

---

### Overview

This standard is about carrying out relaxing services. To achieve this standard, you will need to show you have the ability to examine the hair and scalp, select and use suitable products and choose the correct application techniques.

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. maintain effective and safe methods of working when relaxing hair
2. prepare for relaxing hair
3. relax hair

**Performance  
criteria**

**Maintain effective and safe methods of working when relaxing 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 relaxing 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 clients
    - P7.6 promote environmental and sustainable working practices
  - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
  - P10 dispose of waste materials
  - P11 complete the relaxing service within a commercially viable time

**Prepare for relaxing hair**

- You must be able to:
- P12 ask your client questions to identify if they have any contra-indications to relaxing services
  - P13 record your client's responses to questioning
  - P14 conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
  - P15 record the outcomes of **tests** on the client's record card
  - P16 seek assistance from the relevant person when contra-indications and or

reactions to **tests** cause doubts as to the suitability of the relaxing service for your client

- P17 base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect
- P18 choose **products** and **tools** based on the **factors**, results of your **tests** and a consultation with your client
- P19 select, prepare and use relaxing **products** following the manufacturer's instructions
- P20 protect the hairline and scalp prior to the relaxing service

### Relax hair

- You must be able to:
- P21 apply a suitable pre-relaxing treatment
  - P22 section the hair, when required, cleanly and evenly to assist with the even **application** of the relaxer
  - P23 apply **products** taking into account the **factors** and results of your **tests** for the relaxing service
  - P24 use **tools** to avoid damage to the scalp
  - P25 apply the relaxer in a way that minimises the risk of the **product** being spread to your client's skin, clothes and surrounding area
  - P26 accurately time the **application** and development of the relaxer following manufacturer's instructions
  - P27 confirm the required degree of straightening has been achieved by taking strand **tests** on different areas of the head at suitable times throughout the **relaxing process**
  - P28 monitor the comfort of your client at regular intervals throughout the **relaxing process**
  - P29 remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer's instructions
  - P30 leave the relaxed hair free of all visible traces of relaxing **product**
  - P31 restore the hair's pH balance using a suitable post relaxing treatment
  - P32 normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
  - P33 resolve any problems occurring during the **relaxing process** within the limits of

---

your own authority

P34 refer problems you cannot resolve to the relevant person

P35 achieve the required degree of straightness that is anticipated

P36 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when relaxing 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 and **products** 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 methods of cleaning, disinfection and sterilisation used in salons
- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K8 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K9 the different types of working methods that promote **environmental and sustainable working practices**
- K10 your own limits of authority for resolving relaxing problems
- K11 the person you should report problems to that you cannot resolve
- K12 regulations in relation to the use of relaxing and normalising **products**
- K13 the safety considerations which must be taken into account when relaxing hair
- K14 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K15 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and **products** which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for the relaxing service

**Prepare for relaxing hair**

**You need to know and understand:**

- K18 the legal significance of client questioning and the recording of client's responses to questioning
- K19 the importance of identifying the hair **factors** through conducting a detailed

- hair and scalp examination
- K20 how the hair and scalp examination can affect the choice of **products**
  - K21 the types and purposes of tests
  - K22 when and how tests should be carried out and the expected results
  - K23 how the results of tests can influence the relaxing service
  - K24 potential consequences of failing to conduct tests
  - K25 why it is important to record test results
  - K26 the courses of action to take in the event of adverse reactions to tests
  - K27 how the contra-indications can affect the relaxing service
  - K28 the circumstances when hair may need to be cut prior to a service
  - K29 how to recognise Trichorrhexis Nodosa and how to deal with this condition
  - K30 how different **factors** affect your choice of relaxer
  - K31 the effects of relaxing **products** on the hair structure
  - K32 the effect of relaxers on white hair
  - K33 the active ingredients in relaxing **products**
  - K34 why different tools are used in the relaxing service and their effect on the hair and scalp
  - K35 the **factors** that should be considered when selecting sodium or non-sodium relaxing **products**
  - K36 the different types and strengths of available relaxers and when to use them
  - K37 the potential effects of using relaxing **products** on chemical services such as hair lightening
  - K38 the different types and use of pre and post relaxing treatments and when to use them
  - K39 the importance of following manufacturers' instructions when using relaxing **products**
  - K40 how to use scalp protectors and why they are important

### Relax hair

You need to know  
and understand:

- K41 the effects of relaxer pre and post treatments on the hair structure
- K42 how to texturise hair
- K43 the method of checking development when texturising
- K44 the method of checking relaxer development

