



ITEC Level 1 NVQ Diploma in Hairdressing & Barbering QCF

Assessment Guidance Document

Introduction

This document sets out the technical specification relating to the ITEC Level 2 NVQ Diploma in Hairdressing

The following sections include:

- Assessor requirements
- Internal Verifier (IQA) requirements
- Qualification structures and rules of combination
- Industry specific requirements
- Practical assessment evidence requirements

The principles in this document are in addition to criteria that Awarding Organisations must meet for the delivery of qualifications as required by the Regulators, for example Ofqual's General Conditions of Recognition

Assessor Requirements

The Assessor must:

- be “occupationally competent”. Assessors must provide current evidence of competence, knowledge and understanding in the areas they are assessing
- have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification
- have access to, and be engaging with, Continuous Professional Development (CPD) activities in order to keep up-to-date with developments and any issues relevant to the qualification and/or its units. CPD is required per annum and must be demonstrated through a personal development plan (PDP) or as a reflective diary
- hold, or be working towards; a valid Assessor qualification based on LSIS, formerly LLUK

Learning and Development National Occupational Standards (2010):

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI – Assess workplace competences using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF)

or hold one of the following:

- A1 Assess Candidates using a range of methods*; or
- D32/33 Assess Candidate performance, using differing sources of evidence*

*Holders of A1 and D32/33 qualifications must work to the reviewed National Occupational Standards for Learning and Development

Unqualified Assessors

Awarding Organisations may approve individuals to assess qualifications who have not yet achieved their Assessor qualification. However, these individuals must be working towards and achieve this qualification and have an appropriate development plan. Should an unqualified Assessor be used, they must be fully supported and have their assessment decisions countersigned by a qualified Assessor to ensure the Learner has achieved the required standard

Witness Requirements

A Witness testimony, a statement made by someone present while the learner was performing an activity on-the-job, may be used to support the assessment process and where permitted by the awarding organisation. Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an Assessor.

Where Witnesses are used:

1. evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony
2. any relationship they have with a learner must be declared to the Assessor to determine the value of the testimony provided
3. they must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the learner's ability to meet the evidence requirements will be the responsibility of the Assessor.

Internal Verifier/Internal Quality Assurer (IQA) Requirements

The Internal Verifier (IQA) must:

- have sufficient occupational experience across the range of units and qualifications for which they are responsible prior to commencing their role. This must be of sufficient depth to be effective and reliable when quality assuring judgements about Assessors' assessment processes and decisions
- must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification
- have access to, and be engaging with, Continuous Professional Development (CPD) activities in order to keep up-to-date with developments and any issues relevant to the qualification and/or its units. CPD is required per annum and must be demonstrated through a personal development plan (PDP) or as a reflective diary
- hold a valid Assessor qualification as specified under the Assessor requirements and hold or be working towards an internal quality assurance qualification based on LSIS, formerly LLUK, Learning and Development National Occupational Standards (2010):

Internal quality assurance qualifications:

- Learning and Development Unit 11 – Internal Quality Assurance; or
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF); or
- V1 Conduct Internal Quality Assurance of the Assessment Process*; or
- D34 Internally Verify the Assessment Process*.

*Holders of V1 and D34 qualifications must work to the reviewed National Occupational Standards for Learning and Development

Unqualified Internal Quality Assurers

Awarding Organisations may approve individuals to quality assure qualifications who have not yet achieved their internal quality assurance qualification. However, these individuals must be working towards and achieve this qualification and have an appropriate development plan. Should an unqualified Internal Quality Assurer be used, they must be fully supported and have their quality assurance decisions countersigned by a qualified Internal Quality Assurer to ensure the quality and consistency of assessment decisions

Continuous Professional Development (CPD) requirements

Assessors, Internal Quality Assurers and External Quality Assurers should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the Awarding Organisation or other recognised and relevant providers in the sector.

For Assessors, Internal Quality Assurers and External Quality Assurers a minimum of 30 hours CPD is required per annum (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the organisation they work for.

