
Unit Specification

iUHB312 – Creatively style and dress hair

Unit reference number: T/617/8095

Level: 3

Guided Learning (GL) hours: 68

Overview

The aim of this unit is to develop learner's knowledge, understanding and skills to use a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks.

The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and/or added hair is required in this unit.

Learners will need to maintain a high level of health, safety and hygiene throughout the unit.

Additionally, learners must reflect the Hairdressing Industry in their personal appearance and demonstrate effective communication skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to creatively style and dress hair

LO2 Understand how health and safety policies and procedures affect creative hair styling and dressing services

LO3 Know the factors that influence creative hair styling and dressing services

LO4 Understand the science of styling and dressing hair

LO5 Understand the tools, equipment, products and techniques used to creatively style and dress hair

Unit content

LO1 Be able to creatively style and dress hair

Prepare for creative styling and dressing services

Taught content to include

- Preparation of learners should include:
 - Personal image, ensuring industry standards of dress
 - Clean and hygienic appearance, e.g. avoidance of overpowering odours – tobacco, heavy perfume/aftershave
 - Good communication and listening skills
 - Correct posture with weight evenly balanced
 - Correct personal protective equipment worn
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair is positioned correctly including height
 - Adequate work area to allow safe use of electrical equipment e.g. if using a mobile hood dryer for setting hair
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - Waste to be disposed of hygienically and appropriately
 - Electrical equipment to be visually checked before use, e.g. for centres within the United Kingdom portable appliance testing (PAT) may be required when using electrical equipment
 - All tools and equipment to be positioned for ease of use
- Preparation of the client to include:
 - Clean protective garments for the client
 - Visual checks of client's scalp for signs of cuts, sores, abrasions or infections; check the hair for infestations and suitability of service
 - Removal of obstructive jewellery, e.g. the heat from using a hood dryer may react and cause burns with heavy jewellery around the neck area
 - Check the client record card (where appropriate) for previous services and client history
 - Check all appropriate tests have been undertaken prior to and during the style and dress service, e.g. porosity test to assess the use of products

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensure there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensure products, tools and equipment are correctly handled, stored, clean, readily available and all hygienic precautions are followed to minimise the risk of damage or cross-infection
- Cleanse/sterilise tools and equipment
- Work safely throughout the service to minimise risk, harm or injury to self or others
- Ensure own good posture is maintained throughout the service, e.g. when dressing hair, poor posture can lead to backache
- Ensure the client maintains the correct posture and is comfortable throughout the service to avoid a hazard or a risk when creatively styling the hair
- Ensure manufacturers' instructions are followed and used safely when using products
- Ensure that waste is disposed of hygienically and appropriately
- Ensure any spillages are immediately cleaned up to prevent a risk and/or hazard
- Minimise the risk of harm or injury to themselves and others when using electrical equipment
- Ensure the scalp is protected when using direct heat, e.g. if a curling wand is used close to the scalp; heat settings on hairdryers must be correctly set for hair classification
- Make effective use of their working time, e.g. ensure adequate hair drying time is correctly factored into the service

Consult with clients about services and outcomes of tests

Taught content to include

- Undertaking appropriate tests and recording outcomes to include
 - Skin/sensitivity test (if previous allergic reactions to products, e.g. scented hairspray)
 - Elasticity test
 - Porosity test
 - Density test
- Assessing the hair conditions for contra-indications and suitability for styling services to include
 - Hair classification
 - Hair characteristics
 - Hair elasticity, porosity, texture, density, condition, growth patterns and hair length
- Assessing the scalp condition to assess for contra-indications and the suitability of the styling service to include
 - Cuts, sores and abrasions
- Consulting and confirming with the client before styling commences to agree the chosen style, desired look and finished result
- Explaining each stage of the styling service to the client
- Agreeing products, process and possible equipment to be used
- Checking throughout the service to meet the client's needs
- Using visual aids where appropriate, e.g. photos (style book) internet search for images of styled effects

Confirm with clients the desired effect

Taught content to include

- Discussing client's needs and requirements
- Discussing limitations or adaptations that may be required, e.g. the use of additional hair to create volume to balance the creative style
- The importance of informing the client of the likely cost, duration and expected outcome of the service

Carry out a suitable questioning process with the client for the service

Taught content to include

- Understanding the client's requirements and expectations of the chosen hairstyle
- Ensuring the client understands the process of creating the chosen style
- Asking questions so as to provide the opportunity for the client to ask questions of their own
- Checking that the client is comfortable and that any tension placed on the hair when creatively styling is acceptable
- Gaining information on how they normally maintain their hair
- Gaining information on their lifestyle and commitment to the finished creative style, especially if the creative style has added hair additions or hair adornments
- Ensuring and confirming that the client's expectations are met for the creative style

Select suitable products, tools and equipment for creatively styling and dressing hair

Taught content to include

- Products
 - Styling products
 - Mousse, activators, serum, gel, styling lotion/cream, moisturisers, heat protectors
 - Finishing products
 - Serum, paste, gloss, gel, hairspray, wax, heat protector
- Tools
 - Combs
 - Wide tooth combs used to help detangle hair after shampooing
 - Dressing out comb used to help backcomb due to small teeth, the pronged end to tease hair into shape
 - Tail comb used to section hair when using rollers
 - Brushes
 - Flat brush used on longer hair to create a straight smooth finish
 - Vent brush can be used on shorter to medium length hair to smooth and add volume
 - Round brush various radial sizes can be used to create curl and movement
 - Dressing out brush used for backbrushing
 - Other tools may include
 - Clips, grips, pins, sectioning clips
- Conventional setting equipment to include:

- Velcro rollers of different sized diameters to create either curls, movement and/or volume
- Rollers and pins different sized diameter to create either curls, movement and/or volume
- Pin-curl clips to create flat, half barrel and barrel curls
- Heated rollers create a softer more relaxed curl
- Bendy rollers which can be used with perm end papers to create tighter curls
- Non-conventional setting items may include:
 - Rags/pipe cleaners to create different curl effects
 - Chopsticks, pencils used to create small corkscrew curls
 - Tin cans, cardboard tubes used for volume and very large curls
 - Twisting, wrapping around items used to create ringlets
- The use of securing equipment, e.g. hair clips, to secure the finished style in place or to aid in putting hair up
- Accessories, e.g. tiaras, clips, fascinators – to enhance style or add decoration
- Added hair, clip ins, wefts, hairpieces – to create volume, waves or curls
- Electrical equipment which may include
 - Hand held hairdryer
 - Hairdryer attachments/nozzles
 - Hood dryer
 - Diffuser
 - Tongs
 - Straighteners
 - Conical wands
 - Heated rollers

Carry out creative hair styling and dressing services

Taught content to include

- Consult with the client to confirm the look agreed at consultation prior to and during the creative styling service
- Ensure the client is positioned correctly and at the right height and position is adjusted when necessary, e.g. when handling long hair, the client may be required to hold their head at different angles to produce the creative style
- Ensure own posture is correct for the service, e.g. weight evenly balanced
- Section the hair, working methodically
- Select the correct temperature of the hair dryer for hair classification and characteristics e.g. medium heat for finer hair
- Control the hair during the creative styling process, taking account of influencing factors, e.g. over-porous, chemically damaged hair may not be suitable for an application of heated electrical equipment i.e. tongs, straighteners, conical wands, heated rollers
- Taking meches of hair which suit the size of the styling, brush size, desired look, degree of straightness, curl, movement and volume required
- Select the correct technique(s) to achieve a style and finish effect

- Blow-drying
 - The hair remains damp throughout the styling and drying process
 - Ensure sections remain controlled and the hair is not in the client's face
 - Ensure the heat can penetrate the size of meches chosen to achieve the result required
 - The airflow should flow over the cuticle in the direction of the hairstyle in order to keep the cuticles smooth and prevent tangles or damage. Ensure airflow keeps moving to avoid scalp burns
 - If applicable use an attachment, e.g. nozzle or diffuser, when finger-drying to control air flow
 - Ensure all the hair is dry
- Setting
 - The meches of hair must be the correct size for the roller, e.g. if rollers are used which are too large for the hair length, this may result in insufficient curl being produced
 - Pins used to hold the hair rollers in place must be positioned correctly to avoid damage to the scalp
 - Pin curl clips must not directly touch the scalp to avoid burns
 - Hair must be secured with a net when using an overhead dryer to avoid hair becoming caught in the dryer
 - The overhead hair dryer must be at the correct temperature setting and the client is given the temperature controls to adjust heat. Ensure the height of the overhead dryer is adjusted correctly for client comfort
 - Allow the hair to cool after setting, e.g. allow heated rollers to become cold before removing from the hair
- Use of unconventional setting equipment
 - Ensure the equipment is fit for purpose i.e. can withstand heat
 - Ensure the mesh of hair is the correct size for the equipment e.g. when using conventional or unconventional items to create a tighter curl effect, the hair meche size should be small enough to wind around the object
- Use of additional electrical equipment
 - Ensure the hair is thoroughly dry before using additional electrical equipment, e.g. tongs, conical wands, heated rollers
 - The size of meche selected is suitable for the equipment used, e.g. if the sections selected and the mesh size is too large the equipment may become tangled in the hair
- Ensure the correct techniques are applied when using electrical equipment
- When using electrical tongs, wands, or straighteners do not allow contact with the scalp – use a comb as a barrier between the scalp and the equipment to prevent burns
- When using electrical equipment ensure the client's ears are protected
- When using a conical wand ensure that a heat resistant glove and mat are used. Always avoid contact with client's scalp and ears. Adjust heat to suit hair classification
- Avoid disturbing the hair already dried, waved, curled, or straightened
- Control the styling tools to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
- Create bulk and height in a hairstyle by backcombing and brushing
- Produce a firm base for fixing long hair into place, adding additional hair if needed