- K45 the method and sequence of application of relaxing and normalising products
- K46 the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
- K47 how to adapt the water temperature, pressure and direction to protect the hair condition
- K48 how neutralising shampoos work and their effect on the hair structure
- K49 how the different influencing **factors** can affect the relaxing process
- K50 the effect of overlapping **products** on to previously chemically treated hair
- K51 why accurate timing and thorough rinsing of **products** is necessary
- K52 the effects and possible effects of temperature on relaxing **products**
- K53 how to deal with scalp irritation during the relaxing process
- K54 the importance and effects of restoring the hair's pH balance after the relaxing process
- K55 the importance of using **products** economically
- K56 types and causes of problems that can occur during the relaxing and texturising process
- K57 methods of resolving relaxing problems
- K58 the importance of providing **advice and recommendations** on the **products** and services provided in the salon

---

**Additional information**

**Scope/range related  
to performance  
criteria**

- |          |                                   |
|----------|-----------------------------------|
| <b>1</b> | <b>Products</b>                   |
|          | 1.1 scalp protectors              |
|          | 1.2 sodium relaxer                |
|          | 1.3 non-sodium relaxer            |
|          | 1.4 pre-relaxing treatments       |
|          | 1.5 post-relaxing treatments      |
|          | 1.6 normalising shampoo           |
| <b>2</b> | <b>Tests</b>                      |
|          | 2.1 elasticity                    |
|          | 2.2 porosity                      |
|          | 2.3 strand                        |
| <b>3</b> | <b>Tools</b>                      |
|          | 3.1 tail combs                    |
|          | 3.2 wide tooth combs              |
|          | 3.3 hands                         |
|          | 3.4 tint brushes                  |
| <b>4</b> | <b>Factors</b>                    |
|          | 4.1 hair characteristics          |
|          | 4.2 hair classifications          |
|          | 4.3 scalp condition               |
|          | 4.4 degree of relaxation required |
|          | 4.5 previous chemical services    |
|          | 4.6 length of re-growth           |
|          | 4.7 temperature                   |
|          | 4.8 time                          |

- 4.9 sequence of application
- 4.10 white hair
- 4.11 degree of product build-up
- 4.12 need to cut hair prior to relaxing

## 5 **Application**

- 5.1 top and bottom
- 5.2 top
- 5.3 hand

## 6 **Relaxing process**

- 6.1 virgin application
- 6.2 re-growth application between 4 to 8 weeks
- 6.3 re-growth application up to 12 weeks

## 7 **Advice and recommendations**

- 7.1 how to maintain their look
- 7.2 time interval between services
- 7.3 additional products
- 7.4 additional 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 Products**

- 2.1 scalp protectors
- 2.2 sodium relaxer
- 2.3 non-sodium relaxer
- 2.4 pre-relaxing treatments
- 2.5 post-relaxing treatments
- 2.6 normalising shampoo

**3 Environmental and sustainable working practices**

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

- 3.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 3.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)

- 3.3 reducing water usage and other resources
- 3.4 preventing pollution
- 3.5 using disposable items (easy dry towels)
- 3.6 using recycled, eco friendly furniture
- 3.7 using low chemical paint
- 3.8 using organic and allergy free hair products
- 3.9 using ultra-low ammonia hair colourants
- 3.10 using environmentally friendly product packaging
- 3.11 choosing responsible domestic products (Fairtrade tea and coffee)
- 3.12 encouraging carbon reducing journeys to work

#### 4 **Factors**

- 4.1 hair characteristics
- 4.2 hair classifications
- 4.3 scalp condition
- 4.4 degree of relaxation required
- 4.5 previous chemical services
- 4.6 length of re-growth
- 4.7 temperature
- 4.8 time
- 4.9 sequence of application
- 4.10 white hair
- 4.11 degree of product build-up
- 4.12 need to cut hair prior to relaxing

#### 5 **Advice and recommendations**

- 5.1 additional services
- 5.2 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 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**

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

3 **Contra-indications**

3.1 Conditions that indicate a service should not be carried out.

4 **Normalising Products**

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

5 **Texturising (using chemicals)**

5.1 A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable. This process is carried out on hair up to 5 cms (2 inches) in length.

