



2

Hair

LEVEL 2 DIPLOMA IN BARBERING

Candidate name:

Candidate number:

QAN 500/9532/8

AN INTRODUCTION TO ITEC

ITEC is the premier International Awarding Organisation for qualifications in Beauty, Complementary and Sports Therapy and now our exciting new addition of Hairdressing. As a niche Awarding Organisation we offer a variety of exciting career pathways for example:

- In Hairdressing we offer the traditional Hairdressing route or you may prefer to specialise in Barbering or African Type Hair. Alternatively there is also advanced hairdressing training to up skill and develop your techniques further
- In Beauty we offer Traditional Beauty Therapy or the specialisms of Nail Technology and Spa
- In Sport we offer Personal Training or the specialism of Yoga and Pilates
- In Complementary Therapy you may choose to study massage or broaden your skills to offer Reflex and Aromatherapy

If you are wishing to deliver the best quality qualifications for your learners, then you are in the right place.



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STRUCTURE OF THE LEVEL 2 DIPLOMA IN BARBERING

The main aim of the ITEC Level 2 Diploma in Barbering is to enable Candidates to gain the necessary practical and theoretical skills in order to provide Barbering Services.

Level 2 Diploma in Barbering is comprised of a minimum of 52 credits, 7 mandatory units and a minimum of 26 credits from the optional units.

QCF Unit Number	ITEC Unit Number	Mandatory Units	Page no.
H/600/8539	602	Shampoo and Condition the Hair and Scalp	04
A/600/9146	604	Cut Men's Hair	05
T/600/9064	610	Cut Facial Hair	06
A/502/3795	312	Styling Men's Hair	07
A/600/9065	601	Client Consultation for Hair Services	08
R/600/8763	600	Follow Health and Safety Practice in the Salon	09
M/600/8611	612	Working in the hair industry	10

Learners must also take a minimum of 26 credits from the following optional units:

QCF Unit Number	ITEC Unit Number	Optional Units	Page no.
Y/600/8537	607	Perm and Neutralise Hair	11
A/600/8630	605	Colour and Lighten Hair	12
L/600/8535	606	Provide Scalp Massage Services	13
A/600/8773	611	Salon Reception Duties	14
J/600/8632	908	Create an Image based on a theme within the hair and beauty sector	15
T/600/8769	627	Promote products and services to clients in a salon	16
H/600/6323	629	Working with others in the Hair and Beauty Sector	17
J/600/8761	630	Display Stock to Promote Sales in a Salon	18
R/600/8536	609	Relax African Type Hair	19

RECORD OF ASSESSMENT

- The ITEC assessment booklet has been designed to record the practical performances, written questioning and completion of the assignments as identified for each unit of the qualification
- The recordings must be made by the assessor in black or blue ink, pencil should not be used at any time
- The assessor should sign and date the practical performance stage after observing the candidate complete the minimum number of services successfully and meeting the assessment criteria
- When the candidate has completed the written questions or the assignment successfully then the assessor can sign and date the unit to confirm completion
- Once a number of pieces of evidence and have been recorded in the assessment book it is recommended that the centre's internal verifier sample the evidence to ensure it is sufficient, valid and meets the appropriate standard for the level of qualification undertaken
- This assessment booklet must be readily available for inspection by the ITEC visiting external verifier who will sample the candidate evidence to complete the quality assurance process

UNIT 602 | SHAMPOO AND CONDITION THE HAIR AND SCALP

Unit accreditation number: H/600/8539

Learning outcome	Assessment Criteria
<p>1. Be able to prepare to shampoo and condition the hair and scalp.</p>	<ul style="list-style-type: none"> 1.1 Prepare themselves, the client and work area for shampoo and conditioning services 1.2 Identify the condition of the hair and scalp using suitable consultation techniques 1.3 Describe the salon's requirements for client preparation, preparing themselves and the work area 1.4 Describe the different consultation techniques used 1.5 Describe hair and scalp conditions and their causes 1.6 Describe different ranges of shampooing and conditioning products and equipment 1.7 Explain the importance of following manufacturers' instructions
<p>2. Be able to shampoo and condition the hair and scalp</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Select and use products, tools and equipment suitable for the client's hair and scalp condition 2.3 Use and adapt massage techniques to meet the needs of the client 2.4 Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, leaving hair clean and free of products 2.5 Disentangle hair without causing damage to hair or scalp 2.6 Follow safe and hygienic working practices 2.7 Provide suitable aftercare advice 2.8 Describe when and how to use products and equipment to treat different hair and scalp conditions 2.9 Explain how the pH value of shampoo and conditioning products used affects the hair structure 2.10 Describe the possible consequences of using incorrect shampooing and conditioning products 2.11 Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair 2.12 Describe how shampoo and water act together to cleanse the hair 2.13 Describe how water temperature affects the hair structure 2.14 Explain the importance of thoroughly rinsing hair to remove shampoos and conditioning products 2.15 Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair 2.16 Outline safe and hygienic working practices 2.17 Describe the aftercare advice that should be provided 2.18 State how to communicate and behave <p style="text-align: center;">A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 604 | CUT MEN'S HAIR

