
Overview

This standard is about the basic skills of removing chemical relaxers and normalising relaxed hair. The work will be carried out under the direction of the Stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with relaxing services
- 2 remove chemical relaxers and normalise the hair

**Performance
criteria**

Maintain effective and safe methods when assisting with relaxing services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment when using chemical relaxers
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 keep your work area clean and tidy throughout the service
 - P8 use working methods that
 - P8.1 minimise the wastage of normalising shampoo
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and clients
 - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P10 follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 follow stylists' instructions throughout the service
 - P12 dispose of waste materials
 - P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove chemical relaxers and normalise hair

- You must be able to:
- P14 remove chemicals in a way which minimises the risk of damage to the hair and scalp
 - P15 ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
 - P16 adapt the water temperature, pressure and direction to protect the hair and



scalp condition

P17 leave the hair and scalp clean and free from chemicals and excess moisture

P18 refer any problems to the relevant person for action

P19 blot the hair to remove excess moisture prior to the application of

normalising products

P20 prepare and apply the **normalising products** following manufacturer's and stylist's instructions

P21 leave the hair free from all traces of the neutralising product

P22 apply and remove conditioner, when used, following the manufacturer's and stylist's instructions

Knowledge and understanding

Maintain effective and safe methods of working when assisting with relaxing services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available to yourself and clients
- K4 what is contact dermatitis and how to avoid developing it whilst assisting with relaxing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to position your tools, products and materials for ease of use
- K7 why it is important to keep your work area clean and tidy
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 your salon's and legal requirements for disposal of waste materials
- K10 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K11 the importance of following your stylist's instructions
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the person to whom you should report low levels of resources
- K14 your own limits of authority for resolving relaxing problems

Remove chemical relaxer and normalise hair

You need to know and understand:

- K15 the role and importance of:
 - K15.1 post relaxing treatments during the relaxing process
 - K15.2 normalising shampoos during the relaxing process
- K16 how low and high water pressure and temperature can affect the hair when removing relaxers
- K17 the importance of removing excess moisture prior to applying normalising

products

K18 the importance of ensuring the hair and scalp is clean and free from chemicals

K19 the importance of ensuring your working methods minimise the risk of chemicals being spread onto the client's skin, clothes and surrounding areas

K20 why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed

K21 the types and causes of problems that may occur when relaxing

Additional information

Scope/range related to performance criteria	1	Normalising products
	1.1	normalising shampoo
	1.2	post relaxer treatments

**Scope/range related
to knowledge and
understanding**

1. Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1. a willingness to learn
 - 1.2. the completion of services in a commercially viable time
 - 1.3. meeting both organisational and industry standards of appearance
 - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5. a flexible working attitude
 - 1.6. a team worker
 - 1.7. maintaining customer care
 - 1.8. a positive attitude
 - 1.9. a professional attitude
 - 1.10. good verbal and non-verbal communication skills
 - 1.11. the maintenance of effective, hygienic and safe working methods
 - 1.12. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13. adherence to workplace health, safety and security measures



Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1. meeting the salon's standards of behaviour
 - 1.2. greeting the client respectfully and in a friendly manner
 - 1.3. communicate with the client politely and courteously
 - 1.4. identifying and confirming the client's expectations
 - 1.5. responding promptly and positively to the clients' questions and comments
 - 1.6. keeping the client informed and reassured
 - 1.7. responding promptly to a client seeking assistance
 - 1.8. quickly locating information that will help the client
 - 1.9. dealing with problems within the scope of your responsibilities and job role
 - 1.10. show clients and colleagues respect at all times and in all circumstances
 - 1.11. quickly seeking assistance from a senior member of staff when required
 - 1.12. giving the client the information they need about the services or products offered by the salon

Glossary

1. Normalising Products

- 1.1 These are post-relaxing treatments and shampoos. They are sometimes also known as 'stabilisers' or 'neutralising' products for the relaxing process.

SKAAH1
Assist with relaxing services



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Overview

This standard is about the skill of shampooing and conditioning using massage techniques and products for different types of hair, following the instructions of a stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when shampooing and conditioning hair
- 2 shampoo hair and scalp
- 3 apply conditioners to the hair

**Performance
criteria**

Maintain effective and safe methods of working when shampooing and conditioning hair

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment, if required
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 keep your work area clean and tidy throughout the service
 - P8 use work methods that:
 - P8.1 minimise the wastage of products
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and others
 - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P10 follow stylists' instructions throughout the service
 - P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients
 - P13 complete the shampooing and conditioning service within a commercially viable time

Shampoo hair and scalp

- You must be able to:
- P14 use products and tools following the stylist's instructions
 - P15 use **massage techniques** suitable for your client's hair following stylist instructions
 - P16 adapt the water temperature, flow and direction to suit the needs of your

client's hair and the next part of the service

- P17 ensure your **massage techniques** achieve an even distribution of shampoo over the hair and scalp
- P18 leave your client's hair clean and free from shampoo and excess water
- P19 leave your client's hair tangle free and without damage to the hair and scalp
- P20 refer any problems to the relevant person

Apply conditioners to the hair

- You must be able to:
- P21 use **conditioning products** and tools following the stylist's instructions
 - P22 use **massage techniques** suitable for your client's hair following stylist's instructions
 - P23 monitor and time the development of the **conditioning products** and apply heat at the correct temperature, if required
 - P24 remove the **conditioning products** in a way that avoids disturbing the direction of the cuticle
 - P25 leave your client's hair clean and free from **conditioning products**, if required and excess water
 - P26 comb through your client's hair without causing damage to the hair and scalp, when required
 - P27 refer any problems to the relevant person

Knowledge and understanding

Maintain effective and safe methods of working when shampooing and conditioning hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available to yourself and clients
- K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the importance of using shampoos and conditioners cost effectively
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K10 the importance of following your stylist's instructions
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the person to whom you should report low levels of resources
- K14 your salon's expected service time for shampooing and conditioning

Shampooing and conditioning

You need to know and understand:

