



2

Hair

ITEC LEVEL 2 NVQ DIPLOMA IN HAIRDRESSING

Candidate name:

Candidate number:

QAN 601/5795/1

AN INTRODUCTION TO ITEC

ITEC is the premier international awarding organisation for qualifications in Beauty & Spa, Hairdressing, Complementary Therapies and Sports & Fitness; as a niche awarding organisation we offer a variety of exciting career pathways, for example:

- traditional Beauty therapy or the specialisms of nail technology and spa
- 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 Complementary therapy you may choose to study massage or broaden your skills to offer reflex and aromatherapy 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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Aims and objectives

The main aim of the NVQ Level 2 in Hairdressing is to enable candidates to gain the necessary practical and theoretical skills in order to provide Hairdressing services

The ITEC NVQ Level 2 Diploma in Hairdressing is comprised of 7 mandatory units with a total of 55 credits plus 9 credits from the optional units

It also aims:

- to provide skills at Level 2 in the Credit and Qualifications Framework for those interested in the Hairdressing Industry
- to provide opportunities for staff in the Hairdressing Industry to gain a NVQ Level 2 qualification
- to qualify Learners as Hairdressers at NVQ Level 2 in the Hairdressing Industry
- to sustain the interest of Learners wanting to work in the Hairdressing Industry
- to encourage knowledge and understanding of the Hairdressing Industry at NVQ Level 2
- to provide opportunities for Learners to focus on the development of the major Functional skills and the wider Functional skills in a hairdressing context, such as communicating with clients, working with others and problem solving
- to provide opportunities for Learners to develop a range of skills, techniques, personal qualities and attitudes essential for successful performance in employment as a Hairdresser

Assessment

This qualification will be internally assessed, verified and externally verified using the HABIA Assessment Strategy for Hairdressing 2014

Learners must demonstrate competency in all practical performances and pass the multiplechoice tests to achieve the NVQ Level 2 in Hairdressing

Opportunities for progression

Once Candidates have achieved the NVQ Level 2 in Hairdressing they may progress on to other ITEC or equivalent qualifications' at NVQ Levels 2 and 3, for example:

- NVQ Level 2 in Barbering
- NVQ Level 3 in Hairdressing
- NVQ Level 3 in Barbering

This qualification enables Holders to operate their own salon or home visiting practice. Holders can also gain employment in Hairdressing Salons, Hotels, Spa's and Cruise ships

Relationship to National Occupational Standards (NOS)

This NVQ is a product of the NOS that were approved in 2014 and which were developed by Habia.

ITEC has adopted the approved NVQ Level 2 in Hairdressing structure which has been linked to the relative job roles

Professional body membership and Insurance

Holders can apply for membership of the National Hairdressers' Federation

Style and Finish Hair - ITEC Unit 676 (NOS SKACH1)

What this unit is about

This unit is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required to work on different hair lengths.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when styling and finishing hair
2. blow dry hair into shape
3. finger dry hair into shape
4. finish hair

Evidence requirements

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 styling and finishing hair
3. Your Assessor will observe your performance **on at least 4 occasions, each on different clients**
4. From the range, you must show that you have:
 - used **4 out of the 7** products
 - used **both** the types of heated styling equipment
 - styled **all** hair lengths
 - used **all** the blow drying tools and equipment
 - taken into account **all** the factors
 - produced **all** the blow dry finishes
 - given **all** advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working When Styling and Finishing Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. use working methods that:
 - minimise the wastage of products
 - minimise the risk of damage to tools, equipment and heated styling equipment
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
7. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
8. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
9. dispose of waste materials
10. complete the service within a commercially viable time

Blow Dry Hair into Shape

11. apply suitable products, when used, following manufacturers' instructions

12. control your styling tools to minimise the risk of damage to the hair length, client discomfort and to achieve the desired look
13. take sections of hair which suit the size of the styling tools
14. maintain an even tension throughout the blow drying process
15. keep the hair damp throughout the blow drying process
16. test the temperature of heated styling equipment throughout the service
17. control the hair length during the blow drying process taking account of factors influencing the service
18. use tools and equipment in a way that achieves the desired blow dry finish

Finger Dry Hair into Shape

19. apply suitable products, when used, following manufacturers' instructions
20. keep the hair damp throughout the styling process
21. control the hair during the styling process taking account of factors influencing the service
22. ensure that finger drying achieves the direction, volume and balance for the desired look

Finish Hair

23. use heated styling equipment, when necessary, that is at the correct temperature for your client's hair and the desired look
24. control your use of heated styling equipment when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
25. take sections of hair which suit the size of the heated styling equipment, when used
26. use back combing and back brushing techniques when required, to achieve the desired look
27. apply and use suitable products, when required, to meet manufacturers' instructions
28. ensure the finished look takes into account relevant styling factors influencing the service
29. ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
30. confirm the client's satisfaction with the finished look
31. give your client advice and recommendations on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

Page ref.

1. Products

- a) heat protectors
- b) sprays
- c) mousse
- d) creams
- e) gels
- f) serums
- g) wax

- c) round brush
- d) lat brush

5. Factors

- a) hair characteristics
- b) hair classifications
- c) hair cut
- d) hair growth patterns
- e) head and face shape

2. Heated Styling Equipment

- a) straighteners
- b) tongs

3. Hair Length

- a) above shoulder
- b) below shoulder
- c) one length
- d) layered

6. Blow Dry Finish

- a) straightening
- b) smoothing
- c) creating volume
- d) creating movement
- e) creating curl

4. Tools and Equipment

- a) hand dryer
- b) attachments

7. Advice and Recommendations

- a) how to maintain their look
- b) time interval between services
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working When Styling and Finishing Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the different types of working methods that promote **environmental and sustainable working practices**
3. your salon's requirements for client preparation
4. the range of protective clothing that should be available for clients
5. what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
6. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
7. why it is important to avoid cross-infection and infestation
8. why it is important to keep your work area clean and tidy
9. the correct use and maintenance of tools and equipment
10. methods of cleaning, disinfecting and sterilisation used in salons
11. methods of working safely and hygienically and which minimise the risk of crossinfection and cross-infestation
12. the hazards and risks which exist in your workplace and the safe working practices which you must follow
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
14. why it is important to check electrical equipment used to aid the styling and finishing processes
15. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
16. the correct methods of waste disposal
17. your salon's expected service times for styling and finishing hair

Blow Dry and Finger Dry Hair into Shape

18. why hair should be kept damp during the blow drying and finger drying process
19. the effects of humidity on hair
20. the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
21. the types of products and equipment used for styling and finishing hair
22. the manufacturers' instructions on the use of the specific styling and finishing products in your salon
23. why and how to use the different types of:

- styling brushes when blow drying
 - attachments when blow drying
 - heated styling equipment when styling and finishing
 - products and when to apply them
24. current techniques for blow drying, finger drying and finishing hair
 25. how different **factors** affect the styling process and the finished look
 26. how to manage different hair lengths when styling the hair
 27. how the finished result of blow drying is affected by:
 - tension
 - size of hair mesh
 - size of brush
 - the angle at which the brush is held
 - not allowing the hair to cool before removing the hair mesh from the brush
 28. why the direction of the air flow when drying is important to achieve the desired look
 29. why hair needs to be sectioned for styling
 30. 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
 31. the effects that can be achieved by curling on and off base
 32. why temperature of equipment should be adapted to suit different hair types
 33. how the incorrect application of heat can affect the hair and scalp
 34. why hair should be allowed to cool prior to finishing
 35. when and how to apply different back combing and back brushing techniques to achieve the desired look
 36. the importance of providing advice and recommendations on the products and services provided in the salon

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Set and Dress Hair - ITEC Unit 677 (NOS SKACH2)

What this unit is about

This Unit is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when setting and dressing hair
2. set hair
3. dress hair

Evidence requirements

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 setting and dressing hair
3. Your Assessor will observe your performance on **at least 4 occasions on 4 different clients**
 - **At least one of the observations must be of a set using rollers secured with pins**
4. From the range, you must show that you have:
 - used **4 out of the 8** products
 - used **all** the types of tools and equipment
 - used **3 out of 5** setting techniques
 - taken into account **all** factors
 - used **all** the sectioning and winding techniques
 - used **all** the dressing techniques and created all the effects
 - given **all** advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Setting and Dressing Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the wastage of **products**
 - minimise the risk of damage to **tools and equipment**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
8. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
9. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
10. dispose of waste materials
11. complete the service within a commercially viable time

Set Hair

12. confirm and agree with your client the **setting techniques** and look required
13. control your **tools and equipment** to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
14. apply suitable **products** following manufacturers' instructions
15. control your client's hair throughout the setting process taking account of **factors** influencing the service
16. take sections of hair which suit the size of the **tools and equipment**
17. keep the hair damp throughout the setting process, when necessary
18. **section and wind** the hair cleanly and evenly to achieve the desired look
19. ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
20. maintain the correct tension throughout the setting process
21. remove any items used for setting, avoiding discomfort to your client
22. ensure your **setting techniques** achieve the desired look

Dress Hair

23. leave your client's hair free of all section marks as necessary
24. use heated equipment, as necessary, at the correct temperature for your client's **hair** and the desired look
25. control your **tools and equipment** to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
26. apply and use suitable **products** to meet manufacturers' instructions
27. ensure the finished look takes into account relevant **factors** influencing the service
28. ensure your **dressing techniques and effects** achieve the intended shape, direction and volume agreed with your client
29. confirm your client's satisfaction with the finished look
30. give your client **advice and recommendations** on the service provided

Performance 1Date:

Assessors Signature: _____

Performance 3Date:

Assessors Signature: _____

Performance 2Date:

Assessors Signature: _____

Performance 4Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Products

- a) heat protectors
- b) sprays
- c) mousse
- d) creams
- e) gels
- f) serums
- g) setting lotions
- h) wax

Page ref.

