



# QUALIFI

SUCCESS THROUGH LEARNING  
RECOGNISED WORLDWIDE

Qualifi Level 3 Diploma in Advanced and Creative  
Hairdressing

Qualifi Level 3 Certificate in Advanced and Creative  
Hairdressing

Specifications (For Centers)

January 2022

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## About QUALIFI

QUALIFI provides academic, vocational and occupational 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
- provide a clear link to one or more occupations through qualifications based on national occupational standards, which incorporate the knowledge, skills and understanding to move directly into employment in the occupation
- 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 occupational 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 and occupational 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 Qualification Development

The development of these qualifications 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 qualifications on content, the potential learner audience for the qualifications 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 3 Diploma in Advanced and Creative Hairdressing 610/0503/4

Qualifi Level 3 Certificate in Advanced and Creative Hairdressing 610/0502/2

### 1.4 Awarding Organisation

QUALIFI LTD

## 2 Qualification Purpose, Rational, Aims and Outcomes

### 2.1 Qualification Purpose

This practical and knowledge-based range of qualifications has been created to develop and equip existing hairdressers with advanced and creative skills, competencies, and expertise in hair services in particular; advanced hair science, consultation and profiling, creative cutting, colour correction, creative setting, dressing styling and finishing hair and creative colouring. This qualification will also enable existing 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 Certificate is to provide recognition for those who wish to gain the necessary skills to improve their employment opportunities in the hair industry. The Qualifi Level 3 Diploma and Certificate in Advanced and Creative Hairdressing are suitable for those progressing from Level 2 in Hairdressing as well as those with extensive experience of the hair industry.

### 2.3 Overall Aims of the Qualifications

The Diploma and Certificate will provide learners with the knowledge and skills to carry out advanced and creative hairdressing services, enabling learners to gain the necessary skills and essential underpinning knowledge to work commercially as a Hairdresser/Senior/Creative Stylist. The Diploma will also provide opportunities for learners to develop the necessary skills and competencies to progress directly into employment or to further study.

### 2.4 Learning Outcomes

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

- **Advanced hair science** - learners will gain advanced knowledge on the; structure and function of the body systems and their interdependence on each other, structure and function of hair and hair growth,

structure and functions of the skin and the relative and absolute contraindications and related pathologies to improve their ability to select the most appropriate products, tools, equipment, and techniques when performing advanced and creative hair services.

- **Implement health, safety, and hygiene** - learners will be able to implement their advanced knowledge and understanding of health, safety, and hygiene practices through research of legislation, policies, and procedures. The learner will analyse and review policies and procedures for refinement when implementing health, safety and hygiene for the salon, self, and clients for services/treatments.
- **Client consultation and profiling** - 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.
- **Creatively cut hair** - learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment, and a variety of creative cutting skills to create a bespoke restyled creative look to enhance personal image.
- **Creatively set, dress, style, and finish hair** - learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment, and a variety of conventional and nonconventional styling and dressing techniques to produce innovative, fashionable, creative, and personalised looks.
- **Creatively colour and lighten hair** - learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment, by combining, adapting, and personalising colouring and lightening techniques to create a variety of creative looks. Techniques include the use of weaving, slicing and block, block panel colouring and full head and regrowth application of lightener.
- **Colour correction** – learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment, and a variety of techniques will include, removing artificial colour, removing bands of colour, recolouring hair and correcting highlights and lowlights colouring services.
- **Creatively perm hair** - learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment, and a range of advanced perming techniques to create a variety of permed effects.
- **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.
- **Braid, twist, and thread wrap hair** - learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment to carry out braid, twists and thread wrapping services.
- **Cultivate, maintain, and repair locks** – learners will gain advanced knowledge and creative skills to be able to use products, tools, equipment to be able to cultivate, maintain and repair locked hair using a variety of techniques.
- **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.
- **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.
- **Promotional activities** – Learners will gain knowledge and skills about planning, implementing and evaluating promotional activities including 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 unit. Learners will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance.

Learners will also be required to do an evaluation and reflection for continuous improvement after the service(s) provided.

These are the overall learning outcomes in line with RQF Level 3 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:

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must know and understand:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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 Qualifications

### 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 assessment conducted by a Qualifi External Assessor/EQA, centres will be required to have suitably qualified and experienced tutors and a minimum of 10 learners per external assessment.

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.
- Provide externally set MCQs (multiple choice question papers) at qualification level for internal marking and external sampling.
- 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 assessment, that will decide the learner's achievement and combined with the MCQs determine overall achievement.

## **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 or Certificate 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

The qualifications are designed for learners aged 16 and above who have achieved a Level 2 qualification or apprenticeship in hairdressing or have considerable industry experience. Centres are responsible for ensuring that this qualification is appropriate to the ability of learners.

The qualifications have 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 3 Diploma in Advanced and Creative Hairdressing

To achieve this qualification a learner must select and successfully complete **65** credits. This includes all **six** mandatory units **52** credits, and at least **13** credits from the optional section i.e., **one** to **two** optional units:

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
A/650/1393	Advanced Hair Science	3	50	5	45
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
D/650/1394	Creatively cut hair	3	110	11	100
F/650/1395	Creatively set, dress, style, and finish hair	3	90	9	75
H/650/1396	Creatively colour and lighten hair	3	120	12	110
Sub total			520	52	440
Unit Reference	Optional Units	Level	TQT	Credits	GLH
J/650/1397	Colour correction	3	130	13	120
K/650/1398	Creatively perm hair	3	80	8	70
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
L/650/1399	Braid, twist, and thread wrap hair	3	80	8	70
A/650/1400	Cultivate, maintain, and repair locks	3	80	8	70
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
Minimum totals			650	65	560

#For this Diploma, **three** external MCQ – multiple choice question papers relating to advanced hair science, implement health, safety and hygiene and client consultation and profiling must be achieved

## Qualifi Level 3 Certificate in Advanced and Creative Hairdressing

To achieve this qualification a learner must successfully complete all **three** mandatory units total of 20 credits and **two** optional units, minimum of 12 credits.

Unit Reference	Mandatory Units	Level	TQT	Credits	GLH
A/650/1393	Advanced Hair Science	3	50	5	45
T/650/0799	Implement health, safety, and hygiene	3	70	7	50
H/650/0800	Client consultation and profiling	3	80	8	60
Sub total			200	20	155
Unit Reference	Optional Units	Level	TQT	Credits	GLH
D/650/1394	Creatively cut hair	3	110	11	100
F/650/1395	Creatively set, dress, style, and finish hair	3	90	9	75
H/650/1396	Creatively colour and lighten hair	3	120	12	110
J/650/1397	Colour correction	3	130	13	120
K/650/1398	Creatively perm hair	3	80	8	70
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
L/650/1399	Braid, twist, and thread wrap hair	3	80	8	70
A/650/1400	Cultivate, maintain, and repair locks	3	80	8	70
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			320-450	32-45	261-385

#For this certificate, **three** external MCQ – multiple choice question papers relating to advanced hair science, implement health, safety and hygiene and client consultation and profiling must be achieved.

### **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:

COHB300:	Advanced hair science
CO301:	Implement health, safety, and hygiene
CO302:	Client consultation and profiling

### **4.3 Progression and Links to other QUALIFI Programmes**

Learners completing the Qualifi **Level 3 Diploma, or Certificate in Advanced and Creative Hairdressing** can advance their career in 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](mailto:support@QUALIFI-international.com)

## 7 Assessment

This qualification is occupational as it can support a learner's employment and 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 and Profiling. A guide to relative and absolute contraindications and related pathologies with examples can be found in Unit COHB300: Advanced 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 Records** available for this qualification.
- NB: a separate **Evidence of Assessment Record** is required for each unit/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 logged 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 relevant scope/range listed after the assessment criteria in each unit.

#### **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 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/overarching 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 or Certificate 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](mailto: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: [hbwa@qualifi-hbwa.com](mailto:hbwa@qualifi-hbwa.com)

Website: [www.qualifi-hbwa.com](http://www.qualifi-hbwa.com)

## Appendix 1: Unit Descriptors

### Unit COHB300: Advanced Hair Science

Unit code: A/650/1393

RQF level: 3

#### Unit Overview

- This core unit provides the essential underpinning knowledge relating to advanced hair science and coexists alongside the Level 3 technical units that have been mapped to the Hairdressing and Barbering NOS suites.
- Learners progressing from a Qualifi Level 2 Diploma in Hairdressing or an equivalent qualification covering hair science at a level 2 will only need to complete the associated multiple-choice question (MCQ) Paper B for hair science.

#### The main outcomes are:

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

#### 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 the structure and function of the body systems and their interdependence on each other	1.1 Explain the circulation of blood supply of the face, head, neck
	1.2 Explain the structure of the scalp
	1.3 Explain the muscular system of the face, head, neck
	1.4 Justify the purpose of the bones of the neck
	1.5 Explain the function of the body systems and their interdependence on each other
LO2 Understand the structure and function of hair and hair growth	2.1 Analyse the structure of the hair
	2.2 Evaluate the types of hair that grow on the human body
	2.3 Explain the chemical structure of keratin
	2.4 Explain the structure of the papilla, cell development, how it is nourished and the importance of the blood supply
	2.5 Clarify the factors that can influence hair growth
	2.6 Explain the function of hair
LO3 Understand the structure and functions of the skin	3.1 Explain the zones that make up the structure of the skin
	3.2 Clarify the function of the skin
	3.3 Establish the relative and absolute pathologies that can affect the structure of the skin

## Indicative Content:

Unit	Hair Science	Section
Unit HB301 Advanced Hair Science	1. The structure and function of the body systems and their interdependence on each other	A
	2. The structure and function of hair and hair growth	B
	3. The structure and functions of the skin	C
	4. The relative and absolute contraindications and related pathologies	Consultation MCQ

### Section A - The structure and function of the body systems and their interdependence on each other

Label the circulation of blood supply diagram

#### Circulatory system

- Functions of blood – transport, regulation, protection.
- Blood composition – erythrocytes, leucocytes, thrombocytes, plasma.
- Arteries of the face, head, neck.
- Veins of the face, head, neck.
- Circulation – heart, pulmonary circulation, capillaries, systemic circulation.

#### Structure of scalp

- The scalp: frontalis muscle, epicranial aponeurosis, skin scalp hair, loose connective tissue, soft tissue, covers skull from forehead – occipital bone – above ears.

#### Muscular system

- Function of muscles – contraction, relaxation, attachment, movement.
- Name, location, and action of the muscles of the face, head, neck.

#### Bones of neck

- Vertebrae of the neck: purpose - supports head, C1 - C7.

#### Function

- Promotes good health, healthy hair, hair growth.

### Section B – Structure and function of hair and hair growth

#### Hair structure

- Cuticle: - colourless and translucent, allows hair colour to show through, easily damaged, multiple layers between 7-11 dependent on hair type.
- Cortex – made of keratin, series of fibres - macrofibrils, microfibrils, protofibrils, polypeptide chains, coils held together by cross links – cystine links, disulphide bonds, salt links, hydrogen bonds.
- Medulla – consists of irregular shapes of keratin, not always present or consistent.

#### Types of hair

- Lanugo – is the very fine hair that grows on a foetus and is replaced (vellus) just prior to birth.
- Vellus – fine downy hair that grows all over the body.
- Terminal – is the strong hair on the scalp that hairdressers and barbers work on.
- Short bristle hair - grows in nose, ears, and eyebrows.

#### Chemical structure of keratin

- Structure – elements, compounds, atoms, and molecules.
- Elements in keratin: carbon, oxygen, nitrogen, hydrogen, sulphur.
- Elements and compounds – elements join together by a chemical reaction to form a compound.  
*Example:* chemical formula of water  $H_2O = 2 \times \text{atoms of hydrogen} + 1 \times \text{atom of oxygen}$   
*Example:* chemical formula of hydrogen peroxide  $H_2O_2 = 2 \times \text{atoms of hydrogen} + 2 \times \text{atoms of oxygen}$   
Hydrogen peroxide is used in chemical services, one atom of oxygen passed to another substance is called an oxidizing agent.
- Keratin is built up by a good diet of; fish, meat, eggs, milk, broken down into amino acids, circulated by blood supply.

#### Hair growth

- Papilla (matrix/root) of follicle: blood supply, germinating layer, germinal matrix, melanocytes, epidermal cells, new cells push old cells upwards (hair growth).

- Cell development: division of cells, microscopic unit, living matter, cytoplasm, membrane, nourishment (glucose) passes into cell from blood supply, waste passes out.
- Nourishment: energy produced when oxygen reacts with glucose.
- Blood supply: heart pumps blood, circulation of blood, oxygen and nutrients from digested food, haemoglobin/red blood cells, nutrients dissolved into blood plasma, carotid arteries carry blood to head, capillaries enter each papilla, capillaries re-join and form jugular veins, de-oxygenated blood/waste products back to heart.