- K15 what may happen if instructions for shampooing and conditioning hair are not followed
- K16 how shampoo and water act together to cleanse the hair
- K17 how the build up of products can affect the hair, scalp and effectiveness of other services
- K18 how shampoos and conditioning products affect the hair and scalp
- K19 different types of shampoo and conditioning products and their effects

- K20 when and how to use different massage techniques when shampooing and conditioning different lengths of hair
- K21 how to shampoo and condition the hair and the potential consequences of doing this incorrectly
- K22 the types and causes of problems that can arise when shampooing and conditioning hair
- K23 the types of problems that should be reported and the person to whom they should be reported
- K24 the effects of water temperature on the scalp
- K25 the importance of removing shampoo and conditioner and excess water from the hair
- K26 the importance of detangling the hair from point to root
- K27 the importance of detangling the hair without causing damage to the hair and scalp
- K28 the importance of checking client comfort throughout the shampooing and conditioning process
- K29 how heat affects the hair during the conditioning treatment
- K30 how to use electrical heated equipment when conditioning hair

Additional information

Scope/range related to performance criteria	1	Massage techniques
	1.1	effleurage
	1.2	rotary
	1.3	friction
	1.4	petrissage
	2	Conditioning products
	2.1	surface
	2.2	penetrating
	1	

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **Behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Effleurage**

A gentle stroking movement.

2 **Rotary**

A firm circular movement using the pads of the fingers over the surface of the scalp

3 **Friction**

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.

4 **Petrissage**

Slow, firm, kneading movement

SKACHB10
Shampoo and condition hair



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SKACHB8

Remove hair extensions



Overview

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

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

The main outcomes of this standard are:

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

**Performance
criteria**

**Maintain effective and safe methods of working when removing hair
extensions**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the wastage of products
 - P7.2 minimise the risk of cross-infection
 - P7.3 make effective use of your working time
 - P7.4 ensure the use of clean resources
 - P7.5 minimise the risk of harm or injury to yourself and others
 - P7.6 minimise the risk of damage to tools and equipment
 - P8 ensure your personal hygiene, protection and appearance meets the accepted industry and organisational requirements
 - P9 follow stylists' instructions throughout the service
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials
 - P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove hair extensions

- You must be able to:
- P13 remove hair extensions in the sequence instructed by the hair extension specialist
 - P14 use the specified **removal tools and products** minimising damage to your client's hair
 - P15 ensure the **removal** process minimises the discomfort to your client



-
- P16 promptly refer any problems to the relevant person for action
 - P17 ensure the hair is free from unwanted extensions
 - P18 detangle your client's hair from point to root, minimising damage to the natural hair
 - P19 ensure the removal of the hair extensions is to the satisfaction of the hair extension specialist and ready for the next service

Knowledge and understanding

Maintain effective and safe methods of working when removing hair extensions

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out removal of hair extensions
- K6 why it is important to use personal protective equipment
- K7 why it is important to position your tools, products and materials for ease of use
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 your salon's and legal requirements for disposal of waste materials
- K13 the person to whom you should report low levels of resources
- K14 your own limits of authority for resolving problems

Remove hair extensions

You need to know and understand:

- K15 the importance of following your hair extension specialist's instructions
- K16 how to remove short term and long term hair extension systems
- K17 the importance of minimising damage to the clients natural hair during the removal process
- K18 the importance of ensuring client comfort and providing reassurance throughout the removal process
- K19 the types of tools and products to use when removing short term and long term

hair extension systems

K20 the hair growth cycle

K21 the potential consequences of excessive tension on the hair

K22 how wearing extensions beyond their recommended time period can affect the removal process

K23 the types of anxieties commonly experienced by clients undergoing the hair extension removal process such as natural hair shedding

Additional information

Scope/range related to performance criteria	1	Removal tools and products
	1.1	seam releasers
	1.2	scissors
	1.3	disconnectors
	1.4	solutions
	2	Removal
	2.1	short term extension systems
	2.2	long term extension systems

**Scope/range related
to knowledge and
understanding**

1. Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1. Health and Safety at Work Act
- 1.2. The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3. The Health and Safety (First Aid) Regulations
- 1.4. The Regulatory Reform (Fire Safety) Order
- 1.5. The Manual Handling Operations Regulations
- 1.6. The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7. The Electricity at Work Regulations
- 1.8. The Environmental Protection Act
- 1.9. The Management of Health and Safety at Work Regulations
- 1.10. The Health and Safety (Information for Employees) Regulations

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1. a willingness to learn
 - 1.2. the completion of services in a commercially viable time
 - 1.3. meeting both organisational and industry standards of appearance
 - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5. a flexible working attitude
 - 1.6. a team worker
 - 1.7. maintaining customer care
 - 1.8. a positive attitude
 - 1.9. a professional attitude
 - 1.10. good verbal and non-verbal communication skills
 - 1.11. the maintenance of effective, hygienic and safe working methods
 - 1.12. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13. adherence to workplace health, safety and security measures

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1. meeting the salon's standards of behaviour
 - 1.2. greeting the client respectfully and in a friendly manner
 - 1.3. communicate with the client politely and courteously
 - 1.4. identifying and confirming the client's expectations
 - 1.5. responding promptly and positively to the clients' questions and comments
 - 1.6. keeping the client informed and reassured
 - 1.7. responding promptly to a client seeking assistance
 - 1.8. quickly locating information that will help the client
 - 1.9. dealing with problems within the scope of your responsibilities and job role
 - 1.10. show clients and colleagues respect at all times and in all circumstances
 - 1.11. quickly seeking assistance from a senior member of staff when required
 - 1.12. giving the client the information they need about the services or products offered by the salon

Glossary

- 1 Short term hair extensions** (hair extensions which last anything between 24 hours and six weeks)
 - 1.1 sewn
 - 1.2 plaited
 - 1.3 rings
 - 1.4 tapes
 - 1.5 clip in hairpieces and additions
 - 1.6 taped weft
 - 1.7 cold bonding (latex)
 - 1.8 wefted hair – tracks/rows
 - 1.9 plaited corn rows