Unit accreditation number: A/600/9146

Learning outcome	Assessment Criteria
<p>1. Be able to prepare for cutting hair</p>	<p> 1.1 Prepare themselves, the client and work area for cutting services 1.2 Use suitable consultation techniques to identify service objectives 1.3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors 1.4 Explain the safety considerations that must be taken into account when cutting hair 1.5 State the factors that need to be considered when cutting hair 1.6 Describe the typical patterns of male pattern baldness 1.7 State the effects created by different sized clipper blades and attachments 1.8 State the risk of in-growing hair from continual close cutting on dark skin 1.9 Describe the different consultation techniques to identify service objectives 1.10 Describe the salons requirement for client preparation, preparing themselves and the work area 1.11 Describe a range of looks for men </p>
<p>2. Be able to provide a cutting service</p>	<p> 2.1 Communicate and behave in a professional manner 2.2 Select and use cutting equipment to achieve the desired look 2.3 Establish and follow guidelines to accurately achieve the required look 2.4 Use cutting techniques that take into account the identified factors 2.5 Create neckline shapes that are accurate and take account of the natural hairline 2.6 Position themselves and the client appropriately throughout the service 2.7 Cross check the haircut to ensure even balance and weight distribution 2.8 Remove unwanted hair outside the desired outline shape 2.9 Create balanced and shaped sideburns that suit the required look 2.10 Create a finished cut that is to the satisfaction of the client 2.11 Provide suitable aftercare advice 2.12 Follow safe and hygienic working practices 2.13 State how to communicate and behave within a salon environment 2.14 Describe the correct use, and routine maintenance of cutting tools and equipment 2.15 Describe the effect of different cutting techniques 2.16 State the effect cutting hair at different angles has on the finished look ITEC Level 2 Unit 2.17 State the importance of applying the correct degree of tension to the hair when cutting 2.18 State the importance of cutting to the natural hairline in barbering 2.19 Explain how to ensure that sideburns are cut level 2.20 State the importance of cross checking the cut 2.21 Describe the aftercare advice that should be provided 2.22 Outline safe and hygienic working practices </p> <p>A minimum of 8 practical performances</p>
<p>Assessment method:</p>	<p> Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___ <input type="checkbox"/> 4) ___/___/___ <input type="checkbox"/> 5) ___/___/___ <input type="checkbox"/> 6) ___/___/___ <input type="checkbox"/> 7) ___/___/___ <input type="checkbox"/> 8) ___/___/___ </p> <p> Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___ </p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 610 | CUT FACIAL HAIR

Unit accreditation number: T/600/9064

Learning outcome	Assessment Criteria
<p>1. Be able to prepare for cutting facial hair services</p>	<ul style="list-style-type: none"> 1.1 Prepare themselves, the client and work area for cutting facial hair services 1.2 Use suitable consultation techniques to identify service objectives 1.3 Describe a range of basic facial hair shapes and looks 1.4 Assess the potential of the hair to achieve the desired look by identifying the influencing factors 1.5 Describe the factors that need to be considered when cutting facial hair 1.6 Explain how the factors may influence the way the hair is cut 1.7 Describe the effects created by different sized clipper blades and attachments 1.8 State the effects of continual close cutting on dark skin 1.9 Describe the potential risk of in-growing hair 1.10 Describe the different consultation techniques used to identify service objectives 1.11 Describe the salon's requirement for preparing themselves, the client and the work area 1.12 Explain how to maximise the potential of the client's facial hair taking into account identified factors
<p>2. Be able to provide a cutting service</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Select and use cutting equipment to achieve the desired look 2.3 Establish and accurately follow guidelines to achieve the required look 2.4 Use cutting techniques that take into account the identified factors 2.5 Position themselves and the client appropriately throughout the service 2.6 Check the cut regularly to ensure accurate distribution of balance, weight and shape 2.7 Remove any unwanted hair outside the outline shape 2.8 Create a finished look that is to the satisfaction of the client 2.9 Follow safe and hygienic working practices 2.10 Provide suitable aftercare advice 2.11 Describe the correct use and routine maintenance of cutting tools and equipment 2.12 Describe the effect of cutting techniques used when cutting facial hair 2.13 Explain the cutting technique to use for different facial hair shapes and looks 2.14 State the importance of checking the cut 2.15 Describe how to check and balance the cut 2.16 State the importance of cutting to the natural facial hairline on full beards 2.17 Describe the aftercare advice that should be provided 2.18 Outline safe and hygienic working practices 2.19 State how to communicate and behave in a salon environment <p style="text-align: center;">A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 312 | STYLING MEN'S HAIR