#### **Factors affecting hair growth**

- Poor hair growth/loss: illness, shock, fever, childbirth, medication, promotes resting stage of follicles, shortage of protein can affect colour and thickness – lack of melanin produced.
- Good hair growth: summer months, light/UV rays, age related (faster in children than old age), women's hair grows faster than men's.

#### **Function of hair**

- Keep head warm, cushion against damage, protect against UV, primary function personal adornment.

### **Section C – Structure and function of the skin**

Label a diagram of the structure of skin.

#### **Structure**

- Keratinisation zone: stratum corneum, stratum lucidum, stratum granulosum, stratum spinosum.
- Germinative zone: stratum granulosum, stratum spinosum, stratum germinativum.
- Basement membrane.
- Epidermis: front line of defence, 15-40 layers of flattened skin cells/corneocytes, continual renewal monthly, prevents loss of water, keratinocytes produce keratin, building blocks of epidermis.
- Dermis: hair follicle formed, elastic and connective tissues, blood vessels, skin receives nutrients.
- Subcutaneous fat: loose cell tissues, fat store.

#### **Function**

- Functions of the skin – protective layer against pathogens, protects skin against UV, secretion, heat regulation, absorption, excretion, sensation.
- Acid mantle: fine slightly acidic film on surface of skin, barrier to bacteria and viruses prevent penetration of the skin, sebum and sweat mixed together become the acid mantle.
- Vitamin D production: natural defence against diseases.
- Pigmentation, melanin formation, tanning and sunburn.

#### **Pathologies**

- Including: causes, signs, and symptoms and whether a relative or absolute contraindication.
- Allergies, disorders, pigmentation disorders, bacterial infections, fungal diseases, infestations, viral infections, skin cancers.

#### **\*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 for the core units 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:

Advanced Hair Science

**Part A** - relating to Level 2 Hair and Barbering sectors (required if the learner has not completed assessment in hair science at Level 2)

**Part B** – relating to Level 3 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

>70% = Pass

<69% = 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 CO301: Implement health, safety, and hygiene

Unit code: T/650/0799

RQF level: 3

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

### NOS and Unit Overview

- This standard is for professionals implementing 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, plan, 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 unit:

CO302: Client consultation and profiling

### NOS Performance Criteria (PC)

#### You must be able to:

1. maintain your 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)

### You need to know and understand:

1. your responsibilities for health and safety as defined by any specific legislation covering your job role
2. the local authority's rules and conditions, licensing and/or registration requirements for yourself and your premises
3. why you 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. your own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely
6. your 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. your 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Plan for health, safety and risk assessment practices	1.1 Plan and implement the use of health and safety methods before, during and after services/treatments in line with legal guidelines	PC 1
	1.2 Plan, implement and record the risk assessments required before services/treatments	PC 2
	1.3 Plan and implement preparation of 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 Plan, prepare and protect both the practitioner and client(s) within the salon for services/treatments in line with legal and salon policies	PC 6
LO2 Implement health and safety practices for salon, practitioners, and clients	2.1 Demonstrate safe, environmental, and sustainable working methods, for the practitioner and client, to reduce the risk of injury and to reduce carbon footprint	PC 7, 8
	2.2 Demonstrate the selection and use of 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 Demonstrate tests to make sure of the client's suitability for services/treatments when required	PC 11
	2.4 Plan and demonstrate the sorting and disposal of waste, to meet legal requirements	PC 12

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO3 Understand how to plan for health, safety, and risk assessment practices	3.1 Explain the legal duties for health and safety that cover the practitioners job role	KU 1
	3.2 Investigate the rules and conditions set by your local council for registering or licensing the practitioner and the salon	KU 2
	3.3 Explain how and when to seek further advice and support regarding data legislation compliance	KU 7
	3.4 Justify the reasons for conducting risk assessment and implementing control procedures	KU 8
	3.5 Explain the risks of contamination within a salon, what can cause it and chemical methods used to prevent it	KU 9, 10

	3.6 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
	3.7 Report the legal requirements for carrying out tests, their purpose, when and how they should be used	KU 24
LO4 Understand how to implement health and safety practices for the salon, practitioners and clients	4.1 Explain why practitioners must work within legal requirements, ethical methods of working, and comply with a professional code of conduct	KU 3, 4
	4.2 Explain how personal wellbeing can affect the ability to carry out services/treatments	KU 5
	4.3 Interpret the duties for reporting suspected malpractice	KU 6
	4.4 Explain how and when to seek advice and support when needed	KU 7
	4.5 Identify the causes and hazards of accidental exposure to clinical waste and the responses needed	KU 13
	4.6 Explain how to implement and monitor auditing systems for the salons working practices and procedures	KU 14
	4.7 Explain the importance to implement and monitor salon procedure protocols for consultation, assessment, and service/treatment delivery	KU 15
	4.8 Explain how to implement and monitor salon policies and legal requirements for the client's protection, preparation, dignity, and privacy during services/treatments	KU 16
	4.9 Explain how to implement and monitor safe working practices for clients and staff, that can stop work related injury and ill health	KU 17
	4.10 Explain why it is important that the fixtures, fittings, and layout of the salon follow legal requirements	KU 18
	4.11 Explain how to implement procedures to deal with hazards and risks regarding: the salon, equipment, materials, and products	KU 19
	4.12 Investigate the environmental and sustainable working practices to be implemented in the salon	KU 20
	4.13 Report on the insurance requirements that must be in place to cover services/treatments and the salon	KU 21
	4.14 Investigate the salon policies, manufacturers' instructions, and legal responsibilities for the use, storage, handling, disposal, and record keeping for products, materials, and equipment	KU 22
4.15 Explain why practitioners must use products and equipment that are legally fit for use	KU 23	
4.16 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.
- **Implement** - is defined as to put something into effect, enforcing a new set of procedures
- **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.
- **Practitioner** – this is the collective term for a hairdresser, barber, beauty therapist, nail technician, trichologist, and wellbeing and holistic therapist
- **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 for the core units 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 (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement 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 model

Competent performance must be observed and recorded on **a minimum of 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**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- [Implementing your plan - Managing health and safety - HSE](#)
- Pocket Guide to Key Terms for Beauty Therapy by Lorraine Nordmann, Marian Newman
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- 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 CO302: Client consultation and profiling

Unit code: H/650/0800

RQF level: 3

*(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.

This unit coexists alongside Qualifi unit:

CO301: Implement health, safety and hygiene

### 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 an 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

[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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Conduct an in-depth client profile consultation	1.1 Carry out a concise and detailed consultation for the service/treatment requested	PC 1
	1.2 Conduct a client lifestyle profile and consider physical and psychological wellbeing for the service/treatment	PC 1
	1.3 Communicate effectively to build and maintain client's trust and confidence	PC 1
	1.4 Establish relative and absolute contraindications that may restrict or prevent service/treatment	PC 1
	1.5 Recognise and respond to disclosed conditions in compliance with data regulations	PC 2
	1.6 Discuss and identify the client's objectives, concerns, expectations and desired outcomes, including service/treatment history	PC 3
	1.7 Explain the fee structure and commitment for maintenance/removal or repeat services/treatments and alternative options	PC 3, 4
	1.8 Discuss and agree instructions and recommendations prior to the service/treatment	PC 4, 5
LO2 Perform checks, tests and analyses to inform the service/treatment plan	2.1 Conduct allergy, sensitivity and tactile tests to establish client's suitability as relevant for service/treatment	PC 5
	2.2 Perform analysis of the client's treatment area to establish if/where adaptations are required	PC 6
	2.3 Assess, discuss, agree and document the client's profile consultation identifying the risks and expected outcomes of the service/treatment	PC 6
	2.4 Provide the client with information regarding their rights	PC 7
	2.5 Explain the physical sensation that may occur during and following the service/treatment	PC 8
LO3 Complete a dynamic and bespoke service/treatment plan	3.1 Develop a dynamic, bespoke service/treatment plan	PC9
	3.2 Establish client understanding and gain agreement and consent for the service/treatment	PC 9
	3.3 Provide instructions and advice to the client pre and post the service/treatment	PC 10

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Know how to conduct an in-depth client profile consultation	4.1 Assess the importance of working with other professionals, to support effective and safe working practices	KU 1
	4.2 Explain the rationale to 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 abilities	KU 7
LO5 Know how to perform checks, tests and analyses to inform service/ treatment plan	5.1 Explain the influencing checks and factors when developing and agreeing a bespoke service/treatment plan.	KU 8, 9
	5.2 Describe how to determine the client's physical and psychological suitability for the service/treatment	KU 9
	5.3 Explain the importance of identifying the diverse needs of the client and adapting the service/treatment accordingly	KU 10
	5.4 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
	5.5 Investigate the impact of social influences, the media and trends	KU 12
	5.6 Describe the importance of assessing, discussing, agreeing, reviewing and documenting the outcomes of the consultation	KU 13
	5.7 Describe the importance of explaining the service/treatment process, expected outcomes and associated risks	KU 14
	5.8 Illustrate the benefits of using visual aids during consultation	KU 15
	5.9 Describe how to manage client's expectations	KU 16
LO6 Know how to complete a dynamic and bespoke service/ treatment plan	6.1 Describe 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 Define the legal, insurance and salon policy for taking and storing visual media of the client's service/treatment area	KU 20
	6.5 Justify the reasons for providing instructions and advice, pre and post the service and explain the importance to offer follow up advice/support	KU 22

## **Indicative Content:**

### **Scope/range**

#### **Treatment area** (relevant to the service/treatment)

1. hair curl classification and condition
2. skin classification, condition and sensitivity
3. nail and surrounding skin condition
4. body type classification and condition

#### **Lifestyle profile** (relevant to the service/treatment)

1. genetics
2. diet
3. occupation
4. sleep
5. wellbeing
6. stress level

#### **Health issues**

1. Cancer
2. Diabetes
3. Epilepsy
4. Circulatory disorders
5. Pregnancy
6. Pre/post operative care
7. Poor mental health
8. Life limiting conditions
9. Life-threatening conditions
10. Chronic conditions
11. Allergies

#### **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

- **Allergies** - are caused by hypersensitivity of the immune system to typically harmless substances, which trigger adverse histamine responses such as itching, burning, oedema, urticaria, red eyes, sneezing and wheezing to more severe and life-threatening reactions such as anaphylaxis e.g., allergy to latex, adhesives, talc, avocado oil etc.
  - **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
  - **Body type classification** - identified as endomorph, mesomorph and ectomorph classifications
  - **Chronic conditions** - broadly defined as conditions, lasting more than a year affecting health and wellbeing. E.g., long Covid-19 a chronic post coronavirus condition following the pandemic of 2020/21 is emerging as a potential risk factor for heightened sensitivity and allergic reactions to services/treatments involving the use of chemicals.
  - **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. For example:  
**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
- **Trichorrhesis 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
- **Dysmorphia** - body dysmorphic disorder, is a mental health condition where a person spends a lot of time worrying about flaws in their appearance, which are often unnoticeable to others
- **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
- **Lifestyle** - job, family, financial, time, diet, exercise, stress factors, smoking, alcohol consumption
- **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 for the core units 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 (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Beauty, 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**

>70% = Pass

<69% = Fail, the learner will be permitted to re-sit the same MCQ paper on 3 occasions.

