

2015 NVQ Qualifications – The Changes

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Overarching changes to all qualifications:

1. The National Occupational Standards (NOS)

There are now only 55 standards instead of over 100 standards. This means there are fewer units to make up the structures which in turn means less optional units.

New prefix codes for 2014 NOS

SKA	=	Skills Active reference
CH	=	Combined hairdressing
CB	=	Combined barbering
CHB	=	Hair and barbering
AH	=	Textured / Afro Caribbean

The New suite of NVQ units

Completely new suite of NVQ units

A new streamline approach for each unit has been adopted at all levels from level 1 through to level 4.

In most instances knowledge and understanding assessment criteria within a learning outcome have been derived from two or more NOS statements.

In general, all technical units have four/five learning outcomes at all levels and non-technical units have three learning outcomes.

The technical unit format;

- LO1 (practical) - encompasses practical health and safety, preparing for a service or technique, consultation, products, tools and equipment and techniques agreed, carry out service/technique and after care advice.
- LO2 - health and safety
- LO3 – science and influencing factors
- LO4 – products, tools and equipment and techniques

Content of units

Integration of African type Hairdressing and Barbering Standards where possible.

Integration of general workplace health, safety and hygiene into all technical units.

Providing advice and recommendations to clients on products and services is now embedded into each technical unit and underpins learner assessment.

Environmental and sustainable working practices

Environmental and sustainable working practices now underpin all technical units and can be found in detail on each corresponding NOS standard. The relevant NOS standards have been placed on the VTCT website against each NVQ qualification.

Key values and behaviours

Key values and behaviours have been identified to underpin working practice in the delivery of hair services. A learner's behaviour is now directly linked to assessment performance. The appropriate learner behaviour for each unit can be found in detail, on each corresponding NOS standard found on the website alongside the qualification.

Professional personal appearance and good communication skills are now linked directly to learner assessment.

A learner cannot undertake an assessment if not dressed appropriately (salon dress code) and will not be successful in an assessment if they do not demonstrate good communication skills with their clients.

Hair Characteristics and Hair Classifications

Hair characteristics are now shown within the range under the one heading – Hair Characteristics. When a learner considers hair characteristics in relation to a practical assessment, they must consider all of the following:

- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition
- hair growth patterns

Hair Classifications

A client's hair type will now be identified through a new method of classifying a hair type – Hair Classifications. In short the degree of curl ranging from straight to excessively curly.

Hair Classifications Table				
Type 1 - Straight Hair	1a	Fine	1b Medium	1c Course
		Straight	Straight with volume	Straight difficult hair
Type 2 - Wavy Hair	2a	Fine	2b Medium	2c Course
		'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
Type 3 - Curly Hair	3a	Fine	3b Medium	3c Coarse
		Soft curl	Loose curl	Tight curl
Type 4 - Very Curly Hair	4a	Fine	4b Medium	4c Coarse
		Tightly coiled curl pattern	Z pattern & spring curl	Tight Z pattern

A learner must have a thorough knowledge of the classification chart and be able to pinpoint a client's hair to the most appropriate classification(s). A learner must demonstrate they have covered a range of different hair classifications types during the various services they perform.

Mandatory external tests

The pass rate for all tests is **70%** and there is **no longer** a need to top up the remaining percentage.

In the new hairdressing NVQs each assessment criterion can now cover more than one National Occupational Standard (NOS) statement. This now means that simply mapping between the exam and assessment criteria is no longer sufficient to ensure coverage of every knowledge NOS statement.

Passing the exam is now seen as an additional requirement that needs to be achieved in addition to a portfolio evidence for all knowledge requirements. This should be signed off by the assessor and sampled by IQAs and EQAs. Portfolio evidence can include evidence from holistic assessment, oral questions, centre devised MCQs, assignments or other evidence.

An example of this is:

NVQ Level 2 Hairdressing

LO. 2 Know how health and safety policies and procedures affect cutting services

a. Outline responsibilities for health and safety in own role = NOS statements K1, K4, K14

Knowledge



Learning outcome 2

Know how health and safety policies and procedures affect cutting services

You can:	NOS CH3 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K1, K4, K14	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K12	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K3, K5, K6, K13, K15	
d. Explain the importance of questioning clients prior to and during services	K20	
e. State the importance of preventing cross-infection and cross-infestation	K7, K8, K10, K11	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH3	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	The different types of working methods that promote environmental and sustainable working practices
K3	Your salon's requirements for client preparation
K4	The range of protective clothing that should be available for clients
K5	Why it is important to protect clients from hair clippings
K6	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K7	Why it is important to avoid cross-infection and infestation
K8	Why it is important to keep your work area clean and tidy
K9	The correct use and maintenance of cutting tools
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K12	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K13	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K14	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K15	The correct methods of waste disposal

In the RoA books there is a section called Knowledge Requirements and it contains the statement 'You will be required to produce a portfolio of evidence for all the NOS statements in this section.'