Unit accreditation number: A/502/3795

Learning outcome	Assessment Criteria
1. Be able to prepare for styling for men	<ul style="list-style-type: none"> 1.1 Identify basic styling techniques for men's hair 1.2 State the factors that influence the choice of hair styling techniques for men 1.3 State the importance of the preparation procedures for styling men's hair 1.4 Prepare for styling men's hair
2. Be able to provide styling for men	<ul style="list-style-type: none"> 2.1 State the purpose of hair styling and finishing products, tools and equipment 2.2 Select appropriate products, tools and equipment 2.3 Style men's hair using basic styling techniques 2.4 Follow safe and hygienic working practices 2.5 Communicate and behave in a professional manner <p style="text-align: center; margin-top: 20px;">A minimum of 3 practical performances</p>
Assessment method:	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 601 | CLIENT CONSULTATION FOR HAIR SERVICES

Unit accreditation number: A/600/9065

Learning outcome	Assessment Criteria
<p>1. Be able to consult and advise clients</p>	<ul style="list-style-type: none"> 1.1 Communicate in a manner that creates confidence, trust and maintains good will 1.2 Establish client requirements for products and services using appropriate communication techniques 1.3 Consult and complete client records 1.4 Identify factors that may limit or prevent the choice of services or products 1.5 Advise the client on any factors which may limit, prevent or affect their choice of service or product 1.6 Provide the client with clear recommendations for referral when required 1.7 Recommend and agree a service or product 1.8 Follow safe and hygienic working practices 1.9 Explain how to communicate effectively 1.10 Outline communication techniques used during client consultation 1.11 State the importance of consulting client records 1.12 Describe the tests carried out for different services 1.13 State the importance of following manufacturers' instructions, salon policy and legal requirements 1.14 State the importance of identifying factors that may limit, prevent or affect the service 1.15 State the importance of identifying and recording contraindications 1.16 State who to refer to for different contraindications 1.17 State the importance of not naming referable contraindications 1.18 Describe the information that should be on a record card 1.19 Describe how client records should be held and maintained 1.20 State the importance of client confidentiality 1.21 Outline legislation that affects how information is used during client consultation
<p>2. Know the characteristics of the hair</p>	<ul style="list-style-type: none"> 2.1 Describe visual signs of suspected infections, infestations and disorders visible to the naked eye 2.2 Describe the basic structure of the skin and hair 2.3 Describe the characteristics of the hair structure with the different hair types 2.4 Describe the hair growth cycle 2.5 State the average hair growth rate 2.6 Describe the general factors that contribute to healthy hair <p style="text-align: center;">A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 600 | FOLLOW HEALTH AND SAFETY PRACTICE IN THE SALON