- 2 Long term hair extensions** (hair extensions which last six weeks plus)
 - 2.1 hot bonded or fusion
 - 2.2 micro ring or loop
 - 2.3 corn row based wefts
 - 2.4 corn row plaits

SKACHB8
Remove hair extensions



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Suite	Hairdressing and Barbering
Key words	Removing; hair extensions

SKACHB7

Assist with perming hair services



Overview

This standard is about the basic skills of removing chemicals and neutralising the hair as part of the perming process. The work will be carried out under the direction of the stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with perming services
- 2 remove chemicals as part of the perming process
- 3 neutralise hair as part of the perming process

**Performance
criteria**

Maintain effective and safe methods of working when assisting with perming services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 follow stylists' instructions throughout the service
 - P4 protect your client's clothing throughout the service
 - P5 wear personal protective equipment when using neutralising chemicals
 - P6 position your client to meet the needs of the service without causing them discomfort
 - P7 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P8 keep your work area clean and tidy throughout the service
 - P9 use working methods that:
 - P9.1 minimise the wastage of neutralising chemicals
 - P9.2 minimise the risk of cross-infection
 - P9.3 make effective use of your working time
 - P9.4 ensure the use of clean resources
 - P9.5 minimise the risk of harm or injury to yourself and clients
 - P10 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P12 dispose of waste materials
 - P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove chemicals as part of the perming process

- You must be able to:
- P14 remove chemicals in a way which minimises the risk of damage to the hair and following stylist's instructions
 - P15 ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
 - P16 adapt the water temperature, pressure and direction for client comfort and to

protect the hair

P17 leave the hair and scalp clean and free from chemicals and excess moisture

P18 refer any problems to the relevant person for action

P19 ensure the removal of chemicals is to the satisfaction of the stylist

Neutralise hair as part of perming process

- You must be able to:**
- P20 prepare the neutralising agent following manufacturer's and stylist's instructions
 - P21 apply the neutraliser evenly following manufacturer's instructions
 - P22 refer any problems to the relevant person for action
 - P23 time the neutralising process following the manufacturer's and stylist's instructions
 - P24 remove the rods without disturbing the curl formation
 - P25 leave the hair free from all traces of the neutraliser without disturbing the curl pattern
 - P26 apply and remove surface conditioner, when used, following the manufacturer's and stylist's instructions

Knowledge and understanding

Maintain effective and safe methods of working when assisting with perming services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the importance of following your stylist's instructions
- K4 the importance of checking you have understood the instructions given by the stylist
- K5 the range of protective clothing and products that should be available to yourself and clients
- K6 what contact dermatitis is, and how to avoid developing it whilst assisting with perming services
- K7 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K8 why it is important to keep your work area clean and tidy
- K9 the importance of minimising the wastage of perming chemicals
- K10 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K11 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 your salon's and legal requirements for disposal of waste materials
- K14 the person to whom you should report low levels of resources
- K15 your own limits of authority for resolving perming problems

Remove chemicals as part of the perming process

You need to know and understand:

- K16 how to remove chemicals in a way which minimises the risk of damage to the hair
- K17 the importance of ensuring your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
- K18 why you would adapt the water temperature, pressure and direction to

support client comfort and to protect the hair

- K19 the importance of leaving the hair and scalp clean and free from chemicals and excess moisture

Neutralise hair as part of perming process

You need to know
and understand:

- K20 the role and importance of neutralising in the perming process
- K21 the importance of accurate timing when neutralising perms
- K22 why it is important to handle the hair in the direction of the wind when rinsing and blotting
- K23 how water pressure can affect the hair when removing neutralisers in the perming process
- K24 the importance of thoroughly rinsing out product
- K25 the importance of following manufacturer's instructions for the specific perming and neutralising products in your salon
- K26 the importance of remove the rods without disturbing the curl formation
- K27 the importance of checking client comfort throughout the neutralising process
- K28 the types and causes of problems that may occur when neutralising perms

Additional information

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

SKACHB7
Assist with perming hair services



Developed by	SkillsActive
Version number	2
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Indicative review date	April 2018
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Originating organisation	SkillsActive
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Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Assisting; perming



Overview

This standard is about using basic plaiting and twisting techniques following the instructions of the stylist. A good degree of manual dexterity will be necessary.

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

The main outcomes of this standard are:

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

Performance criteria

Maintain effective and safe methods of working when plaiting and twisting

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the risk of damage to tools
 - P7.2 minimise the wastage of **products**
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P8 ensure your personal standards of hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow stylists' instructions throughout the service
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P11 dispose of waste materials
 - P12 complete the plaiting and twisting service within a commercially viable time

Plait and twist hair

- You must be able to:
- P13 prepare your client's hair following instructions from the stylist
 - P14 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P15 part the sections cleanly and evenly to achieve the direction of the **plaits and twists**
 - P16 secure any hair not being plaited or twisted to keep each section clearly



- visible
- P17 maintain a suitable and even tension throughout the plaiting and twisting process
 - P18 control and secure your client's hair, when necessary
 - P19 apply suitable **products**, when used, to meet manufacturers' and stylist's instructions
 - P20 consult with your client during the plaiting and twisting process to ensure the tension is comfortable
 - P21 adjust the tension of **plaits**, when necessary, avoiding damage to the hair and minimising discomfort to your client
 - P22 ensure the direction and balance of the finished **plait(s) and twists** meets your stylist's instructions
 - P23 confirm your client's satisfaction with the finished look

Knowledge and understanding

Maintain effective and safe methods of working when plaiting and twisting hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 why it is important to avoid cross-infection and infestation
- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K8 why it is important to position your tools for ease of use
- K9 methods of cleaning, disinfecting and/or sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for plaiting and twisting hair

Plait and twist hair

You need to know and understand:

- K15 the importance of following your stylist's instructions
- K16 the importance of checking you have understood the instructions given by the stylist
- K17 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K18 the importance of sectioning hair accurately when plaiting and twisting
- K19 the potential consequences of excessive tension on the hair
- K20 how to identify the signs of traction alopecia



