



Qualification Specification

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

610/4469/6

About VTCT Skills (ITEC)

iTEC is a global specialist organisation providing qualifications internationally, and specialises in beauty & spa therapy, hairdressing, complementary therapies and sports and fitness therapy. iTEC offers centres and learners high quality regulated qualifications for employability, specialist subjects and skills enhancement.

iTEC has close working partnerships with over 700 approved centres in over 40 countries, and offices in England, Ireland, South Africa, Asia Pacific and the USA. iTEC became part of VTCT (Vocational Training and Charitable Trust), in 2016 to strengthen its position in the industry internationally.

For more information visit us at www.itecworld.co.uk, or contact our dedicated Customer Support Team via email: customersupport@vtct.org.uk or call +44 (0)23 8068 4500

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1. Qualification at a glance

Qualification title	VTCT Skills (ITEC) Level 2 Certificate in Consultation, Shampooing and Conditioning for Hair Services
Qualification number	610/4469/6
Product code	iHB2C9
First registration date	1 st August 2024
Age range	16-18, 19+
Total Qualification Time (TQT)	133
Guided Learning Hours (GLH)	103
Assessment	<p>To be awarded this qualification, learners must successfully achieve the following assessments:</p> <ul style="list-style-type: none">• Theory examination (MCQ)• Synoptic practical examination• Service Portfolio
Grading	<p>The overall qualification is graded:</p> <ul style="list-style-type: none">• Fail, Pass, Merit, Distinction
Pre-requisite entry requirements	<p>It is the responsibility of the centre to ensure that learners have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.</p>

2. About this qualification

2.1 Purpose

The VTCT Skills (ITEC) Level 2 Certificate in Consultation, Shampooing and Conditioning for Hair Services is a vocational qualification for learners aged 16 and over who wish to pursue a career within the hairdressing sector.

This qualification is based on the national occupational standards in the United Kingdom for hairdressing and includes all the required elements to work effectively when consulting with clients and providing shampooing, conditioning and treatment services as a junior hairdresser/stylist.

Learners must achieve both mandatory units:

- Advise and consult with clients for hair services
- Shampoo, condition and treat the hair and scalp

This qualification offers two additional optional units which may be achieved:

- Salon reception duties
- Marketing for the hair sector

This qualification is most suitable for those learners who wish to develop the knowledge and technical skills required to provide consultation and shampooing, conditioning and treatment services. It rewards learner's individual abilities both in practical and theory with a graded outcome of Fail/Pass/Merit/Distinction.

2.2 Progression

Learners who achieve this qualification are able to provide consultation and shampooing, conditioning and treatment services, learners could work in a variety of different sectors, which might include:

- Commercial salons
- Independent/self-employed/mobile/home-based settings

Additionally, learners may choose to develop their knowledge and skills by progressing onto a further Level 2 qualification.

3. Qualification structure

To be awarded the VTCT Skills (ITEC) Level 2 Certificate in Consultation, Shampooing and Conditioning for Hair Services learners must achieve:

- all mandatory units
- the theory examinations
- the synoptic practical examination
- the service portfolio
- the assignment (as appropriate)

The minimum TQT required to achieve this qualification is **133**.

Product code	Unit title	Level	GLH	Unit reference number	Unit weighting for the overall qualification grade
Mandatory units					
iUHB347	Advise and consult with clients for hair services	2	63	K/651/0677	25%
iUHB348	Shampoo, condition and treat the hair and scalp	2	40	L/651/0678	25%
iHB2C9	Synoptic practical examination				50%
Optional units*					
iUHB349	Salon reception duties	2	47	M/651/0679	N/A
iUHB350	Marketing for the hair sector	3	32	A/651/0681	N/A

*There are no optional unit requirements to complete this qualification.

4. Centre requirements

4.1 Approval and recognition

Existing centres that wish to deliver this qualification must obtain recognition using the standard qualification recognition procedures.

New centres that want to deliver this qualification must gain both centre approval and qualification recognition. Please refer to the iTEC website for further information.

Centre staff should be familiar with current practices and standards in the sector and with the qualification structure, content, assessment and quality assurance arrangements before designing a course programme.

4.2 Resources

Centres must possess the physical resources and suitable environment needed to support the delivery of the programme and the assessment of knowledge and skills, which should therefore be of industry standard. Where specific resources are required these have been indicated in the content of individual units.

It is recommended the following items are available for learners:

- Sinks/basins
- Working/dressing out units with mirrors and hand held back mirrors
- Reception desk/area, telephone and till
- Health and safety products, tools and equipment, to include:
 - Personal protective equipment (PPE), towels, gowns, gloves, aprons and capes
 - Bins with disposable liners for disposing of waste
 - Sterilising equipment, wipes and/or fluid
- Internet, books, magazines, service/treatment price lists, retail items
- Full range of shampooing, conditioning and treatment products
- Dispensary area
- Full range of salon products, tools and equipment for consultation, and shampooing, conditioning and treatment services

4.3 Teaching staff

In order to deliver this qualification, teaching staff must:

- be occupational experts and have knowledge and understanding in the area for which they are delivering training. This knowledge must be at the same level as or higher than the training being delivered;
- understand the qualification's structure and content, and the learning outcomes they are delivering;
- have recent and relevant industry experience in the specific area they are delivering;
- have credible experience of teaching and/or providing training;
- undertake activities which contribute to their continuing professional development (CPD).

4.4 Verification

The lecturer/internal assessor will assess and mark the service portfolios and the external examiner will verify a sample, either in situ on the day of the practical exam or remotely on e-portfolio.

4.5 Total Qualification Time (TQT)

TQT is defined under the Ofqual General Conditions of Recognition, General Condition J1.8, as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a learner to achieve and demonstrate achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and;
- an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed – but, unlike Guided Learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

The TQT for this qualification is detailed in Section 3 of this specification.

