accurate cut	PC 10
	2.5 Cross-check the cut to ensure an accurate distribution of weight, balance, and shape	PC 11
	2.6 Shape visible hair perimeters selecting appropriate cutting or clipper techniques for influencing factors	PC 12
	2.7 Finalise the cutting service ensuring the client is left free from hair cuttings and they are happy with result	PC 13, 14
	2.8 Monitor the client's health and wellbeing throughout the cutting service	PC 15
	2.9 Apply the correct course of action in the event of an adverse reaction during the service	PC 16
LO3 Complete hair cutting services	3.1 Complete the clients cutting records and store in accordance with data legislation	PC 17
	3.2 Reflect and evaluate on the cutting service and take appropriate action	PC 18
	3.3 Provide instructions and advice to the client, pre and post the service	PC 19
	3.4 Record the outcome and evaluation of the cutting service	PC 20

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for hair cutting services	4.1 Understand your role and responsibilities when performing cutting services and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to cutting services	KU 4, 5, 9, 12

	4.5 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Describe the tools and equipment used in cutting services	KU 7
	4.7 Explain how to adapt cutting techniques when dealing with influencing factors	KU 8
	4.8 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and actions to take	KU 10, 11
LO5 Know how to provide hair cutting services	5.1 Explain why hair should be shampooed before service	KU 13
	5.2 Explain why you should comb and section the hair prior to cutting and how and when to use; club, freehand, texturising, clipper over comb and scissor over comb cutting techniques	KU 14, 16
	5.3 Explain the type and size of clippers, clipper blades and attachments available and the effects that these achieve and how to use, level and test them	KU 17, 18
	5.4 Explain the reasons for establishing and following guidelines for; fading, one length, uniform layer, short and long graduation looks	KU 21, 22
	5.5 Describe the traditional and current hair shapes and how to cross-check and balance each haircut	KU 23, 24
	5.6 Describe the hair growth patterns and how they can impact on cutting service	KU 25
	5.7 Explain the importance of monitoring and consulting with the client throughout the cutting process	KU 27, 37
	5.8 Explain adverse reactions associated with a cutting service and how to respond, in particular the risks from hair cuttings on exposed skin	KU 15, 28
	5.9 Explain the importance in adhering to the cutting service procedures, including service times	KU 35, 36
	5.10 Describe the expected outcomes of the service	KU 38
LO6 Know how to complete hair cutting services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 39
	6.2 Describe the instructions, advice, and guidance, pre and post the cutting service	KU 40

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Cutting service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. data management
7. audit and accountability
8. instructions and advice
9. sustainability
10. waste management
11. evidence-based practice
12. reflective practice

Cutting and clipper techniques

1. club cutting
2. freehand
3. scissor over comb
4. clipper over comb
5. texturising
6. fading

Tools and equipment

1. scissors
2. clippers
3. trimmers
4. detailers
5. foils

Hair growth patterns

1. cowlick
2. whorl
3. double crown
4. widows peak
5. duck tail

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. structure and function of the body systems and their interdependence on each other
2. the structure and function of hair and hair growth
3. the structure and function of skin
4. relative and absolute contraindications and related pathologies

Neckline shapes

1. tapered

2. squared
3. full neck line
4. skin fade

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhhexis Nodosa – no service
 - History of allergic reaction – no service
 - Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, 'S' pattern
 - 2B – medium, frizzy 'S' pattern
 - 2C – coarse, very frizzy 'S' pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, 'Z' pattern spring curl
 - 4C – coarse, tight 'Z' pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have

- service, amount of product used, length of time left on hair.
- **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
- **Length** – short, medium, long - the amount of product used, time to conduct service.
- **Density** – fine, medium, thick - the amount of product used.
- **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
- **Head size** – large, medium, small - amount of product used.
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
- **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Point cutting** - is a type of texturising technique
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer’s instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Straight geometric line** - can be referred to as cutting a full fringe or a perimeter of a hair line where weight is left
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners’ competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for hair cutting services and recorded on a **minimum of 8 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB205: Blow-dry and finish hair

Unit code: D/618/7969

RQF level: 2

(NOS SKAHDBR2 - Dry, style and finish hair)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional providing drying, styling and finishing services.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. Dry the hair
2. Style the hair using thermal techniques
3. Finish the hair

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the hair drying, styling and finish service plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification**
 - 4.2 hair characteristics**
 - 4.3 state of hair**
 - 4.4 scalp condition
5. carry out **tests** to determine suitability for service
6. discuss the **thermal styling techniques** and equipment to be used in accordance with the service plan
7. confirm and agree with the individual, they have understood the proposed hair drying, styling and finish service, to include:
 - 7.1 contra-actions

7.2 adverse reactions

8. obtain the individual's informed consent for the hair drying styling and finish service
9. prepare the individual and shampoo the hair and scalp in accordance with the **hair drying, styling and finish service protocol**

Blow dry

10. comb the wet hair in preparation for the blow-drying service in accordance with the blow-drying service protocol, to include:
 - 10.1 ensure even level of moisture in the hair
 - 10.2 applying products in accordance with the blow-drying service plan
11. comb, section and secure hair in accordance with the blow-drying service plan
12. blow dry the hair from root to tip using **drying techniques**, minimising the risk of damage to the hair, to include:
 - 12.1 maintaining even tension throughout the drying process when using tools

Style

13. prepare and select products, tools and **thermal styling equipment** suitable for achieving the style agreed with the individual, to include:
 - 13.1 set the thermal styling tool at the recommended operating temperature for the hair curl classification and characteristics
14. section and secure hair in accordance with the hair styling service plan
15. carry out thermal styling techniques using your thermal styling tools on the hair, minimising the risk of damage to the hair to include:
 - 15.1 selecting meshes of hair suitable for the size of thermal equipment used

Finish

16. conclude the service in accordance with the drying, styling and finish service protocol, to include:
 - 16.1 application of finishing products
17. confirm with the individual they are satisfied with the final result
18. monitor the individual's health and wellbeing throughout the hair drying, styling and finish service
19. implement the correct course of action in the event of an adverse reaction
20. complete the individual's service records and store in accordance with data legislation
21. use reflective practice to evaluate the hair drying, styling and finish service and take appropriate action
22. provide **instructions** and advice to the individual, pre and post the service
23. record the outcome and evaluation of the hair drying, styling and finish or removal service

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing hair drying, styling and finish services and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the anatomy and physiology relevant to this standard
5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions and referring to a relevant healthcare professional
7. the types of products, tools and equipment used for drying, styling and finishing hair
8. the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
9. the types and limitations of hair drying, styling and finish techniques, to include adaptations required, in relation to:
 - 9.1 hair curl classification
 - 9.2 hair characteristics
 - 9.3 state of hair

9.4 scalp condition

9.5 treatment history

10. the importance of carrying out a hair and scalp analysis and how it effects the choice of hair drying, styling and finish services and techniques to be used, to include:

10.1 adaptations required

11. the importance of carrying out tests and how the test outcomes can affect the hair drying, styling and finish service

12. how to recognise over processed hair, the associated risks and necessary action

13. how to recognise Trichorrhhexis nodosa, the associated risks and necessary action

14. the importance of shampooing the hair and scalp prior to the hair drying, styling and finish service, to include:

14.1 why hair should be evenly wet prior to a hair drying service

15. the techniques and thermal equipment used to carry out drying, styling and finishing services, to include:

15.1 how to carry out a silk press

16. the service time in accordance with your organisational policies and procedures

17. how excessive tension and incorrect techniques during a hair drying, styling and finish can damage the hair and scalp

18. how to identify first signs of traction alopecia

19. the types and causes of hair loss

20. the types of pre-treatments, styling and finishing products available for drying, styling and finishing services

21. how to maintain the agreed style and ensure its longevity

22. the importance of consulting with the individual throughout the hair drying, styling and finishing service

23. the adverse reactions associated with hair drying, styling and finish services and how to respond

24. the health and safety responsibilities in line with legislation before, during and after the service

25. the legal requirements for providing hair services to minors and vulnerable adults

26. why it is important to discuss and establish the individual's objectives, concerns, desired outcomes and agree the hair drying, styling and finish service plan

27. the fee structures and treatment options

28. the legislative and indemnity requirements of gaining signed, informed consent for the service

29. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements

30. the legislative and indemnity requirements of gaining signed, informed consent for the service

30.1 the importance of adhering to the hair drying, styling and finish

31. the importance of monitoring the health and wellbeing of the individual during, and post the service

32. the expected outcomes of hair drying, styling and finish services

33. the purpose of reflective practice and evaluation and how it informs future services

34. the instructions and advice, pre and post the hair drying, styling and finish services

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Dry, style and finish hair \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for blow-drying and finishing services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 8
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and alternative options	PC 3
	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability of service and record outcomes	PC 4, 5
	1.5 Discuss the thermal styling techniques and equipment to be used with the client	PC 6
	1.6 Confirm and agree with the client, they understand the proposed service including possible contra-actions and adverse reactions	PC 7
	1.7 Prepare, select products, tools, and equipment suitable to achieve the agreed style in line with recommended operating protocols for the hair classification and characteristics	PC 13
	1.8 Prepare the hair by shampooing and treating the hair and scalp in line with the service protocols	PC 9
LO2 Provide blow-drying and finishing services	2.1 Comb, section, apply products and secure the hair in line with the planned service and protocols	PC 10, 11
	2.2 Blow dry the hair from root to tip minimising the risk of damage maintaining an even tension throughout the drying process when using tools	PC 12
	2.3 Section and secure hair in accordance with the hair styling service plan	PC 14
	2.4 Select suitable size hair Meche for the size of thermal equipment and use a methodical process minimising the risk of damage to the hair	PC 15
	2.5 Complete the blow-dry and finish service and apply finishing products confirming the client is satisfaction with results	PC 16, 17
	2.6 Monitor the client's health and wellbeing throughout the service	PC 18
	2.7 Apply the correct course of action in the event of an adverse reaction during the service	PC 19
LO3 Complete blow-drying and finishing services	3.1 Complete the clients service records and store in accordance with data legislation	PC 20
	3.2 Reflect and evaluate on the blow-dry and finish service and take appropriate action	PC 21

	3.3 Provide instructions and advice to the client, pre and post the service	PC 22
	3.4 Record the outcome and evaluation of the blow-dry and finish service	PC 23

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for blow-drying and finishing services	4.1 Explain the importance of working within your role, level of responsibility and limits, when performing blow-drying and finishing services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to styling, setting, and finishing services	KU 4, 8, 14,
	4.5 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Describe the limitations of service techniques and how to adapt, in relation to influencing factors	KU 9
	4.7 Explain how to recognise Trichorrhesis nodosa and over processed hair, the associated risks, and actions to take	KU 12, 13
	4.8 Explain the importance of carrying out a hair and scalp analysis and hair testing and how outcomes can affect the service	KU 10, 11
	4.9 Explain the relative and absolute contraindications relevant to blow-drying and finishing services including the legislative and insurance requirements for obtaining medical diagnosis and referral	KU 5
	4.10 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees and service times	KU 16, 22, 27
	4.11 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 25
	4.12 Describe the legal and insurance requirements of gaining signed, informed consent for blow-drying and finishing services	KU 28, 30
	4.13 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 29
LO5 Know how to provide blow-drying and finishing services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 24
	5.2 Describe the types of pre-treatments, styling and finishing products, tool and equipment available and their uses	KU 7, 20
	5.3 Describe the techniques and thermal equipment used to carry out blow-drying and finishing services including how to carry out a silk press	KU 15

	5.4 Explain how to identify first signs of traction alopecia and other types and causes of hair loss	KU 18, 19
	5.5 Describe the potential adverse reactions and remedies that may occur including excessive tension and incorrect techniques when blow-drying and finishing services	KU 17, 23
	5.6 Explain the importance of consulting and monitoring the health and wellbeing of the client during and after the service	KU 31
	5.7 Describe the importance of adhering to service protocols expected outcomes of the service	KU 32
LO6 Know how to complete blow-drying and finishing services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 33
	6.2 Describe the instructions, advice and guidance including how to maintain the style, both pre and post the service	KU 21, 34

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity

Thermal styling techniques

1. curling
2. waving
3. straightening

Hair drying, styling and finish service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. test outcomes
7. data management

8. audit and accountability
9. instructions and advice
10. sustainability
11. waste management
12. evidence-based practice
13. reflective practice

Drying techniques

1. blow drying
2. finger drying

Tools

1. round brush
2. flat brush
3. pressing comb

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. basic anatomical structure of the head, neck and shoulders
4. relative and absolute contraindications and related pathologies

Styling and finishing products

1. heat protectors
2. mousse
3. creams
4. serums
5. gel
6. hair spray
7. oil
8. pomades
9. texture enhancing spray
10. setting lotions
11. wax

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Development test** - is the removal of product during the service to check and reaffirm the development time
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service

- Medical history, advice, or instructions – follow instructions or advice
- Hair damage – dependant on severity of damage no service or adapt service
- Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
- Scalp sensitivity – no service
- Hair loss/alopecia – service may need to be adapted
- Trichorrhexis Nodosa – no service
- History of allergic reaction – no service
- Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
 - 2B – medium, frizzy ‘S’ pattern
 - 2C – coarse, very frizzy ‘S’ pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, ‘Z’ pattern spring curl
 - 4C – coarse, tight ‘Z’ pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair.
 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
 - **Length** – short, medium, long - the amount of product used, time to conduct service.
 - **Density** – fine, medium, thick - the amount of product used.
 - **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
 - **Head size** – large, medium, small - amount of product used.
 - **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
 - **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram,

online/paper-based news and magazines

- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer's instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Silk press** - is a hair styling technique that uses a blow-dryer and flat iron to straighten hair without a chemical relaxer.
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for blow-drying and finishing services and recorded on a **minimum of 4 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

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<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB206: Set and dress hair

Unit code: R/618/7970

RQF level: 2

(NOS SKAHD1 - Set, style, and dress hair)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices and SKAHDBRBNS1 Consult, assess, plan, and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional carrying out a wet or dry set, styling and dressing the hair, this incorporates hair up designs.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements in accordance with legislation and organisational policies and procedures

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. Set wet hair
2. Set dry hair
3. Wrap set the hair
4. Style and dress hair
5. Finish the hair

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives, and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the set, style, and dress service plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification
 - 4.2 hair characteristics**
 - 4.3 state of hair**
 - 4.4 scalp condition**
5. carry out **tests** to determine suitability for service, to include:

- 5.1 record the outcome and store in accordance with data legislation
- 6. discuss the **dressing techniques and hair up effects** to be used in accordance with the set, style, and dress service plan, to include:
 - 6.1 products, tools and **equipment** required
 - 6.2 anticipated time and cost
- 7. confirm and agree with the individual, they have understood the proposed setting, styling, and dressing service, to include:
 - 7.1 contra-actions
 - 7.2 adverse reactions
- 8. obtain the individual's informed consent for the setting, styling, and dressing service
- 9. prepare the individual and shampoo the hair and scalp in accordance with the **set, style, and dress Service protocol**
- 10. comb the hair in preparation for the service in accordance with set, style, and dress service protocol, to include:
 - 10.1 applying products in accordance with the set, style, and dress service plan

Set dry/wet hair

- 11. blow dry the hair, minimising the risk of damage to the hair if carrying out a dry set, to include:
 - 11.1 maintaining even tension throughout the drying process when using tools
- 12. prepare the rollers for the setting service
- 13. select the rollers and/or pin curl sizes in accordance with the setting service protocol
- 14. use the agreed **setting techniques to section and wind** the hair, minimising the risk of damage to the scalp and hair
 - 14.1 selecting meshes of hair suitable for the size of rollers used
 - 14.2 maintaining even tension throughout the winding process
 - 14.3 all wound rollers, are secure and sit on or off base to meet the style requirements
- 15. set the duration in accordance with the set, style, and dress service protocol, to include:
 - 15.1 allow to manually dry or use of a hood dryer for a wet set service in accordance with the set, style, and dress service protocol
- 16. remove the rollers, minimising the risk of damage to the hair

Wrap set the hair

- 17. wrap set the hair around the circumference of the head and secure, to include:
 - 17.1 ensure the wrapped sections are smooth, firm, cylindrical and completely cover the hair with an even tension throughout
- 18. apply a setting net to secure the finished wrap in position