This means that learners must have portfolio evidence that is mapped to each NOS statement in addition to the exam (which is now an extra layer of confirmation) and learners cannot rely solely upon the exam (as they did in the 'old/current' NVQs) to confirm that every NOS statement has been evidenced.

In terms of e-portfolio – once a learner has passed the exam, their achievement (the report) will be recorded against every learning outcome and assessment criteria but the assessor will need to tick off each assessment criteria based on uploaded evidence and not based on exam achievement.

The exam report will now show exactly what questions the learner got wrong; but these are not mapped to any LOs or ACs.

Ranges

The minimum number of range identified must be demonstrated through a learner's practical assessment. Any outstanding range not covered through practical observation can now be covered by another form of evidence (portfolio of evidence).

Commercial working times

There are **no set service times** for learners to adhere to now, during practical assessments. Service times are now open to centres, assessors and learners to implement and IQAs and EQAs to verify.

The reason behind removing the service times from learner assessment was; it was felt that really strict service times only adds pressure to learners during assessment opportunities and may in some circumstances, contribute to learners cherry picking clients with an easy head of hair, to achieve an assessment in the set service time.

Moving forward, each head of hair will dictate how long the service should be. The recommendation is that centres research locally commercial service times, in regional salons and come up with a guide to service times for learners. This needs to be done regionally because these are the salons that are likely to employ the learners moving forward.

For example;

Service	Service time guide
Shampoo and condition	5 – 20 minutes (5 mins very short hair – 20 mins for very long hair)
Cut	25 – 60 minutes (25 mins very short hair – 60 mins for very long hair)
Re-growth tint	15 – 40 minutes application time (15 mins very short hair – 40 mins for very long hair)

Moving forward learners should identify the client's hair type (length, thickness, curl etc.) and set a realistic service time, themselves. This service time should reflect someone new to working in the industry and not try to emulate stylists/barbers who have 5 – 10 years working experience.

Newly qualified learners moving into work in the hair industry should be commercially competent and able to work reasonably fast at a skill, but employers must appreciate that speed is a skill that is developed over a period of years after completion of a qualification.

Promote additional services or products to customers

The standalone unit promote additional services or products to clients has been removed and is now integral to all practical units.

Advice, guidance, recommendations and promotion of products and services are assessed and relevant to each unit.

2.Level 1

Level 1 NVQ Certificate in Hairdressing and Barbering				601/5855/2			
The learner must achieve a minimum of 23 credits , 14 from the mandatory section and 9 from the optional section min GLH 208 – max GLH 229							
QN code	Code	Unit title	GLH	Level	Credit	Obs	
Mandatory units – All units must be achieved from this group							
J/506/9582	UHB16	Prepare for hair services and maintain work areas	26	L1	3	3	
H/506/9377	UHB17	Contribute to the development of effective working relationships	25	L1	3	3	
T/506/9495	UHB18	Blow dry hair	40	L1	4	3	
F/506/9371	UHB19	Shampoo and condition hair	40	L1	4	3	
Total			131		14		
Optional units – A minimum of 9 credits must be achieved from this group							
L/506/9342	UHB38	Assist with relaxing services	50	L1	5	2	
K/506/9588	UHB39	Assist with salon reception duties	38	L1	4	2	
A/506/9370	UHB40	Assist with hair colouring and lightening services	48	L1	5	2	
A/506/9496	UHB41	Plait and twist hair using basic techniques	40	L1	4	3	
J/506/9369	UHB42	Assist with perming services	48	L1	5	2	
Y/506/9375	UHB43	Remove hair extensions	48	L2	5	2	
L/506/9762	UHB44	Assist with shaving services	39	L2	5	2	

What's different?

2010 NVQ GLH = min GLH 196 - max GLH 198

2015 NVQ GLH = min GLH 208 – max GLH 229

2010 NVQ Credits = 20

2015 NVQ Credits = 23

New to the qualification:

No mandatory external tests for this qualification.