### **Suggested Resources**

- *Pocket Guide to Key Terms for Beauty Therapy* by Lorraine Nordmann, *Marian Newman*
- Beauty Therapy Fact File 5th Edition by Susan Cressy
- Beauty Therapist's Guide to Professional Practice and Client Care by Andrea Barham
- Professional Beauty Therapy Level 3 by Lorraine Nordmann
- The Essential Guide to Holistic and Complementary Therapy by Helen Beckmann and Suzanne Le Quesne
- An Introductory Guide to Massage by Louise Tucker
- Massage and Aromatherapy A Practical Approach, by Lyn Goldberg
- 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 HB303: Creatively cut hair

Unit code: D/650/1394

RQF level: 3

(NOS SKAHDBR4 - Creatively cut hair using a combination of 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 using advanced cutting skills to create a bespoke restyled creative look to enhance personal image.
- 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:

Unit COHB300: Hair science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Carry out a creative restyled cut

### 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 creative cutting service plan, to include:
  - 3.1 individual's lifestyle
  - 3.2 anatomical head and face structures
  - 3.3 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 hair length
  - 4.5 scalp condition
5. explore a variety of achievable looks with the individual using relevant visual aids
6. confirm and agree with the individual, they have understood the proposed creative cutting service, to include:
  - 6.1 contra-actions
  - 6.2 adverse reactions
7. obtain the individual's informed consent for the cutting service
8. comb and section the hair in accordance with the creative cutting service protocol

9. use cutting techniques suitable for the individual's state of hair and hair curl classification to achieve the desired creative look, to include:
  - 9.1 select and use tools and equipment to avoid damage to the hair and scalp
10. create and cut the initial guideline in accordance with the cutting service plan to include:
  - 10.1 confirming with the individual they want to proceed with the cut
11. combine and adapt your cutting techniques and cutting effects to achieve the desired look in accordance with the creative cutting service protocol, to include:
  - 11.1 rotating your position around the individual to ensure accuracy of cut
12. cross-check the cut to establish accurate distribution of weight, balance, and shape
13. shape visible hair perimeters using cutting or clipper techniques, taking into account:
  - 13.1 the natural hair line
  - 13.2 hair growth patterns
  - 13.3 unwanted hair outside the hair design
14. carry out suitable remedial action to resolve any problems arising during the cutting service
15. carry out a final visual check to ensure the cut is accurate
16. use creative finishing techniques that complement the cut and individual's facial shape
17. conclude the creative cutting service ensuring the individual is left free from hair cuttings
18. confirm with the individual they are satisfied with the final result
19. monitor the individual's health and wellbeing throughout the cutting service
20. implement the correct course of action in the event of an adverse reaction
21. complete the individual's service records and store in accordance with data legislation
22. use reflective practice to evaluate the creative cutting service and take appropriate action
23. provide instructions and advice to the individual, pre and post the service
24. record the outcome and evaluation of the creative 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 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 cutting techniques used within a creative look, and the adaptations required, in relation to:
  - 7.1 hair curl classification
  - 7.2 hair characteristics
  - 7.3 state of hair
  - 7.4 hair length
  - 7.5 scalp condition
  - 7.6 hair service history
8. where to source creative ideas to inspire and determine the service plan, to include:
  - 8.1 how to interpret inspiration from historical, cultural, and fashion themes into current trends
9. the importance to explore a variety of achievable looks with the individual using relevant visual aids
10. the types and use of tools and equipment used in cutting services
11. how to use a styling razor safely and why it must be used on wet hair, to include:
  - 11.1 associated risks
12. the differences between cutting wet and dry hair and how it impacts the degree of tension used
13. the importance of keeping the hair evenly damp throughout the wet cutting process

14. how to adapt hair cutting techniques for each hair curl classification
15. how to recognise over processed hair, the associated risks and action to take
16. how to recognise Trichorrhhexis nodosa, the associated risks and action to take
17. the effects that can be created by combining and adapting different cutting techniques
18. the importance of considering weight distribution and working with the natural growth patterns of the hair
19. the reasons for establishing and following guidelines
20. how carry out a skin fade and in accordance with the skin fading guidelines
21. the traditional and current hair shapes
22. the importance of choosing the appropriate angle at which the hair is held when cutting to ensure accurate weight distribution, balance and degree of graduation is achieved
23. how to personalise and adapt cutting techniques, to include:
  - 23.1 how to blend temporary or semi-permanent hair extensions
24. how to level and test clippers
25. the types and size of clipper blades and attachments available, and the effects that these achieve
26. the risks associated with continually close cutting (not used in this unit)
27. the associated risks from hair cuttings in close proximity of exposed skin
28. the types of products available for finishing hair
29. why hair should be washed prior to a cutting service
30. why you should comb and section the hair prior to the cutting
31. how to create and follow a guideline for a combination of cutting styles within a creative look, to include:
  - 31.1 the service times in accordance with your organisational policies and procedures
32. how to cross check and balance the cut
33. the reasons why you may need to troubleshoot problems that can commonly arise when cutting hair, to include:
  - 33.1 ways in which they can be remedied
34. how to create different **neckline shapes** considering the hair growth patterns
35. the importance of consulting with the individual throughout the cutting process
36. the adverse reactions associated with a cutting 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, expectations, desired outcomes and agree the cutting service plan
40. the fee structures and treatment 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 creative cutting service protocol
44. the importance of monitoring the health and wellbeing of the individual during, and post the service
45. the expected outcomes of cutting services
46. the purpose of reflective practice and evaluation and how it informs future services
47. 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 [Creatively cut hair using a combination of techniques \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

Learning Outcomes To achieve this unit, a learner must:	Assessment Criteria: Assessment of this unit will require a learner to demonstrate that they can:	NOS Covered Performance Criteria
LO1 Prepare for creative cutting services	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service, according to organisational and insurance requirements	PC 1, 7
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3
	1.4 Analyse the hair and scalp including testing, to establish suitability of service, record outcomes in line with data protection legislation	PC 4, 5
	1.5 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 6
LO2 Provide creative cutting services	2.1 Plan and design the creative cutting service, comb, and section the hair according to the plan	PC 8
	2.2 Demonstrate the safe use of tools, equipment, creative cutting, and clipper techniques suitable for all hair curl classifications, avoiding damage to the hair and scalp	PC 9
	2.3 Create initial guidelines and confirm the client is happy to proceed	PC 10
	2.4 Combine and adapt cutting techniques, effects, and guidelines, to create a creative haircut, achieved by moving position around the head	PC 11
	2.5 Perform both a visual and manual cross check of the creative haircut	PC 12
	2.6 Perform creative cutting or clippers techniques appropriate for influencing factors and hair perimeters	PC 13
	2.7 Perform a final visual check to ensure accuracy, creativity and the client is both happy and free from hair cuttings	PC 15, 17, 18
	2.8 Employ <b>creative finishing techniques</b> that complement the hair design and individual's facial shape	PC 16
	2.9 Scrutinise the client's health and wellbeing throughout the creative cutting service	PC 19
	2.10 Implement a suitable course of action in the event of an adverse reaction or problem during the service	PC 14, 20
LO3 Complete creative cutting services	3.1 Reflect and evaluate on the service outcome, take appropriate actions, finalise the records and store in accordance with data legislation	PC 21, 22, 24
	3.2 Instruct the client on pre and post service advice and guidance	PC 23

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for creative cutting services	4.1 Establish roles and responsibilities when performing creative cutting services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Justify the importance of identifying the hair science and contra-indications in line with legal and insurance requirements and for obtaining medical diagnosis and referral	KU 4, 5
	4.5 Justify the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Specify the appropriate tools and equipment used in creative cutting services	KU 10
	4.7 Characterise the creative cutting techniques used when creatively cutting hair	KU 7
	4.8 Establish appropriate sources of visual aids to inspire creative ideas	KU 8, 9
	4.9 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and appropriate actions	KU 15, 16
	4.10 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 38
	4.11 Clarify the legal and insurance requirements for gaining signed and informed consent for the service	KU 41
	4.12 Explore service options, fees, and the importance of establishing the clients' objectives, concerns, expectations, desired outcome, when agreeing a planned service	KU 39, 40
	4.13 Justify the rationale for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 42
LO5 Understand how to provide creative cutting services	5.1 Justify the reasoning why hair should be shampooed before service	KU 12
	5.2 Clarify the differences between cutting hair wet or dry, the impact this has on tension and the importance of keeping hair damp	KU 13, 29
	5.3 Justify the combing, sectioning and use of appropriate angles to achieve a creative hair cut	KU 22, 30
	5.4 Categorise the types and sizes of clippers, blades, and attachments available, how to test and level them and the creative effects they can achieve	KU 24, 25
	5.5 Justify how to establish and following guidelines, create different <b>neckline shapes</b> when considering hair growth patterns	KU 19, 31, 34
	5.6 Explain how to use a styling razor safely and creatively when designing a creative hair cut	KU 11
	5.7 Clarify how to build upon traditional and current hair shapes and traditional cross-checking methods, when designing a creative hair cut	KU 23, 32
	5.8 Justify the personalisation of creative cutting techniques for each hair curl classification, including hair extensions, when performing a creative hair cut	KU 14, 17, 23
	5.9 Analyse hair growth patterns and provide an explanation of how to adapt weight distribution accordingly	KU 18
	5.10 Justify the importance of monitoring and consulting with the client throughout the creative cutting process	KU 35, 44
	5.11 Categorise the problems and adverse reactions associated with creative cutting services	KU 27, 33, 36

	5.12 Explain the reasoning for observing the cutting service protocols	KU 43
	5.13 Categorise the types of products available for finishing a creative hair style	KU 28
	5.14 Formulate the planned outcomes of the service	KU 45
	5.15 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 37
LO6 Understand how to complete creative cutting services	6.1 Explain the evaluation and reflection process regarding services provided, including adaptations on future services	KU 46
	6.2 Justify the instructions, advice, and guidance, pre and post the creative cutting 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

##### Cutting techniques

1. club cutting
2. freehand
3. point cutting
4. scissor over comb
5. clipper over comb
6. texturising
7. thinning

##### Tools and Equipment (min of 4 out of 6)

1. scissors
2. clippers
3. thinning scissors
4. trimmers
5. foils
6. styling razor

##### Cutting effects

1. graduating
2. layering

3. tapering
4. disconnecting
5. fading
6. asymmetric cut

### **Creative 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

### **Hair growth patterns**

1. cowlick
2. whorl
3. double crown
4. widows peak
5. duck tail
6. genetic
7. systemic

### **Creative finishing techniques**

1. styling
2. use of product application

### **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 (min of 2 out of 4)**

1. tapered
2. squared
3. full neckline
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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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
- **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

- **Styling razor** - has optional multifunctional guards attached to the blade to create hair texture and thinning effects
- **Texturising** - a cutting technique that creates movement and gives the appearance of increased volume
- **Thinning** - a cutting technique than can be carried out freehand or with the use of thinning scissors to reduce volume in the hair
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

#### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 creative hair cutting services and recorded on **a minimum of 6 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**

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 HB304: Creatively set, style, dress, and finish hair

Unit code: F/650/1395

RQF level: 3

(NOS SKAHD2 - Creatively set, style, dress and finish hair using advanced techniques)

### 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 using a variety of conventional and nonconventional styling and dressing techniques to produce innovative, fashionable, creative, and personalised looks.
- 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:

Unit COHB300: Hair science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Creatively set, style and dress and finish 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 setting, creative styling and dressing 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. explore a variety of achievable looks with the individual using relevant visual aids
7. discuss the creative styling and dressing techniques to be used in accordance with the setting, creative styling and dressing service plan
8. confirm and agree with the individual, they have understood the proposed setting, creative styling and dressing service, to include:
  - 8.1 contra-actions
  - 8.2 adverse reactions
9. obtain the individual's informed consent for the setting, creative styling and dressing service

10. prepare the individual and shampoo the hair and scalp in accordance with the setting, creative styling and dressing service protocol
  11. use the agreed setting techniques to section and wind the hair, minimising the risk of damage to the hair  
Temporary hair attachments
  12. section the hair in accordance with the setting, creative styling and dressing service plan, to include:
    - 12.1 choose a temporary hair attachment or attachments to fit the individual's treatment area accurately
  13. comb and smooth the temporary hair attachment and apply and secure close to the hair roots, to include:
    - 13.1 blending into the individual's hair
    - 13.2 avoid excessive tension to prevent discomfort and damage to the scalp or hair
- Creative styling and dressing
14. prepare and select products, thermal styling tools and equipment suitable for achieving the style agreed with the individual, to include:
    - 14.1 set the thermal styling tool at the recommended operating temperature for the hair curl classification and characteristics
  15. section and secure hair in accordance with the setting, creative styling and dressing service plan
  16. carry out creative styling and dressing techniques in an innovative way to achieve the desired style, to include:
    - 16.1 using techniques that will minimise the risk of damage to the hair and scalp
  17. secure the hair so that any pins, grips, or bands are hidden unless part of the style requirements
  18. incorporate and secure accessories, when used, to complement and enhance the desired style
  19. ensure the finished look meets the intended shape, direction, balance, and volume agreed with the individual
- Finishing
20. conclude the service in accordance with the setting, creative styling and dressing service protocol, to include:
    - 20.1 application of finishing products
  21. confirm with the individual they are satisfied with the final result
  22. monitor the individual's health and wellbeing throughout the setting, creative styling and dressing service
  23. implement the correct course of action in the event of an adverse reaction
  24. complete the individual's service records and store in accordance with data legislation
  25. use reflective practice to evaluate the setting, creative styling and dressing service and take appropriate action
  26. provide instructions and advice to the individual, pre and post the service
  27. record the outcome and evaluation of the setting, creative 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, creative 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 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 limitations of setting, creative 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, creative 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, creative styling and dressing service
- 10. how to recognise over processed hair, the associated risks and necessary action
- 11. how to recognise Trichorrhesis nodosa, the associated risks and necessary action
- 12. when and why shampooing the hair and scalp prior to the setting, creative styling and dressing service is required
- 13. how and when setting and dressing techniques are used within setting, creative styling and dressing services
- 14. the service times in accordance with your organisational policies and procedures
- 15. the types of temporary hair extensions and associated risks
- 16. how to identify first signs of traction alopecia
- 17. the types and causes of hair loss
- 18. why set hair sections need to be brushed out thoroughly
- 19. the methods of handling, controlling, and securing hair to achieve curls and rolls
- 20. the types of pre-treatment, styling and finishing products available for setting, creative styling and dressing services
- 21. the effects of humidity on the hair
- 22. the physiological changes to the hair structure during the setting process
- 23. how thermal treatments can accelerate the process time
- 24. how heat protectors protect the hair, prior to thermal services
- 25. how to remove rollers safely to avoid damage to the hair
- 26. the effects of backcombing and back brushing on the hair structure
- 27. the types of conventional styling techniques and nonconventional styling techniques and items that may be used when styling hair and the effects they create
- 28. the preparation procedures required for the different styling and dressing techniques
- 29. when, why and how to use the different types of:
  - 29.1 securing equipment
  - 29.2 accessories
  - 29.3 added hair
- 30. how to check the intended shape, direction, balance, and volume is achieved
- 31. the importance of ensuring the intended shape, direction, balance, and volume is achieved and the finished look is secure
- 32. how to maintain the agreed style and ensure its longevity
- 33. the importance of consulting with the individual throughout the setting, creative styling and dressing service
- 34. the adverse reactions associated with setting, creative styling and dressing services and how to respond
- 35. the health and safety responsibilities in line with legislation before, during and after the service
- 36. the legal requirements for providing hair services to minors and vulnerable adults
- 37. why it is important to discuss and establish the individual's objectives and desired outcomes and agree the setting, creative styling and dressing service plan
- 38. the fee structures and treatment options
- 39. the legislative and indemnity requirements of gaining signed, informed consent for the service
- 40. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with legislative, insurance and organisational requirements
- 41. the importance of adhering to the setting, creative styling and dressing service protocol
- 42. the importance of monitoring the health and wellbeing of the individual during, and post the service
- 43. the expected outcomes of setting, creative styling and dressing services
- 44. the purpose of reflective practice and evaluation and how it informs future services
- 45. the instructions and advice, pre and post the setting, creative styling and dressing service

## Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Creatively set, style, dress and finish hair using advanced techniques \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Prepare for creative setting, styling, dressing and finishing hair services	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service, according to organisational and insurance requirements	PC 1, 9
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3
	1.4 Analyse the hair and scalp including testing, to establish suitability of service, record outcomes in line with data protection	PC 4, 5
	1.5 Explore achievable looks and effects with the client, the techniques that would be used, using relevant visual aids	PC 6, 7
	1.6 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 8
LO2 Provide creative setting, styling, dressing, and finishing hair services	2.1 Prepare the clients hair by shampooing the hair and scalp according to service protocols	P 10
	2.2 Demonstrate how to section and wind the hair, minimising the risk of damage to the hair	PC 11
	2.3 Section the hair according to service plan and choose appropriate temporary hair attachments for the style	PC 12
	2.4 Prepare the temporary hair attachments, apply, and secure them close to the hair roots, blend with client's hair avoiding excessive tension, discomfort, and damage	PC 13
	2.5 Demonstrate the safe use of products, thermal styling tools and equipment for creative services, in line with service protocols	PC 14
	2.6 Demonstrate creative sectioning, secure hair so that any pins, grips, or bands are hidden, unless part of the style	PC 15, 17
	2.7 Demonstrate innovative techniques to achieve creative style	PC 16
	2.8 Incorporate and secure accessories when used, to complement and enhance the style	PC 18
	2.9 Ensure the finished look meets the intended shape, direction, balance, and volume agreed with the client	PC 19
	2.10 Finish the service in line with service protocols including the application of finishing products and confirm the client is satisfied with the result	PC 20, 21
	2.11 Scrutinise the client's health and wellbeing throughout the service	PC 22
	2.12 Demonstrate an appropriate course of action in the event of an adverse reaction during the service	PC 23
LO3 Complete creative setting, styling, dressing, and finishing hair services	3.1 Reflect and evaluate on the service outcome, take appropriate actions when required, finalise the records and store in accordance with data legislation	PC 24, 25, 27
	3.2 Instruct the client on pre and post service advice and guidance	PC 26

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for setting, styling, dressing, and finishing hair services	4.1 Evaluate the importance of roles and responsibilities when performing creative setting, styling, dressing, and finishing services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Explain the hair science relevant to creative setting, styling, dressing, and finishing services	KU 4, 21, 22
	4.5 Justify the importance of identifying the contra-indications in line with legal, insurance requirements and for obtaining medical diagnosis and referral	KU 5
	4.6 Evaluate the importance of recognising suspicious skin irregularities, scalp lesions, traction alopecia, hair loss types and causes and the referral to a relevant healthcare professional	KU 6, 16, 17
	4.7 Establish the importance of hair and scalp analysis including testing, how the outcomes affect the choice of services and techniques including adaptations	KU 8, 9
	4.8 Explain how to recognise both Trichorrhhexis nodosa and over processed hair, the associated risks, and appropriate actions	KU 10, 11
	4.9 Explain the types and limitations of setting, styling, dressing, and finishing techniques in relation to hair types and influencing factors	KU 7
	4.10 Justify when and why shampooing the hair and scalp prior to the setting, styling, dressing, and finishing service is required	KU 12
	4.11 Establish how and when setting and dressing techniques are used within creative setting, styling, dressing, and finishing services	KU 13, 14
	4.12 Specify the types of temporary hair extensions and associated risks	KU 15
	4.13 Explain the types of pre-treatment, styling and finishing products available for setting, styling, dressing, and finishing services	KU 20
	4.14 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 36
	4.15 Establish the importance of clarifying the client's objectives, concerns, expectations and desired outcome, the service options, fees, associated service times when agreeing a planned service	KU 14, 37, 38
	4.16 Clarify the legal and insurance requirements for gaining signed and informed consent for a creative setting, styling, dressing, and finishing services	KU 39
	4.17 Justify the rationale for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 40
LO5 Understand how to provide creative setting, styling, dressing, and finishing hair services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 35
	5.2 Explain the preparation procedures required for the different creative setting, styling, dressing, and finishing techniques	KU 28
	5.3 Establish how to remove rollers safely avoiding damage to the hair and why set hair sections need to be brushed out thoroughly	KU 18, 25
	5.4 Clarify the effects of backcombing and back brushing on the hair structure	KU 26
	5.5 Analyse the types of conventional and nonconventional styling techniques, the items that may be used and the effects they create	KU 27

	5.6 Justify when, why and how to use the different types of securing equipment, accessories and added hair	KU 29
	5.7 Explain the methods of handling, controlling, and securing hair to achieve curls and rolls	KU 19
	5.8 Clarify how thermal treatments can both accelerate the process time and protect the hair when used prior to thermal services	KU 23, 24
	5.9 Explain the importance of how to check and ensure the intended shape, direction, balance, and volume is achieved and the finished look is secure	KU 30, 31
	5.10 Justify the importance of adhering to service protocols for creative setting, styling, dressing, and finishing services	KU 41
	5.11 Evaluate the adverse reactions associated with creative setting, styling, dressing, and finishing services and how to respond	KU 34
	5.12 Clarify the importance of monitoring and consulting with the client throughout the creative setting, styling, dressing, and finishing process	KU 33, 42
	5.13 Specify the expected outcomes of the service	KU 43
LO6 Understand how to complete creative setting, styling, dressing, and finishing hair services	6.1 Explain the evaluation and reflection process regarding services provided, including adaptations on future services	KU 44
	6.2 Justify the instructions, advice, and guidance, pre and post the creative styling, setting, and dressing service to ensure longevity	KU 32, 45

### 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

### **Creative styling and dressing techniques**

1. Unconventional
2. Conventional

### **Setting, creative styling and dressing 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 and 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

### **Anatomy and physiology**

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

### **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

### **Conventional styling techniques**

1. setting
2. padding
3. use of heated styling equipment
4. finger/comb waving
5. 1, 2, 3, 4 or more strand braiding techniques
6. hair accessories
7. added temporary hair attachments
8. ornamentation

## Nonconventional styling techniques

1. creative wrapping and threading
2. use of fabric
3. netting
4. chopsticks
5. rik-raks
6. unconventional ornamentation
7. alternative innovative methods

## 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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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
- **Handheld tools and free hand techniques** - examples of handheld tools and free hand techniques are the use of cones, cap, comb, film, or foil pull through strips, balayage board, spatula and customised tint brushes and sponges
- **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
- **Sustainable** - being economical with products and not wasting resources, saving energy and costs, reducing your carbon footprint, enabling the environment to continue to thrive
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

#### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 creative set, style, dress, and finish services and recorded on a **minimum of 5 occasions on different clients**. Simulation is not allowed for this unit. 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

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 HB301: Creatively colour and lighten hair

Unit code: H/650/1396

RQF level: 3

(NOS SKAHDBR6 - Creatively colour and lighten the hair using 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 combining, adapting and personalising colouring and lightening techniques to create a variety of creative looks.
- Techniques include the use of weaving, slicing and block, block panel colouring and full head and regrowth application of lightener.
- 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:

Unit COHB300: Hair Science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Creatively colour and lighten hair
2. Full head lightening
3. Regrowth lightening

### 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 advanced 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**
  - 4.3 scalp condition
  - 4.4 percentage of white hair
  - 4.5 length of re-growth on partially chemically treated hair
  - 4.6 hair length
5. carry out **tests** to determine suitability for the advanced colouring and/or lightening service
  - 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 a variety of achievable effects using relevant visual aids, to include:

- 7.1 fees and duration
- 8. confirm and agree with the individual, they have understood the proposed advanced colouring and/or lightening service, to include:
  - 8.1 contra-actions
  - 8.2 adverse reactions
- 9. obtain the individual's informed consent for the advanced colouring and/or lightening service
- Creative colouring and lightening service**
- 10. comb and section the hair and protect the surrounding skin in accordance with the advanced **colouring and/or lightening service protocol**
- 11. select and prepare the **products**, tools, materials, and equipment you must be able to: Creatively colour and lighten the hair using advanced techniques in accordance with the advanced colouring and/or lightening service protocol
- 12. use **colouring and/or lightening techniques** to apply the product in an innovative way to achieve the desired look in accordance with the manufacturer instructions, to include:
  - 12.1 combine and place products in a way that complements the hair style
- Set and monitor the colour and/or lightening process**
- 13. set and monitor the process time in accordance with 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. apply a toner to lightened hair in accordance with manufacturer instructions
- 17. conclude the service in accordance with the advanced colouring and/or lightening service
- 18. confirm with the individual they are satisfied with the final result
- 19. monitor the individual's health and wellbeing throughout the advanced colouring and/or lightening service
- 20. implement the correct course of action in the event of an adverse reaction
- 21. complete the individual's service records and store in accordance with data legislation
- 22. use reflective practice to evaluate the advanced colouring and/or lightening service and take appropriate action
- 23. provide **instructions** and advice to the individual, pre and post the hair service
- 24. record the outcome and evaluation of the advanced colouring and/or lightening service

### NOS Knowledge and Understanding (KU)

#### You need to know and understand:

- 1. your role and responsibilities in providing advanced 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 of products used to 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
- 8. the physiological effects of colour and lightening products have on the hair structure

9. how to recognise over processed hair, the associated risks and action to take
10. how to recognise Trichorrhexis 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 differences between depth colour and tonal shades, to include:
  - 12.1 how they relate the colour wheel
13. how to identify natural pigment and undertones and how it impacts the product choice, to include:
  - 13.1 pre-lightening the hair
  - 13.2 applying a pre-pigmentation product
  - 13.3 applying a neutralising colour toner
  - 13.4 applying a creative colour 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 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 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 of explaining the physical sensation on the scalp
24. why you should comb and section the hair prior to application of colour and lightening products
25. how to carry out a colouring and lightening service, to include:
  - 25.1 how to safely apply colour and lightening products to the hair to avoid exposure of chemicals to the skin and scalp
26. the service time in accordance with your organisational policies and procedures
27. the importance of carrying out a development test during the hair service in accordance with manufacturer instructions
28. the reasons why you may need to troubleshoot problems that can commonly arise when colouring and lightening hair, to include:
  - 28.1 ways in which they can be remedied
29. the importance of consulting with the individual throughout the colouring and lightening service
30. the adverse reactions associated with a colouring and lightening service and how to respond
31. the health and safety responsibilities in line with legislation before, during and after the service
32. the legal requirements for providing hair services to minors and vulnerable adults
33. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the colouring and lightening service plan
34. the fee structures and service options
35. the legislative and indemnity requirements of gaining signed, informed consent for the service
36. 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
37. the importance of adhering to the colouring and lightening service protocol
38. the importance of monitoring the health and wellbeing of the individual during and post the service
39. the expected outcomes of colouring and lightening service
40. the purpose of reflective practice and evaluation and how it informs future services
41. 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