Styling

- 19. prepare and select products, thermal styling tools and equipment suitable for achieving the style agreed with the individual, to include:
 - 19.1 set the thermal styling tool at the recommended operating temperature for the hair curl classification and characteristics
- 20. section and secure hair in accordance with the hair styling service plan
- 21. carry out **thermal styling techniques** using your thermal styling tools methodically on the hair, minimising the risk of damage to the hair, to include:
 - 21.1 selecting meshes of hair suitable for the size of thermal equipment to be used

Dress

- 22. carry out dressing techniques and hair up effects in accordance with the set, style, and dress service protocol, to include:
 - 22.1 minimising the risk of damage to the hair

Finishing

- 23. conclude the service in accordance with the setting, styling, and dressing service protocol, to include:
 - 23.1 application of finishing products
- 24. confirm with the individual they are satisfied with the final result
- 26. monitor the individual's health and wellbeing throughout the setting, styling, and dressing service
- 27. implement the correct course of action in the event of an adverse reaction
- 28. complete the individual's service records and store in accordance with data legislation
- 29. use reflective practice to evaluate the setting, styling, and dressing service and take appropriate action

30. provide **instructions** and advice to the individual, pre and post the service
31. record the outcome and evaluation of the setting, styling, and dressing or removal service

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing setting, styling, and dressing services and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures, and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
7. the types and limitations of setting, styling, and dressing techniques, to include adaptations required, in relation to:
 - 7.1 hair curl classification
 - 7.2 hair characteristics
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 treatment history
8. the importance of carrying out a hair and scalp analysis and how it effects the choice of setting, styling, and dressing services and techniques used, to include:
 - 8.1 adaptations required
9. the importance of carrying out tests and how the test outcomes can affect the setting, styling, and dressing service
10. how to recognise over processed hair, the associated risks and action to take
11. how to recognise Trichorrhexis nodosa, the associated risks and action to take
12. when and why shampooing the hair and scalp prior to the setting, styling, and dressing service is required
13. why hair should be evenly wet prior to a hair drying service
14. how and why wet and dry setting techniques are carried out
15. how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired style
16. how and when setting and dressing techniques are used within setting, styling, and dressing services
17. the service time in accordance with your organisational policies and procedures
18. how to use and customise dressing techniques and hair up effects for a special occasion
19. how excessive tension and incorrect angles when winding can damage the hair and scalp
20. how to identify first signs of traction alopecia
21. the types and causes of hair loss
22. why set hair sections need to be brushed out thoroughly
23. methods of handling, controlling, and securing hair to achieve curls and rolls
24. the types of pre-treatments, **styling and finishing products** available for setting, styling, and dressing services
25. the effects of humidity on the hair
26. the physiological changes to the hair structure during the setting process
27. how thermal treatments can accelerate the process time
28. how heat protectors protect the hair prior to thermal services
29. how to maintain the agreed style and ensure its longevity
30. how to remove rollers safely to avoid damage to the hair
31. the importance of consulting with the individual throughout the setting, styling, and dressing service
32. the adverse reactions associated with setting, styling, and dressing services and how to respond

33. the health and safety responsibilities in line with legislation before, during and after the service
34. the legal requirements for providing hair services to minors and vulnerable adults
35. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the setting, styling, and dressing service plan
36. the fee structures and treatment options
37. the legislative and indemnity requirements of gaining signed, informed consent for the service
38. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
39. the importance of adhering to the setting, styling, and dressing service protocol
40. the importance of monitoring the health and wellbeing of the individual during and post the service
41. the expected outcomes of setting, styling, and dressing services
42. the purpose of reflective practice and evaluation and how it informs future services
43. the instructions and advice, pre and post the setting, styling, and dressing services

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Set-style-and-dress-hair-SKAHD1.pdf](#)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for setting and dressing services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 8
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and alternative options	PC 3
	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability of service and record outcomes	PC 4, 5
	1.5 Discuss the achievable effects with the client including price and length of service	PC 6
	1.6 Confirm and agree with the client, they understand the proposed service including possible contra-actions and adverse reactions	PC 7
	1.7 Prepare, select products, tools, and equipment suitable to achieve the agreed style in line with recommended operating protocols for the hair classification and characteristics	PC 12, 13, 19
	1.8 Prepare the hair by shampooing and treating the hair and scalp in line with the service protocol	PC 9
LO2 Provide setting and dressing services	2.1 Comb and section and apply products to the hair in line with the planned service in line with the service protocols	PC 10
	2.2 Blow dry the hair minimising the risk of damage maintaining an even tension throughout the drying process when using tools	PC 11
	2.3 Minimise the risk of damage to the hair and scalp by selecting suitable size Meche of hair for the size of rollers, use an even tension throughout the winding process and secure	PC 14

	2.4 Plan the duration of the service by allowing for manual drying or use of a hood dryer in line with service protocols	PC 15
	2.5 Remove the rollers, minimising the risk of damage to the hair	PC 16
	2.6 Wrap the hair around the circumference of the head using an even tension with a smooth, firm, cylindrical technique, cover to ensure the finished wrap stays in position	PC 17, 18
	2.7 Select suitable size hair Meche for the size of thermal equipment and use a methodical process minimising the risk of damage to the hair	PC 20, 21
	2.8 Carry out dressing techniques and hair up effects in line with the service protocol ensuring minimal risk of damage to hair	PC 22
	2.9 Complete the setting and dressing service and apply finishing products confirming the client is satisfaction with results	PC 23, 24
	2.10 Monitor the client's health and wellbeing throughout the service	PC 26
	2.11 Apply the correct course of action in the event of an adverse reaction during the service	PC 27
LO3 Complete setting and dressing services	3.1 Complete the clients service records and store in accordance with data legislation	PC 28
	3.2 Reflect and evaluate on the setting and dressing service and take appropriate action	PC 29
	3.3 Provide instructions and advice to the client, pre and post the service	PC 30
	3.4 Record the outcome and evaluation of the setting, dressing and removal service	PC 31

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for setting and dressing services	4.1 Explain the importance of working within your role, level of responsibility and limits, when performing styling, setting, and finishing services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to styling, setting, and finishing services	KU 4, 5, 8, 12, 13, 14, 25, 26
	4.5 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Describe the limitations of service techniques and how to adapt, in relation to influencing factors	KU 7
	4.7 Explain how to recognise Trichorrhesis nodosa and over processed hair, the associated risks, and actions to take	KU 10, 11
	4.8 Explain the importance of carrying out hair testing and how outcomes can affect the service	KU 9

	4.9 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees	KU 17, 35
	4.10 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 34
	4.11 Describe the legal and insurance requirements of gaining signed, informed consent for setting, styling, and dressing services	KU 37
	4.12 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 38
LO5 Know how to provide setting and dressing services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 33
	5.2 Describe the types of pre-treatments, thermal, styling and finishing products available and how they can protect the hair during thermal styling	KU 24
	5.3 Describe how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired style	KU 15
	5.4 Describe how and when setting and dressing techniques are used within setting, styling, and dressing services	PC 16
	5.5 Describe the methods of handling, controlling, securing, and customising hair dressing techniques for hair up effects	KU 18, 23
	5.6 Explain how to identify first signs of traction alopecia and other types and causes of hair loss	KU 20, 21
	5.7 Describe the potential adverse reactions and remedies that may occur including excessive tension and incorrect angles when winding during setting, styling, and dressing services	KU 19, 32
	5.8 Explain how to remove rollers safely avoiding damage to hair and why set hair sections need to be brushed out thoroughly	KU 22, 30
	5.9 Explain the importance of consulting and monitoring the health and wellbeing of the client during and after the service	KU 31, 40
	5.10 Describe the importance of adhering to service protocols expected outcomes of the service	KU 41
LO6 Know how to complete setting and dressing services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 42
	6.2 Describe the instructions, advice and guidance including how to maintain the style, both pre and post the service	KU 29, 43

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity

Dressing techniques and hair up effects

1. curls
2. rolls
3. smoothing
4. backcombing
5. back-brushing
6. braiding

Equipment

1. rollers
2. pin curl clips
3. thermal equipment

Set, style and dress service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. manufacturer instructions
6. informed consent
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Setting techniques

1. roller placement
2. spiral curling
3. wrap set the hair
4. pin curling to give volume
5. pin curling to give flat movement and reduced volume

Section and wind

1. point to root
2. root to point

3. on base
4. off base
5. directional
6. brick

Thermal styling techniques

1. curling
2. waving
3. straightening

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. basic anatomical structure of the head, neck, and shoulders
4. relative and absolute contraindications and related pathologies

Styling and finishing products

1. heat protectors
2. mousse
3. creams
4. serums
5. gel
6. hair spray
7. oil
8. pomades
9. texturising enhancing spray
10. setting lotions
11. wax

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Development test** - is the removal of product during the service to check and reaffirm the development time
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhhexis Nodosa – no service

- History of allergic reaction – no service
- Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
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 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
 - **Length** – short, medium, long - the amount of product used, time to conduct service.
 - **Density** – fine, medium, thick - the amount of product used.
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- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Special occasion** - can be categorised as bridal, prom, formal and informal events.
- **Wrap setting** - can be carried out wet or dry hair and mostly used to decrease volume. A dry wrap set can be referred to as silk wrap
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

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- Patrick Cameron Dressing Long Hair Books
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB207: Colour and lighten hair

Unit code: Y/618/7971

RQF level: 2

(NOS SKAHDBR5 - Colour and lighten the hair)

NOS and Unit Overview

- This standard coexists alongside, SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.
- This standard is about a hair professional providing colouring and lightening services.
- The colouring services will include using semi-permanent, demi-permanent/quasi-permanent, and permanent colours.
- Additionally, use colours and lighteners to create lowlights and highlights.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. full head colouring
2. regrowth colouring
3. woven and foil highlights and lowlights

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the colouring and/or lightening service plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification
 - 4.2 hair characteristics
 - 4.3 state of hair
 - 4.4 scalp condition
 - 4.5 percentage of white hair
 - 4.6 length of re-growth on partially chemically treated hair

- 4.7 hair length
- 5. carry out tests to determine suitability for the colouring and/or lightening service, to include:
 - 5.1 record the outcome and store in accordance with data legislation
- 6. evaluate the consultation outcomes, the individual's objectives and hair and scalp analysis collectively
- 7. discuss with the individual the achievable effects using relevant visual aids to inform the selection of products to be used, to include:
 - 7.1 fees and duration
- 8. confirm and agree with the individual, they have understood the proposed colouring and/or lightening service, to include:
 - 8.1 contra-actions
 - 8.2 adverse reactions
- 9. obtain the individual's informed consent for the colouring and/or lightening service
- 10. comb and section the hair and protect the surrounding skin in accordance with the colouring and/or lightening service protocol
- 11. select and prepare the products, tools, materials and equipment in accordance with the colouring and/or lightening service protocol
- 12. apply the products and use colouring and/or lightening techniques in accordance with the colouring and/or lightening service protocol, to include:
 - 12.1 weaving the hair, applying foils and securing the foils post product application
- 13. set and monitor the process time in accordance with the manufacturer instructions
- 14. carry out a development test to confirm the process times to include the assessment of:
 - 14.1 condition of the hair
 - 14.2 condition of the lightener
 - 14.3 scalp sensitivity
- 15. remove the product from the hair and scalp in accordance with the manufacturer instructions
- 16. conclude the service in accordance with the colouring and/or lightening service protocol
- 17. confirm with the individual they are satisfied with the final result
- 18. monitor the individual's health and wellbeing throughout the colouring and/or lightening service
- 19. implement the correct course of action in the event of an adverse reaction
- 20. complete the individual's service records and store in accordance with data legislation
- 21. use reflective practice to evaluate the colouring and/or lightening service and take appropriate action
- 22. provide instructions and advice to the individual, pre and post the service
- 23. record the outcome and evaluation of the colouring and/or lightening service

NOS Knowledge and Understanding (KU)

You need to know and understand:

- 1. your role and responsibilities in providing colouring and/or lightening services and the importance of working within your competence
- 2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
- 4. the anatomy and physiology relevant to this standard
- 5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
- 7. the types and limitations of products used in colouring and lightening services, and the adaptations required, in relation to:
 - 7.1 hair curl classification
 - 7.2 hair condition
 - 7.3 state of hair

- 7.4 scalp condition
- 7.5 resistant hair
- 7.6 chemically treated hair
- 8. the physiological effects of colour and lightening products have on the hair structure
- 9. how to recognise over processed hair and the associated risks and action to take
- 10. how to recognise Trichorrhhexis nodosa, the associated risks and action to take
- 11. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
- 12. the principles of colour selection, including the international colour chart (ICC)
- 13. how natural pigment and undertones affects the choice of product colour, to include the choice of:
 - 13.1 pre-lightening the hair
 - 13.2 applying a pre-pigmentation
 - 13.3 applying a counteracting toner
- 14. the types of peroxide strengths used in colouring and lightening services, to include:
 - 14.1 when and why various peroxide strengths are used
- 15. why poor hair porosity influences the choices of product and service
- 16. the effects temperature has on the application and development of colouring and lightening products
- 17. the importance of carrying out a hair and scalp analysis and how it effects the choice of products and equipment used
- 18. how hair growth patterns can determine the position and placement of highlights and lowlights
- 19. the importance of carrying out tests and how the test outcomes can affect the colouring and lightening service
- 20. the tools, materials and equipment used for colouring and lightening services for all hair curl classification, types and conditions
- 21. the risks associated with colouring and lightening hair
- 22. the importance of protecting the individual's skin and scalp from the colour and lightening products
- 23. the importance of adhering to the manufacturer instructions for the safe use and development times of colour and lightening products, to include:
 - 23.1 the importance to explain the physical sensation on the scalp
- 24. why you should comb and section the hair prior to the colour and lightening products
- 25. how to carry out a colouring and lightening service, to include:
 - 25.1 weaving the hair
 - 25.2 applying and removing foils
 - 25.3 safely apply colour and lightening products to the hair to avoid exposure of chemicals to the skin and scalp
 - 25.4 the service times in accordance with your organisational policies and procedures
- 26. the importance of carrying out a development test during the hair
- 27. the reasons why you may need to troubleshoot problems that can commonly arise when colouring and lightening hair, to include:
 - 27.1 ways in which they can be remedied
- 28. the importance of consulting with the individual throughout the colouring and lightening service
- 29. the adverse reactions associated with a colouring and lightening service and how to respond
- 30. the health and safety responsibilities in line with legislation before, during and after the service
- 31. the legal requirements for providing hair services to minors and vulnerable adults
- 32. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the colouring and lightening service plan
- 33. the fee structures and service options
- 34. the legislative and indemnity requirements of gaining signed, informed consent for the service
- 35. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
- 36. the importance of adhering to the colouring and lightening service protocol
- 37. the importance of monitoring the health and wellbeing of the individual during and post the service
- 38. the expected outcomes of colouring and lightening service
- 39. the purpose of reflective practice and evaluation and how it informs future services
- 40. the instructions and advice, pre and post the colouring and lightening service.