Removed from the qualification:

Independent H&S unit removed

3. Level 2 NVQ Diploma in Hairdressing

Level 2 NVQ Diploma in Hairdressing (VTCT Structure)				601/5886/4			
The learner must achieve a minimum of 64 credits , 55 from the mandatory section and 9 from the optional section min GLH 561 – max GLH 595							
QN code	Code	Unit title	GLH	Level	Credit	Obs	
Mandatory units – All units must be achieved from this group							
J/506/9372	UHB20	Style and finish hair	58	L2	6	4	
L/506/9373	UHB21	Set and dress hair	62	L2	7	4	
D/506/9782	UHB22	Cut hair using basic techniques	111	L2	12	6	
K/506/9381	UHB23	Colour and lighten hair	124	L2	14	4	
F/506/9368	UHB24	Advise and consult with clients	63	L2	8	5	
T/506/9383	UHB25	Shampoo, condition and treat the hair and scalp	40	L2	5	3	
L/506/9499	UHB26	Develop and maintain your effectiveness at work	26	L2	3	2	
Total			484		55		
Optional units – A minimum of 9 credits must be achieved from this group							
R/506/9360	UHB45	Relax hair	82	L2	9	2	
M/506/9382	UHB46	Perm and neutralise hair	93	L2	10	2	
R/506/9374	UHB47	Plait and twist hair	42	L2	5	3	
M/506/9494	UHB48	Temporarily attach hair to enhance a style	30	L2	3	2	
Y/506/9375	UHB43	Remove hair extensions	48	L2	5	2	
R/506/9584	UHB49	Fulfil salon reception duties	47	L2	6	1	
H/507/1095	UHB60	Cut men's hairstyles	60	L2	6	3	

What's different?

2010 NVQ GLH = min GLH 472 - max GLH 486

2015 NVQ GLH = min GLH 561 – max GLH 595

2010 NVQ Credits = 54

2015 NVQ Credits = 64

New to the qualification:

The focus of this qualification has now changed towards educating **unisex hairdressers**. A percentage of male clients (one 1/3 of assessments per unit) can be used within all units, for all services within this qualification.

Damaged hair has now been split into three categories – heat, chemical and environmental damage.

Cut men's hairstyles - this unit will provide a learner with sufficient knowledge and skills to cut men's hairstyles and work as a unisex stylist but it is not equivalent to a full barbering cutting unit. If a learner wants to work as a barber they are recommended to study a full barbering diploma. (This unit is a VTCT bespoke unit and only sits in VTCT structures as an optional unit).

Cutting unit – now has texturising in range.

Setting and dressing unit - now has wrap setting.

Perming unit - now has a chemical re-arranger added to the range. 9' section wind is now called a basic wind and can be '6' or '9' sections. Now only two observations.

Colouring unit – now has full head woven hi/low-lights,

Remove hair extension – now is a level 2 optional unit.

Removed from the qualification:

Independent H&S unit removed.

Give customers a positive impression of yourself and your organisation removed.

4. Level 2 NVQ Diploma in Barbering

Level 2 NVQ Diploma in Barbering				601/5887/6			
The learner must achieve a minimum of 53 credits , 44 from the mandatory section and 9 from the optional section min GLH 452 – max GLH 497							
QN code	Code	Unit title	GLH	Level	Credit	Obs	
Mandatory units – All units must be achieved from this group							
J/506/9775	UHB31	Cut men's hair using basic techniques	111	L2	12	6	
L/506/9776	UHB32	Cut facial hair to shape using basic techniques	42	L2	5	4	
R/506/9777	UHB33	Dry and finish men's hair	45	L2	5	3	
Y/506/9778	UHB34	Create basic outlines and detailing in hair	48	L2	6	3	
F/506/9368	UHB24	Advise and consult with clients	63	L2	8	5	
T/506/9383	UHB25	Shampoo, condition and treat the hair and scalp	40	L2	5	3	
L/506/9499	UHB26	Develop and maintain your effectiveness at work	26	L2	3	2	
Total			375		44		
Optional units – A minimum of 9 credits must be achieved from this group							
R/506/9360	UHB45	Relax hair	82	L2	9	2	
L/506/9762	UHB44	Assist with shaving services	39	L2	5	2	
H/506/9363	UHB58	Colour and lighten men's hair	122	L2	14	4	
M/506/9382	UHB46	Perm and neutralise hair	93	L2	10	2	
R/506/9374	UHB47	Plait and twist hair	42	L2	5	3	
M/506/9494	UHB48	Temporarily attach hair to enhance a style	30	L2	3	2	
R/506/9584	UHB49	Fulfil salon reception duties	47	L2	6	1	

What's different?

2010 NVQ GLH = 333 GLH

2015 NVQ GLH = min GLH 452 – max GLH 497

2010 NVQ Credits = 37

2015 NVQ Credits = 53

New to the qualification:

Damaged hair has now been spilt into three categories – heat, chemical and environmental damage.