Apply the correct techniques during styling and dressing services

Taught content to include

- Curls – rollers, non-conventional items (if used) or pin curls must be removed then dressed into place ensuring that there are no sectioning marks left at the root and the curl is smooth and defined
- Rolls – rollers or pin curls must be removed, allowing hair to rest and ensuring it is thoroughly dry. Backcombing or backbrushing is applied depending on hair type and using grips (plus accessories where required); the hair is then smoothed over and styled into position. Types of rolls may include:
 - Chignon – at the nape
 - Bouffant – at the top of the head and crown
 - Vertical/horizontal roll – anywhere on the head
- Smoothing – once dried and rested, rollers must be removed then hair brushed through to remove any section marks and to smooth the hair together to create one wave rather than lots of individual curls
- Backcombing – on completed dry hair – the hair is held at the ends and a comb is inserted into the hair and pushed towards the roots. The shorter hairs are pushed down, resulting in padding/volume at the root area. This can be continued down the length of the hair if more volume is required. Using a wide toothed comb will give loose backcombing, and firmer backcombing can be achieved using a fine toothed comb
- Backbrushing – on completed dry hair – the hair is held at the ends and a brush is inserted into the hair and pushed towards the roots. The shorter hairs are pushed down, resulting in padding/volume at the root area. This can be continued down the length of the hair if more volume is required. Backbrushing will provide a much softer result than backcombing
- Reasons for using the correct products, tools and equipment for the hair classification, characteristics and length to include:
 - The products must be suitable for the hair classification and , e.g. using appropriate styling aid that does not cause hair to become heavy especially on finer hair types
 - The tools must be suitable for the hair classification and characteristics, e.g. using the correct tools when backcombing or backbrushing hair to produce the creative style
 - The equipment must be suitable for the hair classification and characteristics, e.g. using the correct additional electrical aid to soften the style that does not disturb other parts of the setting style used
- Tension to the hair is appropriate to both the setting, drying and finishing process for the hair, e.g. not overstretching or pulling the hair causing discomfort when applying backcombing or backbrushing techniques
- Adapt techniques where required to take into account specific hair growth patterns, e.g. placing the rollers directionally to lift a 'flat spot' near the back of the clients head
- Choice of products – e.g. a mousse styling product may be more suitable for finer hair texture
- Choice of roller diameters for placement in the hair according to hair length and classification e.g. larger roller diameter will result in a softer curl
 - Allowing hair to cool sufficiently prior to removing rollers/pin curls to maximise the curl, wave or movement required

Provide clients with advice and recommendations on the service(s) provided and the products available

Taught content to include

- Costs (if appropriate) to achieve and maintain the style, e.g. additional costs if ornaments/hair pieces are used to produce the creative style
- To ensure the client feels valued and that the creative styling service was specifically tailored to their individual needs, e.g. the hairstyle balanced the overall face shape
- To ensure the client expectations can be met, e.g. by tailoring the front hairline to soften the creative style
- The aftercare advice including potential costs of further services or products
- The client's needs and requirements for future services, e.g. a client who has had a creative hairstyle may be advised of other salon services, e.g. conditioning treatments or colouring/lightening services
- The avoidance of a humid atmosphere after the creative styling and finishing, including the benefits and effects for the creative hairstyle, e.g. in a humid atmosphere the use of different styling products may be necessary
- The reasons for using specific products at home to maintain the creative hairstyle to help its longevity, e.g. the use of salon finishing spray or gloss products for clients to maintain the style and hair condition
- Home care maintenance, for example use of net/scarf to protect the creative hairstyle overnight
- Guidance on applying further backcombing or backbrushing (if used/required)
- The removal of backcombing or backbrushing (if used)
- Advice and guidance for safely removing added hair without causing damage to the scalp and/or hair
- Other services, offers or promotions, for example some salons offer discounts for creative styling for students
- Reputation and walking advertisement for the salon

LO2 Understand how health and safety policies and procedures affect creative hair styling and dressing services

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the salon have a responsibility for the health and safety of themselves and others
 - The salon safety regulations to ensure their actions do not put others at risk, which includes all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to describe accurately the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the salon environment including:
 - The comfort of the salon
 - Cleanliness of the salon to prevent cross infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment that are fit for purpose
 - Reasons for personal protective equipment (PPE), e.g. using protective gloves to prevent contact dermatitis when using certain products
 - Making visual checks on all electrical equipment and reporting faults/isolating power when creatively styling the hair
 - Ensuring manufacturers' instructions are always followed when using products and equipment that are used associated with the creative styling and dressing service
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member

- Ensuring the public are protected from the unsafe goods or misleading price indications in goods supplied
- Prevent a false trade description of any goods that are supplied or offered, to avoid supplying any goods to which a false trade description has been applied, or false statement made about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following service
- Hazards associated when creatively styling and dressing hair service
- Risks associated to creatively styling and dressing hair service

The potential hazards and possible risks that may occur in the workplace and affect services

Taught content to include

- The importance of ensuring that products that might be used for creatively styling and dressing hair services are stored, handled and used in accordance to salon policy, local bylaws and manufacturers' instructions
- The potential hazards and risks associated to not completing appropriate tests on the client and the hair, e.g. undertaking an elasticity test – over processed/chemically damaged hair may not be suitable for backcombing or backbrushing causing breakage and damage to the hair
- Hazards – anything that has the potential to cause harm, e.g. hair spray or gloss sprayed onto the floor
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for self, client or others to slip on those products
- Working safely throughout the service, an example may include ensuring there is adequate ventilation in the room around the client especially when using hairsprays
- Ensuring use and maintenance of any equipment is monitored e.g. conduct visual checks, e.g. ensuring hood dryers are checked for loose wires and temperature settings
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing jewellery that may obstruct the use of tools and equipment when creatively styling and finishing the hair
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. ensure clean protective garments are freshly laundered for every client
- The Control of Substances Hazardous to Health (COSHH), including handling and storage of all products, tools and equipment
- The course of action to be taken for a minor burn to the skin
 - Cool the Skin. Apply a cold compress to the affected area immediately
 - Cover if possible
 - Avoid touching the area
 - If burn is severe refer for medical attention
- The importance of ensuring a thorough visual check of the hair and scalp is performed prior to the service to prevent cross infection, e.g. ensuring the scalp is not tender when combing hair for sectioning prior to dressing the style