2. Tools and Equipment

- a) rollers
- b) combs
- c) pin curl clips
- d) brushes
- e) grips and pins
- f) heated equipment

3. Setting Techniques

- a) rolling
- b) spiral curling
- c) wrap setting
- d) pin curling to give volume
- e) pin curling to give flat movement

4. Factors

- a) hair characteristics
- b) hair classification
- c) hair cut
- d) hair length
- e) head and face shape
- f) the occasion for which the style is required

5. Section and Wind

- a) point to root
- b) root to point
- c) on base
- d) off base
- e) directional
- f) brick

6. Dressing Techniques and Effects

- a) curls
- b) rolls
- c) smoothing
- d) back-combing
- e) back-brushing

7. Advice and Recommendations

- a) how to maintain their look
- b) time interval between services
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working when Setting and Dressing Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the different types of working methods that promote **environmental and sustainable working practices**
3. your salon's requirements for client preparation
4. the types of protective clothing that should be available for clients
5. what contact dermatitis is and how to avoid developing it whilst carrying out setting and dressing services
6. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
7. why it is important to avoid cross-infection and infestation
8. why it is important to keep your work area clean and tidy
9. the correct use and maintenance of tools and equipment
10. methods of cleaning, disinfecting and sterilisation used in salons
11. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
12. the hazards and risks which exist in your workplace and the safe working practices which you must follow
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
14. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
15. the correct methods of waste disposal
16. your salon's expected service times for setting and dressing

Set and Dress Hair

17. the range of tools, equipment and products available for setting and dressing
18. the manufacturers' instructions on the use of the specific setting and dressing products in your salon

19. why and how to use the different types of tools and equipment for setting and dressing
20. how different **factors** affect the setting and dressing processes and the finished look
21. why and when to use different types of setting techniques
22. how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
23. why and how to use the different types of sectioning and winding techniques
24. why and how to use different dressing techniques
25. how the angle of winding influences the volume and direction of the hair
26. why set hair sections need to be brushed out thoroughly
27. methods of handling, controlling and securing hair to achieve curls and rolls
28. the importance of maintaining the correct tension throughout the setting process
29. the effects of humidity on hair
30. the physical effects of setting on the hair structure
31. how the incorrect application of heat can affect the hair and scalp
32. why hair should be kept damp during the setting process
33. how heat protectors act to protect the hair
34. the importance of confirming the required style requirements with the client
35. the removal and or take-down requirements for the hairstyle
36. The importance of providing advice and recommendations on the products and services provided in the salon

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Cut Hair Using Basic Techniques - ITEC Unit 678 (NOS SKACH3)

What this unit is about

This unit is about creating 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.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when cutting hair
2. cut hair to achieve a variety of looks

Evidence requirements

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 cut hair using basic techniques
3. Your Assessor will observe your performance **on at least 6 occasions**
These looks must include:
 - a one length above the shoulder
 - a short graduation incorporating the use of scissor over comb
4. From the range, you must show that you have:
 - adapted your cutting techniques to take into account the factors
 - achieved **all** the looks
 - used **all** the cutting techniques
 - given **all** the advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working When Cutting Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. keep your client's skin free of excess hair cuttings throughout the service
5. position your client to meet the needs of the service without causing them discomfort
6. ensure your own posture and position whilst working minimises fatigue and the risk of injury
7. keep your work area clean and tidy throughout the service
8. use working methods that:
 - minimise the risk of damage to tools
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
9. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
11. dispose of waste materials
12. complete the service within a commercially viable time

Cut Hair to Achieve a Variety of Looks

13. establish the **factors** likely to influence the service
14. confirm with your client the **look** agreed at consultation prior to commencing the cut
15. create and follow the cutting guideline(s) to achieve the required look
16. control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired **look**
17. use cutting **techniques** suitable for your client's hair type and to achieve the desired **look**
18. adapt your cutting **techniques** to take account of the **factors** that influence the service
19. change your own position and that of your client to help you ensure the accuracy of the cut
20. crosscheck the cut to establish accurate distribution of weight, balance and shape
21. remove any unwanted hair outside the desired outline shape
22. consult with your client during the cutting process to confirm the desired **look**
23. make a final visual check of the hair to ensure the finished cut is accurate
24. confirm your client's satisfaction with the finished cut
25. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What you must cover (Range)

Your performance must cover

1. Factors

- a) hair classifications
- b) hair characteristics
- c) head and face shape
- d) hair growth patterns

Page ref.

3. Techniques

- a) club cutting
- b) freehand
- c) scissor over comb
- d) texturising

2. Look

- a) one length
- b) uniform layer
- c) short graduation
- d) long graduation
- e) with a fringe

4. Advice and Recommendations

- a) how to maintain their look
- b) time interval between services
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working When Cutting Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. the different types of working methods that promote **environmental and sustainable working practices**
3. your salon's requirements for client preparation
4. the range of protective clothing that should be available for clients
5. why it is important to protect clients from hair clippings
6. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
7. why it is important to avoid cross-infection and infestation
8. why it is important to keep your work area clean and tidy
9. the correct use and maintenance of cutting tools
10. methods of cleaning, disinfecting and sterilisation used in salons
11. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
12. the hazards and risks which exist in your workplace and the safe working practices which you must follow
13. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
14. the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
15. the correct methods of waste disposal
16. your salon's expected service times for different cutting looks

Cut Hair to Achieve a Variety of Looks

17. the different **factors** that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
18. the factors which should be considered when cutting wet hair and dry hair
19. the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp
20. the importance of consulting with clients throughout the cutting process
21. the importance of applying the correct degree of tension to the hair when cutting
22. how and why to use club, freehand, texturising and scissor over comb cutting techniques
23. the reasons for establishing and following guidelines
24. how different cutting angles will impact on weight distribution, balance and the degree of graduation
25. how to create the different looks
26. how to crosscheck and balance the cut
27. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Colour and Lighten Hair - ITEC Unit 679 (NOS SKACH4)

What this unit is about

This unit is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contraindications is required.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when colouring and lightening hair
2. prepare for colouring and lightening
3. colour and lighten hair

Evidence requirements

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 colour and lighten hair
3. Your Assessor will observe your performance **on at least 4 occasions**, each on different clients
4. From the range, you must show that you have:
 - used **4 of the 5** types of products
 - carried out **all** the tests
 - taken into account **all** the factors
 - used **4 of the 5** colouring and lightening techniques
 - given **all** the advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working When Colouring and Lightening Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your clients clothing throughout the service
4. wear personal protective equipment when using colouring and or lightening chemicals
5. position your client to meet the needs of the service without causing them discomfort
6. ensure your own posture and position whilst working minimise fatigue and the risk of injury
7. keep your work area clean and tidy throughout the service
8. use working methods that:
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
9. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
11. dispose of waste materials
12. complete the service within a commercially viable time

Prepare for Colouring and Lightening

13. ask your client relevant questions to identify if they have any contraindications to colouring and or lightening services

14. record your client's responses to questions
15. conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
16. record the outcomes of **tests** on the client's record card
17. seek assistance from the relevant person when contraindications and/or reactions to **tests** cause doubts as to the suitability of the service for your client
18. base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
19. inform your client of the likely cost, duration and expected outcome of the service
20. choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
21. prepare materials to meet the application requirements, when necessary
22. prepare **products** to meet manufacturers' instructions
23. prepare your client's hair and protect their skin, where necessary, prior to service

Colour and Lighten Hair

24. confirm the desired effect with your client prior to the application of **products**
25. section the hair cleanly and evenly to assist the accurate application of **products**
26. apply **products** taking into account relevant **+** influencing the service
27. use **colour and lightening techniques** suitable for achieving the desired look and following manufacturers' instructions
28. apply **products** in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
29. time the development of **products** following manufacturers' instructions
30. confirm the required result has been achieved by taking strand tests at suitable times throughout the process
31. massage the hair and scalp to emulsify the colour as necessary, prior to removal, following manufacturers' instructions
32. remove from the hair **products** that have developed, avoiding disturbance to areas still processing
33. remove colouring or lightening materials from hair with minimum discomfort to your client
34. leave the hair and scalp free of **products** after the desired effect is achieved
35. identify any problems during the services and resolve them within the limits of your own authority
36. refer problems which cannot be resolved to the relevant person
37. achieve the desired effect to the satisfaction of your client
38. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

Performance 4

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

Page ref.