[Creatively colour and lighten the hair using advanced techniques \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Prepare for creative colour and or lightening services	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service, according to organisational and insurance requirements	PC 1, 9
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3
	1.4 Analyse the hair and scalp including testing, to establish suitability of service, record outcomes in line with data protection legislation	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 Provide detailed instructions and recommendations to the client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 8
LO2 Provide creative colour and or lightening services	2.1 Plan the creative colour/lightening service, comb, and section the hair accordingly and protect the skin prior to service	PC 10
	2.2 Demonstrate the safe use of products, tools, materials, and equipment for creative colouring services, in line with service protocols	PC 11
	2.3 Demonstrate innovative techniques by combining the placement of products to create an innovative colour/lightening service	PC 12
	2.4 Perform development protocols to assess service results, ensuring the condition of hair and scalp is retained in line with manufacturer's instructions	PC 13, 14
	2.5 Complete product removal from the hair and scalp in accordance with the manufacturer instructions	PC 15
	2.6 Demonstrate an innovative application of toner to lightened hair, in accordance with manufacturer instructions	PC 16
	2.7 Perform a creative colouring and lightening service in line with service protocols and confirm client satisfaction with results	PC 17, 18
	2.8 Scrutinise the client's health and wellbeing throughout the service	PC 19
	2.9 Demonstrate an appropriate course of action in the event of an adverse reaction during the service	PC 20
LO3 Complete creative colour and or lightening services	3.1 Reflect and evaluate on the service outcome, take appropriate actions, finalise the records and store in accordance with data legislation	PC 21, 22, 24
	3.2 Instruct the client on pre and post service advice and guidance	PC 23

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for creative colour and or lightening services	4.1 Evaluate the importance of roles and responsibilities when performing creative colouring and lightening services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Explain the hair science relevant to creative colour and or lightening services	KU 4
	4.5 Justify the importance of identifying the contra-indications in line with legal, insurance requirements and for obtaining medical diagnosis and referral	KU 5
	4.5 Justify the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Specify the appropriate products, tools, and equipment, how to adapt when required in relation to influencing factors when creating innovative colour or lightening services	KU 7, 14, 20
	4.7 Clarify the physical effects that colouring and lightening products and temperature, has on the hair structure	KU 8, 16
	4.8 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and appropriate actions	KU 9, 10, 15
	4.9 Justify the importance of working to manufacturer instructions to prevent product incompatibilities and risks to health when creatively colouring and lightening hair	KU 11
	4.10 Rationalise the differences between depth of colour and tonal shades, how they relate the colour wheel, how natural pigment and undertones affects the choice of colour product	KU 12, 13
	4.11 Justify 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
	4.12 Rationalise how hair growth patterns can affect the position and placement of highlights and lowlights	KU 18
	4.13 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 32
	4.14 Establish the importance of clarifying the clients' objectives, concerns, expectations and desired outcome, the service options, fees, associated service times when agreeing a planned service	KU 32, 33
	4.15 Clarify the legal and insurance requirements for gaining signed and informed consent for a creative colouring and lightening service	KU 35
4.16 Justify the rational for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 35	
LO5 Understand how to provide creative colour and or lightening services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 31
	5.2 Explain the importance of protecting the client's skin and scalp	KU 22
	5.3 Clarify the importance of working to the manufacturer's instruction for creative colouring and lightening product development, including potential scalp sensations during service	KU 23
	5.4 Justify the combing and sectioning of the hair prior to the safe application of creative colour and lightening products avoiding exposure of chemicals to the skin and scalp	KU 24, 25

	5.5 Justify the importance of adhering to service protocols for product application, testing, and service times	KU 25, 26, 37
	5.6 Evaluate the risks, potential troubleshooting problems, adverse reactions that may occur and workable remedies	KU 21, 28, 30
	5.7 Justify the importance of monitoring and consulting with the client throughout the creative colour and lightening process	KU 29, 38
	5.8 Specify the expected outcomes of the service	KU 39
LO6 Understand how to complete creative colour and or lightening services	6.1 Explain the evaluation and reflection process regarding services provided, including adaptations on future services	KU 40
	6.2 Justify the instructions, advice, and guidance, pre and post the creative colour and lightening service	KU 41

### 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

##### 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

### **Products**

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

### **Colouring and lightening techniques**

1. slicing
2. block /block panel
3. weaving
4. full head lightening
5. regrowth lightening
6. use of handheld tools
7. freehand

### **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

### **Anatomy and physiology**

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

### **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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration

- **Development test** - is the removal of product during the service to check and reaffirm the development time
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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

- **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
  - 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
- **Handheld tools and free hand techniques** - examples of handheld tools and free hand techniques are the use of cones, cap, comb, film, or foil pull through strips, balayage board, spatula and customised tint brushes and sponges
- **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
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

#### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 creative hair colour and lightening 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**

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 HB302: Colour correction

Unit code: J/650/1397

RQF level: 3

(NOS SKAHDBR7 - Provide hair colour corrective services)

### 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 colour corrective services. Techniques will include, removing artificial colour, removing bands of colour, recolouring hair and correcting highlights and lowlights colouring 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:

Unit COHB300: Hair science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Remove artificial colour
2. Remove bands of colour
3. Recolour the hair
4. Correct low and high lights

### 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 colour corrective service plan, to include:
  - 3.1 treatment history that will affect the hair colour correction service
  - 3.2 nature and extent of the colour or lightening problem
  - 3.3 alternative treatment option
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 hair colour corrective service
  - 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, to determine service options and products to resolve the colour or lightening problem

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, duration, and maintenance
8. confirm and agree with the individual, they have understood the proposed hair colour corrective service, to include:
  - 8.1 contra-actions
  - 8.2 adverse reactions
9. obtain the individual's informed consent for the hair colour corrective service
10. comb and section the hair and protect the surrounding skin in accordance with the **hair colour corrective service protocol**
11. select and prepare the products, tools, and equipment in accordance with the hair colour corrective service protocol
12. apply the products and use colour **correction techniques** in accordance with the hair colour corrective service protocol
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 hair colour corrective service
17. confirm with the individual they are satisfied with the final result
18. monitor the individual's health and wellbeing throughout the hair colour corrective 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 colour corrective 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 colour corrective service

### NOS Knowledge and Understanding (KU)

#### You need to know and understand:

1. your role and responsibilities in providing hair colour corrective 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 colour correction services and the adaptations required, in relation to:
  - 7.1 hair curl classification
  - 7.2 hair condition
  - 7.3 state of hair
  - 7.4 skin and scalp condition
  - 7.5 resistant hair
8. the physiological effects colour and lightening products have on the hair structure
9. how to recognise over processed hair and the associated risks
10. the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health

11. the differences between depth colour and tonal shades to include:
  - 11.1 how they relate the colour wheel
12. how treatment history can influence the choice of products and service offered
13. the importance of explaining estimated fees, duration, and likelihood of achieving the desired colour
14. how the type and distribution of melanin creates natural hair colour
15. how and why pre and post treatments should be used when carrying out colour correction services, to include:
  - 15.1 pre-softening the hair
  - 15.2 pre-lightening the hair
  - 15.3 applying a pre-pigmentation
  - 15.4 applying a counteracting toner
16. the types of hydrogen peroxide strengths used in colour correction services, to include:
  - 16.1 when and why various peroxide strengths are used
17. what is meant by the term 'oxidation'
18. how oxidation agents affect the natural and artificial colour pigments
19. the pH values of differing colouring products and lighteners
20. why poor hair porosity influences the choices of product and service
21. the effects temperature has on the application and development of colouring and lightening products
22. how lighting and artificial lighting has on true colour of the hair
23. the importance of carrying out a hair and scalp analysis and how it effects the choice of products and equipment used
24. how hair growth patterns can determine the position of highlights and lowlights
25. the importance of carrying out tests and how the test outcomes can affect the colouring and lightening service
26. the tools and equipment used for colour correction services for all hair curl classification, types, and conditions
27. the different types of colour correction products available and when to use them
28. methods of applying and removing colour correction products
29. the importance of following manufacturer instructions when measuring and mixing colour correction products
30. the risks associated with colouring and lightening chemically treated hair
31. the importance of protecting the individual's skin and scalp from the colour and lightening products
32. the importance of adhering to the manufacturer instructions for the safe use and development times of colour and lightening products, to include:
  - 32.1 the importance to explain the physical sensation on the scalp
33. why you should comb and section the hair prior to the colour and lightening products
34. the hair colour problems that require hair colour correction services
35. how to carry out hair colour correction services and use colour correction techniques to remedy hair colour problems, to include:
  - 35.1 methods of pre-softening and pre-pigmenting hair
  - 35.2 how to remove artificial colour
  - 35.3 how to remove bands of colour
  - 35.4 safely apply products to the hair to avoid exposure of chemicals to the skin and scalp
36. the service time in accordance with your organisational policies and procedures
37. the importance of carrying out a development test during the hair service in accordance with the manufacturer instructions
38. the reasons why you may need to troubleshoot problems that can commonly arise when colouring and lightening hair, to include:
  - 38.1 ways in which they can be remedied
39. the importance of consulting with individual throughout the colouring and lightening service
40. the adverse reactions associated with a colouring and lightening service and how to respond
41. the health and safety responsibilities in line with legislation before, during and after the service
42. the legal requirements for providing hair services to minors and vulnerable adults
43. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the colouring and lightening service plan

44. the fee structures and service options
45. the legislative and indemnity requirements of gaining signed, informed consent for the service
46. 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
47. the importance of adhering to the hair colour corrective service protocol
48. the importance of monitoring the health and wellbeing of the individual during, and post the service
49. the expected outcomes of colouring and lightening service
50. the purpose of reflective practice and evaluation and how it informs future services
51. 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

[Provide hair colour corrective services \(ukstandards.org.uk\)](https://www.ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

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 Performance Criteria
LO1 Prepare for colour correction services	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service, according to organisational and insurance requirements	PC 1, 9
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, nature of problem, expectations, service options and desired outcomes	PC 3
	1.4 Analyse the hair and scalp including testing to establish suitability of service, record, and store in line with data protection legislation	PC 4, 5
	1.5 Evaluate the consultation outcomes with the client, discuss the achievable effects using relevant visual aids, including price, length of service and maintenance	PC 6, 7
	1.6 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 8
LO2 Provide colour correction services	2.1 Comb and section the hair and protect the surrounding skin, in line with colour correction service protocol	PC 10
	2.2 Select, prepare, and use products, tools, materials, and equipment for colour correction services, in line with service protocols	PC 11, 12
	2.3 Set and monitor the process time, carry out a development test to assess service results, ensuring the condition of hair and scalp is retained in line with manufacturer's instructions	PC 13, 14
	2.4 Scrutinise the client's health and wellbeing throughout the service	PC 18
	2.5 Demonstrate an appropriate course of action in the event of an adverse reaction during the service	PC 19
	2.6 Remove the product from the hair and scalp in line with the manufacturer instructions	PC 15
	2.7 Conclude the service and confirm the client is satisfied with the results	PC 16, 17
LO3 Complete colour correction services	3.1 Reflect and evaluate on the service outcome, take appropriate action, finalise the records and store in accordance with data legislation	PC 20, 21, 23
	3.2 Instruct the client on pre and post service advice and guidance	PC 22

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for colour correction services	4.1 Evaluate the importance of roles and responsibilities when performing colour correction services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Explain the hair science relevant colour correction services	KU 4, 8, 14, 17, 18, 19, 20, 21
	4.5 Justify the importance of identifying the contra-indications in line with legal, insurance requirements and for obtaining medical diagnosis and referral	KU 5
	4.6 Justify the importance of recognising suspicious skin irregularities and scalp lesions and the referral to a relevant healthcare professional	KU 6
	4.7 Specify the types of products, tools, and equipment, their uses, and limitations, how to adapt when required in relation to influencing factors when correcting hair colour	KU 7, 12, 26, 27
	4.8 Explain how natural and artificial light can change the appearance of hair colour	KU 22
	4.9 Clarify the physical effects that colouring and lightening products has on the hair structure	KU 8
	4.10 Explain how to recognise over processed hair, the associated risks, and appropriate actions	KU 9, 10, 15
	4.11 Justify the importance of working to manufacturer instructions when mixing and measuring, and preventing product incompatibilities and risks to health	KU 10, 29
	4.12 Rationalise the differences between depth of colour and tonal shades, how they relate the colour wheel, how type and distribution of melanin creates natural hair colour	KU 11, 14
	4.13 Justify the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products and equipment used	KU 25
	4.14 Clarify the pre and post treatments used when performing colour correction services	KU 15
	4.15 Explain when, why and how the types of hydrogen peroxide strengths are used in colour correction services	KU 16
	4.16 Rationalise how hair growth patterns can affect the position and placement of highlights and lowlights	KU 24
	4.17 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 42
	4.18 Explore service options, estimated fees, duration of service and likelihood of achieving desired colour	KU 13
	4.19 Establish the importance of clarifying the client's objectives, concerns, expectations and desired outcome, the service options, fees, associated service times when agreeing a planned service	KU 43, 44
	4.20 Clarify the legal and insurance requirements for gaining signed and informed consent for a colour correction service	KU 45