- Risk of electric shock when using electrical equipment to enhance the service to include potential hazards of trailing wires
- Fire – the salon’s policy in the event of a fire and where the assembly point is
- Control of Substances Hazardous to Health (COSHH), including handling and storage
- The need to ensure personal protective equipment (PPE) requirements are followed for both client and stylist

The safe and hygienic working methods and practices that must be followed throughout the services

Taught content to include

- Use of clean towels and gowns for all clients
- The importance of providing personal protective equipment (PPE) for both client and stylist, e.g. prevention of damage to client’s clothing when using products
- Use of clean and sterile tools and equipment for all clients
- Cover open cuts
- Protect the client's scalp when using electrical equipment
- Apply heat protectors when using electrical equipment
- Control of heated equipment and air flow temperature on hairdryer
- Organisation of working area – there should be adequate room to allow the stylist to work safely using the electrical equipment
- Avoid trailing wires, spillages from water sprays and products or sprays on the floor
- Ensure that equipment used is not placed directly onto work surfaces, e.g. the need for protective mat when using straighteners

Contact dermatitis and how it can be prevented

Taught content to include

- Recognising contact dermatitis symptoms
- Contact dermatitis is a rash caused by the skin reacting to a substance it has come into contact with e.g. chemicals. Symptoms can be varied and include
 - Skin redness
 - Extreme itching
 - Oozing or blisters, may make skin swell
 - Skin that appears darkened or hard/leathery to touch that may become dry or flaky
 - Sensitive to products and sunlight
- How to avoid contracting and preventing measures which may include
 - Wearing gloves (recommended) when shampooing hair prior to hair styling services
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations, or regulations relevant to the country, when using and storing products
- Following and adhering to manufacturers’ instructions when using products to creatively style and dress the hair

LO3 Know the factors that influence creative hair styling and dressing services

The factors that may influence services provided

Taught content to include

- Hair classification

Hair classifications table			
Type 1: Straight hair	1A - Fine/thin	1B - Medium	1C - Coarse
	Straight	Straight with volume	Straight difficult hair
Type 2: Wavy hair	2A - Fine/thin	2B - Medium	2C - Coarse
	'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
Type 3: Curly hair	3A - Fine/thin	3B - Medium	3C - Coarse
	Soft curl	Loose curl	Tight curl
Type 4: Very curly hair	4A - Fine/thin	4B - Medium	4C - Coarse
	Tight coiled curl pattern	'Z' pattern and spring curl	Tight 'Z' pattern

- The factors that must be taken into account to judge where the application of tools, products and equipment for styling are required, to include:
 - Density – this is defined as the number of hairs on the scalp and will affect the choice of tools and products used and the time of the service
 - Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference and fine hair the smallest; the choice of tools may be affected when creatively styling and dressing the hair. Texture may affect the porosity of the hair
 - Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough may tangle easily. Porous hair will absorb water and products more easily and take longer to dry and the use of some hand-held electrical equipment may not be appropriate
 - Elasticity – this relates to the condition of the cortex layer of the hair. Elasticity levels are affected by how the hair is treated and the condition it is in. Hair should stretch and return to its normal size, this indicates the hair is in good condition with no damage to the cortex. If hair stretches and snaps or does not return to its original length this indicates internal damage to the cortex. Clients whose hair has poor elasticity may require an adaptation to the creative style.
 - Growth patterns – this relates to the direction in which the hair grows from the scalp and may influence the desired finish
 - Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features. This is especially important for creatively styling and finishing hairstyle to ensure there is the correct balance to the style chosen – or – that adaptations are made to hide any unwanted features
 - Lifestyle – this is about the client's everyday activities and working patterns, e.g. choice of some finished styles may not be suitable for some clients due to having to tie their hair up all day in work and the style may drop too quick
 - Hair length – this will affect the general condition of the hair

- The current style hair or haircut e.g. adaptations may be required to achieve the client expectations
- Temperature and humidity of salon – will affect the hair’s ability to be dried and potentially the dressing process to create the style
- General external weather conditions – will affect the longevity of the style