1. Products

- a) semi-permanent
- b) quasi-permanent
- c) permanent
- d) lighteners
- e) toners

- d) existing colour of hair
- e) percentage of white hair
- f) test results
- g) strength of hydrogen peroxide
- h) hair length
- i) skin tone
- j) time interval from last perm or relaxer
- k) recent removal of hair extensions

2. Tests

- a) skin
- b) incompatibility
- c) porosity
- d) elasticity
- e) colour

4. Colouring and Lightening Techniques

- a) full head application of quasi-permanent
- b) regrowth application of permanent colour
- c) full head application of permanent colour
- d) woven highlights and/or lowlights
- e) pulled through highlights and or lowlights

3. Factors

- a) hair classifications
- b) hair characteristics
- c) temperature

5. Advice and Recommendations

- a) how to maintain their colour
- b) time interval between services
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working When Colouring and Lightening Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. The range of protective clothing and products that should be available to yourself and clients
4. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
5. the current legal requirements and guidance relating to age restrictions for colouring and lightening services
6. why it is important to keep your work area clean and tidy
7. how to minimise the wastage of **products**
8. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
9. methods of cleaning, disinfecting and or sterilisation used in salons
10. the hazards and risks which exist in your workplace and the safe working practices which you must follow
11. the different types of working methods that promote **environmental and sustainable working practices**
12. why it is important to use personal protective equipment
13. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
14. what contact dermatitis is and how to avoid developing it whilst carrying out colouring services
15. your salon's expected service times for basic colouring and lightening work
16. suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
17. the correct methods of waste disposal
18. which colouring and lightening services should not be carried out on minors under 16 years of age

Prepare for Colouring and Lightening

19. the legal significance of client questioning and the recording of client's responses to questioning
20. the importance of recognising any **contraindications** to colouring and lightening services
21. the types and purposes of tests
22. the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
23. when and how tests should be carried out and the importance of recording test results
24. how the results of tests can influence the colouring and lightening services
25. the courses of action to take in the event of adverse reactions to tests

26. the importance of informing your client of the likely cost, duration and expected outcome of the service
27. the principles of colour selection, including the International Colour Chart (ICC)
28. how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
29. the effect of different colouring and lightening products on the hair structure
30. when to use the different types of lighteners and toners available
31. how the different strengths of hydrogen peroxide influence colouring and lightening
32. how porosity levels can affect the choice and application of products and the final results
33. effects of temperatures on the application and development of colouring and lightening products
34. the importance of constantly monitoring the development of lightening products
35. how and why **contraindications** can affect the delivery of colouring and lightening services
36. the types of colouring, lightening and toning products available, including temporary colours
37. the types of tools, materials and equipment used for colouring and lightening
38. the different colour, lowlighting and highlighting techniques
39. how to prepare materials to meet the application requirements
40. the dangers associated with the inhalation of powder lighteners
41. the importance of preparing your client's hair and protecting their skin prior to service

Colour and Lighten Hair

42. the importance of confirming the desired effect with your client prior to the application of products
43. the importance of sectioning hair accurately when colouring and lightening
44. how different **factors** may impact on your colouring and lightening service
45. the **factors** that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
46. when and why to carry out colour refreshing techniques on the mid lengths and ends
47. the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
48. 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
49. why it is important to emulsify colour prior to removal
50. methods of applying and removing colouring and lightening products
51. the importance of using products economically
52. the importance of restoring the hair's pH balance after the colouring and lightening process
53. why it is important to avoid disturbing areas still processing when removing products from developed areas
54. the types and causes of colouring and lightening problems that may occur during processing
55. ways of resolving simple colouring and lightening problems that may occur during processing
56. the potential risks of using lightening products on previously chemically treated hair
57. the precautions that must be taken when using powder and other lighteners
58. the limits of your authority for resolving colouring and lightening problems
59. the person to whom you should report problems you cannot resolve
60. the importance of confirming the client's satisfaction
61. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

Advise and Consult with Clients - ITEC Unit 684 (NOS SKACHB9)

What this unit is about

This unit is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this standard.

To carry out 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.

The main outcomes of this standard are:

1. identify the requirements of the client
2. examine the hair, skin and scalp
3. advise your client and agree services and products

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills
3. Your Assessor will observe these aspects of your performance as part of all technical observations and will be recorded on **at least 5 occasions**. These recorded observations must cover different technical units
4. From the range statement, you must show you:
 - have consulted with new and regular clients
 - have used **all** the means of identifying clients' wishes
 - have adapted your advice to take into account the factors limiting or affecting services
 - have identified or can describe the problems
 - have taken into account **all** hair characteristics
 - used 3 of the 4 classifications
 - given all the advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Identify the Requirements of the Client

1. consult with your **client** to determine their requirements
2. allow your **client** sufficient time to express their wishes
3. ask relevant questions in a way your **client** will understand
4. use visual aids to present clients with suitable alternative ideas to help them reach a decision
5. encourage your **client** to ask about areas of which they are unsure
6. **identify** and confirm your client's wishes for services and products

Examine the Hair, Skin and Scalp

7. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
8. conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
9. **identify** from your client's previous records, when available, any factors likely to affect future services
10. promptly identify and report any problems which cannot be dealt with to the relevant person

Advise your Client and Agree Services and Products

11. make recommendations on the outcomes of your identification of your client's **hair characteristics** and their hair classification
12. explain how their **hair characteristics** may impact on the hairdressing services in a way your client can understand
13. agree services, products and outcomes that are acceptable to your client and meet their needs
14. state the likely cost and duration of the agreed products and services to your **client**
15. conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
16. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

What you must cover (Range)

Your performance must cover

1. Client

- a) new
- b) regular

Page ref.

2. Identify

- a) question
- b) observation

3. Factors that Limit or Affect Services

- a) adverse hair, skin and scalp conditions
- b) incompatibility of previous services and products used
- c) client's lifestyle
- d) test results

4. Problems

- a) so-called infections
- b) suspected infestations

5. Hair Characteristics

- a) hair density
- b) hair texture
- c) hair elasticity
- d) hair porosity
- e) hair condition
- f) hair growth patterns

6. Hair Classification

- a) Type 1 – Straight Hair
- b) Type 2 – Wavy Hair
- c) Type 3 – Curly Hair
- d) Type 4 – Very Curly Hair

7. Advice and Recommendations

- a) how to maintain their look
- b) time interval between services
- c) present and future products and services

What you must know

Identify the Requirements of the Client

1. why effective communication is important for your salon's business
2. how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
3. the questioning and listening skills you need in order to find out information
4. why it is important to encourage and allow time for clients to ask questions
5. salon rules for maintaining confidentiality and privacy
6. the different types of visual aids that can support client consultation
7. your responsibilities under current relevant health and safety legislation, standards and guidance such as **Health and Safety** at Work Act and other relevant legislation
8. the importance of not discriminating against clients with illnesses and disabilities and why

Examine the Hair, Skin and Scalp

9. your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
10. salon procedures and manufacturers' instructions in relation to conducting tests
11. how and when tests are carried out on hair
12. the importance of carrying out tests and the potential consequences of failing to do so
13. why it is important to identify factors that may limit or affect services and products which can be used
14. 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
15. how to recognise **hair, skin and scalp problems**
16. how to identify suspected infections and infestations which need reporting and who to report them to

Advise your Client and Agree Services and Products

17. the different types of hair characteristics
18. the different hair types of hair classifications
19. the basic structure of hair and skin
20. the growth cycle of hair
21. the services and products available for use in your salon
22. your legal responsibilities for describing the features and benefits of products and services

- 23. your salon's pricing structure
- 24. how to calculate the likely charge for services
- 25. the importance of giving the clients realistic expectations
- 26. the importance of providing **advice and recommendations** on the products and services provided in the salon
- 27. how to complete the client records used in your organisation and the importance and reasons for gaining client consent

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Shampoo , Condition and Treat the Hair and Scalp - ITEC Unit 685 (NOS SKACHB11)

What this unit is about

This unit is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included.