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard
[Colour and lighten the hair \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for colour and or lightening services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 9
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and service options	PC 3
	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability of colour and lightening service and record outcomes	PC 4, 5
	1.5 Evaluate the consultation outcomes with the client, discuss the achievable effects, using relevant visual aids, including price and length of service	PC 6, 7
	1.6 Confirm and agree with the client, they understand the proposed service including possible contra-actions and adverse reactions	PC 8
LO2 Provide colour and or lightening services	2.1 Comb and section the hair in line with the planned colour and lightening service and protect the skin	PC 10
	2.2 Select and prepare products, tools, materials equipment, for colouring and lightening services	PC 11
	2.3 Use colouring and lightening products and techniques in line with service protocols including weaving, applying and securing foils	PC 12
	2.4 Set timer for processing time and carry out development tests to assess service result, condition of hair and scalp, in line with manufacturer's instructions	PC 13, 14
	2.5 Remove product from the hair and scalp in accordance with the manufacturer instructions	PC 15
	2.6 Complete the colour and lightening service in line with service protocol and confirm client satisfaction with results	PC 16, 17
	2.7 Monitor the client's health and wellbeing throughout the colour and lightening service	PC 18
	2.8 Apply the correct course of action in the event of an adverse reaction during the service	PC 19
LO3 Complete colour and or lightening services	3.1 Complete the client's colour and lightening records and store in accordance with data legislation	PC 20
	3.2 Reflect and evaluate on the colour and lightening service and take appropriate action	PC 21
	3.3 Provide instructions and advice to the client, pre and post the service	PC 22
	3.4 Record the outcome and evaluation of the colour and lightening service	PC 23

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for colour and or lightening services	4.1 Explain the importance of working within your role, responsibilities and limits when performing colour and lightening services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to colouring and lightening services	KU 4, 5, 8, 12, 13, 14, 15, 16, 18
	4.5 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Describe the type of products including peroxide strengths, their uses and limitations for colouring and lightening services	KU 7,
	4.7 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and actions to take	KU 9, 10
	4.8 Explain the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products and equipment used	KU 17, 19
	4.9 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 31
	4.10 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees	KU 32, 33
	4.11 Describe the legal and insurance requirements of gaining signed, informed consent for a colouring and lightening service	KU 34
	4.12 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 35
LO5 Know how to provide colour and or lightening services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 30
	5.2 Explain the importance of protecting the client's skin and scalp	KU 22
	5.3 Explain the importance of working to the manufacturer's instruction for colouring and lightening product development, and the potential scalp sensations during service	PC 23
	5.4 Explain why you should comb and section the hair prior to the colour and lightening service	KU 24
	5.5 Describe how to weave hair, apply foils and products safely, carry out development tests within service times	KU 25, 26
	5.6 Describe the potential risks, troubleshooting problems, adverse reactions that may occur and suitable remedies	KU 21, 27, 29

	5.7 Explain the importance of monitoring and consulting with the client throughout the colour and lightening process	KU 28, 37
	5.8 Describe the expected outcomes of the service	KU 38
LO6 Know how to complete colour and or lightening services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 39
	6.2 Describe the instructions, advice, and guidance, pre and post the colour and lightening service	KU 40

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity
3. strand
4. incompatibility
5. development
6. skin test

Products

1. barrier cream
2. semi-permanent
3. quasi-permanent
4. permanent
5. lighteners
6. toners
7. colour and lightener protectors

Colouring and lightening service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan

5. informed consent
6. test outcomes
7. manufacturer instructions
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Colouring and lightening techniques

1. full head colouring
2. regrowth colouring
3. woven foil highlights and lowlights

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. basic anatomical structure of the head, neck and shoulders
4. relative and absolute contraindications and related pathologies

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Development test** - is the removal of product during the service to check and reaffirm the development time
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhhexis Nodosa – no service
 - History of allergic reaction – no service
 - Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.

- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
 - 2B – medium, frizzy ‘S’ pattern
 - 2C – coarse, very frizzy ‘S’ pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, ‘Z’ pattern spring curl
 - 4C – coarse, tight ‘Z’ pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair.
 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
 - **Length** – short, medium, long - the amount of product used, time to conduct service.
 - **Density** – fine, medium, thick - the amount of product used.
 - **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
 - **Head size** – large, medium, small - amount of product used.
 - **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
 - **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer’s instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.

- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Strand test** - can be referred to as test cutting and is carried out prior to the service to test the chemical reaction on the hair for the desired outcomes
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for colour and lighten hair services and recorded on a **minimum of 5 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- The Hair Colour Book: A Practical Guide to The Theory of Colouring Hair by Mr. Peter Regan
- Mike Taylor Barbering Book 2nd Edition, Mike Taylor (author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB208: Perm hair

Unit code: D/618/7972

RQF level: 2

(NOS SKAHDBR10 - Perm and neutralise hair)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional providing perming services to add volume, wave and curl to hair.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance. It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

This unit coexists alongside Qualifi units:

CO201: Health, safety, and hygiene

CO202: Client consultation

The main outcomes are:

1. Perm and neutralise hair

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the perming service plan, to include:
 - 3.1 anatomical head, face and body shape
 - 3.2 treatment history
 - 3.3 alternative treatment options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification**
 - 4.2 hair characteristics**
 - 4.3 state of hair**
 - 4.4 scalp condition
 - 4.5 percentage of white hair
 - 4.6 hair length
 - 4.7 direction of curl required
 - 4.8 degree of curl achievable
5. carry out **tests** to determine suitability for the perming service, to include:

- 5.1 determine whether a pre-perming treatment is required to even out the porosity prior to the perming service
- 5.2 determine whether a chemical rearranger is required to pre-soften hair prior to the perming service
- 5.3 record the outcome and store in accordance with data legislation
- 6. discuss with the individual the permed effects using relevant visual aids, to inform:
 - 6.1 the section and winding techniques
 - 6.2 the **products** to be used
- 7. confirm and agree with the individual, they have understood the proposed perming service, to include:
 - 7.1 contra-actions
 - 7.2 adverse reactions
- 8. obtain the individual's informed consent for the perming service
- 9. prepare the individual and hair for the perming service in accordance with the **perming service protocol**
- Pre-perming treatment**
- 10. comb and section the hair in preparation for the pre-perming treatment
- 11. apply the pre-perming treatment in accordance with the perming service protocol
- Perming service**
- 12. comb and section the hair in accordance with the perming service protocol
- 13. select the size of perm rods and end papers and apply them using **sectioning and winding techniques** in accordance with the perming **Service protocol**
- 14. protect the individual's hair and scalp in accordance with the perming service protocol
- 15. saturate each perming rod with perming solution and monitor development time in accordance with manufacturer instructions, to include:
 - 15.1 adapt methods of working and use of products to meet the needs of an individual with chemically treated hair
- 16. protect the hair with a single use covering in accordance with the perming service protocol
- 17. carry out curl tests periodically to reaffirm the development time
- 18. remove the perming solution from the hair in accordance with manufacturer instructions
- 20. protect the individual's hair and scalp in accordance with the perming service protocol
- 21. prepare the neutralising product in accordance with the manufacturer instructions
- 22. saturate each perming rod with neutralising solution and monitor development time in accordance with the manufacturer instructions
- 23. remove rods safely to avoid damage to the hair and scalp
- 24. remove the neutralising solution from the hair and scalp in accordance with the manufacturer instructions
- 26. apply an antioxidant conditioner to the hair and scalp to restore the pH balance and stop the oxidation of the neutralising solution
- 27. remove excess water from the hair and scalp using a towel
- 28. apply a post-perming treatment to restore the hair's pH
- 29. conclude the service in accordance with the perming service protocol, to include:
 - 29.1 use finishing techniques to achieve the desired permed effect
- 30. confirm with the individual they are satisfied with the final result
- 31. monitor the individual's health and wellbeing throughout the perming service
- 32. implement the correct course of action in the event of an adverse reaction
- 33. complete the individual's service records and store in accordance with data legislation
- 34. use reflective practice to evaluate the perming service and take appropriate action
- 35. provide **instructions** and advice to the individual, pre and post the service
- 36. record the outcome and evaluation of the perming service

NOS Knowledge and Understanding (KU)

You need to know and understand:

- 1. your role and responsibilities in providing perming services and the importance of working within your competence

2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to the hair service, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
7. the types and strengths of perming solutions used to curl the hair and the adaptations required, in relation to:
 - 7.1 hair curl classification
 - 7.2 hair condition
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 resistant hair
 - 7.6 chemically treated hair
8. the physiological effects of perming solutions and neutralisers have on the hair structure
9. the chemical composition and pH of perming and neutralising products
10. the effects of alkaline and acid has on the hair cuticle
11. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
12. how the temperature of water used during the removal of perming solution can determine the level of curl achieved
13. the importance and use of a pre-perming treatment to even out the hairs porosity prior to a perming service
14. the purpose of a chemical rearranger and when and how it is used
15. the importance of restoring the pH balance after the perming and neutralising processes
16. the importance and use of post-perming treatments to rebalance the pH value of the hair
17. why perming and neutralising should be done in a particular sequence
18. the adverse effects of failing to restore the pH value of the hair
19. the importance of carrying out a hair and scalp analysis and how it effects the choice of products and sectioning and winding techniques to be used
20. how to adapt hair perming techniques for each hair curl classification
21. how **hair growth patterns** can determine the section and winding techniques
22. the importance of carrying out tests and how the test outcomes can affect the perming service
23. why and when a pre-perm test curl is carried out
24. how to recognise over processed hair, the associated risks and action to take
25. how to recognise Trichorrhesis nodosa, the associated risks and action to take
26. the tools and equipment used for perming services for all hair curl classification, state of hair and conditions
27. the importance of using an antioxidant shampoo on the hair to neutralise the active ingredient in perming products, to include:
 - 27.1 the physiological effects of neutralisation on the hair structure
28. the risks associated with perming and neutralising hair
29. the importance of protecting the individual's skin and scalp from the perming and neutralising products
30. the importance of adhering to the manufacturer instructions for the safe use and development times of perming and neutralising products, to include:
 - 30.1 the importance to explain the physical sensation on the scalp from the perming service
31. why you should comb and section the hair prior to the perming
32. how to carry out a perming service, to include:
 - 32.1 safely applying perming products to the hair to avoid exposure of chemicals to the skin and scalp
33. the service time in accordance with your organisational policies and procedures
34. the reasons why you may need to troubleshoot problems that can commonly arise when perming hair, to include:

- 34.1 ways in which they can be remedied
- 35. the importance of consulting with the individual throughout the perming process
- 36. the adverse reactions associated with a perming service and how to respond
- 37. the health and safety responsibilities in line with legislation before, during and after the service
- 38. the legal requirements for providing hair services to minors and vulnerable adults
- 39. why it is important to discuss and establish the individual's objectives, concerns, desired outcomes and agree the perming service plan
- 40. the fee structures and service options
- 41. the legislative and indemnity requirements of gaining signed, informed consent for the service
- 42. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
- 43. the importance of adhering to the perming service protocol
- 44. the importance of monitoring the health and wellbeing of the individual during and post the service
- 45. the expected outcomes of perming services
- 46. the purpose of reflective practice and evaluation and how it informs future services
- 47. the instructions and advice pre and post the perming service

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Perm-and-neutralise-hair--SKAHDBR10](#)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for perming services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 8
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and service options	PC 3
	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability for the perming service, pre-perm treatments and record outcomes	PC 4, 5
	1.5 Discuss the achievable perming effects, using relevant visual aids, to determine products and techniques	PC 6
	1.6 Confirm and agree with the client, that they understand the proposed service including possible contra-actions and adverse reactions	PC 7
	1.7 Prepare the hair for the perming service according to the perming service protocol	PC 9
LO2 Provide perming services	2.1 Comb and section the hair for the pre-perming service, protect the scalp and apply pre-perm protective treatment in line with perming service protocol	PC 10, 11, 14, 20
	2.2 Comb and section the hair for the perming service, protect each hair meche with end paper, select rod size and apply them using sectioning and winding techniques	PC 12, 13, 16

	2.3 Saturate each rod with perming solution and monitor development time according to manufacturer instructions and hair condition	PC 15
	2.4 Carry out curl tests regularly to confirm the development time	PC 17
	2.5 Remove perming solution from the hair according to the manufacturer instructions	PC 18
	2.6 Prepare and apply neutralising product, monitor development time and remove rods safely according to manufacturer's instructions	PC 21, 22, 23
	2.7 Remove the neutralising solution from the hair and scalp, apply anti-oxidising conditioner to restore the pH balance, rinse and remove excess water	PC 24, 25, 26
	2.8 Apply post-perm treatment, finish the service as per client requirements and confirm client satisfaction	PC 28, 29, 30
	2.9 Monitor the client's health and wellbeing throughout the perming service	PC 31
	2.10 Apply the correct course of action in the event of an adverse reaction during the service	PC 32
LO3 Complete perming services	3.1 Complete the clients perming records and store in accordance with data legislation	PC 33
	3.2 Reflect and evaluate on the perming service and take appropriate action	PC 34
	3.3 Provide instructions and advice to the client, pre and post the service	PC 35
	3.4 Record the outcome and evaluation of the perming service	PC 36

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for perming services	4.1 Explain the importance of working within your role, responsibilities and limits when performing perming services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to perming services	KU 4, 10, 15, 16, 18, 27
	4.5 Explain the relative and absolute contraindications relevant to the perming service, including legal and insurance requirements for obtaining medical diagnosis and referral	KU 5
	4.6 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.7 Describe the of types and strengths of perming solutions, the chemical composition and the pH of perming and neutralising products	KU 7, 9
	4.8 Explain the physical effects perming solutions and neutralisers have on the hair structure	KU 8
	4.9 Explain how to recognise trichorrhhexis nodosa and over processed hair, the associated risks, and actions to take	KU 24, 25

	4.10 Explain the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products and techniques used	KU 19, 22
	4.11 Describe the tools and equipment used for perming services for all hair types	KU 26
	4.12 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 38
	4.13 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees	KU 39, 40
	4.14 Describe the legal and insurance requirements of gaining signed, informed consent for a perming service	KU 41
	4.15 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 42
LO5 Know how to provide perming services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 37
	5.2 Explain the importance of protecting the client's skin and scalp	KU 29
	5.3 Explain the importance of working to manufacturers instruction for product development, to prevent product incompatibilities and the potential scalp sensations during service	PC 11, 30
	5.4 Explain why you should comb and section the hair prior to the perming service	KU 31
	5.5 Explain why and when a pre-perm test curl is carried out	KU 23
	5.6 Explain the importance and use of a pre-perming treatment to even out the hairs porosity prior to a perming service	KU 13
	5.7 Explain the purpose of a chemical rearranger and when and how it is used	KU 14
	5.8 Describe how to carry out a safe perming service including sequencing, service timing and the importance of adhering to the perming service protocol	KU 17, 32, 33, 43
	5.9 Describe how to adapt hair perming techniques for each hair curl classification and growth pattern	KU 20, 21
	5.10 Describe how the temperature of water used during the removal of perming solution can determine the level of curl achieved	KU 12
	5.11 Describe the potential risks, troubleshooting problems, adverse reactions that may occur and suitable remedies	KU 28, 34, 36
	5.12 Explain the importance of consulting and monitoring with the client throughout the perming process	KU 35, 44
	5.13 Describe the expected outcomes of the perming service	KU 45
LO6 Know how to complete perming services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 46
	6.2 Describe the instructions, advice, and guidance, pre and post the perming service	KU 47

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity
3. incompatibility
4. pre-perm test curl
5. curl test
6. skin test

Products

1. barrier cream
2. pre-perming treatment
3. chemical rearranger
4. perming solution
5. neutralising solution
6. post-perming treatment

Perming service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. manufacturer instructions
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Sectioning and winding techniques

1. basic
2. directional
3. brick

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the hair and hair growth
2. the structure and function of the skin
3. basic anatomical structure of the head, neck and shoulders
4. relative and absolute contraindications and related pathologies

Hair growth patterns

1. cowlick
2. whorl
3. double crown
4. widows peak
5. duck tail

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhhexis Nodosa – no service
 - History of allergic reaction – no service
 - Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume

- 1C – coarse, straight difficult hair
- **Type 2 - wavy**
- 2A – fine, ‘S’ pattern
- 2B – medium, frizzy ‘S’ pattern
- 2C – coarse, very frizzy ‘S’ pattern
- **Type 3 - curly**
- 3A – fine, soft curl
- 3B – medium, loose curl
- 3C – coarse, tight curl
- **Type 4 - excessively curly**
- 4A – fine, tightly coiled curl pattern
- 4B – medium, ‘Z’ pattern spring curl
- 4C – coarse, tight ‘Z’ pattern
- **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair.
- **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
- **Length** – short, medium, long - the amount of product used, time to conduct service.
- **Density** – fine, medium, thick - the amount of product used.
- **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
- **Head size** – large, medium, small - amount of product used.
- **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
- **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram, online/paper-based news and magazines
- **Outcomes** - final product or end result
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Pre-test cutting** – a small Meche of hair cut from the head, wound around chosen rod size, perming and neutralising products applied according to manufacturer’s instructions, to determine suitability of product and rod choice by curl achieved
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e., follow manufacturer’s instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings

- **Risk** - something that may be dangerous
- **Test curl** – is a development of product and reaction on the hair structure test, degree of curl achieved
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for perming services and recorded on **a minimum of 3 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Hairdressing: the foundations: the official guide to Level 2, by Leo Palladino, Martin Green (author)
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB209: Smooth and strengthen hair

Unit code: H/618/7973

RQF level: 2

(NOS SKAHDBR12 - Provide hair smoothing treatments)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices and SKAHDBRBNST1 Consult, assess, plan, and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional providing hair smoothing treatments.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

The main outcomes are:

1. carry out a hair smoothing treatment on non-chemically treated hair
2. carry out a hair smoothing treatment on chemically treated hair
3. carry out a hair smoothing treatment on partially chemically treated hair

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives, and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the hair smoothing treatment plan, to include:
 - 3.1 treatment history
 - 3.2 alternative treatment options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification
 - 4.2 hair characteristics
 - 4.3 state of hair
 - 4.4 scalp condition
 - 4.5 length of re-growth on partially chemically treated hair
 - 4.6 degree of smoothing achievable
 - 4.7 percentage of white hair
5. carry out tests to determine suitability for the hair smoothing treatment, to include:
 - 5.1 record the outcome and store in accordance with data legislation
6. confirm and agree with the individual, they have understood the proposed hair smoothing treatment, to include:

- 6.1 contra-actions
- 6.2 adverse reactions
- 7. obtain the individual's informed consent for the hair smoothing treatment
- 8. prepare the individual and shampoo the hair and scalp with a sulphate-free shampoo in accordance with the hair smoothing treatment protocol
- 9. comb and section the hair in accordance with the hair smoothing treatment protocol
- 10. blow dry the hair in accordance with the manufacturer instructions
- 11. comb the hair in sections in accordance with the hair smoothing treatment protocol
- 12. apply the hair smoothing product evenly in accordance with the hair smoothing treatment protocol
- 13. blow dry the hair in the hair growth direction in accordance with manufacturer instructions
- 14. thermally infuse the product into the hair in accordance with the manufacturer instructions
- 15. conclude the treatment in accordance with the hair smoothing treatment protocol
- 16. confirm with the individual they are satisfied with the final result
- 17. monitor the individual's health and wellbeing throughout the hair smoothing treatment
- 18. implement the correct course of action in the event of an adverse reaction
- 19. complete the individual's treatment records and store in accordance with data legislation
- 20. use reflective practice to evaluate the hair smoothing treatment and take appropriate action
- 21. provide instructions and advice to the individual, pre and post treatment
- 22. record the outcome and evaluation of the hair smoothing treatment

NOS Knowledge and Understanding (KU)

You need to know and understand:

- 1. your role and responsibilities in providing hair smoothing treatments and the importance of working within your competence
- 2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
- 3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures, and best practice guidance
- 4. the anatomy and physiology relevant to this standard
- 5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
- 6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
- 7. the types and limitations of hair smoothing products used and the adaptations required, in relation to:
 - 7.1 hair curl classification
 - 7.2 hair condition
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 length of re-growth on transition hair
 - 7.6 percentage of white hair
 - 7.7 treatment history/chemical build up
- 8. the types and associated risks of smoothing products linked with toxicity
- 9. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
- 10. the importance of carrying out a hair and scalp analysis and how it effects the choice of products used
- 11. the importance of carrying out tests and how the test outcomes can affect the hair smoothing treatment
- 12. how to recognise over processed hair and the associated risks
- 13. how to recognise Trichorrhhexis nodosa, the associated risks and action to take
- 14. the tools used for hair smoothing treatments
- 15. how to adapt hair smoothing techniques for each hair curl classification and characteristics
- 16. the physiological effects of hair smoothing products on the hair structure, to include:
 - 16.1 the adaptations required for white hair

17. the importance of using a preparation shampoo on the hair and scalp prior to the hair smoothing treatment to include:
 - 17.1 the physiological effects on the hair structure
18. the risks associated with smoothing chemically treated hair
19. the reason why the individual should avoid washing their hair for a period of time in accordance with the manufacturer instructions, to include:
 - 19.1 why sulphate-free shampoo should be used
20. how to safely apply smoothing products to the hair in accordance with the manufacturer instructions
21. the importance of following manufacturer instructions for products used in smoothing hair treatments, to include:
 - 21.1 the duration of time before washing the hair
22. how equipment is used to apply heat to infuse the hair smoothing products into the hair
23. why you should comb and section the hair prior to the hair smoothing treatment
24. how to carry out a hair smoothing treatment
25. the treatment times in accordance with your organisational policies and procedures
26. the reasons why you may need to troubleshoot problems that can commonly arise when smoothing hair, to include:
 - 26.1 ways in which they can be remedied
27. the importance of consulting with the individual throughout the hair smoothing process
28. the adverse reactions associated with hair smoothing treatments and how to respond
29. the health and safety responsibilities in line with legislation before, during and after the treatment
30. the legal requirements for providing hair services to minors and vulnerable adults
31. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the hair smoothing treatment plan
32. the fee structures and treatment options
33. the legislative and indemnity requirements of gaining signed, informed consent for the service
34. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
35. the importance of adhering to the hair smoothing treatment protocol
36. the importance of monitoring the health and wellbeing of the individual during and post the treatment
37. the expected outcomes of hair smoothing treatments
38. the purpose of reflective practice and evaluation and how it informs future treatments
39. the instructions and advice, pre and post the hair smoothing treatment

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Provide hair smoothing treatments \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for smoothing and strengthening services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 7
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and service options	PC 3

	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability for the smoothing and strengthening service, pre-perm treatments and record outcomes	PC 4, 5
	1.5 Confirm and agree with the client, that they understand the proposed service including possible contra-actions and adverse reactions	PC 6
	1.6 Prepare the hair for the smoothing and strengthening by shampooing with sulphate free product, according to the service protocol	PC 8
LO2 Provide smoothing and strengthening services	2.1 Section and comb the hair for the smoothing and strengthening service, in line with service protocol	PC 9, 11
	2.2 Apply the hair smoothing and strengthening product evenly, in line with the hair smoothing treatment protocols	PC 12
	2.3 Blow dry the hair in line with the manufacturer's instruction and direction of hair growth	PC 10, 13
	2.4 Thermally infuse the product into the hair in line with the manufacturer's instructions	PC 14
	2.5 Complete the treatment according to the hair smoothing treatment protocol	PC 15
	2.6 Confirm with the client they are satisfied with the final result	PC 16
	2.7 Monitor the client's health and wellbeing throughout the perming service	PC 17
	2.8 Apply the correct course of action in the event of an adverse reaction, during the service	PC 18
LO3 Complete smoothing and strengthening services	3.1 Complete the clients smoothing and strengthening records and store in accordance with data legislation	PC 19
	3.2 Reflect and evaluate on the smoothing and strengthening service and take appropriate action	PC 20
	3.3 Provide instructions and advice to the client, pre and post the service	PC 21
	3.4 Record the outcome and evaluation of the smoothing and strengthening service	PC 22

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for smoothing and strengthening services	4.1 Explain the importance of working within your role, responsibilities and limits when performing smoothing and strengthening services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to smoothing and strengthening services	KU 4
	4.5 Explain the relative and absolute contraindications relevant to the smoothing and strengthening service, including legal and insurance requirements for obtaining medical diagnosis and referral	KU 5

	4.6 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.7 Describe the types and limitations of hair smoothing and strengthening products and how to adapt the service because of influencing factors including hair classifications	KU 7, 15
	4.8 Explain the physical effects that smoothing and strengthening solutions have on the hair structure, including white hair	KU 16
	4.9 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and actions to take	KU 12, 13
	4.10 Explain the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products and techniques used	KU 10, 11
	4.11 Describe the tools and equipment used for smoothing and strengthening services, for all hair types	KU 14
	4.12 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 30
	4.13 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees	KU 31, 32
	4.14 Describe the legal and insurance requirements of gaining signed, informed consent for a smoothing and strengthening service	KU 33
	4.15 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 34
LO5 Know how to provide smoothing and strengthening services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 29
	5.2 Explain the importance of adhering to manufacturer instructions, to prevent product incompatibilities and risks to health	KU 9
	5.3 Explain the reason why clients should avoid shampooing their hair for a period of time prior to service, including why sulphate-free shampoo should be used	KU 19
	5.4 Explain the importance of using a preparation shampoo on the hair and scalp prior to the service, including the physiological effects on the hair structure	PC 17
	5.5 Explain why you should comb and section the hair prior to the smoothing and strengthening service	KU 23
	5.6 Explain how to safely apply smoothing and strengthening services in line with the manufacturer instructions, including pre and post shampooing of the hair	KU 20, 21, 24
	5.7 Explain how equipment is used to apply heat to infuse the hair smoothing and strengthening products into the hair	KU 22
	5.8 Explain the importance of adhering to the hair smoothing and strengthening treatment protocol	KU 35
	5.9 Describe the potential risks linked to toxicity and when performing a service on chemically treated hair	KU 8, 18
	5.10 Describe the troubleshooting problems and adverse reactions that may occur and suitable remedies	KU 26, 28
	5.11 Explain the importance of consulting and monitoring with the client throughout the smoothing and strengthening process	KU 27, 36

	5.12 Describe the expected outcomes and treatment times of the service in line with your organisational policies and procedures	KU 25, 37
LO6 Know how to complete smoothing and strengthening services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 38
	6.2 Describe the instructions, advice, and guidance, pre and post the smoothing and strengthening service	KU 39

Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity
3. strand
4. skin test

Hair smoothing treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. manufacturer instructions
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. the structure and function of the body systems and their interdependence on each other
2. the structure and function of hair and hair growth
3. the structure and function of skin
4. relative and absolute contraindications and related pathologies

Products

1. preparation shampoo
2. smoothing product
3. sulphate-free shampoo
4. detangling product

Tools

1. tail combs
2. wide tooth combs
3. hands (with personal protective equipment)
4. paddle/flat brush
5. application tool

Equipment

1. hair dryer
2. temperature regulated straighteners

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e., fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service
 - Medical history, advice, or instructions – follow instructions or advice
 - Hair damage – dependant on severity of damage no service or adapt service
 - Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
 - Scalp sensitivity – no service
 - Hair loss/alopecia – service may need to be adapted
 - Trichorrhexis Nodosa – no service
 - History of allergic reaction – no service
 - Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
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- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
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 - **Type 3 - curly**
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 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
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 - **Density** – fine, medium, thick - the amount of product used.
 - **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
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- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive
- **Toxicity** - is determined by a person's reaction to different dosages of a chemical. Toxicity or adverse reactions can occur from incompatibilities with an incorrect mixture of chemicals.

Delivery and Assessment Guidance

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Part A - General knowledge relating to health, safety, and hygiene

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Part A - General knowledge relating to client consultation

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Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for smoothing and strengthening hair services and recorded on a **minimum of 3 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

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Suggested Resources

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- Hairdressing for African and Curly Hair Types from a Cross-Cultural, Perspective Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB210: Relax hair

Unit code: K/618/7974

RQF level: 2

(NOS SKAHDBR13 - Relax hair permanently)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices and SKAHDBRBNS1 Consult, assess, plan, and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional providing permanent hair relaxing services.
- You will also be required to do a post service evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

The main outcomes are:

1. relax non-chemically treated hair
2. relax chemically treated hair
3. relax partially chemically treated hair

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives, and guidelines
3. discuss and establish the individual's objectives and desired curl reduction to inform the permanent hair relaxing service plan, to include:
 - 3.1 service history
 - 3.2 alternative service options
4. carry out a hair and scalp analysis, to include:
 - 4.1 hair curl classification
 - 4.2 hair characteristics
 - 4.3 state of hair
 - 4.4 scalp condition
 - 4.5 length of re-growth on partially chemically treated hair
 - 4.6 degree of relaxation achievable
 - 4.7 percentage of white hair
 - 4.8 when to cut the hair
 - 4.9 previous hair relaxing history
5. carry out tests to determine suitability for the permanent hair relaxing service, to include:
 - 5.1 assess whether a pre-relaxing treatment is required to even out the porosity prior to the permanent relaxing service
 - 5.2 record the outcome and store in accordance with data legislation

6. confirm and agree with the individual, they have understood the proposed permanent hair relaxing service, to include:

6.1 contra-actions

6.2 adverse reactions

7. obtain the individual's informed consent for the permanent hair relaxing service

8. protect the individual's hair and scalp in accordance with the permanent hair relaxing service protocol

9. comb and section the hair in accordance with the permanent hair relaxing service protocol

Pre-relaxing treatment

10. apply the pre-treatment product in accordance with the permanent hair relaxing service protocol

Relaxing service

11. apply the relaxing product in accordance with the permanent hair relaxing service protocol

11.1 use application techniques to minimise product exposure to the individual's skin and clothes

11.2 carry out development tests frequently to check adequate curl reduction

11.3 check for scalp sensitivity and the individual's health and wellbeing

Removal

12. remove the product from the hair and scalp in accordance with the manufacturer instructions

13. apply a post-relaxing product to restore the hairs pH

14. conclude the service in accordance with the permanent hair relaxing service protocol

15. confirm with the individual they are satisfied with the final result

16. monitor the individual's health and wellbeing throughout the permanent hair relaxing service

17. implement the correct course of action in the event of an adverse reaction

18. complete the individual's service records and store in accordance with data legislation

19. use reflective practice to evaluate the permanent hair relaxing service and take appropriate action

20. provide instructions and advice to the individual, pre and post the service

21. record the outcome and evaluation of the permanent hair relaxing service

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing permanent hair relaxing services and the importance of working within your competence

2.

why you must comply with ethical practice and work within the legislative requirements, to include:

2.1 the responsibilities under local authority licensing regulations for yourself and your premises

3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures, and best practice guidance

4. the anatomy and physiology relevant to this standard

5. the relative and absolute contraindications relevant to hair services, to include:

5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral

6. the importance of recognising suspicious skin irregularities and scalp lesions and referring to a relevant healthcare professional

7. the types of sodium and non-sodium relaxing products and their effects, to include:

7.1 the types and associated risks of permanent relaxing products linked with toxicity

8. the types and limitations of permanent hair relaxing services used to straighten the hair, and the adaptations required, in relation to:

8.1 hair curl classification

8.2 hair condition

8.3 state of hair

8.4 scalp condition

8.5 length of re-growth on transition hair

8.6 percentage of white hair

8.7 service history/chemical build up

9. the importance of carrying out a hair and scalp analysis and how it effects the choice of products used
10. the importance of carrying out tests and how the test outcomes can affect the permanent hair relaxing service
11. how to recognise over processed hair, the associated risks and action to take

Relax hair permanently

12. the importance to assess under processed and over overprocessed relaxed hair and take the appropriate action
13. how to recognise Trichorrhexis nodosa, the associated risks and action to take
14. why hair can require cutting prior to a permanent hair relaxing service
15. the products, tools and equipment used for permanent hair relaxing services for all hair curl classification, state of hair and conditions
16. how to adapt hair permanent hair relaxing techniques for curly hair curl classifications
17. the physiological effects of permanent hair relaxing products on the hair structure, to include:
 - 17.1 the adaptations required for white hair
18. the active agents found in permanent hair relaxing products
19. the importance of using a pH restoring shampoo on the hair to counteract the active agents in permanent hair relaxing products, to include:
 - 19.1 the physiological effects of neutralising products have on the hair structure
20. the types and use of pre and post relaxing products, to include:
 - 20.1 the physiological effects on the hair structure
21. the importance of using a scalp protecting product to protect the individual's skin and scalp from the permanent relaxing products
22. how to safely apply permanent relaxing products to the hair to avoid exposure of chemicals to the skin and scalp
23. the importance of following manufacturer instructions for products used in relaxing services
 - 23.1 the importance to explain the physical sensation of relaxing products on the skin
24. how temperature of the scalp can accelerate the development of relaxing products, to include:
 - 24.1 adaptations to development time on the hair roots
25. the types of products used to restore the hairs pH post the permanent relaxing service
26. why hair should be of an even porosity prior to a permanent hair relaxing service
27. why you should comb and section the hair prior to the permanent hair relaxing
28. how to carry out a permanent hair relaxing service
29. the service time in accordance with your organisational policies and procedures
30. the reasons why you may need to troubleshoot problems that can commonly arise when permanent hair relaxing hair, to include:
 - 30.1 ways in which they can be remedied
31. the importance of consulting with the individual throughout the permanent hair relaxing process
32. the adverse reactions associated with a permanent hair relaxing service and how to respond
33. the health and safety responsibilities in line with legislation before, during and after the service
34. the legal requirements for providing hair services to minors and vulnerable adults
35. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired curl reduction and agree the permanent hair relaxing service plan
36. the fee structures and service options
37. the legislative and indemnity requirements of gaining signed, informed consent for the service
38. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
39. the importance of adhering to the permanent hair relaxing service protocol
40. the importance of monitoring the health and wellbeing of the individual during and post service
41. the expected outcomes of permanent hair relaxing services
42. the purpose of reflective practice and evaluation and how it informs future services
43. the instructions and advice, pre and post the permanent hair relaxing service