The ways of dealing with any influencing factors

Taught content to include

- Hair classifications and characteristics may influence the style and finish methods and techniques employed. These factors may also affect the possible desired style. Factors to include:
 - Density, examples include:
 - Product choice, e.g. thick dense hair will not require a product that increases volume when blow-drying
 - Brush type and size, e.g. porous, damaged hair will require careful tension using a brush that will help smooth the cuticles
 - Texture, as an example, finer hair will require products that help give volume
 - Porosity – products must be applied evenly and the hair may take longer to dry if used when blow-drying. Selecting of correct tools to ensure they smooth the cuticle, e.g. avoidance of very spikey rollers when setting
 - Elasticity – it is important to ensure that the correct tension is used when creatively styling and dressing hair and not over stretched if in poor condition. May limit the use of some equipment and drying techniques
 - Growth patterns – selection of appropriate products, tools and equipment may be required, e.g., a client with a curly fringe may require use of a larger brush to straighten the hair or the addition of straighteners to achieve the finish
 - Head and face shape and size – it is important to ensure that the client has a style they can manage which suits their overall appearance and this will influence the products and tools used. The use of any added hair and/or accessories should balance the style
 - Lifestyle – the need to adapt the style to suit the client’s everyday needs, e.g. styling waves and curls on shoulder length hair may require additional products to help the style stay in place
 - Hair length – this will affect the not only the chosen style, but the use of products tools and equipment, e.g. a client with wavy hair may require the use of additional heated styling equipment (tongs, straighteners etc.) to straighten or further curl the creative style after blow-drying or to soften the hairline
 - Temperature and humidity of salon – as the hair is hygroscopic, the need to monitor the salon temperature is important when creatively styling and dressing the hair. For example, a salon with high levels of humidity can have an impact when applying electrical equipment to dry hair as the hair will absorb the atmospheric moisture more easily causing the hair to be less receptive to the service requirements
 - The occasion or event for which the creative style is intended. The style would need to be secured to last the entire length of the event/occasion

- General external weather conditions – will affect the longevity of the creative style and may require the use of additional products to protect the hair once finished

The potential consequences of excessive tension on the hair and scalp

Taught content to include

- Traction alopecia is a form of alopecia, or gradual hair loss, caused primarily by pulling force being applied to the hair. This commonly results from the sufferer frequently wearing their hair in a particularly tight ponytail, pigtails, or braids. It is also seen occasionally in long-haired people who use hair clips to keep hair out of their faces. Traction alopecia is recession of the hairline due to chronic traction, or hair pulling, and is characterised by areas of hair loss
- Educate clients on the correct application of hairbands, clips and added hair
- Ensure when adding hair, clips and accessories that they are secured safely without excessive use of force or tension to the scalp
- Excessive backcombing or backbrushing can cause tension to the hair and scalp resulting in tenderness or soreness – clients should be advised where possible not to repeatedly backcomb or backbrush the creative style

Contra-indications and how they affect creative styling and dressing services

Taught content to include

- Contra-indications to creative styling and dressing services to include, bacterial, viral or fungal infections. Contagious conditions to include:
 - Bacterial infection examples include:
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once rupture becomes a flat crust
 - Folliculitis – infection of the hair follicle, causes bumps with pus. May be painful, itchy, sore or swollen
 - Viral infection examples include:
 - Herpes simplex, a raised red blister full of fluid. It will usually be painful and tender to the touch
 - Warts, small, fleshy, grainy bumps usually flesh-coloured, white, pink or tan. Rough to the touch and can be sprinkled with black pinpoints, which are small, clotted blood vessels
 - Fungal infection examples include:
 - Ringworm – depends where it appears but may be red, itchy, scaly, or raised patches that develop blisters or begin to ooze. Patches that may be redder on the outside edges creating a 'ring' effect
 - Infestation/parasites examples include:
 - Head lice – are tiny grey/brown insects. Head lice cling to hairs but stay close to the scalp which they feed off. Head lice lay eggs which hatch after 7 to 10 days. It takes about 7 to 10 days for a newly hatched louse to grow into an adult and start to lay eggs known as nits. Nits are the empty yellow-white eggshells which are left when the lice hatch. Nits look like dandruff but stick strongly to hair
 - Scabies – itchy skin condition causing a rash which may cause tiny blisters or sores where mites have burrowed into the skin

- Hair defects, contra-indication examples include:
 - Trichorrhexis nodosa – hair which breaks easily. Symptoms can include patches of hair loss or extremely short hair that appears not to grow. The hair shaft has thickened or thinned areas or has excessively split ends with discolouration. If a hair defect is suspected the client should be referred for medical attention or advice and a creative styling and dressing service should not be performed
- History of previous allergic reaction, e.g. to certain chemicals/perfume that may be contained within products associated with the creative styling and dressing service, e.g. those that may contain nut extracts
- Conditions which may be contra-indicated, prevent or restrict the creative styling and dressing service:
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat being placed on scalp and care should be taken when using styling equipment
 - Sebaceous cyst – lump on top or under scalp/head
 - Psoriasis – dry silvery scales of skin
 - Contact dermatitis – dry, red, sore, itchy and may be weeping
 - Recent scar/tissue injury, may be tender when using combs, brushes or heat
 - Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia), use tools and equipment carefully to avoid damage to hair or skin
- The course of action to be taken if contra-indications are suspected to include:
 - Not to offer diagnosis
 - Which conditions need reporting and when
 - Who to report to and where to record the findings
 - Referral for medical attention or advice

The importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation – use of correct sterilising and disinfecting methods for all tools and equipment
- Ensuring the client's scalp and hair are checked prior to the creative styling and dressing service
- Avoidance of cross-contamination, e.g. using unclean tools or protective garments from one client could contaminate the next client's hair or scalp
- Ensure the professional salon image is maintained

The importance of tests to the hair and scalp when providing a creative styling and dressing service