To carry out 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.

The main outcomes of this unit are:

1. maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp
2. shampoo, condition and treat the hair and scalp

Evidence requirements

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 shampooing, conditioning and treating the hair and scalp
3. Your Assessor will observe these aspects of your performance on at least 3 occasions
4. From the range, you must show that you have:
 - adapted your shampooing techniques for 3 out of the 5 hair conditions
 - adapted your shampooing techniques for 3 out of the 5 scalp conditions
 - used 2 out of the 3 shampooing massage techniques
 - used **all** the conditioning products
 - used **all** of the conditioning massage techniques
 - given **all** advice and recommendations
5. If the range requirement has not been fully covered by these observations you may be able to provide additional observed evidence

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Shampooing, Conditioning and Treating the Hair and Scalp

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. wear personal protective equipment, if required
5. position your client to meet the needs of the service without causing them discomfort
6. ensure your own posture and position whilst working minimises fatigue and the risk of injury
7. keep your work area clean and tidy throughout the service
8. use working methods that:
 - minimise the risk of damage to tools
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
9. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
11. dispose of waste materials
12. complete the service within a commercially viable time

Shampoo, Condition and Treat the Hair and Scalp

13. ask your client questions to identify if they have contraindications to hair and scalp treatment services
14. use products, tools and equipment suitable for your client's **hair condition and scalp condition**
15. adapt your **shampooing massage techniques** to meet the needs of your client's:
 - hair length and density
 - **hair condition** and **scalp condition**
16. adapt your **shampooing massage techniques** to ensure your client's comfort
17. adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
18. comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
19. apply **conditioning products** to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
20. adapt your **conditioning massage techniques** to meet the needs of your client's **hair condition** and **scalp condition** and following manufacturer's instructions
21. monitor and time the development of the **conditioning product** and apply heat at the correct temperature, if required
22. remove the **conditioning product**, if required, in a way that avoids disturbing the direction of the cuticle
23. leave your client's hair and scalp:
 - clean and free from **conditioning products**, if required
 - free of excess water
24. comb through your client's hair without causing damage to the hair and scalp
25. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

	Page ref.		
1. Hair Condition		c) Friction	<input type="text"/>
a) Damaged	<input type="text"/>	4. Conditioning Products	
b) Product build up	<input type="text"/>	a) Surface	<input type="text"/>
c) Normal	<input type="text"/>	b) Penetrating	<input type="text"/>
d) Oily	<input type="text"/>	c) Scalp treatment	<input type="text"/>
e) Dry	<input type="text"/>		
2. Scalp Condition		5. Conditioning Massage Techniques	
a) Dandruff affected	<input type="text"/>	a) Effleurage	<input type="text"/>
b) Oily	<input type="text"/>	b) Petrissage	<input type="text"/>
c) Dry	<input type="text"/>		
d) Product build up	<input type="text"/>	6. Advice and Recommendations	
e) Normal	<input type="text"/>	a) Correct detangling techniques	<input type="text"/>
3. Shampooing Massage Techniques		b) Suitable shampoos, conditioning products	<input type="text"/>
a) Effleurage	<input type="text"/>	c) Time interval between services	<input type="text"/>
b) Rotary	<input type="text"/>	d) Present and future products and services	<input type="text"/>

What you must know

Maintain Effective and Safe Methods of Working when Shampooing and Conditioning Hair

- your responsibilities for health and safety as defined by any specific legislation covering your job role
- your salon's requirements for client preparation
- the range of protective clothing that should be available to yourself and clients
- how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
- why it is important to keep your work area clean and tidy
- why it is important to avoid cross-infection and infestation
- methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- methods of cleaning, disinfecting and sterilisation used in salons
- the hazards and risks which exist in your workplace and the safe working practices which you must follow
- the different types of working methods that promote environmental and sustainable working practices
- the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- the importance of questioning clients to establish any contraindications to hair and scalp treatment services
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- the correct methods of waste disposal
- your salon's service times for shampooing, conditioning and treating the hair

Shampoo, Condition and Treat the Hair and Scalp

- how to identify hair and scalp conditions and their causes
- how and why the contraindications can affect the service
- how different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products
- how shampoo and water act together to cleanse the hair
- when and how massage techniques should be used when conditioning different lengths and densities of hair
- the effects of water temperature on the scalp and structure of the hair
- the importance of de-tangling the hair from point to root
- how the pH value of the products used affects the current state of the hair
- how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
- how shampoos and conditioning products affect the hair and scalp
- types of available shampooing and conditioning products and equipment
- when and how to use different shampooing, conditioning and treatment products

29. when the shampooing process should be repeated
30. what may happen if the incorrect shampooing and conditioning products are used
31. when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
32. the purpose and benefits of scalp massage
33. how to use and handle equipment used during conditioning and treatment processes
34. the importance of removing conditioning and treatment products, when required
35. the importance of removing excess water from the hair at the end of the service
36. how heat affects the hair during the conditioning treatment
37. the importance of providing advice and recommendations on the products and services provided in the salon

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Develop and Maintain Effectiveness at Work - ITEC Unit 669 (NOS SKACHB12)

What this unit is about

This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

To carry out 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.

The main outcomes of this standard are:

1. improve your personal performance at work
2. work effectively as part of a team

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You will need to demonstrate in your everyday work that you have met the standard for developing and maintaining your effectiveness at work
3. Your Assessor will observe your contributions to effective teamwork on **at least 2 occasions**
4. From the range statement, you must show that you:
 - have participated in **all** the listed opportunities to learn
 - have agreed and reviewed your progress towards both productivity and personal development targets
 - have offered assistance on a one-to-one basis and in a group

What you must do (Performance Criteria)

Improve your Personal Performance at Work

1. identify your own strengths and weaknesses and discuss them with the relevant person
2. find out more information from relevant people to perform a task when the instructions you have are unclear
3. seek feedback from relevant people about how you can improve your performance
4. ask your colleagues for help and take **opportunities to learn** when they are available
5. seek help from relevant people when you are unable to obtain learning opportunities relating to your work
6. regularly review developments in hairdressing and related areas
7. agree realistic work **targets** with the relevant person
8. regularly review your progress towards achieving your agreed **targets**
9. use the results of your reviews to develop your future personal development plan

Work Effectively as Part of a Team

10. agree ways of working together to achieve objectives
11. ask for help and information from your colleagues, when necessary
12. respond to requests for assistance from colleagues
13. anticipate the needs of others and offer assistance within your capabilities
14. make effective use of your time throughout your working day
15. report problems likely to affect salon services to the relevant person
16. resolve misunderstandings with your colleagues

Performance 1

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Opportunities to Learn

- a) from colleagues and other relevant people
- b) active participation in training and development activities
- c) active participation in salon activities

Page ref.

3. Assistance

- a) on a one-to-one basis
- b) in a group

2. Targets

- a) productivity
- b) personal development

What you must know

Improve your Personal Performance at Work

1. your job role and responsibilities and how this relates to the role of other team members
2. how to get information about your job, your work responsibilities and the standards expected of you
3. how to find out relevant information about other people's areas of responsibility
4. why it is important to work within your job responsibilities and what might happen if you do not do so
5. how to identify your own strengths and weaknesses
6. the importance of meeting your personal development and productivity targets and timescales
7. the importance of continuous professional development and how it affects your job role
8. who can help you identify and obtain opportunities for your development and training
9. the limits of your own authority and that of others in relation to giving assistance
10. the standards of behaviour that are expected of you when working in the salon
11. your salon's appeals and grievance procedures
12. the commercially viable range of times for the performance of hairdressing services offered
13. how using the National Occupational Standards can help you identify your development needs
14. how to maintain awareness of current and emerging trends and developments within the industry and why this is important
15. the importance of continually using and updating your own personal plan

Work Effectively as Part of a Team

16. why harmonious working relationships are important
17. how to react positively to reviews and feedback and why this is important
18. 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
19. how to manage your time effectively
20. who to report to when you have difficulties in working with others
21. how to deal with relationship difficulties and conflicts when working with others
22. the questioning and listening skills you need in order to find out information

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

[illegible]

Relax Hair - ITEC Unit 686 (SKAAH2)

What this unit is about

This unit is about carrying out relaxing services. To achieve this standard, you will need to show you have the ability to examine the hair and scalp, select and use suitable products and choose the correct application techniques.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when relaxing hair
2. prepare for relaxing hair
3. relax hair