-
- K21 how hair texture affects the plaiting process and styling possibilities
 - K22 how to create cornrows, a French plait and two strand twists
 - K23 how to handle the hair when plaiting and twisting to maintain a correct and even tension
 - K24 how to adjust the tension of plaits
 - K25 methods of securing the completed plait and twists
 - K26 the types of products available for use with plaits and twists and when you would use them
 - K27 the importance of using products economically
 - K28 the importance of checking client comfort throughout the process

Additional information

**Scope/range related
to performance
criteria**

1. **Products**
 - 1.1 sprays
 - 1.2 oils
 - 1.3 moisturisers
 - 1.4 gels

2. **Plaits and twists**
 - 2.1 multiple cornrows
 - 2.2 French plait
 - 2.3 two strand twists

**Scope/range related
to knowledge and
understanding**

- | | |
|------|---|
| 1 | Health and safety |
| | your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Traction alopecia**

The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting

2 **Cornrow**

A three strand plait which sits on top of its base. This is also known as a canerow.

3 **French plait**

This is known as a Congo plait or Guinea plait. It is a single, inverted plait.

SKACHB6

Plait and twist hair using basic techniques



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Suite	Hairdressing and Barbering
Key words	basic plaiting techniques; twisting techniques

Overview

This standard is about carrying out basic blow drying techniques using tools and products following the instructions of the stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when blow drying hair
- 2 blow dry hair

**Performance
criteria**

Maintain effective and safe methods of working when blow drying hair

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position, whilst working, minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the wastage of products
 - P7.2 minimise the risk of damage to **tools** and equipment
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow stylists' instructions throughout the service
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

Blow dry hair

- You must be able to:
- P11 confirm **blow drying** instructions with your stylist prior to starting the service
 - P12 apply products, if required, following your stylist's instructions
 - P13 control your **tools** and equipment to minimise the risk of damage to the **hair** and client discomfort
 - P14 check your client is comfortable during the **blow drying** process
 - P15 use your **tools** and equipment effectively to achieve the required result
 - P16 control your client's **hair** during the **blow drying** process
 - P17 take sections of **hair** which suit the size of styling **tools**

-
- P18 maintain an even tension throughout the **blow drying** process
 - P19 keep the **hair** damp throughout the **blow drying** process
 - P20 ensure the finished result meets with your stylist's instructions

Knowledge and understanding

Maintain effective and safe methods of working when blow drying hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 your salon's requirements for the disposal of waste
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
- 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 position your tools, products and materials for ease of use
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 your salon's and legal requirements for disposal of waste materials
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of following your stylist's instructions
- K13 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K14 methods of cleaning, disinfecting and sterilisation used in salons
- K15 your salon's expected service times for basic blow drying services

Blow dry hair

You need to know and understand:

- K16 the types and purposes of blow drying products
- K17 the range of flat and round brushes available for blow drying
- K18 why and how to use flat and round brushes to create volume, movement and to straighten hair
- K19 why the direction of the airflow is important to achieve the desired look and avoid damage to the cuticle

-
- K20 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
 - K21 the importance of checking client comfort throughout the blow drying process
 - K22 methods of handling and controlling hair sections during the blow drying process
 - K23 how the incorrect application of heat can affect the hair and scalp
 - K24 the basic structure of the hair
 - K25 the effects of humidity on the hair

Additional information

Scope/range related to performance criteria	1	Tools
	1.1	flat brushes
	1.2	round brushes
	2	Hair
	2.1	above shoulder length
	2.2	below shoulder length
	3	Blow drying
	3.1	creating volume
	3.2	straightening
	3.3	creating movement

**Scope/range related
to knowledge and
understanding**

- | | |
|------|---|
| 1 | Health and safety |
| | your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 good verbal and non-verbal communication skills
 - 1.10 the maintenance of effective, hygienic and safe working methods
 - 1.11 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.12 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Disinfection**

1.1 Inhibits the growth of disease causing microorganisms (except spores) using chemical agents

2 **Sterilisation**

2.1 The total destruction of microorganisms

SKACHB5
Blow dry hair



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Originating organisation	SkillsActive
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Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	blow drying; hair; hairdressing



Overview

This standard is about the basic skills of removing colouring and lightening products. The work will be carried out under the direction of the stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with colouring and lightening services
- 2 remove colouring and lightening products

Performance criteria

Maintain effective and safe methods of working when assisting with colouring and lightening services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment when removing **products**
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 keep your work area clean and tidy throughout the service
 - P8 use working methods that:
 - P8.1 minimise the wastage of **products**
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and clients
 - P9 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P11 follow stylists' instructions throughout the service
 - P12 dispose of waste materials
 - P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Remove colouring and lightening products

- You must be able to:
- P14 remove **products** and materials in a way which minimises the risk of damage to the hair and follow stylist's instructions
 - P15 ensure your working methods minimise the risk of colour and lightener being spread to the client's skin, clothes and surrounding areas
 - P16 leave the hair and scalp clean and free from **products** and excess moisture
 - P17 refer any problems to the relevant person for action

SKACHB4

Assist with hair colouring and lightening services



P18 leave the hair tangle-free without causing damage to hair or scalp

P19 ensure the removal of **products** is to the satisfaction of the stylist and the client

Knowledge and understanding

Maintain effective and safe methods of working when assisting with colouring and lightening services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 the current legal requirements and guidance relating to age restrictions for colouring and lightening services
- K3 your salon's requirements for client preparation
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 what contact dermatitis is, and how to avoid developing it whilst assisting with hair colouring and lightening services
- K7 why it is important to keep your work area clean and tidy
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 why it is important to position your tools, products and materials for ease of use
- K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of following your stylist's instructions
- K13 your salon's and legal requirements for disposal of waste materials
- K14 the person to whom you should report low levels of resources
- K15 your own limits of authority for resolving colouring problems

Remove colouring and lightening products

You need to know and understand:

- K16 the importance of removing products and materials in a way that minimises the risk of damage to the hair and scalp
- K17 the importance of using working methods that prevent the spread of colouring products being spread onto the client's skin, clothes and surrounding areas
- K18 the importance of emulsifying permanent colouring products as part of the

removal process

- K19 the types and causes of problems that may occur when removing colouring and lightening products and materials from the hair
- K20 the importance of thoroughly rinsing products and leaving the hair tangle free
- K21 the importance of checking the product removal is to the satisfaction of the stylist and client

Additional information

Scope/range related to performance criteria **1 Products**

- 1.1 semi-permanent
- 1.2 quasi-permanent
- 1.3 permanent
- 1.4 lightening

**Scope/range related
to knowledge and
understanding**

- | | |
|------|--|
| 1 | Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary**1 Lightening products**

Products that lighten the natural pigments in the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners

2 Quasi-permanent colour

Colouring products which should be treated as permanent colours in terms of testing and future services. These products are mixed with oxidisers such as low strength hydrogen peroxide and are normally expected to last up to 12 shampoos, depending on the porosity of the hair

3 Semi-permanent colour

Colour to which no oxidiser is added and which is normally expected to last up to 8 shampoos depending on the porosity of the hair

SKACHB4
Assist with hair colouring and lightening services



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Suite	Hairdressing and Barbering
Key words	hairdressing; colouring hair; lightening hair

SKACHB3

Assist with salon reception duties



Overview

This standard is about assisting with salon reception duties. You will have to show you can keep the reception area neat and tidy, greet people entering the salon, deal with their questions and make straightforward appointments. Using good communication skills when people come into the salon, or telephone the salon, is a very important part of this standard.

To carry out this standard, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance.

The main outcomes of this standard are:

- 1 maintain the reception area
- 2 attend to clients and enquiries
- 3 help to make appointments for salon services

**Performance
criteria**

Maintain the reception area

- You must be able to:
- P1 keep the reception area clean and tidy at all times
 - P2 keep product displays clean, neat and tidy at all times
 - P3 report low levels of reception stationery and retail products on display to the relevant person
 - P4 remove any faulty products from display and report them to the relevant person
 - P5 offer clients hospitality following your salon's client care policies

Attend to clients and enquiries

- You must be able to:
- P6 treat all people making **enquiries** in a positive and polite manner
 - P7 identify the purpose of the enquiry
 - P8 confirm appointments and inform the relevant member of staff
 - P9 refer any **enquiries** you cannot deal with to the relevant person for action
 - P10 record messages and pass them to the relevant person at the right time
 - P11 give all information clearly and accurately
 - P12 give confidential information only to authorised people

Help to make appointments for salon services

- You must be able to:
- P13 deal with all requests for **appointments**
 - P14 identify client requirements
 - P15 check the client has had relevant tests when making **appointments**
 - P16 arrange for the client to have relevant tests, when necessary within the limits of your own authority
 - P17 make **appointments** within the limits of your own authority to satisfy the client and salon requirements
 - P18 promptly pass requests for **appointments** outside your own authority to the relevant person for action
 - P19 confirm **appointment details** are correct and acceptable to the client
 - P20 ensure all **appointment details** are accurate, recorded in the right place and easy to read

Knowledge and understanding

Maintain the reception area

You need to know and understand:

- K1 your salon's procedures for:
 - K1.1 maintaining the reception area
 - K1.2 client care at reception
- K2 the limits of your authority when maintaining the reception areas
- K3 how to identify any faults in retail products such as damage and loose packaging
- K4 what and how much reception stationery should be kept at your reception area

Attend to clients and make appointments for salon services

You need to know and understand:

- K5 the importance to the salon's business of effective communication
- K6 how and when to ask questions
- K7 how to speak clearly in a way that suits the situation
- K8 how to show you are listening closely to what people are saying to you
- K9 how to adapt what you say to suit different situations
- K10 how to show positive body language
- K11 your salon's procedures for:
 - K11.1 maintaining confidentiality
 - K11.2 taking messages
 - K11.3 making and recording appointments
 - K11.4 carrying out tests
- K12 the limits of your authority when:
 - K12.1 attending to people and enquiries
 - K12.2 making appointments
 - K12.3 carrying out tests
- K13 the importance of confirming and making appointments correctly
- K14 the importance of taking messages and passing them on to the right person at the right time
- K15 who to refer to with different types of enquiries
- K16 the person in your salon to whom you should refer reception problems
- K17 the importance of checking that clients have had tests for specific services

SKACHB3

Assist with salon reception duties



-
- K18 the confidentiality requirements within the Data Protection Act
 - K19 the consequences of breaking confidentiality
 - K20 the services available and their duration
 - K21 the products available for sale and their cost

Additional information

**Scope/range related
to performance
criteria**

- 1 **Enquiries**
 - 1.1 face to face
 - 1.2 by telephone

- 2 **Appointments**
 - 2.1 face to face
 - 2.2 by telephone

- 3 **Appointment details**
 - 3.1 client's name and contact details
 - 3.2 service
 - 3.3 date
 - 3.4 time
 - 3.5 member of staff booked for service

Values

- 1 The following key **values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual:
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the client's questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the client any reasons why their needs or expectations cannot be met

Glossary

Confidential information

May include personal aspects of conversations with clients, personal aspects of conversations with colleagues, contents of client records, client and staff personal details such as addresses and telephone numbers, financial aspects of the business, gossip.

Limits of own authority

The extent of your responsibility as determined by your own job description and workplace policies.

Personal presentation

This includes personal hygiene; use of personal protection equipment; clothing and accessories suitable to the particular workplace.

Relevant person

An individual deemed responsible for supervising you during a given task or service or the person to whom you normally report such as your line manager. In these particular Standards, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Tests

A test will determine if a client is suitable for a particular service such as a skin test which identifies if the client is allergic to a product or chemical.

SKACHB3
Assist with salon reception duties



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Suite	Hairdressing and Barbering
Key words	Assist; salon; reception



Overview

This standard is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning what happens within your job role.

