



---

# Synoptic Practical Examination Criteria

iHB2C9 – VTCT (ITEC) Level 2 Certificate in  
Consultation, Shampooing and Conditioning for Hair  
Services

610/4469/6

---

# Synoptic practical examination criteria

Learners must complete a synoptic practical examination as part of the Level 2 Certificate in Consultation, Shampooing and Conditioning for Hair Services qualification. The practical examination will be externally set by VTCT (ITEC) and examined and marked by an External Examiner. Learners will be expected to demonstrate excellent hygiene and client care throughout the service as well as competence in their relevant skills.

## Client requirements

Centres must identify suitable clients for the examination. Centres may ask learners to identify suitable clients. Clients must meet all of the following requirements:

- be 16 years or over
- not have hairdressing knowledge or experience
- provide consent to participate

It is the responsibility of the centre and learner to work collaboratively to ensure that:

- **One** suitable client is provided for the examination purposes

Learners will be expected to perform the following services for the synoptic practical examination:

## Shampooing and conditioning techniques

- A shampooing and conditioning service, using at least three of the following techniques:
  - Effleurage
  - Rotary
  - Friction
  - Petrissage

## Time allocation

- The time allocated for this examination is a **maximum of 30 minutes**

## Practical examination grade

All sections of the Examiner's Assessment Form must be demonstrated by the learner. Failure to demonstrate any section of the Examiner's Assessment Form will result in non-achievement of the practical examination. The practical examination will be graded:

- Pass 60% - 74%
- Merit 75% - 89%
- Distinction 90% - 100%

## Marking criteria for Level 2 Certificate in Consultation, Shampooing and Conditioning for Hair Services

\*In order to achieve a minimum of a pass grade, learners must achieve a minimum of 3 marks from each of the first 3 sections.

### \*Appearance – 5 marks (1 mark each)

The learner demonstrated:

1. Clean, ironed professional wear with no visible underwear and fully enclosed shoes worn
2. Clean, neat, styled hair
3. Clean, maintained hands and nails
4. Appropriate personal protective clothing throughout the service
5. Professionalism by not chewing gum, no sucking of sweets and no body or breath odour

### \*Client care – 5 marks (1 mark each)

The learner:

1. Greeted and introduced self to client and assisted the client to the chair/work station
2. Explained the service procedure thoroughly to the client
3. Ensured correct positioning of the client, protected the client's clothing and skin appropriately and checked the client's comfort throughout the service
4. Maintained a positive and professional approach to client throughout the service
5. Ensured ergonomic working practices of self throughout the service

### \*Hygiene and sterilisation – 5 marks (1 mark each)

The learner:

1. Wiped equipment and work area over with appropriate sanitiser before and after use
2. Sanitised hands before, during and after service as appropriate
3. Used clean towels and gowns throughout the service
4. Ensured that lids are replaced on products and disposed of general waste hygienically and appropriately
5. Maintained own work area and equipment, used and stored equipment appropriately

### Consultation – 40 marks (8 marks each)

The learner:

1. Used a variety of consultation techniques to identify the client's needs and expectations of the service
2. Conducted appropriate consultation tests to analyse the hair and scalp and identified any previous chemical treatments
3. Checked the skin and scalp for any contra-indications to the service
4. Identified any influencing factors that could limit or affect the service
5. Advised clients, agreed services and products and provided aftercare advice and recommendations to the client

### Shampooing and conditioning the hair and scalp – 45 marks (9 marks each)

The learner:

1. Selected appropriate shampooing and conditioning products for the client's hair condition
2. Ensured the correct water temperature, water flow and direction of water were used and adapted appropriately to suit the client's hair, scalp and comfort
3. Applied shampooing and conditioning products correctly and rinsed thoroughly from the hair without disturbing the direction of the hair's cuticle
4. Adapted the shampooing and conditioning massage techniques to suit the hair's condition, length, density and scalp condition
5. Ensured that the client's hair was free from moisture and tangles were removed without damage to the hair

### Document History

Version	Issue Date	Changes	Role
v1.0	01/08/2024	First Published	Qualifications Administrator