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You will need to demonstrate in your everyday work that you have met the standard for developing client consultancy skills
3. Your Assessor will observe these aspects of your performance on **at least 2 occasions for relaxing processes**
4. From the range, you must show that you have:
 - used **all** the products in the range
 - carried out **all** the tests in the range
 - used **3 out of the 4** types of tools listed
 - considered **all** the factors listed in the range
 - used **all** the application techniques
 - carried out relaxing in **3 out of the 4** areas listed in the range
 - given **all** advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Relaxing Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the relaxing service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and clients
 - promote environmental and sustainable working practices
8. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
9. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
10. dispose of waste materials
11. complete the relaxing service within a commercially viable time

Prepare for Relaxing Hair

12. ask your client questions to identify if they have any contraindications to relaxing services
13. record your client's responses to questioning

14. conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
15. record the outcomes of **tests** on the client's record card
16. seek assistance from the relevant person when contraindications and/or reactions to **tests** cause doubts as to the suitability of the relaxing service for your client
17. base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect
18. choose **products** and **tools** based on the **factors, results** of your tests and a consultation with your client
19. select, prepare and use relaxing **products** following the manufacturers' instructions
20. protect the hairline and scalp prior to the relaxing service

Relax Hair

21. apply a suitable pre-relaxing treatment
22. section the hair, when required, cleanly and evenly to assist with the even **application** of the relaxer
23. apply **products** taking into account the **factors** and results of your **tests** for the relaxing service
24. use **tools** to avoid damage to the scalp
25. apply the relaxer in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
26. accurately time the **application** and development of the relaxer following manufacturers' instructions
27. confirm the required degree of straightening has been achieved by taking strand **tests** on different areas of the head at suitable times throughout the **relaxing process**
28. monitor the comfort of your client at regular intervals throughout the relaxing process
29. remove chemicals in a way which minimises the risk of damage to the hair and following manufacturers' instructions
30. leave the relaxed hair free of all visible traces of relaxing **product**
31. restore the hair's pH balance using a suitable post relaxing treatment
32. normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
33. resolve any problems occurring during the **relaxing process** within the limits of your own authority
34. refer problems you cannot resolve to the relevant person
35. achieve the required degree of straightness that is anticipated
36. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

Page ref.

1. Products

- a) scalp protectors
- b) sodium relaxer
- c) non-sodium relaxer
- d) pre-relaxing treatments
- e) post-relaxing treatments
- f) normalising shampoo

- g) temperature
- h) time
- i) sequence of application
- j) white hair
- k) degree of product build-up
- l) need to cut hair prior to relaxing

2. Tests

- a) elasticity
- b) porosity
- c) strand

5. Application

- a) top and bottom
- b) top
- c) hand

3. Tools

- a) tail combs
- b) wide tooth combs
- c) hands
- d) tint brushes

6. Relaxing Process

- a) virgin application
- b) re-growth application between
4 to 8 weeks
- c) re-growth application up to
12 weeks

4. Factors

- a) hair characteristics
- b) hair classifications
- c) scalp condition
- d) degree of relaxation required
- e) previous chemical services
- f) length of re-growth

7. Advice and Recommendations

- a) how to maintain their look
- b) time interval between services
- c) additional products additional services

What you must know

Maintain Effective and Safe Methods of Working when Relaxing Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. the range of protective clothing and **products** that should be available for clients
4. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
5. why it is important to keep your work area clean and tidy
6. methods of cleaning, disinfection and sterilisation used in salons
7. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
8. the hazards and risks which exist in your workplace and the safe working practices which you must follow
9. the different types of working methods that promote **environmental and sustainable working practices**
10. your own limits of authority for resolving relaxing problems
11. the person you should report problems to that you cannot resolve
12. regulations in relation to the use of relaxing and normalising **products**
13. the safety considerations which must be taken into account when relaxing hair
14. the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
15. suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and **products** which you must follow
16. the correct methods of waste disposal
17. your salon's expected service times for the relaxing service

Prepare for Relaxing Hair

18. the legal significance of client questioning and the recording of client's responses to questioning
19. the importance of identifying the hair **factors** through conducting a detailed hair and scalp examination

20. how the hair and scalp examination can affect the choice of **products**
21. the types and purposes of tests
22. when and how tests should be carried out and the expected results
23. how the results of tests can influence the relaxing service
24. potential consequences of failing to conduct tests
25. why it is important to record test results
26. the courses of action to take in the event of adverse reactions to tests
27. how the contraindications can affect the relaxing service
28. the circumstances when hair may need to be cut prior to a service
29. how to recognise Trichorrhexis Nodosa and how to deal with this condition
30. how different **factors** affect your choice of relaxer
31. the effects of relaxing **products** on the hair structure
32. the effect of relaxers on white hair
33. the active ingredients in relaxing **products**
34. why different tools are used in the relaxing service and their effect on the hair and scalp
35. the **factors** that should be considered when selecting sodium or non-sodium relaxing **products**
36. the different types and strengths of available relaxers and when to use them
37. the potential effects of using relaxing **products** on chemical services such as hair lightening
38. the different types and use of pre and post relaxing treatments and when to use them
39. the importance of following manufacturers' instructions when using relaxing **products**
40. how to use scalp protectors and why they are important

Relax Hair

41. the effects of relaxer pre and post treatments on the hair structure
42. how to texturise hair
43. the method of checking development when texturizing
44. the method of checking relaxer development
45. the method and sequence of application of relaxing and normalising products
46. the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
47. how to adapt the water temperature, pressure and direction to protect the hair condition
48. how neutralising shampoos work and their effect on the hair structure
49. how the different influencing factors can affect the relaxing process
50. the effect of overlapping **products** on to previously chemically treated hair
51. why accurate timing and thorough rinsing of **products** is necessary
52. the effects and possible effects of temperature on relaxing **products**
53. how to deal with scalp irritation during the relaxing process
54. the importance and effects of restoring the hair's pH balance after the relaxing process
55. the importance of using **products** economically
56. types and causes of problems that can occur during the relaxing and texturising process
57. methods of resolving relaxing problems
58. the importance of providing **advice and recommendations** on the **products** and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

Perm and Neutralise Hair - ITEC Unit 68o (NOS SKACH5)

What this unit is about

This unit is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when perming and neutralising hair
2. prepare for perming and neutralising
3. perm and neutralise hair

Evidence requirements

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 perming and neutralising hair
3. Your Assessor will observe these aspects of your performance on **at least 2 occasions each on a different client**
4. From the range, you must show that you have:
 - 1 of the observed performances must be carried out on a full head
 - used **3 out of the 6** products
 - carried out **4 out of the 5** tests
 - taken into account **all** the factors
 - carried out **1 out of the 3** sectioning techniques
 - given **all** the advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working When Perming and Neutralising Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. wear personal protective equipment when using perming and neutralising chemicals
5. position your client to meet the needs of the service without causing them discomfort
6. ensure your own posture and position whilst working minimises fatigue and the risk of injury
7. keep your work area clean and tidy throughout the service
8. use working methods that:
 - minimise wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
9. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
11. dispose of waste materials
12. complete the service within a commercially viable time

Prepare for Perming and Neutralising

13. ask your client relevant questions to identify if they have any contraindications to perming services
14. record your client's responses to questioning
15. conduct necessary **tests** following manufacturers' instructions and recognised industry procedures

16. record the outcomes of **tests** on the client's record card
17. seek assistance from the relevant person when contraindications and/or reactions to tests cause doubts as to the suitability of the service for your client
18. choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and **factors** influencing the service
19. prepare **products** following manufacturers' instructions
20. protect your client's hair and skin prior to perming

Perm and Neutralise Hair

21. use the correct **sectioning techniques** so that the hair is sectioned cleanly and evenly to achieve the desired look
22. use **products** and techniques taking into account **factors** influencing the service
23. confirm straightening has been achieved by the rearranging process, if required
24. leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
25. take meshes of hair which suit the size of the perm rod
26. maintain an even tension throughout the winding process
27. ensure all wound perm rods sit on their own base
28. follow manufacturers' instructions when:
 - applying perming lotion and neutralisers evenly to all wound hair
 - monitoring and timing the development of the perming and neutralising processes
 - applying suitable conditioners, if necessary
29. confirm the required degree of curl has been achieved
30. ensure the water temperature and flow suit your client's hair, scalp and comfort needs
31. leave the hair free of perm lotion when the desired degree of curl is achieved
32. remove excess moisture before neutralising without disturbing the wound hair
33. effectively apply the neutraliser to the hair, taking care not to disturb the wound hair
34. remove the perm rods without disturbing the curl formation
35. leave the hair free of neutraliser after the final rinse
36. identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
37. refer problems you cannot resolve to the relevant person
38. achieve the correct degree of curl necessary for the final, desired look
39. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Products

- a) barrier cream
- b) pre-perm treatments
- c) chemical re-arranger
- d) perm lotions
- e) neutralisers
- f) post-perm treatments

2. Tests

- a) strand
- b) development
- c) elasticity
- d) porosity
- e) incompatibility

Page ref.