Unit accreditation number: R/600/8763

Learning outcome	Assessment Criteria
<p>1. Be able to maintain health, safety and security practices</p>	<ul style="list-style-type: none"> 1.1 Conduct themselves in the workplace to meet with health and safety practices and salon policy 1.2 Deal with hazards within their own area of responsibility following salon policy 1.3 Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements 1.4 Follow salon policy for security 1.5 Make sure tools, equipment, materials and work areas meet hygiene requirements 1.6 Use required personal protective equipment (PPE) 1.7 Position themselves and the client safely 1.8 Handle, use and store products, materials, tools and equipment safely to meet with manufacturers' instructions 1.9 Dispose of all types of salon waste safely and to meet with legal and salon requirements 1.10 Explain the difference between legislation, codes of practice and workplace policies 1.11 Outline the main provisions of health and safety legislation 1.12 State the employers' and employees' health and safety responsibilities 1.13 State the difference between a hazard and a risk 1.14 Describe hazards that may occur in a salon 1.15 State the hazards which need to be referred 1.16 State the purpose of personal protective equipment used in a salon during different services 1.17 State the importance of personal presentation, hygiene and conduct in maintaining health and safety in the salon 1.18 State the importance of maintaining the security of belongings 1.19 Outline the principles of hygiene and infection control 1.20 Describe the methods used in the salon to ensure hygiene 1.21 Describe the effectiveness and limitations of different infection control techniques 1.22 Describe how to dispose of different types of salon waste
<p>2. Be able to follow emergency procedures</p>	<ul style="list-style-type: none"> 2.1 Follow emergency procedures 2.2 Follow accident reporting procedures which meet with salon policy 2.3 Identify named emergency personnel 2.4 Describe procedures for dealing with emergencies 2.5 Locate fire fighting equipment 2.6 Outline the correct use of fire fighting equipment for different types of fire 2.7 State the dangers of the incorrect use of fire fighting equipment on different types of fires 2.8 State the importance for reporting and recording accidents 2.9 Describe the procedure for reporting and recording accidents <p>A minimum of 4 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___ <input type="checkbox"/> 4) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 612 | WORKING IN THE HAIR INDUSTRY

Unit accreditation number: M/600/8611

Learning outcome	Assessment Criteria
<p>1. Be able to describe the key characteristics of the hair industry</p>	<ul style="list-style-type: none"> 1.1 Access sources of information on organisations, services, occupational roles, education and training opportunities within the hair industry 1.2 Outline the types of organisations within the hair industry 1.3 Outline the main services offered by the hair industry 1.4 Describe occupational roles within the hair industry 1.5 State the employment characteristics of working in the hair industry 1.6 State career patterns within the hair industry 1.7 Outline the education and training opportunities within the hair industry 1.8 Outline opportunities to transfer to other sectors or industries
<p>2. Be able to describe working practices in the hair industry</p>	<ul style="list-style-type: none"> 2.1 Outline good working practices in the salon 2.2 State the importance of personal presentation in reflecting the professional image of the hair industry 2.3 Outline opportunities for developing and promoting own professional image within the hair industry 2.4 State the basic employee employment rights and responsibilities 2.5 Outline the main legislation that affects working in the hair industry <p style="text-align: center;">No practical performance</p>
<p>Assessment method:</p>	<p>Assignment: <input type="checkbox"/> __/__/__ MCQ: <input type="checkbox"/> __/__/__</p>

Unit complete Date __/__/__ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled __/__/__

UNIT 607 | PERM AND NEUTRALISE HAIR

Unit accreditation number: Y/600/8537

Learning outcome	Assessment Criteria
<p>1. Be able to prepare to perm and neutralise hair</p>	<ul style="list-style-type: none"> 1.1 Prepare themselves, the client and work area for perming and neutralising 1.2 Use suitable consultation techniques to identify service objectives 1.3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors 1.4 State the factors that need to be considered when perming and neutralising hair 1.5 Describe the salon's requirements for client preparation, preparing themselves and the work area 1.6 Describe the different consultation techniques used to identify the service objectives 1.7 Explain the importance of carrying out the necessary tests prior to and during the service and recording the results 1.8 Explain the importance of following manufacturers' instructions 1.9 Describe the range of perm and neutralising products, tools and equipment
<p>2. Be able to perm and neutralise hair</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Select and use products, tools and techniques, taking into account factors influencing the service 2.3 Section and wind the hair, taking meshes to suit the perm rod size to achieve the desired look 2.4 Wind the hair with even tension, making sure all wound perm rods sit on their own base 2.5 Monitor the development of the perming and neutralising processes, following manufacturers' instructions 2.6 Leave the hair free of perm lotion when the desired degree of curl is achieved, using water temperature and flow to suit client's needs 2.7 Follow safe and hygienic working practices 2.8 Provide suitable aftercare advice 2.9 Describe the effects of perm lotions and neutralisers on the hair structure 2.10 Outline the factors that determine the use of different types of perming and neutralising products, tools and equipment 2.11 Explain how temperature affects the perming process 2.12 State the importance of accurate timing and thorough rinsing of products 2.13 Explain when and why it is important to use pre-perm and post perm treatments ITEC 2.14 Explain the factors that influence the choice of sectioning techniques and different sized perm rods 2.15 Explain the method of checking curl development 2.16 Outline the types and causes of problems that can occur during the perming and neutralising processes and how to resolve them 2.17 Outline safe and hygienic working practices 2.18 Describe the aftercare advice that should be provided 2.19 State how to communicate and behave within a salon environment <p>A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 605 | COLOUR AND LIGHTEN HAIR