SKAAH2  
Relax hair



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAATH10
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	relaxing services; prepare; normalise

---



### Overview

This standard is about the important skills of welcoming and receiving people entering the salon, handling enquiries, making appointments, dealing with client payments and generally maintaining the reception area. Dealing with people in a polite manner whilst questioning them to find out what they require forms an 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 and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 maintain the reception area
- 2 attend to clients and enquiries
- 3 make appointments for salon services
- 4 handle payments from clients

**Performance  
criteria**

**Maintain the reception area**

- You must be able to:
- P1 ensure the reception area is clean and tidy at all times
  - P2 maintain the agreed levels of reception stationery
  - P3 ensure that product displays have the right levels of stock at all times
  - P4 offer clients hospitality to meet your salon's client care policies

**Attend to clients and enquiries**

- You must be able to:
- P5 attend to **people** in a polite manner
  - P6 identify the purpose of **enquiries**
  - P7 confirm appointments informing the relevant person
  - P8 refer **enquiries** which cannot be dealt with to the relevant person for action
  - P9 record messages and pass them to the relevant person at the right time
  - P10 provide clear information
  - P11 give confidential information only to authorised people
  - P12 balance the need to give attention to individuals whilst ensuring others are not left without attention

**Make appointments for salon services**

- You must be able to:
- P13 deal with all requests for **appointments**
  - P14 identify client requirements for the service requested
  - P15 confirm the client has had relevant tests when scheduling appointments
  - P16 arrange for the client to have relevant tests, when necessary, within the limits of your own authority
  - P17 schedule appointments in a way that satisfies the client, the stylist and ensures the most productive use of salon time
  - P18 confirm that the appointment details are acceptable to the client
  - P19 record appointment details to meet your salon's requirements

---

### Handle payments from clients

- You must be able to:
- P20 calculate total charges for the client
  - P21 inform clients of charges
  - P22 visually inspect purchases for condition and quality as they are processed for payment
  - P23 establish the client's **method of payment** and acknowledge receipt of payments
  - P24 ensure accepted payments are correct
  - P25 record information about the sale to meet your salon's requirements
  - P26 gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept
  - P27 inform clients when authorisation cannot be obtained for non-cash payments
  - P28 identify and resolve, where possible, any **discrepancies** in payments within the limits of your own authority
  - P29 refer payment **discrepancies** which you cannot resolve to the relevant person for action
  - P30 give the correct change and issue receipts when required by clients
  - P31 follow cash point security procedures at all times
  - P32 identify and report low levels of change in time to avoid shortages

## 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 the importance of checking and identifying any defects in retail products
- 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
  - K11.5 dealing with suspected fraud
  - K11.6 authorising non-cash payments when these are 'over limit'
  - K11.7 personal safety
- K12 the limits of your authority when:
  - K12.1 attending to people and enquiries
  - K12.2 making appointments
  - K12.3 carrying out tests
  - K12.4 dealing with payments and discrepancies
- K13 the importance of confirming and making appointments correctly
- K14 the types of information required to make an appointment
- K15 the common systems available for making appointments such as manual and

electronic

- K16 the importance of taking messages and passing them on to the right person at the right time
- K17 who to refer to with different types of enquiries
- K18 the person in your salon to whom you should refer reception problems
- K19 the importance of checking that clients have had tests for specific services
- K20 relevant rights, duties and responsibilities relating to the Sale of Goods and Services Act and the Data Protection Act
- K21 the consequences of breaking confidentiality
- K22 the services available and their duration and cost
- K23 the products available for sale and their cost
- K24 how to identify any current discounts and special offers such as 2-for-1 offers and vouchers
- K25 how to balance giving the correct amount of attention to individual clients whilst maintaining a responsibility towards other clients in busy trading periods

### **Handle Payments from Clients**

You need to know and understand:

- K26 common methods of calculating payments including point of sale technology and physical calculations
- K27 how to keep cash and other payments safe and secure
- K28 the types of payment that you are authorised to accept
- K29 how to gain electronic authorisation for payment cards
- K30 how to identify and deal with discrepancies:
  - K30.1 counterfeit payments
  - K30.2 invalid currency
  - K30.3 suspected stolen cheques, credit cards and payment cards
  - K30.4 invalid card
  - K30.5 incorrect completion of cheque
  - K30.6 payment disputes
- K31 how to deal with customers offering suspect tender or suspect non-cash payments
- K32 consequences of failure to handle payments correctly

---

**Additional information**

**Scope/range related  
to performance  
criteria**

**1 People**

- 1.1. who have different needs and expectations
- 1.2. who have a complaint

**2 Enquiries**

- 2.1. in person
- 2.2. by telephone
- 2.3. electronically

**3 Appointments**

- 3.1. in person
- 3.2. by telephone

**4 Methods of payment**

- 4.1. cash
- 4.2. none cash payment



---

**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**

**1 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.

**2 Limits of own authority**

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

**3 Personal presentation**

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

**4 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.

**5 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.

SKACHB13  
Fulfil salon reception duties



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAG4
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	salon; reception duties

---



---

**Overview**

This standard is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.