3. Factors

- a) hair characteristics
- b) hair classification
- c) temperature
- d) direction and degree of movement required
- e) hair length
- f) length of re-growth
- g) colour treated hair

4. Sectioning Techniques

- a) basic
- b) directional
- c) brick

5. Advice and Recommendations

- a) how to maintain their perm
- b) time interval between services
- c) additional products
- d) additional services

What you must know

Maintain Effective and Safe Methods of Working When Perming and Neutralising Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. the range of protective clothing and products that should be available to yourself and clients
4. why it is important to use personal protective equipment
5. what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
6. the importance of recognising any **contraindications** to perming and neutralising services
7. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
8. why it is important to keep your work area clean and tidy
9. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
10. why it is important to position your tools and equipment for ease of use
11. the different methods of cleaning, disinfecting and sterilisation used in salons
12. the hazards and risks which exist in your workplace and the safe working practices which you must follow
13. the different types of working methods that promote **environmental and sustainable working practices**
14. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
15. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
16. the correct methods of waste disposal
17. your salon's expected service times for perming and neutralising work

Prepare for Perming and Neutralising

18. the legal significance of client questioning and the recording of client's responses to questioning
19. the types and purposes of tests
20. when and how tests should be carried out and the expected results
21. how the results of tests can influence the perming service
22. potential consequences of failing to test
23. the courses of action to take in the event of adverse reactions to tests
24. why it is important to record test results
25. how and why the **contraindications** can affect the delivery of perming services
26. the manufacturers' instructions for the specific perming and neutralising products in your salon
27. the active ingredients in perming and neutralising products
28. the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure

- 29. how temperature affects the perming process
- 30. the types and purposes of equipment used during the perm development process
- 31. the different types and uses of perm lotions, chemical re-arrangers and neutralisers

Perming and Neutralising Hair

- 32. how different **factors** can affect your choice of perming and neutralising products
- 33. when to use different types of sectioning techniques and why
- 34. the different **factors** that influence the use of different sized perm rods
- 35. why and when chemical re-arranging of the hair is necessary
- 36. why different applicators are used when chemically re-arranging and their effect on the hair and scalp
- 37. how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
- 38. the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process
- 39. the importance of accurate timing and thorough rinsing of products
- 40. when and why it is important to use pre-perm treatments
- 41. methods of applying perm lotions and neutralisers
- 42. the effects of overlapping products on previous chemically treated hair
- 43. method of checking curl development by taking development test curls
- 44. the importance of considering water temperature during the neutralising process
- 45. the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- 46. the types and uses of post-perm conditioners
- 47. the importance of using products economically
- 48. confirm the required degree of curl has been achieved
- 49. types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
- 50. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Plait and Twist Hair - ITEC Unit 681 (NOS SKACH6)

What this unit is about

This unit is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when plaiting and twisting hair
2. plait and twist hair

Evidence requirements

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 using plaiting and twisting techniques
3. Your Assessor will observe your performance **on at least 3 occasions. Each occasion must be of a different look**
4. From the range, you must show that you have:
 - used **2 out of 3** products
 - taken into account **all** the factors
 - created **3 out of the 5** types of plaits and twists
 - given **all** advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Plaiting and Twisting Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the risk of damage to tools
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
8. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
9. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
10. dispose of waste materials
11. complete the service within a commercially viable time

Plait and Twist Hair

12. establish the **factors** likely to influence the service
13. confirm with your client the look agreed at consultation prior to and during the service
14. control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
15. part the sections cleanly and evenly to achieve the direction of the **plait(s) and twists**
16. secure any hair not being plaited or twisted to keep each section clearly visible
17. maintain a suitable and even tension throughout the service
18. control and secure your client's hair throughout the plaiting and twisting processes
19. apply suitable **products**, when necessary, to achieve the style requirements
20. consult with your client during the service to ensure the tension is comfortable
21. adjust the tension of **plaits** and or **twists**, when necessary, avoiding damage to the hair and minimising discomfort to your client
22. ensure the direction and balance of the finished **plait(s)** and or **twists** achieves the desired look
23. confirm your client's satisfaction with the finished look
24. give your client advice and recommendations on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 3

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Products

- a) sprays
- b) serums
- c) gels

2. Factors

- a) hair characteristics
- b) hair classification
- c) face and head shape
- d) hair length
- e) scalp condition
- f) desired look

Page ref.

3. Plaits and Twists

- a) multiple cornrows
- b) French plait
- c) fishtail plait
- d) two strand twists
- e) flat twists

4. Advice and Recommendations

- a) how to maintain their look
- b) how to remove plaits and twists
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working When Plaiting and Twisting Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. the range of protective clothing that should be available for clients
4. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
5. why it is important to keep your work area clean and tidy
6. the correct use and maintenance of equipment and tools
7. why it is important to avoid cross-infection and infestation
8. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
9. why it is important to position your equipment and tools for ease of use
10. methods of cleaning, disinfecting and/or sterilisation used in salons
11. the hazards and risks which exist in your workplace and the safe working practices which you must follow
12. the different types of working methods that promote **environmental and sustainable working practices**
13. the importance of personal hygiene, protection and presentation in maintaining **health and safety** in your workplace
14. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
15. the correct methods of waste disposal
16. your salon's expected service times for plaiting and twisting hair

Plait and Twist Hair

17. how different **factors** influence the choice and direction of plaited or twisted style
18. the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
19. the importance of sectioning hair accurately when plaiting and twisting
20. methods of securing the completed plaits and twists
21. how to handle the hair when plaiting and twisting to maintain a correct and even tension
22. the importance of checking client comfort during the plaiting and twisting process
23. the types of products available for use with plaits and twists
24. when and why you would use different types of products
25. the importance of using products economically
26. the manufacturers' instructions relating to the use of the products
27. how to create different plaits and twists
28. the potential consequences of excessive tension on the hair
29. the physical effects on the hair structure of plaiting and twisting
30. the removal requirements for plaits and twists
31. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

Temporarily Attach Hair to Enhance a Style - ITEC Unit 682 (NOS SKACH7)

What this unit is about

This unit is about the skills required to attach and remove temporary pieces of hair to an existing style using pre-prepared and pre-packaged pieces of hair, which are designed to last up to 24 hours and from 24 hours to 6 weeks.

These methods are used to enhance a style by increasing volume and adding colour. The ability to blend added hair into the existing style using basic cutting techniques is required.

To carry out 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.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when attaching hair
2. plan and prepare to attach hair
3. attach and blend pieces of hair
4. remove pieces of hair

Evidence requirements

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 attaching hair to enhance a style
3. Your Assessor will observe your performance **on at least 2 occasions, which must include a removal of attached hair**
4. From the range, you must show that you have:
 - used **both** types of attachment systems
 - taken account of **all** the factors
 - given **all** advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Attaching Hair

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the risk of damage to tools
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
8. ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
9. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
10. dispose of waste materials
11. complete the service within a commercially viable time

Plan and Prepare to Attach Hair

12. ask your client appropriate questions to establish any known contraindications to the temporary hair attachment service
13. record your client's responses to questioning

14. identify any **factors** that may affect the service
15. conduct any relevant tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures
16. report problems to the relevant person when contraindications cause doubts as to the suitability of the service for the client
17. select and use added hair which is
 - of a suitable texture
 - of a suitable colour
 - of a suitable length
 - of a suitable width
18. prepare the added hair to meet the manufacturer's instructions, when required
19. prepare your client's hair in a way suitable for the technique to be used

Attach and Blend Pieces of Hair

20. confirm with your client the look agreed at consultation prior to starting the service
21. part the sections cleanly and evenly to meet the requirements of the **temporary attachment systems** to be used
22. section the hair in a way that will allow the added hair to lie in the direction required
23. secure any hair not being extended to keep each section clearly visible
24. ensure added hair is secure and the point of attachment is hidden
25. add hair in a way that takes into account the **factors** influencing the service and avoiding potential damage to the client's hair
26. maintain a suitable and even tension throughout the process
27. check the comfort of your client at regular intervals throughout the service
28. give reassurance to your client, when necessary
29. adapt your cutting techniques to take account of **factors** which influence working on added hair
30. identify and report any problems occurring during the service to the relevant person
31. ensure, on completion, that the added hair is blended with the client's own hair in a way to achieve the style enhancement agreed with the client

Remove Pieces of Hair

32. remove pieces of hair following manufacturers' instructions
33. use the correct products to remove pieces of hair avoiding damage to your client's hair
34. use the correct tools, if required, minimising damage to your client's hair
35. leave your client's hair free of residue and product build up
36. leave your client's hair clean and prepared ready for the next service
37. give your client **advice and recommendations** on the service provided

Performance 1

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Temporary Attachment Systems

- a) those designed to last up to 24 hours
- b) those designed to last from 24 hours to 6 weeks

Page ref.