Unit accreditation number: A/600/8630

Learning outcome	Assessment Criteria
<p>1. Be able to prepare for colouring hair</p>	<ul style="list-style-type: none"> 1.1 Prepare themselves, the client and work area for colouring services 1.2 Use suitable consultation techniques to identify service objectives 1.3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors 1.4 Explain the safety considerations that must be taken into account when colouring and lightening hair 1.5 Explain the dangers associated with inhalation of powder lighteners 1.6 Outline the types of colouring and lightening products 1.7 State the factors that need to be considered when selecting colouring products 1.8 Explain the importance of carrying out the necessary tests prior to and during the colour service and recording the results 1.9 Explain the principles of colour selection 1.10 Explain how natural hair pigments influence colour selection 1.11 Describe how the international colour chart is used to select colour 1.12 Describe how each of the colour products affects the hair structure 1.13 Explain the uses of hydrogen peroxide when colouring and lightening the hair 1.14 State what percentage and volume strength hydrogen peroxide means 1.15 Explain the importance of following manufacturers' instructions 1.16 Describe the different consultation techniques used to identify service objectives 1.17 Describe the salon's requirement for client preparation, preparing themselves and the work area
<p>2. Be able to provide a colouring service</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Select and use the application method, products, tools and equipment to Colour hair 2.3 Position themselves and the client appropriately throughout the service 2.4 Mix and apply the colour using neat sections 2.5 Monitor the development of the colour accurately, following manufacturers' instructions 2.6 Remove the colour product thoroughly from the hair and scalp, without disturbing packages still requiring development 2.7 Apply a suitable conditioner or post colour treatment to the hair, following manufacturers' instructions 2.8 Create a desired look to the satisfaction of the client 2.9 Provide suitable aftercare advice 2.10 Follow safe and hygienic working practices 2.11 Describe the correct use and routine maintenance of tools and equipment 2.12 State the importance of restoring the pH of the hair after a permanent colour 2.13 Outline the types and causes of problems that can occur during the colouring service and how to resolve them 2.14 Describe the aftercare advice that should be provided 2.15 Outline safe and hygienic working practices 2.16 State how to communicate and behave within a salon environment <p style="text-align: center;">A minimum of 8 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___ <input type="checkbox"/> 4) ___/___/___ <input type="checkbox"/> 5) ___/___/___ <input type="checkbox"/> 6) ___/___/___ <input type="checkbox"/> 7) ___/___/___ <input type="checkbox"/> 8) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 606 | PROVIDE SCALP MASSAGE SERVICES

Unit accreditation number: L/600/8535

Learning outcome	Assessment Criteria
<p>1. Be able to prepare to provide scalp massage services</p>	<ul style="list-style-type: none"> 1.1 Prepare themselves, the client and work area for scalp massage services 1.2 Use suitable consultation techniques to identify service objectives 1.3 Describe the salon's requirements for client preparation, preparing themselves and the work area 1.4 Describe the different consultation techniques used to identify the service objectives 1.5 Explain and agree the procedure, potential benefits and effects of the service to the client 1.6 Explain the importance of identifying any contraindications to scalp massage Services and how to recognise them 1.7 Describe how different factors can affect the performance of scalp massage services 1.8 Describe the different types of massage media and equipment used for scalp massage services 1.9 Explain the importance of following Manufacturers' instructions
<p>2. Be able carry scalp massage services</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Select and use products, tools and equipment suitable for the client's hair and scalp condition 2.3 Adapt massage techniques to take into account influencing factors 2.4 Follow safe and hygienic working practices 2.5 Provide suitable aftercare advice 2.6 Describe when and how to use massage media and equipment to treat different scalp conditions 2.7 Describe how and when to use and adapt the different massage techniques 2.8 Identify the safety considerations that must be taken into account when massaging the scalp 2.9 Describe the aftercare advice that should be provided 2.10 Describe the benefits of scalp massage 2.11 Outline the basic structure of the skin 2.12 State the name and position of the bones and muscles of the head and neck 2.13 Describe methods of working safely and hygienically, which minimises the risk of cross infection and cross infestation 2.14 State how to communicate and behave within a salon environment <p>A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 611 | SALON RECEPTION DUTIES