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 improve your personal performance at work
- 2 work effectively as part of a team

**Performance  
criteria**

**Improve your personal performance at work**

- You must be able to:
- P1 identify your own strengths and weaknesses and discuss them with the relevant person
  - P2 find out more information from relevant people to perform a task when the instructions you have are unclear
  - P3 seek feedback from relevant people about how you can improve your performance
  - P4 ask your colleagues for help and take **opportunities to learn** when they are available
  - P5 seek help from relevant people when you are unable to obtain learning opportunities relating to your work
  - P6 regularly review developments in hairdressing and related areas
  - P7 agree realistic work **targets** with the relevant person
  - P8 regularly review your progress towards achieving your agreed **targets**
  - P9 use the results of your reviews to develop your future personal development plan

**Work effectively as part of a team**

- You must be able to:
- P10 agree ways of working together to achieve objectives
  - P11 ask for help and information from your colleagues, when necessary
  - P12 respond to requests for assistance from colleagues
  - P13 anticipate the needs of others and offer **assistance** within your capabilities
  - P14 make effective use of your time throughout your working day
  - P15 report problems likely to affect salon services to the relevant person
  - P16 **resolve misunderstandings with your colleagues**

## Knowledge and understanding

### Improve your personal performance at work

#### You need to know and understand:

- K1 your job role and responsibilities and how this relates to the role of other team members
- K2 how to get information about your job, your work responsibilities and the standards expected of you
- K3 how to find out relevant information about other people's areas of responsibility
- K4 why it is important to work within your job responsibilities and what might happen if you do not do so
- K5 how to identify your own strengths and weaknesses
- K6 the importance of meeting your personal development and productivity targets and timescales
- K7 the importance of continuous professional development and how it affects your job role
- K8 who can help you identify and obtain opportunities for your development and training
- K9 the limits of your own authority and that of others in relation to giving assistance
- K10 the standards of behaviour that are expected of you when working in the salon
- K11 your salon's appeals and grievance procedures
- K12 the commercially viable range of times for the performance of hairdressing services offered
- K13 how using the National Occupational Standards can help you identify your development needs
- K14 how to maintain awareness of current and emerging trends and developments within the industry and why this is important
- K15 the importance of continually using and updating your own personal plan

### Work effectively as part of a team

#### You need to know and understand:

- K16 why harmonious working relationships are important
- K17 how to react positively to reviews and feedback and why this is important
- K18 support co-operative ways of working such as anticipate the needs of others for



---

information and support and show that you are willing to help resolve disagreements

K19 how to manage your time effectively

K20 who to report to when you have difficulties in working with others

K21 how to deal with relationship difficulties and conflicts when working with others

K22 the questioning and listening skills you need in order to find out information

---

**Additional information**

**Scope/range related  
to performance  
criteria**

**1 Opportunities to learn**

- 1.1. from colleagues and other relevant people
- 1.2. active participation in training and development activities
- 1.3. active participation in salon activities

**2 Targets**

- 2.1. productivity
- 2.2. personal development

**3 Assistance**

- 3.1. on a one-to-one basis
- 3.2. in a group

---

**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

---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAG8
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	Develop; maintain; effectiveness

---



### Overview

This standard is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included.

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 maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp
- 2 shampoo, condition and treat the hair and scalp

**Performance  
criteria**

**Maintain effective and safe methods of working when shampooing,  
conditioning and treating the hair and scalp**

- 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 working methods that:
    - P8.1 minimise the risk of damage to tools
    - 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
    - P8.6 promote environmental and sustainable working practices
  - 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 dispose of waste materials
  - P12 complete the service within a commercially viable time

**Shampoo, condition and treat the hair and scalp**

- You must be able to:
- P13 ask your client questions to identify if they have contra-indications to hair and scalp treatment services
  - P14 use products, tools and equipment suitable for your client's **hair condition** and **scalp condition**
  - P15 adapt your **shampooing massage techniques** to meet the needs of your client's:

- P13.1 hair length and density
- P13.2 **hair condition** and **scalp condition**
- P16 adapt your **shampooing massage techniques** to ensure your client's comfort
- P17 adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
- P18 comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
- P19 apply **conditioning products** to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- P20 adapt your **conditioning massage techniques** to meet the needs of your client's **hair condition** and **scalp condition** and following manufacturer's instructions
- P21 monitor and time the development of the **conditioning product** and apply heat at the correct temperature, if required
- P22 remove the **conditioning product**, if required, in a way that avoids disturbing the direction of the cuticle
- P23 leave your client's hair and scalp:
  - P23.1 clean and free from **conditioning products**, if required
  - P23.2 free of excess water
- P24 comb through your client's hair without causing damage to the hair and scalp
- P25 give your client **advice and recommendations** on the service provided

## 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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
- K6 why it is important to keep your work area clean and tidy
- K7 why it is important to avoid cross-infection and infestation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 methods of cleaning, disinfecting and 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 different types of working methods that promote **environmental and sustainable working practices**
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's service times for shampooing, conditioning and treating the hair