To carry out this standard, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 develop effective working relationships with clients
- 2 develop effective working relationships with colleagues
- 3 develop yourself within the job role

Performance criteria

Develop effective working relationships with clients

- You must be able to:
- P1 communicate with clients according to organisational procedures
 - P2 handle client belongings with care and return them when required
 - P3 refer any client concerns to the relevant person
 - P4 maintain client comfort and care to the satisfaction of the client
 - P5 meet your salon's standards for appearance and behaviour

Develop effective working relationships with colleagues

- You must be able to:
- P6 ask for help and information from your colleagues, when necessary
 - P7 respond to all requests for assistance
 - P8 make sure the timing of your assistance to colleagues ensures the smooth running of the salon
 - P9 give the type of assistance to your colleagues which meets your job responsibilities
 - P10 pass up tools and materials in a way to ensure the smooth delivery of the service
 - P11 report any problems likely to affect salon services to the relevant person

Develop yourself within the job role

- You must be able to:
- P12 identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
 - P13 find out more information from **relevant people** to perform a task when the instructions you have are unclear
 - P14 ask for feedback from **relevant people** on your progress and how this can be improved
 - P15 ask your colleagues to help you learn if you find tasks difficult
 - P16 take **opportunities to learn** when they are available
 - P17 agree realistic self development targets with the relevant person
 - P18 regularly review your progress towards achieving your agreed targets
 - P19 use the results of your reviews to develop your future personal development plan

Knowledge and understanding

You need to know and understand:

Salon and legal requirements

- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 when you need to seek assistance, agreement with or permission from others
- K3 why it is important to work within your job responsibilities and what might happen if you do not do so
- K4 the standards of behaviour that are expected of you when working in the salon, including attendance and punctuality
- K5 your salon's standards for personal appearance
- K6 your salon's guidelines for client care and why they should be followed

Communication

You need to know and understand:

- K7 how to communicate in a clear, polite, confident way and why this is important
- K8 the questioning and listening skills you need in order to find out information
- K9 the different methods of communication
- K10 how to recognise when a client is angry and when a client is confused

Procedures and targets

You need to know and understand:

- K11 how to get information about your job, your work responsibilities and the standards expected of you
- K12 your salon's appeals and grievance procedures
- K13 your personal development targets and timescales
- K14 the importance of meeting your work targets

Improving your performance

You need to know and understand:

- K15 how to identify your own strengths and weaknesses
- K16 the importance of continuous professional development
- K17 who can help you identify and obtain opportunities for your development and training



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- K18 how using the National Occupational Standards can help you identify your development needs
 - K19 why good working relationships are important
 - K20 how to react positively to reviews and feedback and why this is important
 - K21 how to manage your time effectively
 - K22 who to report to when you have difficulties in working with others

Additional information

**Scope/range related
to performance
criteria**

- 1 **Opportunities to learn**
 - 1.1 active participation in training and development activities
 - 1.2 active participation in salon activities
 - 1.3 watching technical activities

- 2 **Relevant people**
 - 2.1 Work colleagues
 - 2.2 Clients
 - 2.3 Management

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **Behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

SKACHB2

Contribute to the development of effective working relationships



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Suite	Hairdressing and Barbering
Key words	Development; working relationships



Overview

This standard is about preparing for hairdressing and or barbering services and maintaining work areas.

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

The main outcomes of the standard are:

- 1 prepare for hair services
- 2 maintain the work area for hair services

**Performance
criteria****Prepare for hair services**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 wear personal protective equipment, when required
 - P4 set up materials, tools and equipment for hair services following the stylist's instructions
 - P5 make sure that materials, tools, equipment and work area are ready in time for the service
 - P6 make sure that all tools for hair services are cleaned using the correct methods
 - P7 obtain any client records in time for consultation by the stylist

Maintain the work area for hair services

- You must be able to:
- P8 dispose of hair and waste materials
 - P9 check and clean equipment according to manufacturers' instructions and your salon's requirements
 - P10 make sure that there are enough clean towels and gowns to last through the working day
 - P11 keep stocks of products and other items needed for hair services replenished to the levels required by your salon
 - P12 store records, materials and equipment in the required place
 - P13 clean work surfaces leaving the work area in a suitable condition for further services

Knowledge and understanding

Prepare for hair services

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 general salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment
- K3 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K4 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K5 why it is important to use personal protective equipment
- K6 the type of personal protective equipment available
- K7 your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment
- K8 what contact dermatitis is, and how to avoid developing it whilst carrying out services
- K9 how to clean, disinfect and sterilise different types of tools for the different hair services such as metals, plastic, wood, electrical
- K10 the difference between sterilising and disinfecting
- K11 the importance of the correct storage of client records in relation to the Data Protection Act
- K12 the importance of and reasons for keeping records of hair services

Maintain the work area for hair services

You need to know and understand:

- K13 the importance of following your stylist's instructions
- K14 the importance of checking you have understood the instructions given by the stylist
- K15 how to dispose of waste materials and products from hair services
- K16 the types of products, materials, tools and equipment required for hair services offered by your salon
- K17 how to set up materials, tools and equipment for the hair services offered by your salon



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- K18 how and where to store materials, tools and equipment
 - K19 the importance of following suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
 - K20 the importance of checking and replenishing stock items
 - K21 the condition in which the work area should be left ready for further services

Additional information

Scope/range related to knowledge and understanding

- | | |
|----------|--|
| 1 | <p>Health and safety</p> <p>your responsibilities for health and safety as defined by any specific legislation covering your job role</p> |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |



Values

- 1 The following Key Values underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary**1 Manufacturers' instructions**

Guidance issued by manufacturers' or suppliers' of products or equipment concerning their safe and efficient use.

2 Personal Protective Equipment (PPE)

You are required to use and wear the appropriate protective equipment or clothing when using or working with chemicals such as colours and perms. Protective gloves and aprons are the normal requirement for these types of activities

3 Salon requirements

Any hairdressing procedures or work rules issued by salon management

4 Sterilisation

The total destruction of microorganisms

5 Disinfection

Inhibits the growth of disease causing microorganisms (except spores) using chemical agents.