Unit accreditation number: A/600/8773

Learning outcome	Assessment Criteria
<p>1. Be able to carry out reception duties</p>	<ul style="list-style-type: none"> 1.1 Deal with a variety of enquiries 1.2 Communicate and behave in a professional manner 1.3 Identify the nature of the enquiry 1.4 Maintain appropriate levels of reception stationary 1.5 Maintain a hygienic and tidy reception area 1.6 Describe procedures for taking messages for a variety of enquiries 1.7 State how to communicate and behave within a salon environment 1.8 List salon services available, their duration and cost 1.9 Outline the importance of dealing with enquiries promptly and politely 1.10 Explain how to deal with enquiries that cannot be dealt with promptly
<p>2. Be able to book appointments</p>	<ul style="list-style-type: none"> 2.1 Schedule appointments to meet with salon policy and client requirements 2.2 Confirm and record client appointment details 2.3 Deal with confidential information to meet with salon and legal requirements 2.4 Describe how to make and record appointments 2.5 State the potential consequences of failing to record appointments or messages accurately 2.6 State the importance of passing on messages and appointment details to the appropriate colleagues 2.7 Outline the legislation designed to protect the privacy of client details 2.8 State the possible consequences of a breach of confidentiality
<p>3. Be able to deal with payments</p>	<ul style="list-style-type: none"> 3.1 Calculate service costs accurately 3.2 Deal with payments for services and products to meet with salon policy 3.3 Follow security procedures when handling payments 3.4 State how to process different methods of payment 3.5 Describe how to deal with problems that may occur with payments 3.6 Explain how to keep payments safe and secure <p style="text-align: center;">A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 908 | CREATE AN IMAGE BASED ON A THEME WITHIN THE HAIR AND BEAUTY SECTOR

Unit accreditation number: J600/8632

Learning outcome	Assessment Criteria
<p>1. Be able to plan an image</p>	<ul style="list-style-type: none"> 1.1 Create a mood board based on a theme 1.2 Outline how to identify media images to create a theme 1.3 Outline the purpose of a mood board 1.4 Outline how to present a mood board to others 1.5 Describe the concepts of advertising to a target audience 1.6 Describe the salon's requirements for client preparation, preparing themselves and the work area
<p>2. Be able to create an image</p>	<ul style="list-style-type: none"> 2.1 Communicate and behave in a professional manner 2.2 Use technical skills to create a theme based image 2.3 Follow safe and hygienic working practices 2.4 Describe the technical skills required for creating a theme based image 2.5 Evaluate the effectiveness of the theme based image 2.6 Describe methods of evaluating the effectiveness of the creation of a theme based image 2.7 Outline safe and hygienic working practices 2.8 State how to communicate in a salon environment <p style="text-align: center;">A minimum of 1 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 627 | PROMOTE PRODUCTS AND SERVICES TO CLIENTS IN A SALON

Unit accreditation number: T/600/8769

Learning outcome	Assessment Criteria
<p>1. Be able to promote products and services to the client</p>	<ul style="list-style-type: none"> 1.1 Establish the client's requirements 1.2 Introduce services and/or products to the client at the suitable time 1.3 Give accurate and relevant information to the client 1.4 Identify buying signals and interpret the client's intentions correctly 1.5 Secure agreement with the client 1.6 Close the sale 1.7 Identify services and/or products to meet the requirements of the client 1.8 Describe the benefits to the salon of promoting services and products to the client 1.9 Describe the listening and questioning techniques used for promotion and selling 1.10 Explain the terms 'features' and 'benefits' as applied to services or products 1.11 Describe the principles of effective face to face communication 1.12 State the importance of effective personal presentation 1.13 State the importance of good product and service knowledge 1.14 Describe how to interpret buying signals 1.15 Outline the stages of the sale process 1.16 Explain the legislation that affects the selling of services and products 1.17 Describe methods of payment for services and products <p style="text-align: center;">A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 629 | WORKING WITH OTHERS IN THE HAIR AND BEAUTY SECTOR