## Shampoo, condition and treat the hair and scalp

### You need to know and understand:

- K17 how to identify **hair and scalp conditions** and their causes
- K18 how and why the contra-indications can affect the service
- K19 how different **hair and scalp conditions** can affect the selection of

- shampooing, conditioning and treatment products
- K20 how shampoo and water act together to cleanse the hair
  - K21 when and how massage techniques should be used when conditioning different lengths and densities of hair
  - K22 the effects of water temperature on the scalp and structure of the hair
  - K23 the importance of de-tangling the hair from point to root
  - K24 how the pH value of the products used affects the current state of the hair
  - K25 how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
  - K26 how shampoos and conditioning products affect the hair and scalp
  - K27 types of available shampooing and conditioning products and equipment
  - K28 when and how to use different shampooing, conditioning and treatment products
  - K29 when the shampooing process should be repeated
  - K30 what may happen if the incorrect shampooing and conditioning products are used
  - K31 when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
  - K32 the purpose and benefits of scalp massage
  - K33 how to use and handle equipment used during conditioning and treatment processes
  - K34 the importance of removing conditioning and treatment products, when required
  - K35 the importance of removing excess water from the hair at the end of the service
  - K36 how heat affects the hair during the conditioning treatment
  - K37 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Hair condition</b>
	1.1	damaged
	1.2	product build up
	1.3	normal
	1.4	oily
	1.5	dry
	<b>2</b>	<b>Scalp condition</b>
	2.1	dandruff affected
	2.2	oily
	2.3	dry
	2.4	product build up
	2.5	normal
	<b>3</b>	<b>Shampooing massage techniques</b>
	3.1	effleurage
	3.2	rotary
	3.3	friction
	<b>4</b>	<b>Conditioning products</b>
	4.1	surface
	4.2	penetrating
	4.3	scalp treatment
<b>5</b>	<b>Conditioning massage techniques</b>	
5.1	effleurage	
5.2	petrissage	

**6 Advice and recommendations**

- 6.1 correct detangling techniques
- 6.2 suitable shampoos, conditioning products
- 6.3 time interval between services
- 6.4 present and future products and services

<b>Scope/range related to knowledge and understanding</b>	<b>1</b>	<b>Health and safety</b>
		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
	<b>2</b>	<b>Environmental and sustainable working practices</b>
		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 Hair and scalp conditions**

3.1 damaged

3.2 product build up

3.3 normal

3.4 oily

3.5 dry

3.6 dandruff affected

**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 excellent verbal and non-verbal communication skills
  - 1.12 the maintenance of effective, hygienic and safe working methods
  - 1.13 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 Conditioning products (examples)**

These can include:

- 1.1 surface conditioners, including leave-in
- 1.2 penetrating conditioners, including leave-in
- 1.3 scalp treatments, including leave-in

**2 Massage techniques**

- 2.1 **Effleurage** - a gentle stroking movement.
- 2.2 **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.
- 2.3 **Petrissage** - slow, firm, kneading movement
- 2.4 **Rotary** - a firm circular movement using the pads of the fingers over the surface of the scalp.

# SKACHB11

## Shampoo, condition and treat the hair and scalp



<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH8
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	Shampoo; condition; treat; hair; scalp

---

**Overview**

This standard is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this standard.

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

The main outcomes of this standard are:

- 1 identify the requirements of the client
- 2 examine the hair, skin and scalp
- 3 advise your client and agree services and products

**Performance  
criteria**

**Identify the requirements of the client**

- You must be able to:
- P1 consult with your **client** to determine their requirements
  - P2 allow your **client** sufficient time to express their wishes
  - P3 ask relevant questions in a way your **client** will understand
  - P4 use visual aids to present clients with suitable alternative ideas to help them reach a decision
  - P5 encourage your **client** to ask about areas of which they are unsure
  - P6 **identify** and confirm your client's wishes for services and products

**Examine the hair, skin and scalp**

- You must be able to:
- P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P8 conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
  - P9 **identify** from your client's previous records, when available, any factors likely to affect future services
  - P10 promptly identify and report any **problems** which cannot be dealt with to the relevant person

**Advise your client and agree services and products**

- You must be able to:
- P11 make recommendations on the outcomes of your identification of your client's **hair characteristics** and their **hair classification**
  - P12 explain how their **hair characteristics** may impact on the hairdressing services in a way your client can understand
  - P13 agree services, products and outcomes that are acceptable to your client and meet their needs
  - P14 state the likely cost and duration of the agreed products and services to your **client**
  - P15 conduct all communications with your **client** in a manner that maintains goodwill, trust, confidentiality and privacy
  - P16 give your client **advice and recommendations** on the service provided