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Relax hair permanently \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for permanent hair relaxing services	1.1 Carry out a concise and thorough consultation obtaining informed consent from the client	PC 1, 7
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and service options	PC 3
	1.4 Carry out a hair and scalp analysis including hair tests to confirm suitability for the relaxing service, pre-relaxing treatments, and record outcomes	PC 4, 5
	1.5 Confirm and agree with the client, that they understand the proposed service including possible contra-actions and adverse reactions	PC 6
LO2 Provide permanent hair relaxing services	2.1 Comb and section the hair for the relaxing service, protect the hair and scalp with a pre-treatment in line with relaxing service protocol	PC 8, 9, 10
	2.2 Apply the relaxing product in accordance with the permanent hair relaxing service protocol checking for skin sensitivity and product development	PC 11
	2.3 Remove the product from the hair and scalp according to the manufacturer instructions	PC 12
	2.4 Apply a post-relaxing product to restore the pH of the hair	PC 13
	2.5 Complete the service in line with the relaxing service protocol and confirm with the client they are satisfied with the final result	PC 14, 15
	2.6 Monitor the client's health and wellbeing throughout the relaxing service	PC 16
	2.7 Apply the correct course of action in the event of an adverse reaction during the service	PC 17
LO3 Complete permanent hair relaxing services	3.1 Complete the clients service records and store in accordance with data legislation	PC 18
	3.2 Reflect and evaluate on the relaxing service and take appropriate action	PC 19
	3.3 Provide instructions and advice to the client, pre and post the service	PC 20
	3.4 Record the outcome and evaluation of the perming service	PC 21

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for permanent hair relaxing services	4.1 Explain the importance of working within your role, responsibilities and limits when performing relaxing services	KU 1
	4.2 Explain why you must work within ethical practice and legal requirements regarding licensing of self and salon	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to relaxing services	KU 4
	4.5 Explain the relative and absolute contraindications relevant to the relaxing service, including legal and insurance requirements for obtaining medical diagnosis and referral	KU 5
	4.6 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.7 Describe the types of sodium and non-sodium relaxing products, the types of associated risks linked with toxicity	KU 7
	4.8 Explain the types and limitations of permanent hair relaxing services used to straighten the hair, and how to adapt the service due to influencing factors	KU 8
	4.9 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and actions to take	KU 11, 13
	4.10 Explain the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products used	KU 9, 10
	4.11 Describe the tools and equipment used for relaxing services for all hair types	KU 15
	4.12 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 34
	4.13 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees, and inform on service times	KU 29, 35, 36
	4.14 Describe the legal and insurance requirements of gaining signed, informed consent for a relaxing service	KU 37
	4.15 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 38
LO5 Know how to provide permanent hair relaxing services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 33
	5.2 Explain the importance of protecting the client's skin and scalp	KU 21
	5.3 Explain the importance of working to manufacturers instruction for product development, to prevent product incompatibilities and potential scalp sensations during service	KC 23
	5.4 Explain why hair should be of an even porosity prior to a permanent hair relaxing service	KU 26
	5.5 Explain why you should comb and section the hair prior to the relaxing service	KU 27

	5.6 Explain why hair may require cutting prior to a permanent hair relaxing service	KU 14
	5.7 Describe how to safely carry out a relaxing service using permanent relaxing products avoiding exposure of chemicals to the skin and scalp	KU 22, 28
	5.8 Explain how to adapt hair permanent hair relaxing techniques for all hair classifications	KU 16
	5.9 Explain the physiological effects of permanent hair relaxing products used pre and post service on the hair structure, the active ingredients, and the effect on white hair	KU 17, 18, 20
	5.10 Describe how the temperature of the scalp can accelerate the development of relaxing products and how this can impact the development time	KU 24
	5.11 Explain the importance of assessing under processed and over overprocessed relaxed hair and how to take the appropriate action	KU 12
	5.12 Describe the types of products used to restore the pH level of hair after the relaxing service and why this action is important	KU 19, 25
	5.13 Describe the troubleshooting problems and adverse reactions that may occur and suitable remedies	KU 30, 32
	5.14 Explain the importance of assessing under processed and over overprocessed relaxed hair during development and how to take the appropriate action	KU 12
	5.15 Explain the importance of consulting and monitoring with the client throughout the perming process	KU 31, 40
	5.16 Explain the importance of sticking to the permanent hair relaxing service protocol and describe the expected outcomes	KU 39, 41
LO6 Know how to complete permanent hair relaxing services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 42
	6.2 Describe the instructions, advice, and guidance, pre and post the relaxing service	KU 43

Indicative Content:

Scope/range

Hair curl classification

1. wavy
2. curly
3. tight curls
4. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair

3. chemically treated hair

Tests

1. elasticity
2. porosity
3. strand
4. development
5. skin test

Permanent hair relaxing service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. manufacturer instructions
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
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Hair science

1. the structure and function of the body systems and their interdependence on each other
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Products

1. scalp protector
2. sodium relaxer
3. non-sodium relaxer
4. pre-relaxing treatment
5. post-relaxing treatment
6. pH balancing shampoo

Tools

1. non-metal tail combs
2. non - metal wide tooth combs
3. tint brushes
4. spatula
5. hands (with PPE)

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- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit HB306: Hair extensions

Unit code: M/618/7975

RQF level: 3

(NOS SKAHDBR15 - Attach hair using heat, chemical adhesive and/or advanced techniques)

NOS and Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic, and effective working practices and SKAHDBRBNS1 Consult, assess, plan, and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services.**
- This standard is about a hair professional providing hair extension services.
- This includes attaching semi-permanent hair extensions using heat, chemical adhesive and/or advanced techniques.
- These methods are used to enhance a style by increasing volume and adding colour.
- The ability to personalise and blend added hair into the existing style using creative cutting techniques is required.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up to-date information, policies, procedures, and best practice guidance.
- It is advisable users of this standard are aware of, and comply with first aid requirements in accordance with legislation and organisational policies and procedures

The main outcomes are:

1. Attach hair extensions using heat
2. Attach hair extensions using chemical adhesives
3. Attach hair extensions using advanced techniques
4. Remove hair extensions

NOS Performance Criteria (PC)

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives, and guidelines
3. discuss and establish the individual's objectives and desired outcomes to inform the hair extension service plan, to include:
 - 3.1 treatment history
 - 3.2 daily hair styling
 - 3.3 lifestyle and commitment to following homecare instructions
 - 3.4 alternative treatment options
4. carry out a hair and scalp analysis to determine the service plan, to include:
 - 4.1 hair curl classification**
 - 4.2 hair characteristics**
 - 4.3 state of hair**
 - 4.4 scalp condition
5. carry out **tests** to determine suitability for the hair extension service, to include:

- 5.1 record the outcome and store in accordance with data legislation
 6. discuss and agree the type of hair extensions to be used suitable for the individual, to include:
 - 6.1 texture
 - 6.2 colour match to the mid-lengths and ends
 - 6.3 length
 - 6.4 width
 - 6.5 hair style
 7. confirm and agree with the individual, they have understood the proposed **hair extension** service, to include:
 - 7.1 contra-actions
 - 7.2 adverse reactions
 8. obtain the individual's informed consent for the hair extension service
 9. prepare the individual and shampoo the hair and scalp in accordance with the **hair extension service protocol**
 10. comb and dry the hair in the hair growth direction in accordance with manufacturer instructions, to include:
 - 10.1 straighten the hair if carrying out fusion hair extensions
 11. section the hair in accordance with the hair extension service plan, to include:
 - 11.1 hair extension mapping
 - 11.2 use of hair extension placement boards as a guide
 - 11.3 use of scalp protectors if using heat to seal and bond adhesives
 12. prepare the hair and hair extensions for the hair extension service in accordance with the hair extension service protocol
 13. apply the hair extensions to the hair in accordance with the hair extension service protocol
- Removal service**
14. detangle the hair using a suitable tool for the hair curl classification and condition
 15. for hair extensions that use adhesive, saturate the adhesive with a bond dissolving agent, to include:
 - 15.1 applying firm pressure with the hair extension pliers to break down the bond and release the hair extension strands
 16. safely use scissors to cut the weave thread to remove 'sewn in' extensions on braids
 17. remove micro beads by applying opposite pressure to open the micro beads and release the hair extensions
 18. remove all traces of adhesive or silicone residue and wash hair in accordance with the hair extension service protocol
 19. conclude the service in accordance with the hair extension service protocol
 20. confirm with the individual they are satisfied with the final result
 21. monitor the individual's health and wellbeing throughout the hair extension or removal service
 22. implement the correct course of action in the event of an adverse reaction
 23. complete the individual's service records and store in accordance with data legislation
 24. use reflective practice to evaluate the hair extension service and take appropriate action
 25. provide **instructions** and advice to the individual, pre and post the service
 26. record the outcome and evaluation of the hair extension or removal service

NOS Knowledge and Understanding (KU)

You need to know and understand:

1. your role and responsibilities in providing hair extension services and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures, and best practice guidance
4. the anatomy and physiology relevant to this standard

5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
7. the types and limitations of hair extensions, to include adaptations required in relation to:
 - 7.1 hair curl classification
 - 7.2 hair characteristics
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 length of re-growth on transition hair
 - 7.6 percentage of white hair
 - 7.7 treatment history/chemical build up
 - 7.8 daily hair styling /lifestyle
8. the importance of carrying out a hair and scalp analysis and how it effects the choice of hair extensions and application techniques to be used
9. the importance of carrying out tests and how the test outcomes can affect the hair extension service
10. how to recognise over processed hair, the associated risks and action to take
11. how to recognise Trichorrhesis nodosa, the associated risks and action to take
12. the products, tools and equipment used for hair extension services for all hair curl classification, state of hair and conditions
13. how to adapt hair extension techniques for each hair curl classification
14. the reasons why hair colouring services should be carried out prior to a hair extension service, to include:
 - 14.1 the associated risks
15. the importance of shampooing and drying the hair and scalp prior to the hair extension service
16. the reason why conditioners are avoided prior to a hair extension service
17. the risk of damage to hair associated with hair extension services
18. how to safely apply hair extensions to the hair in accordance with the manufacturer instructions
19. the importance of following manufacturer instructions for hair extensions services, to include:
 - 19.1 safety precautions
 - 19.2 application techniques
 - 19.3 maintenance
20. how equipment is used to apply heat to bond and seal adhesives for fusion hair extension services
21. how to carry out hair extension services, to include:
 - 21.1 the service times in accordance with your organisational policies and procedures
22. the reasons why you may need to troubleshoot problems that can commonly arise when applying hair extensions to the hair, to include:
 - 22.1 ways in which they can be remedied
23. the importance of consulting with the individual throughout the hair extension process
24. the adverse reactions associated with hair extension services and how to respond
25. the health and safety responsibilities in line with legislation before, during and after the service
26. the legal requirements for providing hair services to minors and vulnerable adults
27. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the hair extension service plan
28. the fee structures and treatment options
29. the legislative and indemnity requirements of gaining signed, informed consent for the service
30. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements
31. the types of removal tools and products used for removing hair extensions and residue
32. how to remove fusion, sewn in, braided, croqueted and micro beaded/ring hair extensions, to include adaptations for:
 - 32.1 human hair
 - 32.2 synthetic hair
33. the importance of minimising damage to the individual's natural hair during the removal process
34. the importance of ensuring the individual's comfort and providing reassurance throughout the removal process

35. the importance of removing all traces of hair attachment residue following the removal of hair extensions
36. the importance of personalising and shaping the hair extensions to blend with the natural hair in accordance with the hair extension service protocol
37. the importance of adhering to the hair extension service protocol
38. the importance of monitoring the health and wellbeing of the individual during and post the service
39. the expected outcomes of hair extension services
40. the purpose of reflective practice and evaluation and how it informs future services
41. the instructions and advice, pre and post the hair extension service.

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Attach hair using heat, chemical adhesive and/or advanced techniques](#)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for hair extension services	1.1 Carry out a concise and thorough consultation obtaining consent according to organisational and insurance requirements	PC 1
	1.2 Maintain health, safety, and hygiene according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Discuss and identify the client's objectives, concerns, expectations, and desired outcomes, including service history and alternative options	PC 3
	1.4 Carry out a hair and scalp analysis to determine the service plan, including hair tests and record outcome in line with data protection	PC 4, 5
	1.5 Discuss, confirm, and agree with the client, they understand the proposed service, the types of extensions to be used, including possible contra-actions and adverse reactions	PC 6, 7
	1.6 Gain and record informed consent to meet salon requirements	PC 8
	1.7 Prepare the hair for the service by shampooing as per service protocol	PC 9
	1.8 Prepare the extensions for the service as per service protocol	PC 12
LO2 Provide hair extension services	2.1 Comb and dry the hair in the hair growth direction, straighten the hair if carrying out fusion hair extensions	PC 10
	2.2 Section and safely apply the hair extensions according to the service plan	PC 11, 13
	2.3 Begin the safe remove of extensions by detangling the hair using a suitable tool	PC 14
	2.4 Saturate the adhesive of extensions with bond dissolving agent and apply firm pressure with extension pliers to breakdown the bond	PC 15

	2.5 Cut the weave thread to remove 'sewn in' extensions on braids	PC 16
	2.6 Remove micro beads by applying opposite pressure to open the micro beads and release the hair extensions	PC 17
	2.7 Remove all trace of adhesive or silicone residue by shampooing the hair in line with the hair extension service protocol	PC 18
	2.8 Monitor the client's health and wellbeing throughout the cutting service	PC 21
	2.9 Apply the correct course of action in the event of an adverse reaction during the service	PC 22
	2.10 Finish the extension service and confirm with the client they are happy with the results	PC 19, 20
LO3 Complete hair extension services	3.1 Complete the client's extension records and store in accordance with data legislation	PC 23
	3.2 Reflect and evaluate on the extension service and take appropriate action	PC 24
	3.3 Provide instructions and advice to the client, pre and post the service	PC 25
	3.4 Record the outcome and evaluation of the extension service	PC 26

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to prepare for hair extension services	4.1 Understand your role and responsibilities when performing extension services and the importance of working within your limits	KU 1
	4.2 Explain why you must work within ethical and sustainable best practice and legal requirements	KU 2
	4.3 Explain the importance of continuous professional development to include, up-to-date information policies, procedures, and best practice guidance	KU 3
	4.4 Explain the importance of identifying the hair science relevant to hair extension services	KU 4
	4.5 Explain the relative and absolute contraindications relevant to hair extension services, legal and insurance requirements for obtaining medical diagnosis and referral	KU 5
	4.6 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.7 Explain the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products and equipment used	KU 8, 9
	4.8 Describe the types and limitations of hair extensions and how the service would be adapted because of influencing factors	KU 7
	4.9 Explain how to adapt extension techniques for each hair classification	KU 13

	4.10 Explain how to recognise Trichorrhhexis nodosa and over processed hair, the associated risks, and actions to take	KU 10, 11
	4.11 Explain why it is important to discuss and establish the clients; objectives, concerns, expectations, desired outcomes, discuss options, agree service and associated fees	KU 27, 28
	4.12 Describe the legal and insurance requirements of gaining signed, informed consent for a hair extension service	KU 29
	4.13 Explain the reasons for taking consensual visual media of service area and storing in accordance with the service, legal, insurance and organisational requirements	KU 30
	4.14 Describe the products, tools and equipment used for all hair extension services and hair types	KU 12
	4.15 Explain the reasons why hair colouring services should be carried out prior to a hair extension service	KU 14
	4.16 Explain why hair should be shampooed but not conditioned before service	KU 15, 16
	4.17 Describe the legal requirements for providing hair services to minors and vulnerable adults	KU 26
LO5 Know how to provide hair extension services	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 25
	5.2 Explain the risk of damage to hair associated with hair extension services	KU 17
	5.3 Explain how to safely apply hair extensions to the hair and the importance of following manufacturer instructions	KU 18, 19
	5.4 Explain the importance of personalising and shaping hair extensions to blend with natural hair	KU 36
	5.5 Explain how equipment is used to apply heat to bond and seal adhesives for fusion hair extension services	KU 20
	5.6 Explain how to carry out hair extension services, service times in line with policies and procedures	KU 21
	5.7 Describe the types of removal tools and products used for removing hair extensions and residue	KU 31
	5.8 Describe how to remove fusion, sewn in, braided, croqueted and micro beaded/ring hair extensions for both human and synthetic hair	KU 32
	5.9 Explain the importance of minimising damage to client's natural hair during the removal process	KU 33
	5.10 Explain the importance of removing all traces of hair attachment residue following the removal of extensions	KU 35
	5.11 Explain the importance of monitoring, consulting, and ensuring comfort with the client, throughout the extension service	KU 23, 34, 38
	5.12 Describe the potential risks, troubleshooting problems, adverse reactions that may occur and suitable remedies	KU 22, 24
	5.13 Explain the importance in adhering to extension service procedures	KU 37
	5.14 Describe the expected outcomes of the service	KU 39
LO6	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services	KU 40