- e) direction and fall of the added hair
- f) client's own hair length
- g) quantity of added hair
- h) head and face shape
- i) finished look

2. Factors

- a) hair characteristics
- b) hair classification
- c) test results
- d) attachment method

3. Advice and Recommendations

- a) how to maintain the attachment system
- b) time interval between services
- c) present and future products and services

What you must know

Maintain Effective and Safe Methods of Working when Attaching Hair

1. your responsibilities for **health and safety** as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. the range of protective clothing that should be available for clients
4. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
5. what contact dermatitis is, and how to avoid developing it whilst carrying out temporary attachment systems
6. why it is important to keep your work area clean and well organised
7. the correct use and maintenance of tools, products and equipment
8. the safety considerations which must be taken into account when using temporary attachment systems
9. why it is important to avoid cross-infection and infestation
10. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
11. why it is important to position your tools, products and equipment for ease of use
12. methods of cleaning, disinfecting and sterilisation used in salons
13. the hazards and risks which exist in your workplace and the safe working practices which you must follow
14. the different types of working methods that promote **environmental and sustainable working practices**
15. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
16. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
17. the correct methods of waste disposal
18. your salon's expected service times for applying temporary attachment systems

Plan and Prepare to Attach Hair

19. the types and purposes of tests
20. the importance of following manufacturers' instructions when carrying out tests
21. why it is important to record test results
22. the **factors** that must be taken into consideration prior to attaching
23. the importance of questioning clients to establish any contraindications to services
24. pieces of hair
25. how contraindications can affect or restrict the provision of the temporary attachment service
26. the methods of and reasons for conducting pull tests
27. the courses of action to take in the event of adverse reactions to tests and when to encourage the client to seek medical advice
28. the hair growth cycle and how this can impact on temporary attachment services
29. the potential consequences of excessive tension on the hair
30. your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer

Attach, Blend and Remove Pieces of Hair

31. how and why the client's hair should be prepared for the temporary attachment systems

32. the importance of preparing and applying temporary hair attachment systems in accordance with manufacturers' instructions
33. methods of applying temporary hair attachment systems
34. how the intended style can affect the choice and placement of temporary hair attachment systems
35. the advantages and disadvantages of temporary hair attachment systems
36. the types of anxieties commonly experienced by clients undergoing the application of temporary hair attachment systems
37. why it is important to maintain a correct and even tension when attaching hair
38. how to carry out cutting techniques to blend the client's own hair and temporary hair attachment system to suit the finished look
39. how to adapt cutting techniques to suit different types of temporary hair attachments such as artificial and human
40. how and when to remove temporary hair attachment systems in accordance with manufacturers' instructions
41. the types of products and tools used to apply and remove temporary hair attachment systems
42. how to estimate the length of time the temporary hair attachment systems can take
43. how to give effective advice and recommendations
44. how to maintain and remove the hair attachment system
45. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:**MCQ**Date:

Assessor's Signature: _____

AssignmentDate: **Oral questions**Date:

Learner's Signature: _____

Remove Hair Extensions - ITEC Unit 683 (NOS SKACHB8)

What this unit is about

This unit is about removing a variety of hair extension types safely following the instructions of the hair extension specialist. The ability to use a variety of removal tools and products is also required.

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

The main outcomes of this standard are:

1. maintain effective and safe methods of working when removing hair extensions
2. remove hair extensions

Evidence requirements

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 removing hair extensions
3. Your Assessor will observe your performance **on at least 2 occasions**
4. From the range, you must show that you have:
 - used **2 out of the 4** types of tools and products
 - removed **both** types of extensions
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain Effective and Safe Methods of Working when Removing Hair Extensions

1. maintain your responsibilities for health and safety throughout the service
2. prepare your client to meet salon's requirements
3. protect your client's clothing throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the wastage of products
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - minimise the risk of damage to tools and equipment
8. ensure your personal hygiene, protection and appearance meets the accepted industry and organisational requirements
9. follow stylists' instructions throughout the service
10. follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
11. dispose of waste materials
12. replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove Hair Extensions

13. remove hair extensions in the sequence instructed by the hair extension specialist
14. use the specified **removal tools and products** minimising damage to your client's hair
15. ensure the **removal** process minimises the discomfort to your client
16. promptly refer any problems to the relevant person for action
17. ensure the hair is free from unwanted extensions
18. detangle your client's hair from point to root, minimising damage to the natural hair
19. ensure the removal of the hair extensions is to the satisfaction of the hair extension specialist and ready for the next service

Performance 1

Date:

Assessors Signature: _____

Performance 2

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

1. Removal Tools and Products

- a) seam releasers
- b) scissors
- c) disconnectors
- d) solutions

Page ref.

2. Removal

- a) short term extension systems
- b) long term extension systems

What you must know

Maintain Effective and Safe Methods of Working when Removing Hair Extensions

1. your responsibilities for health and safety as defined by any specific legislation covering your job role
2. your salon's requirements for client preparation
3. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
4. the range of protective clothing and products that should be available to yourself and clients
5. what contact dermatitis is and how to avoid developing it whilst carrying out removal of hair extensions
6. why it is important to use personal protective equipment
7. why it is important to position your tools, products and materials for ease of use
8. why it is important to keep your work area clean and tidy
9. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
10. the importance of personal hygiene and presentation in maintaining health and safety in your workplace
11. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
12. your salon's and legal requirements for disposal of waste materials
13. the person to whom you should report low levels of resources
14. your own limits of authority for resolving problems

Remove Hair Extensions

15. the importance of following your hair extension specialist's instructions
16. how to remove short term and long term hair extension systems
17. the importance of minimising damage to the client's natural hair during the removal process
18. the importance of ensuring client comfort and providing reassurance throughout the removal process
19. the types of tools and products to use when removing short term and long term hair extension systems
20. the hair growth cycle
21. the potential consequences of excessive tension on the hair
22. how wearing extensions beyond their recommended time period can affect the removal process
23. the types of anxieties commonly experienced by clients undergoing the hair extension removal process such as natural hair shedding

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____

This image shows a full page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting or typing. There are no margins, text, or other markings on the paper.

Fulfil Salon Reception Duties - ITEC Unit 687 (NOS SKACHB13)

What this unit is about

This unit is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an important part of this standard.

To carry out 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.

The main outcomes of this standard are:

1. maintain the reception area
2. attend to clients and enquiries
3. make appointments for salon services
4. handle payments from clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit
2. You must practically demonstrate in your work situation that you have met the standards for fulfilling salon reception duties
3. Your Assessor will observe these aspects of your performance on **at least 1 occasion**
4. From the range statement, you must show that you have:
 - handled **1 of the 2** types of people
 - handled **2 of the 3** types of enquiries
 - handled **both** types of appointments
 - handled **both** the methods of payment
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

Maintain the Reception Area

1. ensure the reception area is clean and tidy at all times
2. maintain the agreed levels of reception stationery
3. ensure that product displays have the right levels of stock at all times
4. offer clients hospitality to meet your salon's client care policies

Attend to Clients and Enquiries

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

Make Appointments for Salon Services

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

Handle Payments from Clients

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

Performance 1

Date:

Assessors Signature: _____

What you must cover (Range)

Your performance must cover

Page ref.