## Knowledge and understanding

### Identify the requirements of the client

#### You need to know and understand:

- K1 why effective communication is important for your salon's business
- K2 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
- K3 the questioning and listening skills you need in order to find out information
- K4 why it is important to encourage and allow time for clients to ask questions
- K5 salon rules for maintaining confidentiality and privacy
- K6 the different types of visual aids that can support client consultation
- K7 your responsibilities under current relevant **health and safety legislation**, standards and guidance such as Health and Safety at Work Act and other relevant legislation
- K8 the importance of not discriminating against clients with illnesses and disabilities and why

### Examine the hair, skin and scalp

#### You need to know and understand:

- K9 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- K10 salon procedures and manufacturers' instructions in relation to conducting tests
- K11 how and when tests are carried out on hair
- K12 the importance of carrying out tests and the potential consequences of failing to do so
- K13 why it is important to identify factors that may limit or affect services and products which can be used
- K14 how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients
- K15 how to recognise **hair, skin and scalp problems**
- K16 how to identify suspected infections and infestations which need reporting which need reporting and who to report them to

### Advise your client and agree services and products

- K17 the different types of hair characteristics
- K18 the different hair types of hair classifications
- K19 the basic structure of hair and skin
- K20 the growth cycle of hair
- K21 the services and products available for use in your salon
- K22 your legal responsibilities for describing the features and benefits of products and services
- K23 your salon's pricing structure
- K24 how to calculate the likely charge for services
- K25 the importance of giving the client realistic expectations
- K26 the importance of providing **advice and recommendations** on the products and services provided in the salon
- K27 how to complete the client records used in your organisation and the importance and reasons for gaining client consent.

### Additional information

<b>Scope/range related to performance criteria</b>	1	<b>Client</b>
	1	new
	2	regular
	2	<b>Identify</b>
	1	question
	2	observation
	3	<b>Factors that limit or affect services</b>
	3.1	adverse hair, skin and scalp conditions
	3.2	incompatibility of previous services and products used
	3.3	client's lifestyle
	3.4	test results
	4	<b>Problems</b>
	4.1	suspected infections
	4.2	suspected infestations
	5	<b>Hair characteristics</b>
	5.1	hair density
	5.2	hair texture
	5.3	hair elasticity
	5.4	hair porosity
	5.5	hair condition
	5.6	hair growth patterns
	6	<b>Hair classification</b>
	6.1	Type 1 – Straight Hair
	6.2	Type 2 – Wavy Hair
	6.3	Type 3 – Curly Hair
	6.4	Type 4 – Very Curly Hair

- 
- 7 **Advice and recommendation**
  - 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    | <p><b>Health and safety legislation</b></p> <p>your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation</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  |
| 1.11 | Data Protection Act  |
| 1.12 | Working Time Directives  |
| 1.13 | Cosmetic Products Regulations  |
| 1.14 | Sale of Goods Act  |
| 1.15 | Distance Selling Act   |
| 1.16 | Trade Descriptions Act   |
| 1.17 | Consumer Protection legislation  |
| 2    | <p><b>Hair, skin and scalp problems</b></p> <p>how to recognise hair, skin and scalp problems</p>  |
| 2.1  | ringworm   |

---

2.2 impetigo

2.3 scabies

2.4 eczema

2.5 alopecia

2.6 psoriasis

2.7 folliculitis

2.8 dandruff

2.9 keloid scarring

2.10 ingrowing hair

2.11 head lice

**3 Advice and recommendations**

3.1 Additional services

3.2 Addition products

---

**Values**

- 1 The following **Key Values** underpin the delivery of services in the hair and beauty 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 beauty 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

- 3.3 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

### **3. Adverse hair, skin and scalp conditions**

These are examples of conditions that can have an effect on what and how a service is delivered to clients:

- 3.1. psoriasis
- 3.2. alopecia
- 3.3. cysts
- 3.4. impetigo
- 3.5. scars
- 3.6. moles

### **4. Confidential information**

This may include:

- 4.1. personal aspects of conversations with clients
- 4.2. personal aspects of conversations with colleagues
- 4.3. contents of client records
- 4.4. client and staff personal details
- 4.5. addresses and telephone numbers
- 4.6. financial aspects of the business
- 4.7. gossip

### **5. Factors influencing services**

Anything which could affect the hairdressing service. You will find that these factors have been listed in the range statement for each outcome.

### **6. Tests**

A test determines 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.