Unit accreditation number: H/600/6323

Learning outcome	Assessment Criteria
<p>1. Be able to work with clients and colleagues in a salon</p>	<p> 1.1 Communicate and behave in a professional manner 1.2 Assist others to resolve problems 1.3 Follow safe and hygienic working practices 1.4 State different ways of communicating 1.5 State how to adapt communication for different situations 1.6 Outline the benefits of effective team working 1.7 Identify the effects of negative attitude and behaviour on others 1.8 Identify roles and responsibilities of team members in a salon 1.9 State when to refer problems </p> <p>A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p> Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___ Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___ </p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 630 | DISPLAY STOCK TO PROMOTE SALES IN A SALON

Unit accreditation number: 1/600/8761

Learning outcome	Assessment Criteria
<p>1. Be able to prepare the display area</p>	<ul style="list-style-type: none"> 1.1 Select the materials, equipment and stock to use 1.2 Determine the location of the display to maximise its impact 1.3 Assemble the display carefully and safely 1.4 Label the displayed products clearly, accurately and in a manner consistent with legal requirements 1.5 State the purpose of a display 1.6 List the type of information required in order to plan a display effectively 1.7 State how the location and design of the display can attract attention and increase sales 1.8 Describe how the location and design of related promotional materials can influence the effectiveness of the display 1.9 Describe safety considerations when assembling a display
<p>2. Be able to maintain and dismantle the display area</p>	<ul style="list-style-type: none"> 2.1 Maintain the display area for the duration of the display period 2.2 Dismantle the display, restore the area and return stock to storage 2.3 Describe the maintenance needs of a promotional display 2.4 Outline the safety considerations when dismantling a display, disposing of materials and returning stock to storage 2.5 Explain the key legal requirements affecting the display and sale of goods <p style="text-align: center;">A minimum of 1 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___</p> <p>Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

Unit complete Date ___/___/___ Lecturer's/Assessor's name Signature

Quality assured by Name Signature Date sampled ___/___/___

UNIT 609 | RELAX AFRICAN TYPE HAIR

Unit accreditation number: R/600/8536

Learning outcome	Assessment Criteria
<p>1. Be able to prepare African type hair for relaxing</p>	<p>1.1 Prepare themselves, the client and the work area for relaxing services 1.2 Use suitable consultation techniques to identify service objectives 1.3 Conduct all necessary tests following manufacturers' instructions, seeking assistance when contra-indications and or reactions to tests cause doubts as to the suitability of the service for the client 1.4 Apply pre-relaxing products to: • protect the scalp • even out the porosity of the hair 1.5 Describe the salon's requirement for client preparation, preparing themselves and the work area 1.6 Describe the different consultation techniques used to identify service objectives 1.7 Outline the main legislation that affects the service</p>
<p>2. Be able to relax and normalise hair</p>	<p>2.1 Communicate and behave in a professional manner 2.2 Select and use products, tools and techniques suitable for the client's hair 2.3 Follow manufacturer's instructions when applying and timing the relaxer, taking strand tests at suitable times throughout the process 2.4 Monitor the comfort of the client at regular intervals throughout the relaxing process, remedying any problems that may arise 2.5 Follow safe and hygienic working practices 2.6 Remove chemicals in a way which minimises the risk of damage to the hair 2.7 Use post relaxing treatments to restore the hairs' pH balance 2.8 Achieve the required degree of straightness that is acceptable to the client 2.9 Provide suitable aftercare advice 2.10 Describe the potential effects of different relaxing products on the hair structure 2.11 Explain the importance of accurate timing and thorough rinsing of products 2.12 Explain the effect of pre and post- relaxer treatments on the hair structure 2.13 Describe the factors that should be considered when selecting sodium or non-sodium relaxing products and why it is important to use products from the same system 2.14 Describe the method and sequence of application of scalp protectors, relaxing and normalising products 2.15 Describe the potential problems that can occur when relaxing hair and how to remedy them 2.16 Outline safe and hygienic working practices 2.17 State how to communicate and behave within a salon environment 2.18 Describe the aftercare advice that should be provided</p> <p>A minimum of 3 practical performances</p>
<p>Assessment method:</p>	<p>Practical performances <input type="checkbox"/> 1) ___/___/___ <input type="checkbox"/> 2) ___/___/___ <input type="checkbox"/> 3) ___/___/___ Assignment: <input type="checkbox"/> ___/___/___ MCQ: <input type="checkbox"/> ___/___/___</p>

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