Know how to complete hair extension services	6.2 Describe the instructions, advice, and guidance, pre and post the cutting service	KU 41
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Indicative Content:

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Tests

1. elasticity
2. porosity
3. pull test

Hair extensions

1. fusion
2. sewn in
3. crocheted hair strands
4. crocheted box braids
5. hair wefts
6. synthetic hair
7. human hair

Hair extension service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. service plan
5. informed consent
6. data management
7. test outcomes
8. manufacturer instructions
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management

13. evidence-based practice
14. reflective practice

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post procedure instructions and care
3. restrictions and associated risks
4. future procedures

Hair science

1. structure and function of the body systems and their interdependence on each other
2. the structure and function of hair and hair growth
3. the structure and function of skin
4. relative and absolute contraindications and related pathologies

Products

1. shampoo
2. adhesive remover

Tools

1. tail combs
2. wide tooth combs
3. tint brushes
4. hands

Equipment

1. hair dryer
2. thermal controlled straighteners
3. crochet latched tool
4. hair extension pliers
5. weaving thread
6. straight or curved needles
7. micro loop tool
8. micro ring connector and disconnecter
9. heat clamp or heat connector
10. scissors
11. thinning scissors
12. razors
13. seam releasers

Glossary

- **Absolute contraindication** - a condition that prevents the service from being carried out and may require referral.
- **Adverse reaction** - an 'unexpected' reaction or outcome following a service, i.e. fainting
- **Contra action** - an 'expected' reaction or outcome following a service, i.e. erythema
- **Crocheted box braids** - can also be known as goddess braids or faux locs. Techniques can include wrap binding
- **Hair contraindications** – is the hair/scalp fit for service? Asked and answered approach – does the client have a contra-indication yes/no. If yes – identify contra-indication present and course of action. If no – identify as not present:
 - Suspected infections (contagious or non-contagious) – no service
 - Suspected infestations – no service

- Medical history, advice, or instructions – follow instructions or advice
- Hair damage – dependant on severity of damage no service or adapt service
- Cuts, abrasions, injuries, scarring – open wound no service, healed wound service adapted
- Scalp sensitivity – no service
- Hair loss/alopecia – service may need to be adapted
- Trichorrhexis Nodosa – no service
- History of allergic reaction – no service
- Piercings – remove before service, cover before service
- **Effective** - successfully achieved the results that you want
- **Environmental** - related to the natural world and the impact of human activity on its condition
- **Ethical/ethics** - in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust, and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Evidence-based practice** - is based on the best available, current, valid, and relevant evidence.
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **Influencing factors – Hair** - something that can prevent or alter a service:
 - **Hair curl classifications:**
 - **Type 1 - straight hair**
 - 1A - fine and straight
 - 1B – medium, straight with volume
 - 1C – coarse, straight difficult hair
 - **Type 2 - wavy**
 - 2A – fine, ‘S’ pattern
 - 2B – medium, frizzy ‘S’ pattern
 - 2C – coarse, very frizzy ‘S’ pattern
 - **Type 3 - curly**
 - 3A – fine, soft curl
 - 3B – medium, loose curl
 - 3C – coarse, tight curl
 - **Type 4 - excessively curly**
 - 4A – fine, tightly coiled curl pattern
 - 4B – medium, ‘Z’ pattern spring curl
 - 4C – coarse, tight ‘Z’ pattern
 - **Hair condition** – dry, oily, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture) – is it possible to have service, amount of product used, length of time left on hair.
 - **Face shape** – oval, round, square, oblong, heart, pear – the finished service should complement the face shape.
 - **Length** – short, medium, long - the amount of product used, time to conduct service.
 - **Density** – fine, medium, thick - the amount of product used.
 - **Growth patterns** – cowlick, widow’s peak, nape whorl, double crown, male pattern baldness – can stop, effect change service requested
 - **Head size** – large, medium, small - amount of product used.
 - **Lifestyle** – job, family, financial, time – affordability, time for repeat service.
 - **Test results** – good, bad, caution, positive, negative - can or cannot have service.
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Media** - the internet, newspapers, magazines, television - Facebook, YouTube, Twitter, Instagram,

online/paper-based news and magazines

- **Outcomes** - final product or end result
- **Point cutting** - is a type of texturising technique
- **Physical sensation** - reaction, sensitivity, tingling feeling on the scalp/skin
- **Physiology** - the functions and activities of living organisms
- **Practices** - actions rather than thoughts or ideas
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Protocol** - a standard procedure to ensure best practice and compliance when providing services i.e. follow manufacturer's instructions.
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Relative contraindication** - a condition that requires an assessment of suitability for the service and/or if adaptations are required.
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Restricted** - not to be disclosed
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety, and hygiene

Part B - Applied knowledge at level 2 relating to health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Hair Science

Part A - relating to Level 2 Hair sectors

For the knowledge covered by the MCQs the learner will **not be required** to produce any additional evidence of competency, however the content will need to be taught in full and understood sufficiently well by the learners to prepare them to sit the MCQs

Competency-based model

Competent performance must be observed for hair extension services and recorded on a **minimum of 3 occasions on different clients**. Simulation is not allowed. Evidence should be gathered in a commercial salon or realistic working environment, however in exceptional circumstances adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- Hairdressing Science, Florence Openshaw (author) third edition
- Extensions: The Official Guide to Hair Extensions (Hairdressing and Beauty Industry)
- Hair Extensions additions and integrations (Habia) Balmain
- Hairdressing for African and Curly Hair Types from a Cross-Cultural Perspective by Sandra Gittens
- [Hairdressing Training Videos | Barbering Tutorials | MHD \(myhairdressers.com\)](#)
- [Hairdressing Training | Jisc](#)

Unit CO203: Basic business support

Unit code: M/618/7880

RQF level: 2

(NOS SKAHDBRBNS2 - Provide basic business support and service)

NOS and Unit Overview

- This standard coexists alongside, **Implement and maintain safe, hygienic and effective working practices.**
- This standard is for Hair and Beauty professionals providing basic business support and services to promote the smooth running of the business.
- The benefits are increased customer satisfaction and business growth.
- You will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures and best practice guidance.

The main outcomes are:

1. Assist in promoting products and services
2. Attend /respond to customer enquiries
3. Make appointments for services
4. Handle payments from customers
5. Assist with stock takes, ordering and deliveries
6. Liaise with the team
7. Handle paperwork and administrative tasks

NOS Performance Criteria (PC)

Learners must be able to:

Health and Safety

1. maintain your responsibilities for health and safety in accordance with legislative requirements

Assist in promoting products and services

2. provide clear information and deal with customer enquiries
3. assist with promotional events/displays/social media posts
4. inform customers of promotions

Attend /respond to customer enquiries

5. attend to people in a polite manner
6. identify the purpose of enquiries
7. confirm appointments informing the relevant person
8. refer enquiries which cannot be dealt with to the relevant person for action
9. record messages and pass them to the relevant person in a timely manner
10. provide clear information
11. give confidential information only to authorised people
12. balance the need to give attention to individuals whilst ensuring others are not left without attention

Make appointments for services

13. deal with all requests for appointments
14. identify customer requirements for the service requested
15. confirm the customer has had relevant tests when scheduling appointments
16. arrange for the customer to have relevant tests, when necessary, within the limits of your own authority
17. schedule appointments in a way that satisfies the customer, the practitioner and ensure the most productive use of commercial time
18. confirm that the appointment details are acceptable to the customer
19. record appointment details to meet your organisation's requirements

Handle payments from customers

20. calculate total charges for the customer
21. inform customers of charges
22. visually inspect purchases for condition and quality as they are processed for payment
23. establish the customer's method of payment and acknowledge receipt of payments
24. ensure accepted payments are correct
25. record information about the sale to meet the organisation's requirements
26. gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
27. inform customers when authorisation cannot be obtained for non-cash payments
28. identify and resolve, where possible, any discrepancies in payments within the limits of your own authority
29. refer payment discrepancies which you cannot resolve to the relevant person for action
30. give the correct change and issue receipts when required by customers
31. follow cash point security procedures at all times
32. identify and report low levels of change in time to avoid shortages

Assist with restocking, stock takes, ordering and deliveries

33. carry out stock take, re-stocking, stock rotation and maintenance
34. record orders following the organisation's policies and procedures
35. identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action
36. research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines
37. check off a delivery ensuring all items have been received and are of good condition

Liaise with the team

38. take part in meetings
39. take minutes of meetings
40. inform staff members of customer arrival and assist in greeting and completing necessary paperwork
41. undertake duties to help the smooth running of the business including housekeeping duties

Maintain administration and records

42. carry out stationery stock take and order including consultations and customer record cards
43. adhere to legislation related to personal data
44. update social media accounts under the direction of a senior member of staff, to include:
 - 44.1 in accordance with cyber security and organisational policies and procedures
45. follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

Health and Safety

1. the health and safety responsibilities in accordance with legislative requirements

Assist in promoting products and services

2. the importance of providing clear information when dealing with customer enquiries

3. how to plan a promotional event/display/social media post

4. how to promote and inform customers of promotions

Maintain the reception/virtual reception

5. your organisation's procedures for:

5.1 maintaining the reception/virtual reception

5.2 customer care

6. the limits of your authority when maintaining the reception/virtual reception

7. how to maintain and rotate stock to meet the organisational requirements

8. manual and digital booking services and technologies and who to refer software issues too

Attend to customers and make appointments for services

9. the importance of effective communication has on the business reputation and success

10. how and when to ask questions

11. the importance to speak clearly in a way that promotes understanding

12. how to show you are listening closely to what people are saying to you

13. how to adapt what you say to suit different situations

14. how to show positive body language

15. the organisation's procedures and limits of authority for:

15.1 maintaining confidentiality

15.2 taking messages

15.3 making and recording appointments

15.4 carrying out tests

15.5 authorising non-cash payments when these are 'over limit'

5.6 personal safety

15.7 dealing with suspected fraud

15.8 dealing with payments and discrepancies

15.9 reconcile credit notes and purchase ledger

16. the importance of confirming and making appointments correctly

17. the types of information required to make an appointment

18. the importance of taking messages and passing them on to the right person in a timely manner

19. who to refer to with different types of enquiries

20. the person in your organisation to whom you should refer problems or issues that arise

21. the importance of checking that customers have had tests for specific services

22. the services available and their duration and cost

23. the products available for sale and their cost

24. the importance of maintaining customer interest through promotional activities and new technologies

25. how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods

Handle payments from customers

26. the digital payment portals, associated risks in accordance with legislative requirements and organisational policies and procedures

27. common methods of calculating payments including point of sale technology and physical calculations

28. how to keep cash and other payments safe and secure

29. the types of payment that you are authorised to accept

- 30. how to gain electronic authorisation for payment cards
- 31. how to identify and deal with discrepancies
- 32. how to deal with customers offering suspect tender or suspect non-cash payments
- 33. consequences of failure to handle payments correctly
- Assist with restocking, stock take, ordering and deliveries**
- 34. the principles on restocking, maintaining appropriate stock levels, rotating and managing stock, to include:
 - 34.1 reference to shelf life and/or expiry dates
- 35. how to record orders following the organisation's policies and procedures
- Provide basic business support and services**
- 36. how to identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action
- 37. the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulatory guidelines
- 38. how to check off a delivery ensuring all items have been received and are of good condition
- Liaise with team**
- 39. the importance of adhering to scheduled activities, rooming and equipment, to include:
 - 39.1 how to deal with problems and who to refer too
- 40. the importance of taking part in meetings
- 41. how to take the minutes for a meeting
- 42. how and when to inform staff members of customer arrival and assist in greeting and completing necessary paperwork
- 43. the importance of being proactive and undertaking duties to help the smooth running of the business: including housekeeping duties
- Maintain administration and records**
- 44. how to carry out stationery stock take and order including consultations and customer record cards
- 45. the importance of maintaining customer confidentiality and data protection in accordance with legislative requirements
- 46. how the update social media accounts and create promotional posts
- 47. the cyber security required in accordance with data legislation
- 48. how to follow requirements set out within risk assessments

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Provide basic business support and service](https://www.ukstandards.org.uk/Provide%20basic%20business%20support%20and%20service)

Please refer to the NOS in full to support unit delivery

Learning Outcomes	Assessment Criteria:	NOS
To achieve this unit, a learner must be able to:	Assessment of this unit will require a learner to demonstrate that they can:	Covered Performance Criteria
LO1 Provide customer service, support enquiries and handle payments	1.1 Maintain your responsibilities for health and safety according to legal requirements	PC 1
	1.2 Assist in promoting products and services by providing clear information through; customer enquiries, promotional events, displays, social media posts and promotions.	PC 2, 3, 4

	1.3 Respond to customer enquiries through clear, polite and effective communication	PC 5 - 10
	1.4 Identify the purpose of the enquiry and take appropriate action including making appointments, referring to others, passing on messages and paying equal attention to customers	PC 11, 12
	1.5 Respond to customer requirements, confirm relevant sensitivity tests, schedule appointments and record details protecting customer data according to salon policy	PC 13 - 19
	1.6 Handle customer payments making sure that charges and payments are correct, purchases are not damaged, card payments are authorised, and any discrepancies resolved.	PC 20 - 32
LO2 Assist with stock taking, orders and deliveries	2.1 Carry out stock take, re-stocking, stock rotation, reorders and maintenance following required procedures	PC 33, 34
	2.2 Identify any discrepancies, resolve if possible and if not refer to the relevant person for action	PC 35
	2.3 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulation	PC 36
	2.4 Check off a delivery ensuring all items have been received and are of good condition	PC 37
LO3 Work with the team and carry out admin duties	3.1 Work with the team, participate in meetings, take minutes as required and undertake housekeeping duties	PC 38, 39, 41
	3.2 Inform staff members of customer arrival, assist in greeting and complete necessary records following data protection legislation	PC 40, 43
	3.3 Carry out stationary stock and order including consultation and customer record cards	PC 42
	3.4 Update social media accounts under direction and in accordance with cyber security and policies and procedures	PC 44
	3.5 Follow/carry out risk assessments in accordance with legislative and organisational requirements	PC 45

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to provide customer service, support enquiries and handle payments	4.1 Understand the health and safety responsibilities associated with reception duties and customer service	KU 1
	4.2 Explain the importance effective communication and providing the appropriate attention has on business reputation and success when handling customer enquiries	KU 2, 9, 10, 25
	4.3 Understand how to read and respond to cues, show positive body language, listen actively and adapt tone and speech to suit differing situations	KU 11, 12 13, 14
	4.4 Know how to assist in planning promotional events/displays or social media promotions and inform customers of promotions to maintain their interest	KU 3, 4, 24
	4.5 Describe how to maintain the reception/virtual reception and the importance of providing good customer service within limits of authority	KU 5, 6
	4.6 Know the procedures for manual and digital booking services and referral process for technical software issues	KU 8

	4.7 Understand procedures for handling enquiries, making appointments, maintaining confidentiality, taking messages and carrying out tests within limits of authority	KU 15 - 21
	4.8 Describe the services available and their duration and the products for sale and associated costs	KU 22, 23
	4.9 Explain how to handle cash and card payments safely and securely, deal with suspected fraud and discrepancies and reconcile credit note and purchase ledger	KU 15, 28 - 33
	4.10 Understand digital payment portals, associated risks and methods of calculating payments using point of sale technology and physical calculations	KU 26, 27
LO5 Know how to assist with stock taking, orders and deliveries	5.1 Explain the principles of stock taking and rotating including reference to shelf life and expiry dates	KU 7, 34
	5.2 Describe how to record orders, identify and resolve or refer discrepancies to the relevant person for action	KU 35, 36
	5.3 Explain the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulation	KU 37
	5.4 Describe how to check off a delivery ensuring all items have been received and are of good condition	KU 38
LO6 Know how to work with the team and carry out admin duties	6.1 Discuss the importance of teamwork, scheduling activities, participating in meetings and taking minutes	KU 39, 40, 41, 42
	6.2 Understand the importance of being proactive and carrying out housekeeping duties to help the business to run smoothly	KU 43
	6.3 Explain the reason to carry out stationary stock take and order including consultations/customer record cards	KU 44
	6.4 Explain the importance of maintaining client confidentiality and data protection in accordance with legal requirements	KU 45
	6.5 Know how to update social media accounts, create promotional posts and the cyber security required	KU 46, 47
	6.6 Understand the need to follow the requirements set out in risk assessments	KU 48

Indicative Content:

Scope/range

Enquiries

1. in person
2. by telephone
3. digitally

Appointments

1. in person
2. by telephone
3. digitally
4. mobile apps
5. social media

Methods of payment

1. cash

2. card
3. banking portal
4. mobile apps
5. social media
6. non-cash payments
7. credit notes

Glossary

- **Body language** - non-verbal communication conveyed through expression, gestures, posture and movement such as hand signals and foot tapping
- **Cue** - a signal to or from a person to do something/take action
- **Effective** - successfully achieved the results that you want
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Social media** – websites and applications - Facebook, YouTube, Twitter, Instagram, LinkedIn, WhatsApp, content sharing, forums, interaction, collaboration, wikis, blogs
- **Tests** – skin tests, sensitivity to products used in services, allergy alert tests
 - **test results** - good, bad, caution, positive, negative - can or cannot have service.