SKACHB1

Prepare for hair services and maintain work areas



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Suite	Hairdressing and Barbering
Key words	preparing hairdressing services; maintain work area

Overview

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

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

The main outcomes of this standard are:

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

**Performance
criteria**

Maintain effective and safe methods of working when styling and finishing hair

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 use working methods that:
 - P6.1 minimise the wastage of **products**
 - P6.2 minimise the risk of damage to tools, equipment and **heated styling equipment**
 - P6.3 minimise the risk of cross-infection
 - P6.4 make effective use of your working time
 - P6.5 ensure the use of clean resources
 - P6.6 minimise the risk of harm or injury to yourself and others
 - P6.7 promote environmental and sustainable working practices
 - P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P8 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P9 dispose of waste materials
 - P10 complete the service within a commercially viable time

Blow dry hair into shape

- You must be able to:
- P11 apply suitable **products**, when used, following manufacturers' instructions
 - P12 control your styling tools to minimise the risk of damage to the **hair length**, client discomfort and to achieve the desired look
 - P13 take sections of hair which suit the size of the styling tools
 - P14 maintain an even tension throughout the blow drying process
 - P15 keep the hair damp throughout the blow drying process

- P16 test the temperature of **heated styling equipment** throughout the service
- P17 control the **hair length** during the blow drying process taking account of **factors** influencing the service
- P18 use **tools and equipment** in a way that achieves the desired **blow dry finish**.

Finger dry hair into shape

- You must be able to:
- P19 apply suitable **products**, when used, following manufacturers' instructions
 - P20 keep the hair damp throughout the styling process
 - P21 control the hair during the styling process taking account of **factors** influencing the service
 - P22 ensure that finger drying achieves the direction, volume and balance for the desired look

Finish hair

- You must be able to:
- P23 use **heated styling equipment**, when necessary, that is at the correct temperature for your client's hair and the desired look
 - P24 control your use of **heated styling equipment**, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P25 take sections of hair which suit the size of the **heated styling equipment**, when used
 - P26 use back combing and back brushing techniques, when required, to achieve the desired look
 - P27 apply and use suitable **products**, when required, to meet manufacturers' instructions
 - P28 ensure the finished look takes into account relevant styling **factors** influencing the service
 - P29 ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
 - P30 confirm the client's satisfaction with the finished look.
 - P31 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when styling and finishing hair

You need to know and understand:

- 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 what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services
- 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 tools and equipment
- 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 why it is important to check electrical equipment used to aid the styling and finishing processes
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for styling and finishing hair

Blow dry and finger dry hair into shape

You need to know and understand:

- K18 why hair should be kept damp during the blow drying and finger drying process
- K19 the effects of humidity on hair

- K20 the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
- K21 the types of products and equipment used for styling and finishing hair
- K22 the manufacturers' instructions on the use of the specific styling and finishing products in your salon
- K23 why and how to use the different types of:
 - K23.1 styling brushes when blow drying
 - K23.2 attachments when blow drying
 - K23.3 heated styling equipment when styling and finishing
 - K23.4 products and when to apply them
- K24 current techniques for blow drying, finger drying and finishing hair
- K25 how different **factors** affect the styling process and the finished look
- K26 how to manage different hair lengths when styling the hair
- K27 how the finished result of blow drying is affected by:
 - K27.1 tension
 - K27.2 size of hair mesh
 - K27.3 size of brush
 - K27.4 the angle at which the brush is held
 - K27.5 not allowing the hair to cool before removing the hair mesh from the brush
- K28 why the direction of the air flow when drying is important to achieve the desired look
- K29 why hair needs to be sectioned for styling
- K30 how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement
- K31 the effects that can be achieved by curling on and off base

Finish hair

**You need to know
and understand:**

- K32 why temperature of equipment should be adapted to suit different hair types
- K33 how the incorrect application of heat can affect the hair and scale
- K34 why hair should be allowed to cool prior to finishing
- K35 when and how to apply different back combing and back brushing techniques to achieve the desired look

K36 the importance of providing **advice and recommendations** on the products and services provided in the salon

Additional information

**Scope/range related
to performance
criteria**

1 Products

- 1.1 heat protectors
- 1.2 sprays
- 1.3 mousse
- 1.4 creams
- 1.5 gels
- 1.6 serums
- 1.7 wax

2 Heated styling equipment

- 2.1 straighteners
- 2.2 tongs

3 Hair length

- 3.1 above shoulder
- 3.2 below shoulder
- 3.3 one length
- 3.4 layered

4 Tools and equipment

- 4.1 hand dryer
- 4.2 attachments
- 4.3 round brush
- 4.4 flat brush

5 Factors

- 5.1 hair characteristics

- 5.2 hair classifications
- 5.3 hair cut
- 5.4 hair growth patterns
- 5.5 head and face shape

6 Blow dry finish

- 6.1 straightening
- 6.2 smoothing
- 6.3 creating volume
- 6.4 creating movement
- 6.5 creating curl

7. Advice and recommendations

- 7.1 how to maintain their look
- 7.2 time interval between services
- 7.3 present and future products and services

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

2 Environmental and sustainable working practices

the different types of working methods that promote environmental and sustainable working practices

- 2.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 2.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- 2.3 reducing water usage and other resources
- 2.4 preventing pollution
- 2.5 using disposable items (easy dry towels)
- 2.6 using recycled, eco friendly furniture
- 2.7 using low chemical paint
- 2.8 using organic and allergy free hair products
- 2.9 using ultra-low ammonia hair colourants
- 2.10 using environmentally friendly product packaging
- 2.11 choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 Factors

how different factors affect the styling process and the finished look

- 3.1 hair characteristics
- 3.2 hair classifications
- 3.3 hair cut
- 3.4 hair growth patterns
- 3.5 head and face shape