5. Assessment

5.1 Summary of assessment methods

This qualification comprises internal and external assessments. Learners must achieve the assessments detailed in the table below.

Assessment method	Overview of controls
Theory examinations	Externally set and marked examinations. External examinations will consist of multiple choice questions to assess the knowledge and understanding from specific mandatory units.
Synoptic practical examination (iHBC2C9.PE1)	Externally set, examined and marked by an external examiner.
Service portfolio/assignment (as appropriate)	Externally set and internally marked. Subject to examiner monitoring.

5.2 Unit assessment methods

The table below identifies the assessment methods used to assess mandatory and optional units.

Unit product code	Service portfolio/assignment	Theory examination	Synoptic practical examination
Mandatory units			
iUHB347	✓	✓	✓
iUHB348	✓	✓	✓
Optional units			
iUHB349	✓	✓	
iUHB350	✓		

5.3 Theory examination

All theory tests must be conducted in a controlled environment and follow the procedures defined by VTCT Skills (ITEC). The theory tests will be set and marked by VTCT Skills (ITEC). The centre is responsible for ensuring the examination can operate seamlessly by organising the process as defined in the 'Instructions for Conducting Examinations' which can be found on the ITEC website.

5.4 Synoptic practical examination

The synoptic practical examination is externally set, externally examined, graded and quality assured by the external examiner. Information on how to operate practical examinations can be found on the awarding organisations website.

In preparation for the external synoptic practical examination, centres are advised to ensure learners have completed their service portfolios and an internal mock practical examination.

It is essential centres use the Synoptic Practical Examination Criteria document in order to make assessment judgements when preparing for examinations. This can be found on the awarding organisations website.

The synoptic practical examination preparation must take place in a realistic working environment on a real client and in a commercially acceptable time frame.

External synoptic practical examination (iHB2C9.PE1)	
Availability	To be taken on the scheduled date for examination purposes as agreed by the awarding organisation and invigilated by an external examiner.
Units covered	iUHB347 – Advise and consult with clients for hair services iUHB348 – Shampoo, condition and treat the hair and scalp
Contribution to overall qualification grade	50%
Type of examination	Synoptic practical examination
Time allocation	Approximately 30 minutes
Practical skills examination sequence	Details for the synoptic practical examination criteria can be found in the Synoptic Practical Examination Criteria document located on the iTEC website. There are a maximum of 12 learners permitted per synoptic practical examination.

5.4.1 Retaking external examinations

Learners who fail to achieve the required Pass mark are permitted to re-sit after having sufficient teaching and additional study time. There is no limit to the number of retakes a learner can carry out.

5.4.2 Reasonable adjustments and special considerations

Information on the reasonable adjustments allowed for the external examinations within this qualification can be found in the policies section on the awarding organisation's website.

5.5 Service portfolio/assignment

A service portfolio for the mandatory units is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learner's training.

The criteria of what must be included in the service portfolio is detailed in the unit specification and the learner logbook which are available to download from the website.

Where undertaken, the optional units require:

- iUHB349 – service portfolio
- iUHB350 – assignment

The criteria of what must be included in the service portfolio and assignment are detailed in the unit specification and the learner logbook which are available to download from the website.

6. Grading

6.1 Overview

This qualification is graded Pass/Merit/Distinction.

There are two separate components in the grading model for this qualification, the graded external examinations and a graded external synoptic practical examination. Each component contributes 50% to the overall qualification grade.

Learners must achieve a Pass grade or higher in the external theory examinations and synoptic practical examination.

7. External examiner

7.1 External examiner visits

This qualification is externally examined by the awarding organisation. Centres delivering this qualification will have a quality assurance visit each time an examiner visits the centre.

On a centre visit an examiner:

- examines all learners entered for the external practical examination
- samples learners' service portfolio
- verifies that appropriate staff and sufficient resources are in place, and that the centre is continuing to meet the criteria specified in the centre contract
- checks that the centre's policies and procedures continue to meet the awarding organisation's requirements

8. Support and guidance

In parallel to using this qualification specification the following resources are available to support qualification delivery and assessment:

- Unit specifications
- Learner logbooks
- Mock practical examination form
- Sample assessment materials
- Consultation sheets

For more information, visit the iTEC website (www.itecworld.co.uk).

9. Unit structure

Units are available as separate specifications and can be downloaded from the VTCT Skills and iTEC websites. Units that make up this qualification are structured as follows:

Product code	The code allocated by the awarding organisation. This should be used when communicating directly with the awarding organisation.
Title	Reflects the content of the unit.
Unit reference number	This is the unit reference number as detailed on Ofqual's Register of Regulated Qualifications.
Level	This represents the level of achievement. The National Qualifications Framework level descriptors and similar qualifications at this level inform the allocation of the unit level.
Guided Learning Hours (GLH)	All units have GLH assigned to them. This is the time a learner spends: <ul style="list-style-type: none">• being taught or given instruction by a lecturer, tutor, supervisor or other appropriate provider of education or training
Total Qualification Time (TQT)	The number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed, but not under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.
Overview	Provides a summary of what learners will cover in a unit, and outlines the knowledge, understanding and skills to be developed.
Learning outcomes	Specify what a learner will know, understand and be able to do as a result of completing a unit.
Unit content	Provides the basis for the teaching, learning and assessment of each learning outcome. Lecturers should ensure that the full breadth of unit content is delivered.
Unit requirements	Specifies the minimum standard required by the learner to achieve the relevant grade. Learners must provide sufficient and valid evidence to achieve the grade.

Document History

Version	Issue Date	Changes	Role
v1.0	25/07/2023	First Published	Product Manager
v2.0	01/01/2025	New branding	Qualifications Administrator