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in either a realistic or virtual working environment. Simulation is allowed for this unit. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:
Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Competency-based assessment

Competent performance must be observed for at least **3** different business support services and recorded on **at least 3 occasions**:

1. Assisting in promoting products and services
2. Reception duties e.g., handling enquiries, making appointments
4. Handling payments from customers
5. Assisting with stock takes, ordering and deliveries
6. Team working, attending meetings and/or minute taking
7. Handling paperwork, housekeeping duties and administrative tasks

Simulation is allowed. Evidence should be gathered in a commercial salon or realistic working environment or virtual/online environment, adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer

Unit CO204: Advise on products and services

Unit code: T/618/7881

RQF level: 2

(NOS - SKAHDBRBNS3 Instruct and advise on products and services)

Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices** and **SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**.
- This standard is for Hair and Beauty professionals providing bespoke advice on products and application techniques and services suitable for the individual.
- The benefits are, increased individual satisfaction and business growth.
- Hair and Beauty professionals will also be required to do a post procedure evaluation and reflection for continuous improvement.
- Users of this standard will need to ensure that their practices reflect up-to-date information and emerging technologies, policies, procedures and best practice guidance.

This unit coexists alongside Qualifi units:

CO201: Health, safety and hygiene

CO202: Client consultation

The main outcomes are:

1. To instruct and advise on products and services

NOS Performance Criteria (PC)

Learners must be able to:

1. maintain their responsibilities for health and safety pre, during and post the bespoke advice service
2. carry out a concise and comprehensive consultation with the individual
3. investigate and establish the individual's objectives, concerns and desired outcomes, to include:
 - 3.1 consultation outcomes
 - 3.2 lifestyle
 - 3.3 budget
 - 3.4 time
4. obtain the individual's consent for the analysis procedure
5. carry out an analysis of the **treatment area**
6. identify and describe appropriate products or services suitable to the individual, to include:
 - 6.1 benefits
 - 6.2 application techniques
 - 6.3 cost
 - 6.4 duration

- 6.5 expected outcome of the product or service
- 7. encourage the individual to ask questions about the product or service
- 8. allow time for the individual to reflect on the advice given
- 9. suggest alternative products and services in a different price range if the individual shows a disinterest
- 10. seek the individual's commitment to the product advice or service, to include:
 - 10.1 referral to the relevant professional if not within your competence
- 11. secure the individual's agreement and understanding of product or service, to include:
 - 11.1 use demonstrable and **instructional techniques** as required
- 12. conclude the sale in accordance organisational policies and procedures
- 13. update the individual's procedure records and store in accordance with data legislation
- 14. use reflective practice to evaluate the advice given and take appropriate action

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

- 1. how to interpret the consultation outcomes and analysis of the individual treatment area to determine appropriate advice, products and services
- 2. how to carry out an analysis of the individual's treatment area
- 3. the importance of keeping up to date with their practices and emerging technologies, policies, procedures and best practice guidance
- 4. how to introduce additional products and services to individuals'
- 5. the main factors that influence individuals to use additional services or products
- 6. how to use **communication methods** to provide balanced information about services and products to individuals
- 7. the importance of encouraging the individual to ask question relating to the product or service
- 8. why you would allow time for the individual to reflect on the advice given
- 9. how to interpret body language when identifying the individual's interest in a product or service
- 10. the importance of offering a wide range of products and services in different price ranges
- 11. how the individual's use of additional services or products will benefit the business
- 12. why using additional products and services will benefit the individual's health, wellbeing and treatment results
- 13. how to secure the individual's commitment to the product advice or service
- 14. when and why referral to the relevant professional is required
- 15. why demonstrable and instructional techniques will help close a sale
- 16. how to conclude the sale in accordance organisational policies and procedures
- 17. the importance of updating the individual's service records and store in accordance with data legislation
- 18. the importance of reflection and evaluation of the advice given and how to take appropriate action

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

[https://www.ukstandards.org.uk/Instruct and advise on products and services](https://www.ukstandards.org.uk/Instruct%20and%20advise%20on%20products%20and%20services)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Consult with the client to identify products and services	1.1 Maintain responsibility for health, safety and hygiene	PC 1
	1.2 Carry out a consultation to establish the client's objectives, concerns, expectations and desired outcomes	PC 2
	1.3 Consider the client's lifestyle, budget and time constraints to inform recommendations	PC 3
	1.4 Discuss and agree the analysis procedures to be conducted	PC 4, 5
LO2 Instruct and advise the client on products and services	2.1 Identify appropriate products and services based on the results of the consultation and analysis	PC 6
	2.2 Describe the benefits, application techniques, cost, duration and expected outcomes of additional products and services	PC 6
	2.3 Give the client time to reflect and ask questions and offer options of products and services in different price ranges	PC 7, 8, 9
	2.4 Refer the client to relevant professionals if their needs are outside level of competency	PC 10
	2.5 Use demonstration and instruction techniques to ensure the client fully understands the products and services being offered	PC 11
LO3 Gain client agreement to products and services	3.1 Seek the client's agreement to commit to the recommended products and services	PC 10
	3.2 Close the sale, update the client's records and store according to salon procedures and data legislation	PC 12, 13
	3.3 Use reflective practice to evaluate the advice given and take appropriate action	PC 14

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to consult with the client to identify products and services	4.1 Know how to interpret the results of consultation and analysis to determine appropriate advice, products and services	KU 1, 2
	4.2 Explain the importance of keeping up to date with technologies, procedures and best practice	KU 3
	4.3 Know how to promote additional products and services and understand the factors that would influence the client to buy	KU 4, 5
LO5 Know how to instruct and advise the client on products and services	5.1 Describe the importance of communication methods to provide ethical and balanced information about products and services	KU 6
	5.2 Explain why the client should be given time to reflect and ask questions relating to the products and services	KU 7, 8

	5.3 Understand the importance of correctly interpreting body language to identify the client's interest	K 9
	5.4 Explain the value of having a range of products and services in different price ranges and the benefit to business	KU 10, 11
	5.5 Discuss why using additional products and services will benefit the client's health, wellbeing and treatment results	KU 12
	5.6 State how to secure the client's commitment to the product advice or service	KU 13
	5.7 Know when and why referral to a relevant professional is required	KU 14
	5.8 Explain the purpose of using demonstrable and instructional techniques to close the sale	KU 15
LO6 Know how to gain client agreement to products and services	6.1 Describe how to gain client agreement to the products and services and the importance of closing the sale	KU 16
	6.2 Explain the need to update the client's records and store according to salon procedures and data legislation	KU 17
	6.3 Discuss the importance of reflection and evaluation of the advice given and how to take appropriate action	KU 18

Indicative Content:

Scope/range

Treatment area

1. hair and scalp
2. skin
3. nails and surrounding skin

Instructional techniques

1. skills demonstration
2. use of visual aids
3. verbal explanation
4. use of written instructions

Communication methods

1. active listening
2. non-verbal and verbal communication
3. receiving feedback
4. asking questions

Glossary

- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Body language** - the conscious and unconscious movements and postures by which attitudes, and feelings are communicated
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Closing the sale** - is generally defined as the moment when the client decides to make the purchase. It is usually necessary to instigate closing the sales as few prospects self-close

- **Effective** - successfully achieved the results that you want
- **Ethical/ethics** – in the workplace includes obeying the salon's rules, effective communication, taking responsibility, accountability, professionalism, trust and mutual respect for others, knowing what is right and wrong, acting in a socially and morally appropriate way.
- **Expectations** - what a client will require of you
- **Informed** - having or showing knowledge of a subject or situation
- **Legal** - something required by the law
- **Outcomes** - final product or end result
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Referral** - a person recommended to someone or for something
- **Reflection** – a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive at a certain level.
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs – multiple choice questions for the associated unit CO201

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge at level 2 relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Client consultation

Part A - General knowledge relating to client consultation

Part B - Applied knowledge at level 2 relating to client consultation for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sector's

Competency-based assessment

Competent performance must be observed and recorded on **at least 3 occasions across 3 different technical units**. Simulation is not allowed for this unit. Evidence can be gathered in a commercial salon or

realistic working environment, however adaptations may be required and deemed acceptable.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observations will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- The Foundations Beauty Therapy 2 (NVQ) by Lorraine Nordmann
- Level 2 NVQ/SVQ Diploma Beauty Therapy Candidate Handbook by Jane Hiscock
- *Hairdressing and Barbering, The Foundations: The Official Guide to Level 2* by Leo Palladino and Martin Green
- *Hairdressing and Barbering: Foundation L2 NVQ* by Leo Palladino and Martin Green
- S/NVQ Level 2 Hairdressing with Barbering 2nd edition candidate handbook by Leah Palmer

Unit CO205: Freelance worker

Unit code: A/618/7882

RQF level: 2

(NOS SKAHDBRBNT1 - Undertake freelance work)

NOS and Unit Overview

- This standard is about a professional operating as a freelancer, whereby you are your business, and your skills are your service.
- You must be aware of your obligations regarding legislation, accounts, tax and insurance responsibilities as well as manage what may be a fluctuating cash flow during economy changes and/or changes in circumstances.
- It is advisable users of this standard can implement first aid emergency response in accordance with legislation requirements and generate a lone working policy for your personal safety and welfare and that of the individual.

This unit is for those who are:

1. currently operating as a freelancer or
2. planning to operate as a freelancer in the future

The main outcomes are:

1. marketing yourself as a freelancer
2. negotiating freelance contracts
3. carrying out freelance work to meet contracts
4. managing your finances and work administration
5. using the services of an agent

NOS Performance Criteria (PC)

Learners must be able to:

1. maintain responsibilities for health and safety in accordance with legislative requirements, to include:
 - 1.1 carry out risk assessment(s) to generate a lone working policy
2. identify and use appropriate strategies and tools to enhance your professional reputation and promote yourself to potential customers
3. create a personal 'brand'
4. make, follow up and maintain contacts with potential customers
5. make, follow up and maintain appropriate networks to support you and your work, to include:
 - 5.1 digital networking platforms
6. assess the value of your services and estimate fees to consider:
 - 6.1 competition
 - 6.2 market
 - 6.3 economy

7. negotiate and agree fees, timescales, outcomes and completion criteria that meet your own and the customers' requirements
8. calculate realistic schedules of work allowing time for contingencies and minor changes
9. plan, organise and maintain your work schedules to promote a work and life balance, to include:
 - 9.1 provide services to meet legislative requirements and regulatory guidelines
 - 9.2 adapting ways of working to meet environmental working conditions in accordance with legislative requirements
 - 9.3 maintain customer satisfaction
 - 9.4 implementing time management strategies
 - 9.5 calculating and achieving income objectives
10. prepare and update your financial records and accounts for audit and accountability, to include:
 - 10.1 legislative and regulatory requirements
11. maintain professional standards of behaviour and work within your specialism in accordance with the service objectives and environmental conditions
12. use the variety of social media platforms to promote your 'brand'

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

Advice and information

1. where to find the relevant sources of advice and information on:
 - 1.1 self-employment or employment legislative requirements and rights
 - 1.2 the insurance relevant to your business
 - 1.3 Value Added Tax regulations
 - 1.4 business legislation
 - 1.5 local authority licensing regulations for yourself and working environments'

Marketing and networking

2. the **strategies and tools** used to promote your services and business and their effects
3. how to identify and choose suitable strategies and tools to achieve your business objectives
4. the importance of maintaining a positive reputation for yourself and how it impacts the success of your business
5. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance. to include:
 - 5.1 how this impacts the reputation and success of your business
6. how networking effectively can increase your customer contacts and promote work opportunities

Planning

7. the importance to maintain a work and life balance
8. the reasons for forecasting and planning business income objectives, to include:
 - 8.1 the time duration to complete the work
 - 8.2 resources required
9. how to implement time management strategies and how this will benefit your wellbeing and business
10. the common environmental working conditions and how to adapt your ways of working in accordance with legislative requirements
11. the importance of maintaining customer satisfaction and how it impacts the success of your business
12. how to carry out contingency planning, scheduling and future planning to maintain a viable and stable business

Finances

13. how to keep accounts manually and digitally

14. how to budget for resources and overheads if required
15. how to forecast and calculate business income objectives, to include:
 - 15.1 business development costs
 - 15.2 business promotion
 - 15.3 resources
 - 15.4 expenses

Negotiating contracts

16. how to negotiate and agree contracts in accordance with relevant employer legislation, income forecasts, time available and expected outcomes
17. how to communicate, agree and construct contractual requirements, to include:
 - 17.1 expected outcomes
 - 17.2 expected completion date
 - 17.3 agreed fees and payment terms
18. the relevance and understanding of using an agent to find work and promote your 'brand'

Working with the customer

19. how to maintain professional standards of behaviour, to include:
 - 19.1 quality standards of yourself and work
 - 19.2 effective time management
 - 19.3 sustainability
 - 19.4 customer relations
20. how to adapt ways of working to meet environmental working conditions in accordance with legislative requirements and organisational policies and procedures
21. the importance to carry out services in accordance with contractual obligations, to include:
 - 21.1 providing further estimate of fees should an unforeseeable problem occur

Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Undertake freelance work \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan to operate as a freelancer	1.1 Carry out risk assessment(s) to generate a lone working policy.	PC 1
	1.2 Identify and use appropriate strategies and tools to enhance your professional reputation and promote yourself to potential customers.	PC 2
	1.3 Create a personal 'brand' and use a variety of social media platforms for promotion.	PC 3, 12
	1.4 Make, follow up and maintain contacts with potential customers and appropriate networks to support you and your work including digital networking platforms.	PC 4, 5
	1.5 Assess the value of your services and estimate fees to consider the competition, the market and economy.	PC 6

	1.6 Negotiate and agree fees, timescales, outcomes and completion criteria that meet your own and the customers' requirements.	PC 7
	1.7 Calculate realistic schedules of work allowing time for contingencies and minor changes.	PC 8
	1.8 Plan, organise and maintain work schedules to promote work, life balance, including legal requirements, the work environment, customer satisfaction, time management, calculating and achieving income objectives.	PC 9
	1.9 Prepare and update your financial records and accounts for audit and accountability, to include legal requirements	PC 10
	1.10 Maintain professional standards of behaviour in your specialism of work regarding the services offered and environmental conditions.	PC 11