4 Advice and recommendations

- 4.1 additional services
- 4.2 additional products

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

Behaviours

- 1 The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting the behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the clients' questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1 Hair classification (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to Styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2 Hair characteristics includes the following:

- 2.1 hair density
- 2.2 hair texture
- 2.3 hair elasticity
- 2.4 hair porosity
- 2.5 hair condition
- 2.6 hair growth patterns

SKACH1

Style and finish hair



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Suite	Hairdressing
Key words	style; finish

SKACB1

Assist with shaving services



Overview

This standard is about the basic skills of assisting with shaving services. The work will be carried out under the direction of the stylist.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with shaving services
- 2 prepare facial hair and skin for shaving services

**Performance
criteria**

Maintain effective and safe methods of working when assisting with shaving services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon requirements
 - P3 protect your client's clothing throughout the shaving service
 - P4 wear personal protective equipment when assisting with shaving service
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 follow stylists' instructions throughout the shaving service
 - P8 keep your work area clean and tidy throughout the shaving service
 - P9 use working methods that
 - P9.1 minimise the wastage of lathering products
 - P9.2 minimise the risk of cross-infection
 - P9.3 make effective use of your working time
 - P9.4 ensure the use of clean resources
 - P9.5 minimise the risk of harm or injury to yourself and clients
 - P10 ensure your personal hygiene protection and appearance meets accepted industry and organisational requirements
 - P11 follow workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products
 - P12 clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
 - P13 ensure hazardous waste is disposed of to meet legal and salon requirements
 - P14 ensure your personal standards of health and hygiene minimise the risk of cross-infection, cross-infestation and offence to your clients and colleagues
 - P15 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

Prepare facial hair and skin for shaving services

- You must be able to:
- P16 prepare hot and cold towels, following instructions of the stylist
 - P17 apply hot towels to suit the needs of the service and the comfort of your client, following the instructions from the stylist
 - P18 prepare **lathering products** so they are fit for use in time for the shaving service
 - P19 apply **lathering products** in a way that takes account of factors identified by the stylist
 - P20 apply **lathering products** in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
 - P21 use **lathering techniques** which achieve an even coverage of product to the areas to be shaved
 - P22 check client comfort throughout the shaving service
 - P23 inform the stylist when the client is ready for shaving
 - P24 refer any problems to the relevant person for action
 - P25 leave your client's skin free from **lathering products** after the shaving service
 - P26 cool your client's skin after shaving when face massage is not required
 - P27 leave your client's skin free from excess moisture at the end of the shaving service
 - P28 identify and report any potential problems that may occur when assisting with shaving services

Knowledge and understanding

Maintain effective and safe methods of working when assisting with shaving services

You need to know and understand:

- K1 your responsibilities for health and safety as defined by the specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the importance of using the correct type of barber's chair for shaving services
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the importance of following your stylist's instructions including effective use of your working time
- K8 the safety considerations which must be taken into account when using lathering products and hot towels
- K9 methods of working safely and hygienically which minimises the risk of cross infection and cross-infestation
- K10 what is contact dermatitis and how to avoid developing it whilst assisting with shaving services
- K11 why it is important to position your tools, products and materials for ease of use
- K12 suppliers and manufacturers instructions for the safe use of equipment, materials and products that you must follow
- K13 the importance of ensuring your personal hygiene protection and appearance meets accepted industry and organisational requirements
- K14 the importance of following workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- K15 how to clean, disinfect and or sterilise all tools and equipment immediately after the shaving service
- K16 how to ensure hazardous waste is disposed of to meet legal and salon requirements
- K17 when to replenish low levels of resources, to minimise disruption to your own work and to clients
- K18 the person you should report low levels of resources

Prepare facial hair and skin for shaving services

You need to know
and understand:

- K19 how to prepare and use hot and cold towels
- K20 the importance of applying hot towels to suit the needs of the shaving service and the comfort of your client, whilst following the instructions from the stylist
- K21 the effect of hot and cold towels on the skin and hair
- K22 how to prepare and use lathering products correctly so they are fit for use in time for the shaving service
- K23 how to apply lathering products in a way that takes account of factors identified by the stylist
- K24 the function of effleurage and petrissage massage techniques when lathering
- K25 when, why and how to use brush and massage techniques when applying lathering products
- K26 the importance of apply lathering products in a way that minimises the risk of the product being spread to your client's eyes, clothes and surrounding area
- K27 the importance of following manufacturers' instructions for the use of lathering products
- K28 the importance of lathering and its effect on skin and hair
- K29 why it is important to leave your client's skin free from lathering products after the shaving service
- K30 the importance of checking client comfort throughout the process
- K31 why timing is critical to the shaving service
- K32 the types and causes of problems that may occur when assisting with shaving services
- K33 your own limits of authority for shaving services

Additional information

Scope/range related to performance criteria	1	Lathering products
	1.1	creams
	1.2	oils
	1.3	gel
	1.4	soap
	2	Lathering techniques
	2.1	application by brush
	2.2	application by massage

**Scope/range related
to knowledge and
understanding**

- | | |
|------|---|
| 1 | Health and safety |
| | your responsibilities for health and safety as defined by any specific legislation covering your job role |
| 1.1 | Health and Safety at Work Act |
| 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| 1.3 | The Health and Safety (First Aid) Regulations |
| 1.4 | The Regulatory Reform (Fire Safety) Order |
| 1.5 | The Manual Handling Operations Regulations |
| 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| 1.7 | The Electricity at Work Regulations |
| 1.8 | The Environmental Protection Act |
| 1.9 | The Management of Health and Safety at Work Regulations |
| 1.10 | The Health and Safety (Information for Employees) Regulations |

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

- 1 **Massage techniques**
 - 1.1 **Effleurage:** A gentle stroking movement.
 - 1.2 **Petrissage:** Slow, firm, kneading movement

- 2 **Disinfection**
 - 2.1 Inhibits the growth of disease causing microorganisms (except spores) using chemical agents

- 3 **Sterilisation**
 - 3.1 The total destruction of microorganisms

SKACB1
Assist with shaving services



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