Assist with shaving services - is now a level two unit.

Create basic outlines and detailing in hair – replaces basic patterns in hair. This unit is about tidying the outside shape of a haircut and basic repetitive lines/detail in hair.

Colour men’s hair – four basic techniques that do not specify products and are open to interpretation/commercial practice; full head virgin, re-growth, partial head, highlights / lowlights.

Dry men’s hair – texture and brush drying now added to range.

Perming unit - now has a chemical re-arranger added to the range. 9’ section wind is now called a basic wind and can be ‘6’ or ‘9’ sections.

Removed from the qualification:

Independent H&S unit removed.

Give customers a positive impression of yourself and your organisation removed.

5. Level 3 NVQ Diploma in Hairdressing

Level 3 NVQ Diploma in Hairdressing				601/5889/X			
The learner must achieve a minimum of 68 credits , 43 from the mandatory section and 25 from the optional section min GLH 541 – max GLH 618							
QN Code	Code	Unit title	GLH	Level	Credit	Obs	
Mandatory Group							
Mandatory units – All units must be achieved from this group							
K/506/9378	UHB27	Creatively style and dress hair	60	L3	7	6	
H/506/9783	UHB28	Creatively cut hair using a combination of techniques	121	L3	14	6	
K/506/9364	UHB29	Creatively colour and lighten hair	121	L3	14	6	
A/506/9367	UHB30	Provide client consultation services	68	L3	8	5	
Total			370		43		
Optional Group							
Optional units – A minimum of 25 credits must be achieved from this group							
Y/506/9361	UHB50	Provide a variety of relaxing services	82	L3	9	4	
M/506/9365	UHB51	Hair colour correction services	137	L4	15	4	
M/506/9379	UHB52	Provide creative hair extension services	72	L3	8	3	
T/506/9366	UHB53	Create a variety of permed effects	88	L3	10	2	
H/506/9380	UHB54	Develop, enhance and evaluate your creative hairdressing skills	63	L4	9	1	
A/506/9585	UHB55	Provide specialist hair and scalp treatments	97	L4	12	4	
D/506/9586	UHB56	Contribute to the planning and implementation of promotional activities	61	L4	10	-	
H/506/9587	UHB57	Contribute to the financial effectiveness of the business	55	L3	7	-	
R/506/9584	UHB49	Fulfil salon reception duties	47	L2	6	1	
H/507/1095	UHB60	Cut men's hairstyles	60	L2	6	3	

What's different?

2010 NVQ GLH = min GLH 439 – max GLH 458

2015 NVQ GLH = min GLH 541 – max GLH 618

2010 NVQ Credits = 58

2015 NVQ Credits = 68

New to the qualification:

Damaged hair has now been split into three categories – heat, chemical and environmental damage.

Cut men’s hairstyles - this unit will provide a learner with sufficient knowledge and skills to cut men’s hairstyles and work as a unisex stylist but it is not equivalent to a full barbering unit. If a learner wants to work as a barber they are recommended to study a full barbering diploma. (VTCT bespoke unit and only sits in VTCT structures as an optional unit).

Reception unit - added to structure as optional unit.

Removed from the qualification:

Independent H&S unit removed.

Support customer improvements removed.

Provide specialist consultation services for hair and scalp conditions integrated into specialist hair and scalp services.

Promote additional services or products to customers removed.

6. Level 3 NVQ Diploma in Barbering

Level 3 NVQ Diploma in Barbering				601/5888/8			
The learner must achieve a minimum of 65 credits , 40 from the mandatory section and 25 from the optional section min GLH 530 – max GLH 645							
QN code	Code	Unit title	GLH	Level	Credit	Obs	
Mandatory Group							
Mandatory units – All units must be achieved from this group							
D/506/9779	UHB35	Creatively cut hair using a combination of barbering techniques	121	L3	14	6	
R/506/9780	UHB36	Design and create a range of facial hair shapes	60	L3	7	3	
F/506/9774	UHB37	Provide shaving services	110	L3	11	3	
A/506/9367	UHB30	Provide client consultation services	68	L3	8	5	
Total			359		40		
Optional Group							
Optional units – A minimum of 25 credits must be achieved from this group							
Y/506/9361	UHB50	Provide a variety of relaxing services	82	L3	9	4	
Y/506/9781	UHB59	Design and create patterns in hair	96	L4	12	3	
M/506/9365	UHB51	Hair colour correction services	137	L4	15	4	
H/506/9380	UHB54	Develop, enhance and evaluate your creative hairdressing skills	63	L4	9	1	
A/506/9585	UHB55	Provide specialist hair and scalp treatments	97	L4	12	4	
M/506/9382	UHB46	Perm and neutralise hair	93	L2	10	2	
H/506/9363	UHB58	Colour and lighten men's hair	122	L2	14	4	
D/506/9586	UHB56	Contribute to the planning, implementation and evaluation of promotional activities	61	L4	10	-	
H/506/9587	UHB57	Contribute to the financial effectiveness of the business	55	L3	7	-	
R/506/9584	UHB49	Fulfil salon reception duties	47	L2	6	1	