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO2 Know how to provide advice and information	2.1 Explain where to find the relevant sources of advice and information on; employment law, insurance requirements, tax regulations, local authority licensing regulations for yourself and working environments.	KU 1
LO3 Know how to market and network a business	3.1 Explain how to identify and choose suitable strategies and tools to promote your services and business to achieve your business objectives.	KU 2, 3
	3.2 Explain the importance of maintaining a positive reputation for yourself and how it impacts the success of your business.	KU 4
	3.3 Explain the importance to engage in, and document CPD to include up-to-date information on policies, procedures and best practice guidance and how this can impact on the reputation and success of your business.	KU 5
	3.4 Explain how effective networking can increase your customer contacts and promote work opportunities.	KU 6
LO4 Know how to plan for business	4.1 Describe the importance of maintaining a work life balance.	KU 7
	4.2 Explain the reasons for forecasting and planning business income objectives, including the duration to complete the work and resources required.	KU 8
	4.3 Explain how to implement time management strategies and how this will benefit both your wellbeing and business.	KU 9
	4.4 Describe environmental working conditions and how you have adapted your business ways of working.	KU 10
	4.5 Explain the importance of maintaining customer satisfaction and its impact on the success of your business.	KU 11
	4.6 Explain how to carry out contingency planning, scheduling and future planning to maintain a viable and stable business.	KU 12
LO5	5.1 Explain how to keep accounts both manually and digitally.	KU 13
	5.2 Explain how to budget for resources and overheads when required.	KU 14

Know how to organise business finances	5.3 Explain how to forecast and calculate business income regarding; business development, promotion, resources and expenses.	KU 15
LO6 Know how to negotiate contracts	6.1 Explain how to negotiate, agree and construct client contracts that include employer legislation, income forecasts, time available, expected outcomes, completion date, agreed fees and payment terms.	KU 16, 17
	6.2 Explain the relevance and understanding of using an agent to find work and promote your 'brand'.	KU 18
LO7 Know how to work with the customer	7.1 Explain how to maintain professional standards of behaviour for yourself and your work, effective time management, sustainability and customer relations.	KU 19
	7.2 Explain how to adapt ways of working to meet environmental working conditions, legal requirements and organisational policies and procedures	KU 20
	7.3 Explain the importance of carrying out services according to contractual obligations, and the necessity to provide further estimate of fees should an unforeseeable problem occur	KU 21

Indicative Content:

Strategies and tools

1. social media platforms (Instagram, LinkedIn, Facebook, Twitter)
2. blogs and websites
3. media advertising (tv, radio, news, podcasts)
4. literature (business cards, price lists, posters)
5. curriculum vitae
6. biography

Glossary

- **Brand** - refers to a business and marketing concept that helps people identify a particular company, product, or individual
- **CPD** - continuous professional development
- **Effective** - successfully achieved the results that you want
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Referral** - a person recommended to someone or for something
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **Rights** - the legal power to do or have somethings
- **Risk** - something that may be dangerous
- **Social media** - websites and applications - Facebook, YouTube, Twitter, Instagram, LinkedIn, WhatsApp, content sharing, forums, interaction, collaboration, wikis, blogs

Delivery and Assessment Guidance

The assessment criteria from within this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

Evidence requirements

The evidence for this unit will be gathered via both practical and knowledge-based research and can be collated using a variety of methods to make up a 'portfolio of evidence' that will be internally marked by tutors.

The portfolio of evidence will confirm the knowledge, understanding and skills learnt and can be in electronic or paper format. The tutor 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 unit.

A portfolio of evidence can take the following forms, but are not limited to:

- 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.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

There must be valid, authentic, and sufficient evidence for all the assessment criteria.

Suggested Resources

Brilliant Freelancer: Discover the power of your own success (Freelance/Freelancing) (Brilliant Business) Paperback, 19 April 2011, by Leif Kendall (Author)

Business Of Freelancing, The: How To Thrive As A Freelancer By Singapore Creatives at work (Author)

Unit CO303: Promotional activities

Unit code: F/618/7883

RQF level: 3

(NOS - SKAHDBRBNST3 Plan, implement and evaluate promotional activities)

Unit Overview

- This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**.
- This standard is about planning, implementing and evaluating promotional activities.
- Promotional activities can include presentations, exhibitions, digital technologies and social media platforms.
- The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this standard. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

This unit coexists alongside Qualifi unit:

CO201: Health, safety and hygiene

The main outcomes are:

1. plan a promotional activity
2. implement a promotional activity
3. evaluate the effectiveness of the promotional activity

NOS Performance Criteria (PC)

Learners must be able to:

Health and Safety

1. maintain their responsibilities for health and safety

Plan for promotional activities

2. identify the unique selling point(s) of the product(s) and/or service(s) you plan to promote, to include:
 - 2.1 explore a range of suitable promotional activities
3. calculate and forecast the immediate **output** from promoting your product(s) and/or service(s) at the promotional event, to include:
 - 3.1 the **input** for a range of promotional activities
 - 3.2 market research
 - 3.3 economy
4. present your findings to the relevant person(s) within your organisation and agree the **promotional activity** and forecasted output
5. produce a detailed plan in accordance with the promotional activity and business objectives, to include:
 - 5.1 a contingency plan and adaptations to address prospective **change in circumstances**
6. facilitate an initial meeting with other(s) to discuss the promotional activity, to include:
 - 6.1 **plan**
 - 6.2 how health and safety working practices will be implemented and maintained

7. agree commitment of other(s), to include:

- 7.1 setting specific, measurable, achievable, realistic and timely targets in accordance with the promotional activity and business objectives
- 7.2 communication strategy
- 7.3 facilitation of resources within the scheduled timescale

Prepare for the promotional activity

8. prepare the work environment, yourself and model (if required) in accordance with the plan, legislative requirements and organisational policies and procedures, to include:

- 8.1 working with others if and/or when required
- 8.2 implement the contingency plan in the event of changed circumstances

9. ensure the working environment provide a clear vision of the demonstration and/or products promoted

Promotional activity

10. communicate the unique selling points, features and benefits of products and services to the audience, to include:

10.1 use methods of communication that are suitable for promotional activity and audience

11. demonstrate the products and/or service clearly in logical steps, to include:

- 11.1 work in a way that minimises the risk of injury to you and others
- 11.2 encourage the audience to ask questions about the products and services promoted
- 11.3 respond to questions and queries accurately

12. actively encourage the audience to trial the products and/or service if participating in person

13. monitor the model's health, wellbeing and skin reaction if a model is used

14. implement the correct course of action in the event of an adverse reaction

15. tidy and clean the products and equipment at the end of the promotional activity, when necessary, in accordance with the organisational policies and procedures

16. conclude the promotional activity in accordance with the plan and organisational policies and procedures

17. ensure your model's appearance is to their satisfaction post the promotional activity, and provide further advice

18. use social media in a way that further promotes the promotional event

Participate in the evaluation of promotional activities

19. use the reflective practice and evaluation methods agreed in your promotional activity plan to gain feedback from the relevant sources

20. collate and record your evaluation to inform future promotions

Evaluate the results against the plan and business objectives

21. reflect on immediate gained outputs, to include:

- 21.1 how this will inform future financial forecasts

22. make recommendations for improvements to any future promotional activities

NOS Knowledge and Understanding (KU)

Learners need to know and understand:

1. the health and safety responsibilities in line with legislation requirements

2. the contractual requirements when using an external venue for a promotional activity, to include:

- 2.1 legal implications
- 2.2 health and safety risk assessment requirements
- 2.3 adaptations required to demonstrate products and/or services effectively

3. how to recognise and determine unique selling points of products and services, in relation to:

- 3.1 economic climate
- 3.2 market

- 3.3 socioeconomic
- 3.4 media influences
- 3.5 quality
- 3.6 versatility
- 4. how the audience can influence the choice of promotional activity
- 5. how the products and/or service influence the choice of promotional activity
- 6. the purpose and value of detailed and accurate planning
- 7. why it is important to consider methods of evaluation at the planning stage
- 8. the importance of developing a plan that will have a high probability of financial return, to include:
 - 8.1 the estimated input required
- 9. the importance of working within budget
- 10. the prospective change in circumstances and how to respond to include:
 - 10.1 contingency plan and adaptations
- 11. the roles and responsibilities of others and how they impact on the effectiveness and success of the promotional activity, to include:
 - 11.1 the importance of gaining commitment of others to undertake a role within in the promotional activity
- 12. the methods in which plans can be communicated and presented
- 13. the tools, products and equipment used in promotional activities to include:
 - 13.1 inventory, packing and transportation if working in a venue
- 14. how to prepare the work environment, yourself and model in accordance with organisational policies and procedures
 - 14.1 how to use equipment and products in accordance with legislative requirements and organisational policies and procedures
 - 14.2 work in a way that minimises the risk of injury to you and others
- 15. how to apply the appropriate techniques to promote the product and/or service to include:
 - 15.1 how to adapt **techniques** in response to the audience engagement
 - 15.2 how and when to make openings to encourage others to ask questions
- 16. the importance of monitoring the model's health and wellbeing
- 17. the legislative, insurance and organisational requirements for taking and storing visual media
- 18. how to carry out evaluative and reflective practices
- 19. how peers and the audience can inform reflective practice
- 20. the purpose of reflective practice and evaluation and how the outcome informs future promotional activities
- 21. the importance of receiving feedback in a constructive way that improves your personal development
- 22. suitable ways of formatting and producing an evaluation report
- 23. why it is important to ensure your model's appearance is to their satisfaction post the promotional activity if a model is used to include:
 - 23.1 provide instructions and advice

Learning Outcomes, Assessment Criteria and Indicative Content

The following unit has been mapped to the National Occupational Standard

<https://www.ukstandards.org.uk/Plan, implement and evaluate promotional activities>

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must be able to:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Plan a promotional activity	1.1 Maintain responsibility for health, safety and hygiene	PC 1
	1.2 Identify the unique selling points for the products or services to be promoted	PC 2
	1.3 Explore suitable promotional activities considering output, input, market research and economy	PC 3
	1.4 Present findings to the relevant person/s, agree the activity and output	PC 4
	1.5 Produce a detailed plan for the promotional activity, include business objectives and a contingency plan for if circumstances change	PC 5
	1.6 Meet with others to agree the plan, commitment of others, health, safety and resource needs, communication strategy and set SMART targets	PC 6, 7
LO2 Implement a promotional activity	2.1 Prepare the environment for the promotional activity, make sure there is clear vision of the demonstration and/or products and implement the contingency plan if required	PC 8, 9
	2.2 Use effective communication to promote the unique selling points and benefits of the products or service	PC 10
	2.3 Demonstrate safely and in logical steps encouraging audience engagement and responding accurately to questions	PC 11, 12
	2.4 Monitor the model's health and wellbeing if a model is being used and take appropriate action in the case of an adverse reaction	PC 13, 14
	2.5 Tidy and clean products and equipment and conclude the activity in accordance with the plan and organisation protocols	PC 15, 16
	2.6 Ensure the model's appearance meets with their satisfaction, provide instructions and advice and use social media to further promote the activity	PC 17, 18
LO3 Evaluate the effectiveness of the promotional activity	3.1 Use reflective practice and evaluation methods agreed in the plan to gain feedback from relevant sources	PC 19
	3.2 Collate and record the evaluation to inform future promotions	PC 20
	3.3 Reflect on the outputs gained to inform future forecasts and to recommend improvements to any future promotional activities	PC 21, 22

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Knowledge & Understanding
LO4 Know how to plan a promotional activity	4.1 Explain the importance of health and safety and risk assessment and meeting legal and contractual obligations	KU 1, 2
	4.2 Describe how to determine the unique selling points of the products and/or services and the market and media factors that need to be considered	KU 3
	4.3 Explain how the audience and the products and/or services influence the choice of promotional activity	KU 4, 5
	4.4 Explain the purpose and value for creating a clear, detailed plan for the activity, including inputs, outputs, contingencies and know how to set SMART objectives	KU 6, 7, 8, 9, 10
	4.5 Discuss the importance of defining roles and responsibilities of those involved in the promotional activity	KU 11
	4.6 Identify the communication strategy for the activity and the tools, products and equipment to be used, including inventory, packing and transportation methods	KU 12, 13
LO5 Know how to implement a promotional activity	5.1 Explain how to prepare the environment, self and model and how to use equipment and products to comply with health, safety, legal and contractual requirements	KU 14
	5.2 Describe the techniques to promote the products and/or service in a professional manner and to how to elicit audience engagement	KU 15
	5.3 Explain why it is important to monitor the model's health, wellbeing and safety throughout the promotional activity	K 16
	5.4 Explain the legal, insurance and organisational requirements for taking and storing visual media related to the activity	KU 17
LO6 Know how to evaluate the promotional activity	6.1 Discuss how to carry out evaluative and reflective practice, how others can inform that practice and the impact of reflection and evaluation on future promotional activities	KU 18, 19, 20
	6.2 Explain the importance of receiving feedback in a constructive way to improve personal development	KU 21
	6.3 Establish suitable ways to format and produce an evaluation report	KU 22
	6.4 Explain why it is important to ensure the model's appearance is to their satisfaction and to provide instructions and advice after the activity	KU 23

Indicative Content:

Scope/range

Output

1. sales
2. financial income minus the inputs
3. increased business
4. improved reputation
5. increased customer base

Input

1. resources

2. expenses
3. insurance
4. staffing if required
5. venue if required

Promotional activity

1. demonstrations
2. visual merchandising
3. marketing campaigns
4. customer loyalty and incentives
5. social media campaign
6. seasonal push campaign
7. product launch campaign
8. brand/rebranding awareness campaign
9. digital media (podcasts, webinars, live streams)
10. contest marketing campaign
11. email marketing campaign
12. collaborations

Plan

1. scope
2. cost
3. schedule
4. milestones
5. define roles and responsibilities
6. quality
7. contingency plan
8. evaluation methodologies

Change in circumstances

1. cancellation
2. environmental
3. illness
4. models
5. tools and equipment
6. start time delays
7. environmental conditions
8. budget constraints
9. travel
10. poor time management

Venue

1. pop up stores
2. exhibitions
3. temporary site
4. commercial units
5. educational environments

Techniques

1. presentation
2. communication

3. digital media

4. practical demonstrations could include, hairdressing, barbering, makeup artistry, lash artistry, beauty therapy or nail artistry

Glossary

- **Benefits** - the way in which the functions provide advantages
- **Best Practice** - commercial or professional processes that are accepted as being correct or the most effective
- **Budget** - a financial plan for a defined period/activity including forecast revenue and expenditure
- **Concise** - to the point, however still including all the relevant information, in as few words as possible
- **Confirmation** - confirming/agreeing something
- **Effective** - successfully achieved the results that you want
- **Expectations** - what a client will require of you
- **Evaluation** – judging or assessing the quality, quantity, value and effectiveness
- **Legal** - something required by the law
- **Professional** - a confident, knowledgeable, skilful, ethical to profession
- **Recommendations** - a suggestion that something is good or suitable for a particular purpose or job
- **Reflection** - a period of time to make an informed decision
- **Relevant** - connected to what is happening
- **Requirements** - things that are needed and must be done
- **SMART** - an acronym used for setting objectives meaning they should be specific, measurable, achievable, realistic and timely
- **Visual media** - visual media is evidence generated through photography or video

Delivery and Assessment Guidance

The knowledge in this unit may be delivered by lectures and/or e-learning through a Learning Management System (LMS) with online support features.

All assessment of occupational competence should be carried out in a realistic working environment. Simulation is allowed in accordance with agreed adaptations. Learners' competence will be assessed using methods that are appropriate for the assessment of skills knowledge and understanding.

The assessment of knowledge outcomes will be assessed through MCQs multiple choice questions for the associated unit CO301 Health, safety and hygiene.

MCQs will be externally set and internally marked against the externally provided mark scheme, verified internally and externally quality assured by Qualifi.

Evidence requirements

There are external MCQ papers for this unit that must be achieved comprising:

Health, Safety and Hygiene

Part A - General knowledge relating to health, safety and hygiene

Part B - Applied knowledge relating to health, safety and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

Competency-based assessment

Competent performance must be observed and recorded on **at least 1 occasion for a promotional activity**. Simulation is not allowed for this unit. Evidence can be gathered from delivering the activity in a venue suited to promoting the products and/or services.

Holistic assessment is encouraged, and one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion

Assessment observation will be recorded and will confirm that competence-based assessment criteria have been met. Observations will be signed and dated by the learner and assessor. Learner observation records and evidence will be retained in learners' supporting evidence portfolios and signed off in the Learner's '**Evidence of Assessment Record**'

There must be valid, authentic and sufficient evidence for all the assessment criteria.

MCQ pass mark

>60% = Pass

<59% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

Suggested Resources

- To sell is Human by Daniel Pink
- Professional Beauty Therapy: *The Official Guide to Level 3* by Lorraine Nordmann
- *Professional Hairdressing: The Official Guide to Level 3* by Martin Green and Leo Palladino