	4.21 Justify the rational for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 46
	4.22 Explain the importance of adhering to the hair colour corrective service protocols	KU 47
	4.23 Clarify the methods of applying and removing colour correction products	KU 28
LO5 Understand how to provide colour correction services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 41
	5.2 Establish the tools and equipment used for colour correction services for all hair curl classification, types, and conditions	KU 26
	5.3 Explain the type of hair colour problems that require hair colour correction services	KU 34
	5.4 Explain how to carry out hair colour correction services using corrective techniques, to remedy hair colour problems	KU 35
	5.5 Justify the importance of carrying out a development test during the service in line with manufacturers instruction	KU 37
	5.6 Explain the importance of protecting the client's skin and scalp	KU 31
	5.7 Specify the importance of working to the manufacturer's instruction for colouring and lightening product development, including potential scalp sensations during service	KUC 32
	5.8 Describe the combing and sectioning used prior to the safe application of colour and lightening products avoiding exposure of chemicals to the skin and scalp	KU 33
	5.9 Justify the importance of adhering to service protocols for product application, testing, and service times	KU 25, 36
	5.10 Evaluate the risks when providing services to chemically treated hair, potential troubleshooting problems, adverse reactions that may occur during the service and workable solutions	KU 30, 38, 40
	5.11 Justify the importance of monitoring and consulting with the client during and post the colour correction service	KU 39, 48
5.12 Specify the expected outcomes of the service	KU 49	
LO6 Understand how to complete colour correction services	6.1 Explain the evaluation and reflection process regarding services provided and how it informs on future services	KU 50
	6.2 Justify the instructions, advice, and guidance, pre and post the colour correction service	KU 51

### 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. colour
7. skin test

**Products**

1. barrier cream
2. pre-pigmentation treatment
3. semi-permanent
4. demi-permanent/ quasi-permanent
5. permanent
6. lighteners
7. toners
8. colour and lightener protectors

**Hair colour corrective 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

**Colour correction techniques**

1. restoring depth and tone
2. neutralising colour tone
3. remove bands
4. remove artificial colour
5. re-colour hair
6. correct low and highlights

**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

## 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
- **Anatomy and Physiology** - the structure of the human body, how the skeletal, muscular, circulatory, lymphatic, respiratory, excretory, digestive, endocrine and nervous systems interact with each other and how they impact the individual, service, and outcomes
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **Development test** - is the removal of product during the service to check and reaffirm the development time
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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
- **Handheld tools and free hand techniques** - examples of handheld tools and free hand techniques are the use of cones, cap, comb, film, or foil pull through strips, balayage board, spatula and customised tint brushes and sponges
- **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
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

#### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 colour correction 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

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 HB305: Creatively perm hair

Unit code: K/650/1398

RQF level: 3

(NOS SKAHDBR11 - Provide advanced perming 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 advanced perming techniques to create a variety of permed effects.
- 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:

Unit COHB300: Hair science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. create a variety of permed effects

### 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 very curly hair prior to the perming service
  - 5.3 record the outcome and store in accordance with data legislation

6. explore a variety of achievable **permed effects** with the individual 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 **advanced 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 advanced perming service protocol
- Perming service**
12. comb and section the hair in accordance with the advanced 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 advanced perming service protocol
14. protect the individual's hair and scalp in accordance with the advanced 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 chemical treated hair
16. protect the hair with a single use covering in accordance with the advanced 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 the manufacturer instructions
19. prepare the neutralising product in accordance with the manufacturer instructions
20. saturate each perming rod with neutralising solution and monitor development time in accordance with the manufacturer instructions
21. remove rods safely to avoid damage to the hair and scalp
22. remove the neutralising solution from the hair and scalp in accordance with the manufacturer instructions
23. apply an antioxidant conditioner to the hair and scalp to restore the pH balance and stop the oxidation of the neutralising solution
24. remove excess water from the hair and scalp using a towel
25. apply a post-perming treatment to restore the hair's pH
26. conclude the service in accordance with the perming service, to include:
  - 26.1 use creative finishing techniques to achieve the desired permed effect
  - 26.2 ensure the finished permed effect complements the individual and enhances the image of the salon
27. confirm with the individual they are satisfied with the final result
28. monitor the individual's health and wellbeing throughout the perming service
29. implement the correct course of action in the event of an adverse reaction
30. complete the individual's service records and store in accordance with data legislation
31. use reflective practice to evaluate the perming service and take appropriate action
32. provide **instructions** and advice to the individual, pre and post the service
33. 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 chemical composition and pH of perming and neutralising products
9. the physiological effects of perming solutions and neutralisers have on the hair structure
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 of 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 importance of restoring the pH balance after the perming and neutralising processes
15. the importance and use of post-perming treatments to rebalance the pH value of the hair
16. why perming and neutralising should be done a particular sequence
17. the adverse effects of failing to restore the pH value of the hair
18. 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
19. how to adapt hair perming techniques for each hair curl classification
20. how **hair growth patterns** can determine the section and winding techniques
21. the importance of carrying out tests and how the test outcomes can affect the perming service
22. why and when a pre-perm test curl is carried out
23. how to recognise over processed hair, the associated risks and action to take
24. how to recognise Trichorrhexis nodosa, the associated risks and action to take
25. the tools and equipment used for perming services for all hair curl classification, types, and conditions
26. the types of sectioning and winding techniques used to create personalised and creative permed effects
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 neutralising and 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
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 how to safely apply perming products to the hair to avoid exposure of chemicals to the skin and scalp
33. the service times 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, expectations, 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 advanced 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 importance to record the outcome and evaluation of perming service
48. 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

[Provide-advanced-perming-techniques-SKAHDBR11.pdf](#)

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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Prepare for creative perming services	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service	PC 1, 8
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3
	1.4 Analyse the hair and scalp to establish suitability of service, record outcomes in line with data protection legislation	PC 4
	1.5 Carry out <b>tests</b> to determine if; a pre-perming treatment is required to even out the porosity or a chemical rearranger is required to pre-soften very curly hair prior to the perming service, record outcomes	PC 5
	1.6 Explore achievable looks and effects with the client, the techniques that would be used, using relevant visual aids	PC 6
	1.7 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 7
LO2 Provide creative perming services	2.1 Plan the creative perming service, comb, and section the hair in line with service protocols, apply pre-perm treatments for hair and scalp prior to service	PC 9, 10, 11, 12, 14
	2.2 Select the correct size of perm rods and end papers for planned service, apply them using sectioning and winding techniques in line with the creative perming service protocol	PC 13
	2.3 Saturate each perming rod with chosen perming solution, monitor development time in line with manufacturer instructions, adapt where necessary	PC 15
	2.4 Protect the wound and saturated hair with a single use covering in line with service protocol	PC 16
	2.5 Perform curl development tests regularly to monitor development time of perm lotion	PC 17

	2.6 Complete product removal from the hair and scalp, remove excess water in line with the manufacturer instructions	PC 18
	2.7 Prepare the neutralising product, saturate each rod, monitor development time all in line with manufacturer instructions	PC 19, 20
	2.8 Demonstrate safe removal of rods and neutralising product, avoiding damage to the hair and scalp in line with manufacturer's instructions	PC 21, 22
	2.9 Remove excess water from the hair and scalp using a towel and apply either antioxidant conditioner or post perm treatment to the hair and scalp to restore the pH balance and to stop the oxidisation of the neutralising solution	PC 23, 24, 25
	2.10 Use creative finishing techniques to complete the planned service and confirm with the client they are satisfied with the final result	PC 26, 27
	2.11 Scrutinise the client's health and wellbeing throughout the service	PC 28
	2.12 Demonstrate an appropriate course of action in the event of an adverse reaction during the service	PC 29
LO3 Complete creative perming services	3.1 Reflect and evaluate on the service outcome, take appropriate actions, finalise the records and store in accordance with data legislation	PC 30, 31, 33
	3.2 Instruct the client on pre and post service advice and guidance	PC 32

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for creative perming services	4.1 Evaluate the importance of roles and responsibilities when performing creative perming services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Explain the hair science relevant to creative perming services	KU 4
	4.5 Justify the importance of identifying the contra-indications in line with legal, insurance requirements and for obtaining medical diagnosis and referral	KU 5
	4.6 Justify the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.7 Specify the appropriate perm solutions, how to adapt techniques when required in relation to influencing factors when creating innovative perming services	KU 7, 19
	4.8 Explain the chemical composition of perming and neutralising products and the physiological effects the products have on the hair structure	KU 8, 9
	4.9 Clarify why the service is carried out in a particular sequence	KU 16
	4.8 Explain how to recognise Trichorrhexis nodosa and over processed hair, the associated risks, and appropriate actions	KU 23, 24
	4.10 Justify the importance of working to manufacturer instructions to prevent product incompatibilities and risks to health when creatively perming hair	KU 11
	4.11 Clarify the effects of alkaline and acid has on the hair cuticle	KU 10
4.12 Justify the importance of carrying out hair and scalp analysis, including testing and how it effects the choice of products, equipment, section, and techniques used	KU 18	

	4.13 Rationalise how hair growth patterns can affect the section and winding techniques	KU 20
	4.14 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 38
	4.15 Establish the importance of clarifying the clients' objectives, concerns, expectations and desired outcome, the service options, fees, associated service times when agreeing a planned service	KU 33, 39, 40
	4.16 Clarify the legal and insurance requirements for gaining signed and informed consent for perming services	KU 41
	4.17 Justify the rational for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 42
LO5 Understand how to provide creative perming services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 37
	5.2 Explain why and when a pre-perm test curl is carried out	KU 22
	5.3 Explain the importance and use of a pre-perming treatment to even out the hairs porosity prior to a perming service	KU 13
	5.3 Clarify the importance of working to the manufacturer's instruction for creative perming product development, including potential scalp sensations during service	KU 30
	5.4 Establish the importance of protecting the individual's skin and scalp from the perming and neutralising products	KU 29
	5.5 Justify the combing and sectioning of the hair prior to the safe application of creative perming products avoiding exposure of chemicals to the skin and scalp	KU 31, 32
	5.6 Evaluate the types of sectioning and winding techniques used to create personalised and creative permed effects	KU 26
	5.7 Justify the importance of adhering to service protocols for the use of tools, equipment for all hair types	KU 25, 43
	5.8 Clarify why the of temperature of water used during the removal of perming solution can determine the level of curl achieved	KU 12
	5.9 Establish the importance of using an antioxidant shampoo on the hair to neutralise the active ingredient in perming products	KU 27
	5.10 Clarify the importance of restoring the pH balance after the perming and neutralising processes, post-perming treatments and the adverse effects of failing to do this	KU 14, 15, 17
	5.11 Evaluate the risks, potential troubleshooting problems, adverse reactions that may occur and workable remedies	KU 28, 34, 36
	5.12 Clarify the importance of monitoring and consulting with the client throughout the creative perming process	KU 35, 44
5.13 Specify the expected outcomes of the service	KU 45	
LO6 Understand how to complete creative perming services	6.1 Explain the evaluation and reflection process regarding services provided, including adaptations on future services	KU 46,47
	6.2 Justify the instructions, advice, and guidance, pre and post the creative colour and lightening service	KU 48

### 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

**Permed effects**

1. root lifted
2. waved
3. corkscrewed
4. textured curl

**Products**

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

**Advanced 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. piggyback
2. spiral
3. weaving
4. root

5. hopscotch
6. double wind

### 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

### Anatomy and physiology

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

### 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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **Development test** - the removal of product during the service to check and reaffirm the development time
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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
- **Handheld tools and free hand techniques** - examples of handheld tools and free hand techniques are the use of cones, cap, comb, film, or foil pull through strips, balayage board, spatula and customised tint brushes and sponges
- **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
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

## Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

## Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 creative hair perming services and recorded on a **minimum of 6 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

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 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 SKAHDBRBNS1 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 Trichorrhexis 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*

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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	2.1 Section and comb the hair for the smoothing and strengthening service, in line with service protocol	PC 9, 11

Provide smoothing and strengthening services	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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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 Trichorrhhexis 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	KU 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
- **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
- **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
- **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

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 for the core units 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 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

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 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 to **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

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Know how to prepare for	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

permanent hair relaxing services	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
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 processed 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 processed 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
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. 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)

### 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
- **Development test** – removal of product to identify straightness and condition of hair
- **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 for the core units 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 relaxing 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

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 and Barbering, The Foundations: The Official Guide to Level 2 by Martin Green and Leo Palladino (author)
- Illustrated Hairdressing Dictionary authors Nicci Moorman, Leah Palmer
- 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 Trichorrhhexis 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*