Taught content to include

- The reasons why tests are carried out, e.g. the consequences of not undertaking an elasticity test prior to the creative styling and dressing service
- The importance of identifying factors that may limit or affect creative styling and dressing services, e.g. the porosity of the hair may limit the use of specific tools or equipment
- To ensure that all tests are collated, dated and are stored and recorded for future reference
- To ensure there is a history of all test results
- To ensure that the records have full and accurate information including additional comments relating to the tests
- To prevent possible legal action
- To ensure the creative styling and dressing services finished results meet the client requirements

When and how tests are carried out

Taught content to include

- Elasticity test
 - May prevent or restrict the creatively style and dress hair service if the hair is stretched and does not go back to its original state:
 - On wet hair, take individuals strand of hair from 3-4 areas of the head – if hair is dry then dampen thoroughly
 - Hold one single hair securely and pull it – if the hair stretches and return to its original length without breaking it has normal elasticity. If hair breaks or fails to return to its original length it has low or no elasticity
- Porosity test
 - The hair's ability to retain moisture
 - To determine the external strength of cuticle – take a few strands of hair slide down towards the scalp using one finger and one thumb
 - The more resistance felt, the more porous the hair
- Pull test
 - Testing the strength of the hair before undertaking creatively styling hair
 - Take a small amount of hair between the thumb and middle fingers form the base of the hairs near the scalp (approximately 30-60 hairs). Firmly pull hairs from the scalp. If more than 10 percent of hairs are pulled out this may indicate active shedding and extreme care in handling the hair is required, along with advice and guidance to the client
- Density test – Take a square inch sized area to assess how tightly packed the follicles and strands of hairs are. When testing the density of the hair, 3-4 different areas of the hair on the scalp should be assessed.
 - Low density hair will be spaced out allowing the scalp to be seen (if more than 60% of the scalp can be seen then the hair has low density)
 - High density hair will be tightly packed with minimal scalp to be seen (if less than 20% of the scalp can be seen then the hair has high density)

How test results influence creatively styling and dressing hair services

Taught content to include

- Elasticity test – hair that is overstretched may not be suitable for some smoothing or electrical finishing services
- Porosity test – where hair is porous it may prevent or restrict the use of some products or certain types of roller setting tools when creatively styling hair, e.g. the use of coloured setting agents may result in uneven tones
- Pull test – there are many reasons for potential temporary or excessive loss of hair or tenderness of the scalp. Examples include hair that has been continually backcombed/backbrushed, subject to hair extensions or plaited and braided and further service requirements may be restricted
- Density test – the amount of hair present may prevent a specific style being achieved due to the hair being either too heavy or too sparse to achieve the desired outcome
- Confirming the service can proceed
- Offering alternative services where hair is either in poor condition or not compatible for the creative styling and dressing services
- Prevention of the client taking legal action – ensure all tests and test results are recorded
- Preventing the reputation of the salon being damaged
- Avoiding mistakes and/or damage to the scalp or hair

LO4 Understand the science of styling and dressing hair

The effects of humidity on hair and the hairs natural properties

Taught content to include

- The properties of hair to include:
 - Hygroscopic - the hair's ability to absorb water
 - Elasticity - the hair's ability to stretch and return to its original shape
- Alpha keratin – the hair in its natural state when wet – water or atmospheric moisture is absorbed into the cortex. Hair that is not stretched or styled with heat but left to dry naturally will remain in its natural form
- Beta keratin – the hair in its stretched and dried state, temporarily reforming a new shape. Hair can be moulded into a temporary shape by stretching using a variety of different tools with heat. Once it become wet or affected by humidity it returns to alpha keratin.
- When it becomes wet again it reverts back to its normal un-stretched shape and goes back to alpha keratin state
- Porous hair has greater absorbent qualities for water and products
- Temperature inside and outside the salon may affect the style and finish service, e.g. ensure there is adequate ventilation
- The use of products to protect the hair from atmospheric moisture e.g. setting lotion, mousse or finishing sprays

The physical effects of styling and finishing on the hair and how they work to maintain the look

Taught content to include

- Hair consists of hardened protein called keratin which:
 - Are made up of amino acids and peptide bonds
 - Are found in the cortex
 - Together form polypeptide chains or links
 - Chains or links are supported by weaker temporary hydrogen bonds and stronger disulphide bonds – the latter only being able to be broken by a chemical reaction
- Hair once is shampooed removes grease and dirt but also changes the properties of the hair temporarily breaking the hydrogen bonds
- Ensuring the hair classification is determined to ensure the correct products, tools and equipment are selected, e.g. a client with hair classification 3C requiring a soft curl would require larger diameter rollers when setting
- The use of products will aid creative styling on the hair and may make it easier to dress, e.g. use of hair spray to help dress and hold the finish in place
- The correct hair sections and tension needs to be applied when blow-drying in order to achieve an even result and ensure the hair is thoroughly dry, e.g. directing air flow to dry sections thoroughly
- The correct tension and placement of conventional or non-conventional styling aid to ensure the correct root lift, volume or curl
- Ensuring the tools used are placed at the correct angles to style the hair
 - Brushes placed at 90 degrees will produce root lift
 - The lesser degree angle at the root the straighter the hair will be at that point