1. People

- a) who have different needs and expectations
- b) who have a complaint

3. Appointments

- a) in person
- b) by telephone

2. Enquiries

- a) in person
- b) by telephone
- c) electronically

4. Methods of Payment

- a) cash
- b) none cash payment

What you must know

Maintain the Reception Area

1. your salon's procedures for:
 - maintaining the reception area
 - client care at reception
2. the limits of your authority when maintaining the reception areas
3. the importance of checking and identifying any defects in retail products
4. what and how much reception stationery should be kept at your reception area

Attend to Clients and Make Appointments for Salon Services

5. the importance to the salon's business of effective communication
6. how and when to ask questions
7. how to speak clearly in a way that suits the situation
8. how to show you are listening closely to what people are saying to you
9. how to adapt what you say to suit different situations
10. how to show positive body language
11. your salon's procedures for:
 - maintaining confidentiality
 - taking messages
 - making and recording appointments
 - carrying out tests
 - dealing with suspected fraud
 - authorising non-cash payments when these are 'over limit'
 - personal safety
12. the limits of your authority when:
 - attending to people and enquiries
 - making appointments
 - carrying out tests
 - dealing with payments and discrepancies
13. the importance of confirming and making appointments correctly
14. the types of information required to make an appointment
15. the common systems available for making appointments such as manual and electronic
16. the importance of taking messages and passing them on to the right person at the right time
17. who to refer to with different types of enquiries
18. the person in your salon to whom you should refer reception problems
19. the importance of checking that clients have had tests for specific services
20. relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
21. the consequences of breaking confidentiality
22. the services available and their duration and cost
23. the products available for sale and their cost
24. how to identify any current discounts and special offers such as 2-for-1 offers and vouchers

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

Handle Payments from Clients

26. common methods of calculating payments including point of sale technology and physical calculations
27. how to keep cash and other payments safe and secure
28. the types of payment that you are authorised to accept
29. how to gain electronic authorisation for payment cards
30. how to identify and deal with discrepancies:
- counterfeit payments
 - invalid currency
 - suspected stolen cheques, credit cards and payment cards
 - invalid card
 - incorrect completion of cheque
 - payment disputes
31. how to deal with customers offering suspect tender or suspect non-cash payments
32. consequences of failure to handle payments correctly

Knowledge covered by:

MCQ

Date:

Assessor's Signature: _____

Assignment

Date:

Oral questions

Date:

Learner's Signature: _____

Cut Men's Hair using Basic Techniques - ITEC Unit 671 (NOS SKACB2)

What this unit is about

This unit is about the precision cutting skills involved in barbering to achieve a variety of looks and neckline finishes for men using club cutting, scissor over comb, clipper over comb, thinning and freehand techniques.

To carry out 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.

In this standard, razors will only be used for removing unwanted hair outside the outline shape.

The main outcomes of this standard are:

1. maintain effective and safe methods of working when cutting hair
2. cut hair to achieve a variety of looks

Evidence requirements

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 cutting hair using barbering techniques.
3. Your Assessor will observe your performance on **at least 6 occasions**.
4. From the range, you must show that you have:
 - used **all** the tools and equipment
 - cut both wet and dry hair
 - taken into account **all** the factors
 - cut 6 of the 10 looks
 - used **all** the techniques
 - created **all** the neckline shapes
 - achieved **all** the outline shapes
 - given **all** the advice and recommendations
5. You must prove to your Assessor that you have the necessary skills to be able to perform competently in respect of all the items in this range

What you must do (Performance Criteria)

In order to perform this unit successfully you must:

Maintain Effective and Safe Methods of Working When Cutting Hair

1. maintain your responsibilities for health and safety throughout the service
2. protect your client's clothing throughout the service
3. keep your client's skin free of excess hair cuttings throughout the service
4. position your client to meet the needs of the service without causing them discomfort
5. ensure your own posture and position whilst working minimises fatigue and the risk of injury
6. keep your work area clean and tidy throughout the service
7. use working methods that:
 - minimise the risk of damage to tools and equipment
 - ensure the use of gloves when using razors
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - promote environmental and sustainable working practices
8. ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements
9. follow workplace, suppliers' and or manufacturers' instructions for the safe use of equipment, materials and products
10. dispose of waste materials and sharps
11. complete the cutting service within a commercially viable time

Cut Hair to Achieve a Variety of Looks

12. prepare your client's hair prior to cutting
13. confirm with your client the look agreed during consultation prior to commencing the cut
14. create and follow the cutting guideline(s) to achieve the required look
15. use cutting techniques that suit your client's hair type and achieve the desired look
16. adapt your cutting techniques to take account of factors likely to influence the service
17. change your own position and that of your client to help ensure the accuracy of the cut
18. establish accurate distribution of weight balance and shape of the hair
19. create neckline shapes taking account of the natural hairline
20. achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
21. balance and shape sideburns to suit the hair style and to meet your client's requirements
22. consult with your client during the cutting process to confirm the desired look
23. make a final visual check to ensure that the finished cut and outlines are accurate
24. leave hair ready for the next part of the service or finish to meet your client's requirements
25. confirm your client's satisfaction with the finished cut
26. give your client advice and recommendations on the service provided

Performance 1

Date:

Assessor's Signature: _____

Performance 4

Date:

Assessor's Signature: _____

Performance 2

Date:

Assessor's Signature: _____

Performance 5

Date:

Assessor's Signature: _____

Performance 3

Date:

Assessor's Signature: _____

Performance 6

Date:

Assessor's Signature: _____

What you must cover (Range)

Your performance must cover

Page ref.

1. Tools and equipment

- a) scissors
- b) clippers
- c) clipper attachments
- d) trimmers
- e) razors

- d) freehand
- e) thinning
- f) fading

2. Hair

- a) wet
- b) dry

3. Look

- a) uniform layer
- b) square layer
- c) graduation
- d) flat top
- e) with a fringe
- f) with a parting
- g) around the ear outline
- h) over the ear
- i) with a fade
- j) eyebrow trim

5. Factors

- a) hair characteristics
- b) hair classifications
- c) head and face shape
- d) presence of male pattern baldness
- e) piercings
- f) adverse skin conditions

6. Neckline shapes

- a) tapered
- b) squared
- c) full neck line

7. Outline shapes

- a) Natural
- b) Created
- c) tapered

4. Techniques

- a) club cutting
- b) scissor over comb
- c) clipper over comb

8. Advice and recommendations

- a) how to maintain their look
- b) time interval between services
- c) future and present products and services

What you must know

To perform this unit successfully you will need to know and understand:

Maintain Effective and Safe Methods of Working when Cutting Hair

1. your responsibilities for health and safety as defined by the specific legislation covering your job role
2. your salon's requirements for client preparation
3. the range of protective clothing that should be available for clients
4. why it is important to use gloves when using a razor
5. why it is important to protect clients from hair cuttings
6. how the position of your client and yourself can affect the desired outcome, reduce fatigue and the risk of injury
7. the correct use and maintenance of cutting tools
8. why it is important to position your cutting tools for ease of use
9. the safety considerations which must be taken into account when cutting hair
10. the different types of working methods that promote **environmental and sustainable working practices**
11. why it is important to avoid cross-infection and cross-infestation
12. the importance of following your stylist's instructions including effective use of your working time
13. why it is important to keep your work area clean and tidy
14. methods of cleaning, disinfecting and sterilisation used in salons
15. methods of working safely and hygienically which minimises the risk of crossinfection and cross-infestation
16. the hazards and risks which exist in your workplace and the safe working practices which you must follow
17. the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
18. suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow

19. the correct methods of waste disposal
20. your salon's expected service times for different cutting looks

Cut Hair to Achieve a Variety of Looks

21. how to prepare your client's hair prior to cutting
22. why hair products should be removed from the hair prior to cutting
23. the importance of correctly combing out the hair prior to cutting
24. which tools can be used on either wet or dry hair or both
25. the importance of confirming with your client the look agreed during consultation prior to commencing the cut
26. the reasons for establishing and following guidelines
27. how to create and follow guidelines for different cutting looks
28. how and when to use different cutting techniques and the effects achieved
29. the importance of considering weight distribution and working with the natural growth patterns of the hair
30. how different cutting angles will impact on weight distribution, balance and the degree of graduation
31. the importance of applying the correct degree of tension to the hair when cutting
32. the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
33. the types of clippers, clipper blades and attachments available and the effects that these achieve
34. how to safely carry out an eyebrow trim
35. the factors which should be considered when cutting wet hair and dry hair
36. the importance of changing your own position and that of your client to help you ensure the accuracy of the cut
37. the importance of keeping the hair damp when wet cutting
38. the importance of establishing accurate distribution of weight, balance and shape by regularly crosschecking the cut
39. how to create different neckline and outline shapes
40. the importance of cutting to the natural neckline in barbering
41. how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
42. the importance of balance and shape of sideburns to suit the hair style and to meet your client's requirement
43. the importance of consulting with clients throughout the cutting process
44. the visual checks required to ensure the finished cut and outlines are accurate
45. the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements
46. the importance of confirming your client's satisfaction with the finished cut
47. the average rate of hair growth
48. the known causes and typical patterns of male pattern baldness
49. the importance of providing **advice and recommendations** on the products and services provided in the salon

Knowledge covered by:

MCQ

Date:

Assignment

Date:

Oral questions

Date:

Assessor's Signature: _____

Learner's Signature: _____



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