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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	5.1 Describe the health and safety responsibilities in line with legislation before, during and after the service	KU 25

Know how to provide hair extension services	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 Know how to complete hair extension services	6.1 Explain the purpose of evaluation and reflective practice and how it informs on future services
6.2 Describe the instructions, advice, and guidance, pre and post the cutting service		KU 41

### 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** - also known as goddess braids or faux locks. 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
  - 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
- **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 for the core units 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:

### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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

>70% = Pass

<69% = 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 HB309: Braid, twist and thread wrap hair

Unit code: L/650/1399

RQF level: 3

(NOS SKAHDBR9 - Braid, twist and thread wrap 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 braid, twists and thread wrapping 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:

Unit COHB300: Hair science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Carry out a variety of 2 and 3 strand braids
2. Carry out a variety of 1 and 2 strand twists
3. Carry out a thread wrapping service

### 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 braid, twists or thread wrapping 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 condition
  - 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 type of braid, twists or thread wrapping techniques to be used in accordance with the service plan
7. confirm and agree with the individual, they have understood the proposed braid, twists or thread wrapping service, to include:
  - 7.1 contra-actions
  - 7.2 adverse reactions
8. obtain the individual's informed consent for the braid, twists or thread wrapping service

9. prepare the individual and shampoo the hair and scalp in accordance with the braid, twists or thread wrap service protocol
10. comb and blow dry the hair in the hair growth direction in accordance with the braid, twists or thread wrap service protocol
11. section the hair in accordance with the braid, twists or thread wrap service protocol
12. secure any hair not being styled to keep each section clearly visible

#### **Braiding**

13. divide the section of hair equally into the amount of strands required to create the braid
14. braid the hair methodically, ensuring even tension is maintained, to include:
  - 14.1 using techniques to avoid damage to the hair and scalp

#### **Twisting**

15. divide the section of hair equally into the amount of strands required to create the twist
16. liberally apply a pre-treatment product on the hair
17. twist the hair using a comb or fingers, ensuring even tension is maintained, to include:
  - 17.1 using techniques to avoid damage to the hair and scalp
18. dry the twists in accordance with the braid, twists or thread wrap service protocol
19. apply a post-treatment product on the twists for shine
20. twist out the hair twists to avoid damage to the hair and scalp

#### **Wrapping with thread**

21. select thread to wrap hair sections
22. section the hair to achieve the desired look
23. wrap thread around selected sections of hair, to include:
  - 23.1 ensure the wrapped sections are smooth, firm, cylindrical and completely cover the hair with an even tension throughout
24. conclude the service in accordance with the braid, twists or thread wrap service protocol, to include:
  - 24.1 application of styling and finishing products
25. confirm with the individual they are satisfied with the final result
26. monitor the individual's health and wellbeing throughout the braid, twists and thread wrapping or removal 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 braid, twists and thread wrapping 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 braid, twists and thread wrapping or removal service

### **NOS Knowledge and Understanding (KU)**

#### **You need to know and understand:**

1. your role and responsibilities in providing braid, twists and thread wrapping 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 limitations of braid, twists and thread wrapping techniques, to include 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 treatment history/chemical build up
- 8. the importance of carrying out a hair and scalp analysis and how it effects the choice of braid, twists and thread wrapping services and techniques to be used, to include:
  - 8.1 adaptations required
- 9. the importance of carrying out tests and how the test outcomes can affect the braid, twists and thread wrapping 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. how to carry out and adapt braid, twist and thread wrapping techniques for each hair curl classification
- 13. how excessive tension during a braid, twists and thread wrapping can damage the hair and scalp
- 14. how to identify first signs of traction alopecia
- 15. the types and causes of alopecia
- 16. why it is important to select and apply products prior to a twisting service in accordance with the hair curl classification
- 17. the effects of twisting on wet and dry hair
- 18. how to carry out braid, twist and thread wrapping techniques that minimise damage to the hair, to include:
  - 18.1 the service time in accordance with your organisational policies and procedures
- 19. the types of styling and finishing products and tools available for braids, twists or thread wrapping services
- 20. how to maintain the agreed style and ensure its longevity
- 21. the importance of consulting with the individual throughout the braid, twists and thread wrapping service
- 22. the adverse reactions associated with a braid, twists and thread wrapping services and how to respond
- 23. the health and safety responsibilities in line with legislation before, during and after the service
- 24. the legal requirements for providing hair services to minors and vulnerable adults
- 25. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the braid, twists and thread wrapping service plan
- 26. the fee structures and treatment options
- 27. the legislative and indemnity requirements of gaining signed, informed consent for the service
- 28. 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
- 29. how to unravel braids, twists and thread wraps in accordance with the braid, twists or thread wrap service protocol
- 30. the importance of minimising damage to the individual's hair during the unravelling process
- 31. the importance of adhering to the braid, twists or thread wrap service protocol
- 32. the importance of monitoring the health and wellbeing of the individual during and post the service
- 33. the expected outcomes of braid, twists and thread wrapping services
- 34. the purpose of reflective practice and evaluation and how it informs future services
- 35. the instructions and advice, pre and post the braid, twists and thread wrapping services

### Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Braid--twist-and-thread-wrap-hair--SKAHDBR9.pdf](#)

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

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 Performance Criteria
LO1 Prepare to braid, twist and thread wrap hair	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service	PC 1, 8
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3

	1.4 Analyse the hair and scalp including testing, to establish suitability of service, record outcomes in line with data protection legislation	PC 4, 5
	1.5 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 6, 7
LO2 Provide braiding, twisting and thread wrapping hair services	2.1 Prepare the clients hair by shampooing the hair and scalp according to service protocols	PC 9
	2.2 Demonstrate how to comb and blow dry the hair in the hair growth direction in line with service protocols	PC 10
	2.3 Demonstrate how to section the hair in line with the service plan and secure any hair not being styled to keep each section clearly visible	PC 11, 12
	2.4 Demonstrate how to divide the section of hair equally into the amount of strands required to create the braid	PC 13
	2.5 Demonstrate methodically braiding, ensuring even tension is maintained, avoiding damage to the hair and scalp	PC 14
	2.6 Create equal division of sections into the amount of strands required to create the twist and liberally apply a pre-treatment product to the hair	PC 15, 16
	2.7 Demonstrate how to twist the hair using a comb or fingers, ensuring even tension is maintained avoiding damage to the hair and scalp	PC 17
	2.8 Demonstrate how to dry the twists in line with the braid, twists or thread wrap service protocols	PC 18
	2.9 Select and apply a post-treatment product on the twists for shine, twist out the hair twists to avoid damage to the hair and scalp	PC 19, 20
	2.10 Select thread to wrap hair and section the hair to achieve the desired look	PC 21, 22
	2.11 Demonstrate how to wrap thread around selected sections of hair ensuring sections are smooth, firm, cylindrical and completely cover the hair with an even tension throughout	PC 23
	2.12 Finish the service in line with service protocols including the application of finishing products, confirm the client is satisfied with the result	PC 24, 25
	2.13 Scrutinise the client's health and wellbeing throughout the braid, twists and thread wrapping service	PC 26
	2.14 Implement a suitable course of action in the event of an adverse reaction or problem during the service	PC 27
LO3 Complete braiding, twisting and thread wrapping hair services	3.1 Reflect and evaluate on the service outcome, take appropriate actions, finalise the records and store in accordance with data legislation	PC 28, 29, 31
	3.2 Instruct the client on pre and post service advice and guidance	PC 30

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for braiding, twisting and thread wrapping hair services	4.1 Establish roles and responsibilities when performing for braiding, twisting and thread wrapping hair services	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3

	4.4 Justify the importance of identifying the hair science and contra-indications in line with legal and insurance requirements and for obtaining medical diagnosis and referral	KU 4, 5
	4.5 Justify the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Establish the importance of hair and scalp analysis including testing, how the outcomes affect the choice of services and techniques including adaptations	KU 8, 9
	4.7 Specify the types and limitations of braid, twists and thread wrapping techniques including adaptations where required, in relation to hair type	KU 7
	4.8 Explain how to recognise Trichorrhhexis nodosa, over processed hair, the associated risks, and appropriate actions	KU 10, 11
	4.9 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 24
	4.10 Clarify the legal and insurance requirements for gaining signed and informed consent for the service	KU 27
	4.11 Explore service options, fees, and the importance of establishing the client's objectives, concerns, expectations, desired outcome, when agreeing a planned service	KU 25, 26
	4.12 Justify the rationale for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 28
LO5 Understand how to provide braiding, twisting and thread wrapping hair services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 23
	5.2 Justify the importance of carrying out tests and how the outcomes can affect the braid, twists and thread wrapping service	KU 9
	5.3 Clarify how to carry out and adapt braid, twist and thread wrapping techniques for each hair curl classification	KU 12
	5.4 Justify why it is important to select and apply products prior to a twisting service in accordance with the hair curl classification	KU 16
	5.5 Categorise the effects of twisting on wet and dry hair	KU 17
	5.6 Explain the organisational service times for braid, twist and thread wrapping techniques and how to carry out these services safely	KU 18
	5.7 Establish how excessive tension during braid, twists or thread wrapping can damage the hair and scalp	KU 13
	5.8 Explain the types and causes of alopecia and how to identify first signs of traction alopecia	KU 14, 15
	5.9 Explain the types styling tools and finishing products available for braids, twists or thread wrapping services and how they are used	KU 19
	5.10 Clarify how to unravel braids, twists and thread wraps in line with service protocols minimising damage to the hair during the unravelling process	KU 29, 30
	5.11 Categorise the problems and adverse reactions associated with braid, twists and thread wrapping services	KU 22
	5.12 Clarify the importance of monitoring and consulting with the client throughout the locking service	KU 21, 32
	5.13 Analyse the importance of adhering to the braid, twists or thread wrap service protocols	KU 31
	5.14 Formulate the planned outcomes of the service	KU 33
LO6	6.1 Explain the evaluation and reflection process regarding services provided and how it informs on future services	KU 34

Understand how to complete braiding, twisting and thread wrapping hair services	6.2 Justify the instructions, advice, and guidance, pre and post the locking service	KU 20, 35
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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

**Braid, twists, and thread wrapping techniques**

1. 2 and 3 strand braids
2. 1 and 2 strand twists
3. thread wrapping

**Braid, twists, and thread wrap 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. waste management
11. evidence-based practice
12. reflective practice

**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

### 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

### Anatomy and physiology

1. the structure and function of the hair
2. the structure and function 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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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

- **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
- **Styling razor** - has optional multifunctional guards attached to the blade to create hair texture and thinning effects
- **Texturising** - a cutting technique that creates movement and gives the appearance of increased volume
- **Thinning** - a cutting technique than can be carried out freehand or with the use of thinning scissors to reduce volume in the hair
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

## Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

## Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 braid, twist and thread wrapping 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

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

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 HB310: Cultivate, maintain, and repair locks

Unit code: A/650/1400

RQF level: 3

(NOS SKAHDBR8 - Cultivate, maintain, and repair locks)

### 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 cultivating, maintaining, and repairing locked hair using a variety of techniques.
- 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:

Unit COHB300: Hair Science

Unit CO301: Implement health, safety, and hygiene

Unit CO302: Client consultation and profiling

#### The main outcomes are:

1. Cultivate locks
2. Maintain locks
3. Repair locks

### 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 locking 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 type of locking techniques to be used in accordance with the service plan
7. confirm and agree with the individual, they have understood the proposed locking service, to include:
  - 7.1 contra-actions
  - 7.2 adverse reactions
8. obtain the individual's informed consent for the locking service
9. prepare the individual and shampoo the hair and scalp in accordance with the locking service protocol
10. comb and blow dry the hair in the hair growth direction in accordance with the service protocol

### **Cultivate locks**

11. section the hair using sectioning techniques in accordance with the locking service protocol
12. secure any hair not being styled to keep each section clearly visible
13. maintain a suitable and even tension throughout the locking process
14. lock regrowth in a way that ensures a matching continuation of the existing locks, to include:
  - 14.1 using locking techniques to avoid hair loss and damage to the hair and scalp
15. ensure the finished look is cylindrical and of a consistent size and even tension throughout its length
16. ensure the finished look meets the intended shape, direction, balance, and volume agreed with your individual

### **Maintain locks**

17. assess the condition of the locks and take appropriate action in accordance with the locking service protocol
18. ensure your locking techniques leave new growth and the existing lock blended together evenly
19. dry re-twisted locks
20. re-twist the locks for the intended shape, direction, balance, and volume in accordance with the locking service protocol