- When finger-drying short hair, fingers are used to mould and lift the roots and hair to achieve the desired finish
- When using a diffuser the hands are used to scrunch the hair in place allowing the heat to dry into its natural form or curl
- Electrical equipment may be used to enhance the finish, e.g. straighteners are used from root to point to smooth the cuticles with little/no angle from the head, whereas tongs may be used to create lift and volume from the root at varying angles as required
- The need to ensure the styling techniques used keep cuticles smooth to avoid unnecessary damage to the hair or tenderness to the scalp
- The care required when backcombing or backbrushing hair (if used) to enhance the finish, e.g. use a flat bristle brush when backbrushing to avoid unnecessary tearing or damage to the hair
- The removal of backcombing or backbrushing the hair to avoid damaging the hair
- The avoidance of using unnecessary electrical equipment that may cause damage to the cuticle, e.g. using tongs to create curls on short hair when drying with correct brushes would have achieved the same results

The effects of backcombing and backbrushing on the hair structure

Taught content to include

- Backcombing and backbrushing are used to create volume when creatively styling and dressing the hair. Backcombing is created by repeatedly combing the hair towards the scalp, causing the hair to tangle and knot up. This method is often used in dressing to create a variety of styles, e.g. pleats, rolls
- Backcombing and backbrushing can cause damage to the cuticles if repeatedly used or by not removing correctly
- The need to ensure the client is educated in the correct removal technique for backcombing and/or backbrushing, e.g. advise client on methods of removal including the correct tools depending on hair classification, i.e.
 - A wide tooth comb or bristle brush
 - To remove, take small sections of hair and comb or brush through from points to roots working in a methodical manner from back to front

The potential effects of using and securing added hair and accessories on the hair structure

Taught content to include

- Ensuring when adding hair, clips and accessories that they are secured safely without excessive use of force or it may cause, scalp tenderness, traction alopecia and/or hair breakage
 - Use covered hairbands that do not have metal parts due to them snagging and breaking hair
 - When using clips ensure that the clip isn't too heavy for the hair it is being used on, causing unnecessary pulling or dragging of the hair at the roots
 - When using added hair, it is secured using the correct application and without causing excess tension to the hair or scalp

LO5 Understand the tools, equipment, products and techniques used to creatively style and dress hair

The importance of preparing hair for creatively styling and dressing

Taught content to include

- Planning the service to meet time limitations, client expectations and service limitations which may include:
 - Time limitations could be a factor in planning and preparing due to client or salon timings, e.g. a client may require the creative style for a one day special occasion that starts early in the morning
 - Trial services prior to events may be necessary due to working out style and timings, e.g. proms, bride/mother of the bride
- Preparing hair for creative styling and dressing
 - Ensure hair is clean either by shampooing or, if putting hair-up, ensuring it is free from oils and products
 - Ensuring hair is dried fully when using setting equipment or blow-dried and is cool prior to creatively dressing
 - If using heated styling equipment ensure the hair is cooled prior to creatively dressing
 - Using products to aid the styling process to help the longevity of the creative style
 - Correct use of backcombing and/or backbrushing, e.g. ensure the meche of hair isn't over worked and backcombing/backbrushing is only applied in the area needed
 - When using added hair ensure it is correctly clean and prepared, e.g. curled prior to the service

The tools, products and equipment available and the effects they achieve

Taught content to include

- Tools
 - Wide tooth combs – used to de-tangle hair or as a multi-purpose comb for managing the hair
 - Dressing out comb – helps style the hair and used for backcombing hair
 - Tail comb – used for sectioning the hair when setting or to aid styling long hairstyles
 - Paddle brush or flat type – various sizes, help to remove roller marks after wet setting, produce straighter finishes to style
 - Bristle brush – various sizes, ideal for helping adding shine or backbrushing, larger bristle brushes can help remove backcombing or backbrushing
 - Vent brush/rake type brush – produces a softer free flowing style effect, ideal for shorter hair types
 - Different size round/radial brushes – various diameters, produce movement, curl or volume and may also be used to soften the front section of the hair when required
 - Rollers with pins – used on wet hair, different sizes and types available to set the hair to create body, curl or add movement, e.g. smooth rollers are usually used for porous hair types