What's different?

2010 NVQ GLH = min GLH 334 - max GLH 368

2015 NVQ GLH = min GLH 530 - max GLH 645

2010 NVQ Credits = 47

2015 NVQ Credits = 65

New to the qualification:

Shaving unit is now mandatory.

Damaged hair has now been split into three categories – heat, chemical and environmental damage.

Reception unit - added to structure as optional unit.

Colour men's hair – now added to structure as optional unit. Four basic techniques that are not specific and are open to interpretation/commercial practice; full head virgin, re-growth, partial head, highlights / lowlights.

Dry men's hair – texture and brush drying added to range.

Perming unit - now added to structure as optional unit. Now has a chemical re-arranger added to the range. 9' section wind is now called a basic wind and can be '6' or '9' sections. Only two observations.

Removed from the qualification:

Independent H&S unit removed.

Support customer improvements removed.

Provide specialist consultation services for hair and scalp conditions integrated into specialist hair and scalp services.

Promote additional services or products to customers removed.

Provide face massage services removed.

7. FAQ's

1) The evidence requirements for the NVQs states that a learner must separate assessments by a period of at least two weeks which is recommended so that competence must be demonstrated on a consistent and regular basis.

This refers to learners who have failed attempts at assessment both practical and knowledge must take two weeks to revisit knowledge and skills before reassessment.

2) For the knowledge learning outcomes it states learners will be required to have a portfolio of evidence for all assessment criteria. Can these be oral questions and do the answers need to be recorded by the assessor?

Yes it can be oral questions and no you do not have to record the questions and answers. It can be any form of portfolio of evidence.

3) For the knowledge requirements it states learners are required to produce a portfolio of evidence for all the NOS statements listed. Can the evidence be just oral questions and exams? Or do we have to put together more evidence?

It is good practice for learners to use a variety of methods to demonstrate competence. This can be oral questioning and exams but it can also be practical demonstration of underpinning knowledge which is then referenced against criteria.

VTCT actively encourages holistic assessment for this qualification. The definition of holistic assessment is; naturally occurring evidence from learner assessments, which is captured and referenced across the unit/qualification, to avoid over assessment. One piece of evidence may be used to meet the requirements of more than one assessment criterion. This includes practical demonstration of underpinning knowledge.

An example of this is;

UC06 - Create an image based on a theme				
	Learning outcomes	Assessment Criterion	Evidence type	Portfolio reference
1	Be able to create an image based on a theme	1.1 Research themes for image	Assessor observation of research/product of research	Assessor initials
		1.2 Prepare self and work area	Assessor observation	Assessor initials
		1.3 Create an action plan for themed image	Action plan	Action plan reference number
		1.4 Create a mood board for the themed image	The mood board	Mood board reference number
		1.5 Create an image based on a theme	The total look – for a showcase event, competition or simple assessment	Either/or/all of the following - photograph, video footage, treatment/consultation plan reference number or assessors initials
		1.6 Evaluate image against original plan and mood board	Learners verbal evaluation to assessor or Short written evaluation on treatment/consultation plan	Assessor initials or treatment/consultation plan reference number
2	Know how to create an image based on a theme	2.1 Describe where and how to research themes for a themed look	The completed action plan, assessor observation of research / product of research	Assessor initials
		2.2 Identify the key points for the action plan	Completed action plan	Action plan reference number
		2.3 Describe the purpose of a mood board	The mood board and the assessor questioning the learner for confirmation of the purpose of the mood board.	Assessor initials

4) Unit CH4 colour has two exams. Are they both multiple choice or is one an assignment? If one is an assignment where do we find the marking guides and criteria? **Yes both papers are multiple choices. There are two papers because there are a high number of criteria tested in this unit; it has been split into two papers to make this easier for the learner.**

5) If a learner sits an exam and they gain 70% or above, does the exam still need topping up to 100%. **No you do not need to top up to 100% anymore.**