

# VTCT Level 2 NVQ Diploma in Hairdressing

---

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

---

## Statement of unit achievement

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

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

| Unit code       | Date achieved | Learner signature | Assessor initials | IQA signature (if sampled) |
|-----------------|---------------|-------------------|-------------------|----------------------------|
| Mandatory units |               |                   |                   |                            |
| UHB20           |               |                   |                   |                            |
| UHB21           |               |                   |                   |                            |
| UHB22           |               |                   |                   |                            |
| UHB23           |               |                   |                   |                            |
| UHB24           |               |                   |                   |                            |
| UHB25           |               |                   |                   |                            |
| UHB26           |               |                   |                   |                            |
| Optional units  |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |
|                 |               |                   |                   |                            |

# The qualification

## Introduction

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

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

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

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

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

## Additional information

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

## National Occupational Standards (NOS)

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

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

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

## Prerequisites

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

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



## Progression

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

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

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

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

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

# Qualification structure

## Total credits required - 64 (minimum)

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

### Mandatory units - 55 credits

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

### Optional units - 9 (minimum) credits

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

# Guidance on assessment

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

## Internal assessment

*(any requirements will be shown in the unit)*

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

## External assessment

*(any requirements will be shown in the unit)*

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

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

## Assessment explained

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

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

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

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



## Creating a portfolio of evidence

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

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

Evidence in the portfolio may take the following forms:

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

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

# Unit assessment methods

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

| Mandatory units |   |                   |                |                       |
|-----------------|---|-------------------|----------------|-----------------------|
|                 |   | External          | Internal       |                       |
| VTCT unit code  | Unit title                                      | Question paper(s) | Observation(s) | Portfolio of Evidence |
| UHB20           | Style and finish hair                           | 0                 | ✓              | ✓                     |
| UHB21           | Set and dress hair                              | 0                 | ✓              | ✓                     |
| UHB22           | Cut hair using basic techniques                 | 0                 | ✓              | ✓                     |
| UHB23           | Colour and lighten hair                         | 2                 | ✓              | ✓                     |
| UHB24           | Advise and consult with clients                 | 1                 | ✓              | ✓                     |
| UHB25           | Shampoo, condition and treat the hair and scalp | 1                 | ✓              | ✓                     |
| UHB26           | Develop and maintain your effectiveness at work | 0                 | ✓              | ✓                     |

| Optional units |  |                   |                |                       |
|----------------|--|-------------------|----------------|-----------------------|
|                |  | External          | Internal       |                       |
| VTCT unit code | Unit title                                 | Question paper(s) | Observation(s) | Portfolio of Evidence |
| UHB45          | Relax hair                                 | 1                 | ✓              | ✓                     |
| UHB46          | Perm and neutralise hair                   | 1                 | ✓              | ✓                     |
| UHB47          | Plait and twist hair                       | 0                 | ✓              | ✓                     |
| UHB48          | Temporarily attach hair to enhance a style | 0                 | ✓              | ✓                     |
| UHB43          | Remove hair extensions                     | 0                 | ✓              | ✓                     |
| UHB49          | Fulfil salon reception duties              | 0                 | ✓              | ✓                     |
| UHB60          | Cut men's hairstyles                       | 0                 | ✓              | ✓                     |



# Unit glossary

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



# UHB20

## Style and finish hair

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

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

National Occupational  
Standards (NOS)

# CH1

Level

## 2

Credit value

## 6

GLH

## 58

Observations

## 4

External paper(s)

## 0



# Style and finish hair

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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



# Observations

## Learning outcome 1

### Be able to style and finish hair

You can:

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

*\* May be assessed by supplementary evidence.*

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

# Range



You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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



# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

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

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

# Knowledge



## Learning outcome 2

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

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

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



### Learning outcome 3

## Understand the factors that influence styling and finishing services

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

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



## Learning outcome 4

### Understand the science of styling and finishing hair

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

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



## Learning outcome 5

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

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

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

# Knowledge requirements



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

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



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

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





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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---

# UHB21

## Set and dress hair

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

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

National Occupational Standards (NOS)

# CH2

Level

## 2

Credit value

## 7

GLH

## 62

Observations

## 4

External paper(s)

## 0



# Set and dress hair

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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



# Observations

## Learning outcome 1

### Be able to set and dress hair

You can:

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

*\* May be assessed by supplementary evidence.*

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



# Range



You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

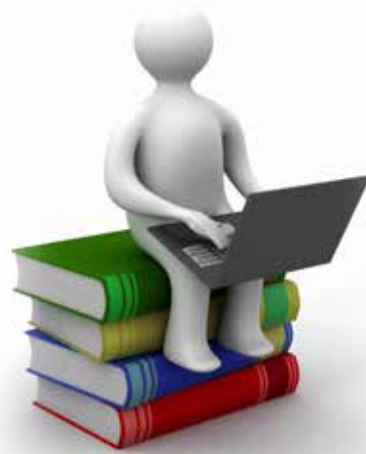
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

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

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

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

# Knowledge



## Learning outcome 2

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

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

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



### Learning outcome 3

## Know the factors that influence the setting and dressing services

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

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



## Learning outcome 4

### Understand the science of setting and dressing hair

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

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



## Learning outcome 5

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

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

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



# Knowledge requirements



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

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



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

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



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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---

# UHB22

## Cut hair using basic techniques

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

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

National Occupational Standards (NOS)

# CH3

Level

## 2

Credit value

## 12

GLH

## 111

Observations

## 6

External paper(s)

## 0



# Cut hair using basic techniques

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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





# Observations

## Learning outcome 1

### Be able to cut hair using basic techniques

You can:

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

\* *May be assessed by supplementary evidence.*

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

# Range



You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

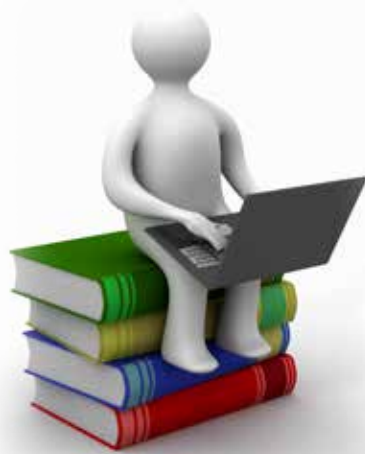
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

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

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

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

# Knowledge



## Learning outcome 2

### Know how health and safety policies and procedures affect cutting services

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

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



### Learning outcome 3

## Understand the factors that influence cutting services

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

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



## Learning outcome 4

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

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

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

# Knowledge requirements



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

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



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

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



# UHB23

## Colour and lighten hair

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

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

National Occupational  
Standards (NOS)

# CH4

Level

## 2

Credit value

## 14

GLH

## 124

Observations

## 4

External paper(s)

## 2



# Colour and lighten hair

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by external papers. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There are two external papers that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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



# Observations

## Learning outcome 1

### Be able to colour and lighten hair

You can:

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

*\*May be assessed by supplementary evidence.*

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

# Range



You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

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

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

## Achieving the external paper

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

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

| Paper  | Date achieved | Assessor initials |
|--------|---------------|-------------------|
| 1 of 2 |               |                   |
| 2 of 2 |               |                   |



# Knowledge



## Learning outcome 2

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

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

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



### Learning outcome 3

## Understand the factors that may influence colouring and lightening services

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

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



**Learning outcome 4**

**Understand the science of colouring and lightening hair**

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

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



## Learning outcome 5

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

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

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

# Knowledge requirements



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

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



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

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



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

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



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

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



# Exam requirements



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

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



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

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



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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---

# UHB24

## Advise and consult with clients

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

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

National Occupational Standards (NOS)

# CHB9

Level

## 2

Credit value

## 8

GLH

## 63

Observations

## 5

External paper(s)

## 1



# Advise and consult with clients

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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





# Observations

## Learning outcome 1

### Be able to consult with and advise clients

You can:

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

\* *May be assessed by supplementary evidence.*

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

# Range



You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

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

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

## Achieving the external paper

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

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

| Paper  | Date achieved | Assessor initials |
|--------|---------------|-------------------|
| 1 of 1 |               |                   |

# Knowledge



## Learning outcome 2

### Understand the relevant policies and procedures when carrying out consultation services

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

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



## Learning outcome 3

### Understand the science of hair, skin and scalp

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

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

# Knowledge requirements



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

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



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

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



# Exam requirements



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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---

# UHB25

## Shampoo, condition and treat the hair and scalp

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

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

National Occupational  
Standards (NOS)

# CHB11

Level

**2**

Credit value

**5**

GLH

**40**

Observations

**3**

External paper(s)

**1**



# Shampoo, condition and treat the hair and scalp

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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



# Observations

## Learning outcome 1

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

You can:

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

\* May be assessed by supplementary evidence.

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

# Range



You must practically demonstrate that you have:

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

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





You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

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

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

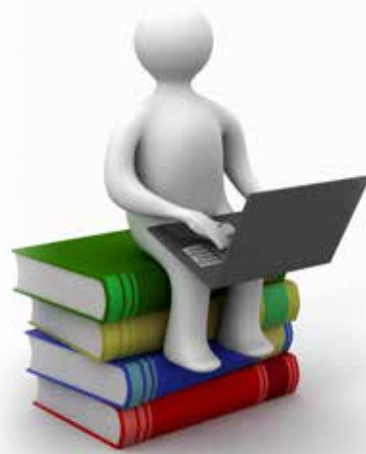
## Achieving the external paper

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

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

| Paper  | Date achieved | Assessor initials |
|--------|---------------|-------------------|
| 1 of 1 |               |                   |

# Knowledge



## Learning outcome 2

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

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

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



### Learning outcome 3

## Understand the science of shampooing, conditioning and scalp treatments

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

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



## Learning outcome 4

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

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

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

# Knowledge requirements



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

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



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

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



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

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



# Exam requirements



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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---

# UHB26

## Develop and maintain your effectiveness at work

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

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

National Occupational  
Standards (NOS)

# CHB12

Level

**2**

Credit value

**3**

GLH

**26**

Observations

**2**

External paper(s)

**0**



# Develop and maintain your effectiveness at work

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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



# Observations

## Learning outcome 1

### Be able to work effectively as part of a team

You can:

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

\* *May be assessed by supplementary evidence.*

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



## Learning outcome 2

### Be able to improve own performance at work

You can:

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

\* *May be assessed by supplementary evidence*

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





# Range

You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

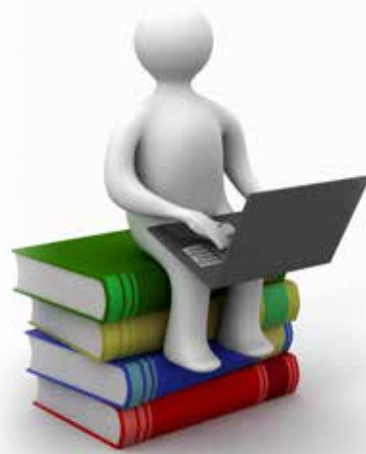
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

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

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

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

# Knowledge



## Learning outcome 3

### Know how to work effectively as part of a team

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

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

# Knowledge requirements



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

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



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

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

# Notes

Use this area for notes and diagrams



---

---

---

---

---

---

---

---

---

---