- Velcro rollers – give body, curl, movement, volume and bounce which does not last long. Can be used on dry or wet hair
- Bendy rollers – used to create specific curly or wavy looks
- Section clips – used to section and manage the hair when dressing out the style
- Pin curl clips – used to provide open, upstanding (barrel) or flat curls
- Hair net to keep rollers/pin curls in place whilst drying
- Selection of pins, grips or hair adornments for creatively dressing the hairstyle
- Added hair, clip ins, or wefts to add volume to the hair or as individual pieces as adornment to the creative hairstyle, e.g. the use of a single plait weft placed around a bun roll
- Equipment
 - Hood dryer – used to dry the hair when wet setting. Temperature setting should be adjusted according to hair type
 - Heated rollers – various sized rollers used on dry hair that can create lift, wave or curl. Rollers should be thoroughly cooled before removing to optimise their use
 - Electric tongs, straighteners, hot brush or conical wand – these may be used to support the chosen style to soften the effects for a specific style on dry hair
- Products
 - Heat protectors – coat and add a protective layer to the hair
 - Hair sprays – varying degrees of strength (firm to soft hold) and bonds dressed set in place. Apply sparingly to dry hair at a distance of 20cm, being aware of the client's eyes and anyone who may unintentionally inhale product
 - Finishing sprays/mist/gloss (aerosol) – add a protective layer and gloss to dry hair and may be used after or instead of hair spray for natural soft finish. Apply very sparingly, over-use may weigh down hair. Be aware of client's eyes and anyone who may unintentionally inhale product. Check surrounding area after use and before client moves – any product on floor may cause a hazard and be slippery
 - Mousse – various strengths from light to firm hold and can enhance service when setting. Suitable for most hair lengths. Apply to wet hair
 - Cream – adds a protective layer and gloss to wet hair and smooths out frizz. Suitable for African and type 3 b, c and 4 b, c classification hair type – use sparingly and according to manufacturers' instructions
 - Gel – produces a firm hold and ideal for creating a short textured dressed look. Apply to wet hair
 - Serum/oil – adds moisture and shine to hair and ideal for dry, brittle or chemically treated hair. Use sparingly on fine hair. Apply to wet or dry hair according to manufacturers' instructions
 - Setting lotion – various strengths from 'light' to firm hold and can smooth and prolong hold. May contain chemicals that protect hair from the heat of equipment or humidity and enhance the dressed finish. Apply to wet hair
 - Coloured setting lotions, creams or mousse – methods of application will depend on manufacturers' instructions, used on wet hair to add colour
 - Wax – small amounts are applied to dry hair to create a textured look and give a small degree of hold. Some waxes require softening in the hands first to make them malleable before application. Not suitable for very fine hair

The correct use and maintenance of tools and equipment when creative styling and dressing

Taught content to include

- Tools
 - Brushes – de-hair and wash in warm soapy water; depending on materials used to make the brush, they can be immersed in disinfectant solution. Bristle brushes with wooden handles require the bristles only to be immersed as the wood will swell and crack
 - All combs – de-hair and wash in warm soapy water and immersed in disinfectant solution for at least twenty minutes. Clean combs are required for each client
 - Sectioning clips or clamps – wash or wipe with disinfectant/sterilising solution
 - Rollers and pins – de-hair and wash in warm soapy water
- Equipment
 - Fixtures and fittings, including chairs, mirror work station area – clean away all loose hairs and wash with warm soapy water or clean with disinfectant/sterilising wipes or sprays
 - Hood dryer, electrical equipment – wipe over to remove debris and check filters to remove excess dust build up. Check all working parts daily. Ensure the maintenance equipment reports are recorded and where appropriate how often any electrical testing is required
- Following and adhering to manufacturers' instructions when using products to enhance a creative style and dress hair service

The importance of following salon and manufacturers' instructions for products, tools and equipment

Taught content to include

- To prevent hazards, e.g. when using additional hair ensure all loose hair is swept away before client moves
- To minimise risks, e.g. the likelihood of the client slipping on the loose hair
- To produce satisfactory results, e.g. incorrect use of a product could result in the hair becoming over saturated or too heavy to work with when dressing the hair
- To avoid problems or mistakes, e.g. using incorrect size or type of rollers when creatively setting the hair could mean the chosen style does not dress out as expected
- Manufacturers' instructions may vary depending upon the products, tools or equipment chosen, e.g. some hair additions are pre-styled and not able to be altered to create a new form, e.g. a curled hair addition is not able to be straightened
- To avoid legal action e.g. failure to undertake test prior to creatively setting and dressing hair service

The importance of using products cost effectively

Taught content to include

- Applying products in a logical sequence
- Applying products evenly to minimise wastage, e.g. sectioning of the hair and using a bowl and brush to ensure even distribution of a coloured setting lotion may be required to produce an even result and prevent waste when creatively setting the hair prior to dressing
- The effect on the hair and/or scalp if excessive products are used, e.g. saturating fine hair could result in difficulty in dressing the style, or the scalp become irritated by the product
- The safe storage of products as some may lose their ability to work or may present a risk or hazard, e.g. hairsprays/aerosols should be stored away from direct heat and sunlight
- The importance of following salon and organisation policy, e.g. ensuring manufacturers' instructions are adhered to when using products for setting and dressing hair
- Calculating costs of the creative styling and dressing service, include any retail products sold, e.g. client with long hair requiring a specific hair 'up' do will require a longer service time, or opening the salon up at an earlier time to facilitate the event the client is attending

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Synoptic practical examination

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 3 occasions**. This should be conducted on a range of new and existing clients to produce a range of creative styling and dressing services. The services should include blow-drying and setting using the correct use of products: conventional setting techniques; unconventional setting techniques; use of electrical equipment to produce a range of creative styling.

The learner is required to complete a style collection. This style collection must be presented in a hard copy format (not digital) and must include different types of creative dressing finishes; i.e. range of hair up styles which include chignon, bouffant, vertical and horizontal rolls. This range of creative styling must incorporate smoothing, backcombing, and backbrushing techniques. The style collection will be internally marked and must be available to view by the external examiner during the practical examination.

The service portfolio must be completed and marked prior to the learner completing the synoptic practical examination.

2. Synoptic practical examination

This unit forms part of the synoptic practical examination which will be externally set by the awarding organisation and examined and marked by an external examiner. The synoptic practical examination will take place at the end of the period of learning.

Document History

Version	Issue Date	Changes	Role
v1.0	02/09/2019	First published	Head of Qualifications and Processing
v2.0	05/03/2020	Clarified content on Density Test	Product and Regulation Manager