### **Repair locks**

21. select locking and repair techniques in accordance with the locking service protocol, to include:
  - 21.1 select and prepare additional hair in accordance with the hair curl classification, density, and colour
22. apply the additional hair to restore the lock to its pre-existing size, to include:
  - 22.2 blending securing and disguising joins
23. conclude the service in accordance with the locking service protocol, to include:
  - 23.1 application of styling and finishing products
24. confirm with the individual they are satisfied with the final result
25. monitor the individual's health and wellbeing throughout the locking service
26. implement the correct course of action in the event of an adverse reaction
27. complete the individual's service records and store in accordance with data legislation
28. use reflective practice to evaluate the locking service and take appropriate action
29. provide instructions and advice to the individual, pre and post the service
30. record the outcome and evaluation of the locking service

## **NOS Knowledge and Understanding (KU)**

### **You need to know and understand:**

1. your role and responsibilities in providing locking 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 locking techniques, to include 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 treatment history
8. the importance of carrying out a hair and scalp analysis and how it effects the choice of locking service and application techniques used, to include:
  - 8.1 adaptations required
9. the importance of carrying out tests and how the test outcomes can affect the locking service

10. how to recognise over processed hair, the associated risks and action to take
11. how to recognise Trichorrhhexis nodosa, the associated risks and action to take
12. how to carry out locking techniques for each hair curl classification
13. the importance of using a preparation shampoo on the hair and scalp prior to the locking service
14. why it is important to start the lock at the correct size for the individual's state of hair, density and intended length
15. how to section using brick and diamond techniques for locking purposes and why these types of sections are used
16. the methods of blending and securing added hair into the individual's hair for repair purposes
17. how to judge the quantity of hair to be added to achieve a balanced style
18. how different factors may influence your choice of locking techniques and the length of time for the lock to form
19. the methods of ensuring the locks lay close to the scalp during cultivation and maintenance
20. why it is important to condition the hair before repairing locks
21. how to handle the hair when re-twisting and repairing locks to ensure the size matches that of existing locks
22. the importance of using the correct quantity, colour and texture of added hair when repairing locks
23. the methods of repairing locks
24. how excessive tension during locking can damage the hair and scalp
25. how to identify first signs of traction alopecia
26. the types and causes of alopecia
27. why individual locks can become compromised, and the tensile strength of the hair disintegrate and break off
28. the development phases of the locking process
29. the types and how to use styling tools and finishing products available for the locking services
30. how to recognise product and fibre build-up and why this happens, to include:
  - 30.1 the impact on the health of the scalp
31. the methods of removing product build-up and how often this should be carried out
32. how to maintain the agreed style and ensure its longevity
33. the importance of consulting with the individual throughout the locking process
34. the adverse reactions associated with a locking service and how to respond
35. the health and safety responsibilities in line with legislation before, during and after the service
36. the legal requirements for providing hair services to minors and vulnerable adults
37. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the locking service plan
38. the fee structures and treatment options
39. the legislative and indemnity requirements of gaining signed, informed consent for the service
40. 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
41. the importance of adhering to the locking service protocol
42. the importance of monitoring the health and wellbeing of the individual during and post the service
43. the expected outcomes of locking services
44. the purpose of reflective practice and evaluation and how it informs future services
45. the instructions and advice, pre and post the locking service

## Learning Outcomes, Assessment Criteria, and Indicative Content

The following unit has been mapped to the National Occupational Standard

[Cultivate, maintain, and repair locks \(ukstandards.org.uk\)](http://ukstandards.org.uk)

Please refer to the NOS in full to support unit delivery

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
LO1 Prepare to cultivate, maintain and repair locks	1.1 Conduct a concise and detailed consultation obtaining informed consent for the planned service	PC 1, 8
	1.2 Implement health, safety, and hygiene practices according to legislation, regulations, directives, and guidelines	PC 2
	1.3 Assess, discuss, and identify the client's objectives, concerns, expectations, and desired outcomes, including their service history	PC 3
	1.4 Analyse the hair and scalp including testing, to establish suitability of service, record outcomes in line with data protection legislation	PC 4, 5
	1.5 Provide detailed instructions and recommendations to client, confirm, and agree prior to the service, establishing relative and absolute contraindications, that may restrict or prevent service	PC 6, 7
LO2 Provide cultivated, maintained, and repaired locks	2.1 Prepare the clients hair by shampooing the hair and scalp according to service protocols	PC 9
	2.2 Demonstrate how to comb and blow dry the hair in the hair growth direction in line with service protocols	PC 10
	2.3 Demonstrate how to section the hair in line with the service plan and secure any hair not being styled to keep each section clearly visible	PC 11, 12
	2.4 Maintain a suitable and even tension throughout the cultivating, maintaining, and repairing locks process	PC 13
	2.5 Demonstrate continuity when creating a lock regrowth to ensure an even blend with the existing lock, avoiding hair loss and damage to the hair and scalp	PC 14
	2.6 Ensure the finished look is cylindrical and consistent in size and tension throughout its length, ensuring the finished look meets the intended shape, direction, balance, and volume, agreed with client	PC 15, 16
	2.7 Assess the condition of the locks and take appropriate action in line with locking service protocols	PC 17
	2.8 Re-twist the locks into the intended shape, direction, balance and volume, dry re-twisted locks in line with the locking service protocols	PC 18, 19, 20
	2.9 Select locking and repair techniques including the preparation of additional hair, in line with the hair curl classification, density and colour	PC 21
	2.10 Use additional hair to restore the lock to its pre-existing size, to include blending, securing, and disguising of joins	PC 22
	2.11 Finish the service in line with service protocols including the application of finishing products, confirm the client is satisfied with the result	PC 23, 24
	2.12 Scrutinise the client's health and wellbeing throughout the locking service	PC 25
	2.13 Implement a suitable course of action in the event of an adverse reaction or problem during the service	PC 26

LO3 Complete cultivated, maintained, and repaired locks	3.1 Reflect and evaluate on the service outcome, take appropriate actions, finalise the records and store in accordance with data legislation	PC 27, 28, 30
	3.2 Instruct the client on pre and post service advice and guidance	PC 29

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
LO4 Understand how to prepare for cultivating, maintaining, and repairing locks	4.1 Establish roles and responsibilities when performing cultivated, maintained, and repaired locks	KU 1
	4.2 Justify the ethical practices and legal requirements regarding licensing of self and salon	KU 2
	4.3 Research salon policies, procedures, best practice guidance and identify the importance of continuous professional development	KU 3
	4.4 Justify the importance of identifying the hair science and contra-indications in line with legal and insurance requirements and for obtaining medical diagnosis and referral	KU 4, 5
	4.5 Justify the importance of recognising suspicious skin irregularities and scalp lesions and referral to a relevant healthcare professional	KU 6
	4.6 Establish the importance of hair and scalp analysis including testing, how the outcomes affect the choice of services and techniques including adaptations	KU 8, 9
	4.7 Specify the types and limitations of locking techniques including adaptations where required, in relation to hair type	KU 7
	4.8 Explain how to recognise Trichorrhhexis nodosa, over processed hair, the associated risks, and appropriate actions	KU 10, 11
	4.9 Analyse the legal requirements for providing hair services to minors and vulnerable adults	KU 36
	4.10 Clarify the legal and insurance requirements for gaining signed and informed consent for the service	KU 39
	4.11 Explore service options, fees, and the importance of establishing the client's objectives, concerns, expectations, desired outcome, when agreeing a planned service	KU 37, 38
	4.12 Justify the rationale for storing consensual visual media of a service area, in line with legal, insurance and organisational requirements	KU 40
LO5 Understand how to provide cultivated, maintained, and repaired locks services	5.1 Analyse the salons health and safety responsibilities in line with legislation before, during and after a service	KU 35
	5.2 Justify the reasoning why hair should be shampooed and conditioned before locking service	KU 13, 20
	5.3 Clarify the development phases of the locking process and how to carry out locking techniques for each hair curl classification	KU 12, 28
	5.4 Justify why it is important to start the lock at the correct size for the individual's state of hair, density and intended length	KU 14
	5.5 Categorise how to section using brick and diamond techniques for locking purposes and why these types of sections are used	KU 15
	5.6 Justify the methods of blending and securing added hair into the individual's hair for repair purposes	KU 16
	5.7 Explain how to judge the quantity of hair to be added to achieve a balanced style	KU 17

	5.8 Clarify how different factors may influence your choice of locking techniques and the length of time for the lock to form	KU 18
	5.9 Justify the methods of ensuring the locks lay close to the scalp during cultivation and maintenance	KU 19
	5.10 Analyse how to handle the hair when re-twisting and repairing locks to ensure the size matches that of existing locks	KU 21
	5.11 Explain how to repair locks and the importance of using the correct quantity, colour, and texture of added hair	KU 22, 23
	5.12 Establish how excessive tension during locking can damage the hair and scalp	KU 24
	5.13 Explain the types and causes of alopecia and how to identify first signs of traction alopecia	KU 25, 26
	5.14 Clarify why individual locks can become compromised and the tensile strength of the hair disintegrate and break off	KU 27
	5.15 Explain the types styling tools and finishing products available for the locking services and how they are used	KU 29
	5.16 Clarify how to recognise product and fibre build-up and why this happens, the impact on the health of the scalp, methods of removal and how often this should be carried out	KU 30, 31
	5.17 Categorise the problems and adverse reactions associated with locking services	KU 34
	5.18 Clarify the importance of monitoring and consulting with the client throughout the locking service	KU 33, 42
	5.19 Analyse the importance of adhering to the locking service protocols	KU 41
	5.20 Formulate the planned outcomes of the service	KU 43
LO6 Understand how to complete cultivated, maintained, and repaired locks	6.1 Explain the evaluation and reflection process regarding services provided and how it informs on future services	KU 44
	6.2 Justify the instructions, advice, and guidance, pre and post the locking service	KU 32, 45

### 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. pull test/tensile

**Locking techniques**

1. wrapping
2. palm rolling
3. twisting
4. interlocking
5. incorporating additional hair
6. reattaching existing locks
7. correcting lock thickness irregularities

**Locking 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

**Sectioning techniques**

1. brick
2. diamond

**Styling and finishing products**

1. gel
2. oils
3. waxes
4. dressing creams

**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

**Advanced 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

## Types

1. fashion dreads
2. dreadlocks

## Tools

1. combs
2. hooks
3. clips

## 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
- **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
- **Contra action** - an 'expected' reaction or outcome following a service, i.e., erythema
- **Creative/innovative** – adapt and combine techniques, think outside the box, look for inspiration
- **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
- **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.
- **Expectations** - what a client will require of you
- **First aid** - can refer to first aid at work qualifications or equivalent and first aid mental health awareness.
- **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
- **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
  - 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
- **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
- **Styling razor** - has optional multifunctional guards attached to the blade to create hair texture and thinning effects
- **Texturising** - a cutting technique that creates movement and gives the appearance of increased volume
- **Thinning** - a cutting technique than can be carried out freehand or with the use of thinning scissors to reduce volume in the hair
- **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 for the core units 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:

#### Advanced Hair Science

**Part A** - hair science relating to Level 2 Hairdressing (required if the learner has not completed assessment in hair science at Level 2)

**Part B** - advanced hair science relating to Level 3 hairdressing and barbering services

#### Implement health, safety, and hygiene

**Part A** - General knowledge relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to Health, safety, and hygiene (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to implement health, safety, and hygiene for the specific qualification for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic sectors

#### Client consultation and profiling

**Part A** - General knowledge relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part B** - Applied knowledge at **level 2** relating to client consultation (required if the learner has not completed relevant assessment at Level 2)

**Part C** - Applied knowledge at **level 3** relating to client consultation and profiling for the specific qualification for Hair and Barber 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 locking 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

>70% = Pass

<69% = 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
- Professional Hairdressing & Barbering: The Official Guide to Level 3, Martin Green and Leo Palladino
- Hairdressing Level 3: The Interactive Textbook, Alison Read and Charlotte Church
- Illustrated Hairdressing Dictionary (Hair & Beauty Illustrated Dictionaries) Nicci Moorman (Author), Leah Palmer (Author)
- Patrick Cameron Dressing Long Hair Books
- 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 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>

*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 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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 for the core units 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

## 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*

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Performance Criteria
<b>LO1</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
<b>LO2</b>	2.1 Explain where to find the relevant sources of advice and information on; employment law, insurance requirements, tax	KU 1

Know how to provide advice and information	regulations, local authority licensing regulations for yourself and working environments.	
<b>LO3</b> 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
<b>LO4</b> 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
<b>LO5</b> Know how to organise business finances	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
	5.3 Explain how to forecast and calculate business income regarding; business development, promotion, resources, and expenses.	KU 15
<b>LO6</b> 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
<b>LO7</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must be able to:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> 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

<b>Learning Outcomes</b> To achieve this unit, a learner must:	<b>Assessment Criteria:</b> Assessment of this unit will require a learner to demonstrate that they can:	<b>NOS</b> Covered Knowledge & Understanding
	4.1 Explain the importance of health and safety and risk assessment and meeting legal and contractual obligations	KU 1, 2

LO4 Know how to plan a promotional activity	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