Qualification Structure: ITEC Level 1 NVQ Certificate in Hairdressing and Barbering

The Learner must complete 4 mandatory units to achieve 14 credits, plus a minimum of 9 credits from the optional unit group to achieve a total of 23 credits

QCF Unit number	ITEC Unit Number	Mandatory Units	Credit Value	Guided Learning Hours (GLH)
J/506/9582	661 (CHB1)	Prepare for Hair Services and Maintain Work Areas	2	26
H/506/9377	662 (CHB2)	Contribute to the Development of Effective Working Relationships	3	25
T/506/9495	665 (CHB5)	Blow Dry Hair	5	44
F/506/9371	668 (CHB10)	Shampoo and Condition Hair	4	40
Optional Units				
L/506/9342	660 (AH1)	Assist with Relaxing Services	5	50
K/506/9588	663 (CHB3)	Assist with Salon Reception Duties	4	38
A/506/9370	664 (CHB4)	Assist with Hair Colouring and Lightening Services	5	48
A/506/9496	666 (CHB6)	Plait and Twist Hair using Basic Techniques	5	44
J/506/9369	667 (CHB7)	Assist with Perming Services	5	48
Y/506/9762	683 (CHB8)	Remove Hair Extensions	5	48
L/506/9762	670 (CB1)	Assist with Shaving Services	5	39

Practical Assessment Evidence Requirements

ITEC Unit Ref	NOS Ref	Unit Title:
661	SKACHB1	Prepare for Hair Services and Maintain Work Areas
1. Simulation is not allowed for any performance evidence within this unit 2. You must practically demonstrate in your everyday work that you have met the standard for preparing and maintaining work areas 3. Your Assessor will observe your performance on at least 3 occasions and must include preparation for 3 different hairdressing or barbering services		
ITEC Unit Ref	NOS Ref	Unit Title:
662	SKACHB2	Contribute to the Development of Effective Working Relationships

<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships Your Assessor will observe these aspects of your performance on at least 3 occasions, 2 of which will cover your interaction with clients and 1 of which will cover your interaction with colleagues You must show that you have: <ul style="list-style-type: none"> used all opportunities to interact with relevant people 		
ITEC Unit Ref	NOS Ref	Unit Title:
665	SKACHB5	Blow Dry Hair
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for blow drying hair Your Assessor will observe these aspects of your performance on at least 3 separate occasions each on a different client From the range, you must show that you have: <ul style="list-style-type: none"> used both types of tools If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence 		
ITEC Unit Ref	NOS Ref	Unit Title:
668	SKACHB10	Shampoo and Condition Hair
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for shampooing and conditioning hair Your Assessor will observe these aspects of your performance on at least 3 separate occasions each on a different client You must show that you have: <ul style="list-style-type: none"> used all the massage techniques used both types of conditioning products If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence 		
ITEC Unit Ref	NOS Ref	Unit Title:
660	SKAAH1	Assist with Relaxing Services
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for assisting with relaxing services for hair Your Assessor will observe these aspects of your performance on at least 2 occasions From the range, you must show that you have: 		

<p>- used both types of normalising products</p> <p>5. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence</p>		
ITEC Unit Ref	NOS Ref	Unit Title:
663	SKACHB3	Assist with Salon Reception Duties
<p>1. Simulation is not allowed for any performance evidence within this unit</p> <p>2. You must practically demonstrate in your everyday work that you have met the standard for assisting with salon reception duties</p> <p>3. Your Assessor will observe these aspects of your performance on at least 2 occasions</p> <p>4. From the range, you must show that you have:</p> <ul style="list-style-type: none"> - handled both types of enquiries - made both types of appointments - recorded all the appointment details listed <p>5. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence</p>		
ITEC Unit Ref	NOS Ref	Unit Title:
664	SKACHB4	Assist with Hair Colouring and Lightening Services
<p>1. Simulation is not allowed for any performance evidence within this unit</p> <p>2. You must practically demonstrate in your everyday work that you have met the standard for assisting with hair colouring and lightening services</p> <p>3. Your Assessor will observe these aspects of your performance on at least 2 occasions, 1 of which will include the removal of colouring and lightening materials</p> <p>4. You must show that you have used 3 out of the 4 products in the range</p> <p>5. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence</p>		
ITEC Unit Ref	NOS Ref	Unit Title:
666	SKACHB6	Plait and Twist Hair using Basic Techniques
<p>1. Simulation is not allowed for any performance evidence within this unit</p> <p>2. You must practically demonstrate in your everyday work that you have met the standard for plaiting and twisting hair using basic techniques</p> <p>3. Your Assessor will observe your performance on at least 3 occasions which must include observation of:</p> <ul style="list-style-type: none"> - a minimum of 5 cornrows - a single French plait - a series of small two strand twists covering a minimum of 25% of the head <p>4. From the range, you must show that you have:</p> <ul style="list-style-type: none"> - used all the types of products - created all the types of plaits and twists 		

5. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence		
ITEC Unit Ref	NOS Ref	Unit Title:
667	SKACHB7	Assist with Perming Hair Services
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for assisting with perming services Your Assessor will observe these aspects of your performance on at least 2 occasions If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence 		
ITEC Unit Ref	NOS Ref	Unit Title:
683	SKACHB8	Remove Hair Extensions
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for removing hair extensions Your Assessor will observe your performance on at least 2 occasions From the range, you must show that you have: <ul style="list-style-type: none"> used 2 out of the 4 types of tools and products removed both types of extensions If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence 		
ITEC Unit Ref	NOS Ref	Unit Title:
670	SKACB1	Assist with Shaving Services
<ol style="list-style-type: none"> Simulation is not allowed for any performance evidence within this unit You must practically demonstrate in your everyday work that you have met the standard for assisting with shaving services Your Assessor will observe these aspects of your performance on at least 2 occasions From the range, you must show that you have: <ul style="list-style-type: none"> used all the lathering products carried out both the lathering techniques If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence 		

Mandatory External Assessment Questions

Theory knowledge requirements can be found in the Rationale and individual unit Test Specifications.

Glossary of Assessment Range Terms

Unit 661 Prepare for Hair Services and Maintain Work Areas - SKACHB1

Manufacturers' Instructions

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use

Personal Protective Equipment (PPE)

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities

Salon Requirements

Any hairdressing procedures or work rules issued by salon management

Sterilisation

The total destruction of micro-organisms

Disinfection

Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents

Unit 665 Blow Dry Hair - SKACHB5

Sterilisation

The total destruction of micro-organisms

Disinfection

Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents

Unit 668 Shampoo and Condition Hair - SKACHB10

Effleurage

A gentle stroking movement

Rotary

A firm circular movement using the pads of the fingers over the surface of the scalp

Friction

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back

Petrissage

Slow, firm, kneading movement

Unit 660 Assist with Relaxing Services - SKAAH1

Normalising Products

These are post-relaxing treatments and shampoos. They are sometimes also known as 'stabilisers' or 'neutralising' products for the relaxing process

Unit 663 Assist with Salon Reception Duties - SKACHB3

Confidential Information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip

Limits of Own Authority

The extent of your responsibility as determined by your own job description and workplace policies

Personal Presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace

Relevant Person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your Line Manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical

Unit 664 Assist with Hair Colouring and Lightening Services - SKACHB4**Lightening Products**

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners

Quasi-Permanent Colour

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair

Semi-Permanent Colour

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair

Unit 666 Plait and Twist Hair using Basic Techniques - SKACHB6**Traction Alopecia**

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting

Cornrow

A three strand plait which sits on top of its base. This is also known as a canerow

French Plait

This is known as a Congo plait or Guinea plait. It is a single, inverted plait

Unit 683 Remove Hair Extensions - SKACHB8

Short term hair extensions (hair extensions which last anything between 24 hours and six weeks)

- sewn
- plaited
- rings
- tapes
- clip-in hairpieces and additions
- taped weft
- cold bonding (latex)
- wefted hair – tracks/rows

- plaited cornrows

Long term hair extensions (hair extensions which last six weeks plus)

- hot bonded or fusion
- micro ring or loop
- cornrow based wefts
- cornrow plaits

Unit 670 Assist with Shaving Services - SKACB1

Massage techniques:

Effleurage

A gentle stroking movement

Petrissage

Slow, firm, kneading movement

Disinfection

Inhibits the growth of disease causing micro-organisms (except spores) using chemical agents

Sterilisation

The total destruction of micro-organisms

Values

The following Key Values underpin the delivery of services in the hair and barbering sector:

- a willingness to learn
- the completion of services in a commercially viable time
- meeting both organisational and industry standards of appearance
- ensuring personal hygiene and protection meets accepted industry and organisational requirements
- a flexible working attitude
- a team worker
- maintaining customer care
- a positive attitude
- personal and professional ethics
- the ability to self-manage
- creativity skills
- excellent verbal and non-verbal communication skills
- the maintenance of effective, hygienic and safe working methods
- adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

Behaviours

The following behaviours underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual

- meeting the salon's standards of behaviour
- greeting the client respectfully and in a friendly manner
- communicating with the client in a way that makes them feel valued and respected
- identifying and confirming the client's expectations
- treating the client courteously and helpfully at all times
- keeping the client informed and reassured
- adapting the behaviour to respond effectively to different client behaviour
- responding promptly to a client seeking assistance
- selecting the most appropriate way of communicating with the client
- checking with the client that you have fully understood their expectations
- responding promptly and positively to the clients' questions and comments
- allowing the client time to consider the response and give further explanation when appropriate
- quickly locating information that will help the client
- giving the client the information they need about the services or products offered by the salon
- recognising information that the client might find complicated and checking whether they fully understand
- explaining clearly to the clients any reasons why their needs or expectations cannot be met