---

**7. Manufacturers' instructions**

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

SKACHB9  
Advise and consult with clients



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAG7
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	advise, consult, consultation, clients

---

# 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**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Removal tools and products</b>
	1.1	seam releasers
	1.2	scissors
	1.3	disconnectors
	1.4	solutions
	<b>2</b>	<b>Removal</b>
	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**

- |          |  |
|----------|--|
| <b>1</b> | <b>Short term hair extensions</b> (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  |
| <b>2</b> | <b>Long term hair extensions</b> (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



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH7
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing and Barbering
<b>Key words</b>	Removing; hair extensions

---



### Overview

This standard is about the skills required to attach and remove temporary pieces of hair to an existing style using pre-prepared and pre-packaged pieces of hair, which are designed to last up to 24 hours and from 24 hours to 6 weeks.

These methods are used to enhance a style by increasing volume and adding colour. The ability to blend added hair into the existing style using basic cutting techniques is required.

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 maintain effective and safe methods of working when attaching hair
- 2 plan and prepare to attach hair
- 3 attach and blend pieces of hair
- 4 remove pieces of hair

**Performance  
criteria**

**Maintain effective and safe methods of working when attaching 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 risk of damage to tools
    - 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 promote environmental and sustainable working practices
  - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - P10 dispose of waste materials
  - P11 complete the service within a commercially viable time

**Plan and prepare to attach hair**

- You must be able to:
- P12 ask your client appropriate questions to establish any known contra-indications to the **temporary hair attachment** service
  - P13 record your client's responses to questioning
  - P14 identify any **factors** that may affect the service
  - P15 conduct any relevant tests on your client's hair and skin following manufacturer's instructions and recognised industry procedures
  - P16 report problems to the relevant person when contra-indications cause doubts

- as to the suitability of the service for the client
- P17 select and use added hair which is:
    - P17.1 of a suitable texture
    - P17.2 of a suitable colour
    - P17.3 of a suitable length
    - P17.4 of a suitable width
  - P18 prepare the added hair to meet the manufacturer's instructions, when required
  - P19 prepare your client's hair in a way suitable for the technique to be used

### **Attach and blend pieces of hair**

- You must be able to:**
- P20 confirm with your client the look agreed at consultation prior to starting the service
  - P21 part the sections cleanly and evenly to meet the requirements of the **temporary attachment systems** to be used
  - P22 section the hair in a way that will allow the added hair to lie in the direction required
  - P23 secure any hair not being extended to keep each section clearly visible
  - P24 ensure added hair is secure and the point of attachment is hidden
  - P25 add hair in a way that takes into account the **factors** influencing the service and avoiding potential damage to the client's hair
  - P26 maintain a suitable and even tension throughout the process
  - P27 check the comfort of your client at regular intervals throughout the service
  - P28 give reassurance to your client, when necessary
  - P29 adapt your cutting techniques to take account of **factors** which influence working on added hair
  - P30 identify and report any problems occurring during the service to the relevant person
  - P31 ensure, on completion, that the added hair is blended with the client's own hair in a way to achieve the style enhancement agreed with the client

---

**Remove pieces of hair**

- You must be able to:
- P32 remove pieces of hair following manufacturer's instructions
  - P33 use the correct products to remove pieces of hair avoiding damage to your client's hair
  - P34 use the correct tools, if required, minimising damage to your client's hair
  - P35 leave your client's hair free of residue and product build up
  - P36 leave your client's hair clean and prepared ready for the next service
  - P37 give your client **advice and recommendations** on the service provided

## Knowledge and understanding

### Maintain effective and safe methods of working when attaching 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 what contact dermatitis is, and how to avoid developing it whilst carrying out temporary attachment systems
- K6 why it is important to keep your work area clean and well organised
- K7 the correct use and maintenance of tools, products and equipment
- K8 the safety considerations which must be taken into account when using temporary attachment systems
- K9 why it is important to avoid cross-infection and infestation
- K10 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K11 why it is important to position your tools, products and equipment for ease of use
- K12 methods of cleaning, disinfecting and sterilisation used in salons
- K13 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K14 the different types of working methods that promote **environmental and sustainable working practices**
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 your salon's expected service times for applying temporary attachment systems

### Plan and prepare to attach hair

You need to know  
and understand:

- K19 the types and purposes of tests
- K20 the importance of following manufacturers' instructions when carrying out tests
- K21 why it is important to record test results
- K22 the **factors** that must be taken into consideration prior to attaching
- K23 the importance of questioning clients to establish any contra-indications to services
- K24 pieces of hair
- K25 how contra-indications can affect or restrict the provision of the temporary attachment service
- K26 the methods of and reasons for conducting pull tests
- K27 the courses of action to take in the event of adverse reactions to tests and when to encourage the client to seek medical advice
- K28 the hair growth cycle and how this can impact on temporary attachment services
- K29 the potential consequences of excessive tension on the hair
- K30 your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer

### Attach and blend and remove pieces of hair

You need to know  
and understand:

- K31 how and why the client's hair should be prepared for the temporary attachment systems
- K32 the importance of preparing and applying temporary hair attachment systems in accordance with manufacturer's instructions
- K33 methods of applying temporary hair attachment systems
- K34 how the intended style can affect the choice and placement of temporary hair attachment systems
- K35 the advantages and disadvantages of temporary hair attachment systems
- K36 the types of anxieties commonly experienced by clients undergoing the application of temporary hair attachment systems
- K37 why it is important to maintain a correct and even tension when attaching hair



- 
- K38 how to carry out cutting techniques to blend the client's own hair and temporary hair attachment system to suit the finished look
  - K39 how to adapt cutting techniques to suit different types of temporary hair attachments such as artificial and human
  - K40 how and when to remove temporary hair attachment systems in accordance with manufacturer's instructions
  - K41 the types of products and tools used to apply and remove temporary hair attachment systems
  - K42 how to estimate the length of time the temporary hair attachment systems can take
  - K43 how to give effective advice and recommendations
  - K44 how to maintain and remove the hair attachment system
  - K45 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Temporary attachment systems</b>
	1.1	those designed to last up to 24 hours
	1.2	those designed to last from 24 hours to 6 weeks
	<b>2</b>	<b>Factors</b>
	2.1	hair characteristics
	2.2	hair classification
	2.3	test results
	2.4	attachment method
	2.5	direction and fall of the added hair
	2.6	client's own hair length
2.7	quantity of added hair	
2.8	head and face shape	
2.9	finished look	
<b>3</b>	<b>Advice and recommendations</b>	
3.1	how to maintain the attachment system	
3.2	time interval between services	
3.3	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**

the factors that must be taken into consideration prior to attaching pieces of hair

- 3.1 hair characteristics
- 3.2 hair classification
- 3.3 test results
- 3.4 attachment method
- 3.5 direction and fall of the added hair
- 3.6 client's own hair length
- 3.7 the quantity of added hair
- 3.8 head and face shape
- 3.9 finished look

### **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 beauty 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

3 **Tests**

3.1 pull

3.2 elasticity

3.3 skin

3.4 porosity

4 **Temporary hair attachment** (hair attachment systems which last anything between 24 hours and six weeks)

4.1 sewn

4.2 plaited

4.3 rings

4.4 tapes

4.5 clip in hairpieces and additions

4.6 taped weft

4.7 cold bonding (latex)

4.8 wefted hair – tracks/rows

4.9 plaited corn rows

5 **Pull test**

The pull test helps evaluate excessive and or abnormal hair loss; gently pulling small sections of hair whilst sliding the fingers from root to point on at least 3 areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of an abnormal hair growth condition

6 **Traction alopecia**

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

SKACH7

## Temporarily attach hair to enhance a style



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH15
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	attaching hair; style

---

---

**Overview**

This standard is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.

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

**Performance  
criteria**

**Maintain effective and safe methods of working when plaiting and twisting 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 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
    - P7.7 promote environmental and sustainable working practices
  - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
  - P10 dispose of waste materials
  - P11 complete the service within a commercially viable time

**Plait and twist hair**

- You must be able to:
- P12 establish the **factors** likely to influence the service
  - P13 confirm with your client the look agreed at consultation prior to and during the service
  - 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 **plait(s) 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 service
- P18 control and secure your client's hair throughout the plaiting and twisting processes
- P19 apply suitable **products**, when necessary, to achieve the style requirements
- P20 consult with your client during the service to ensure the tension is comfortable
- P21 adjust the tension of **plaits** and or **twists**, 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 or **twists** achieves the desired look
- P23 confirm your client's satisfaction with the finished look
- P24 give your client **advice and recommendations** on the service provided

**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 the correct use and maintenance of equipment and tools
- K7 why it is important to avoid cross-infection and infestation
- 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 equipment and tools for ease of use
- K10 methods of cleaning, disinfecting and/or sterilisation used in salons
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 the different types of working methods that promote **environmental and sustainable working practices**
- K13 the importance of personal hygiene, protection and presentation in maintaining **health and safety** in your workplace
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for plaiting and twisting hair

**Plait and twist hair**

You need to know and understand:

- K17 how different **factors** influence the choice and direction of plaited or twisted style
- K18 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K19 the importance of sectioning hair accurately when plaiting and twisting

- 
- K20 methods of securing the completed plaits and twists
  - K21 how to handle the hair when plaiting and twisting to maintain a correct and even tension
  - K22 the importance of checking client comfort during the plaiting and twisting process
  - K23 the types of products available for use with plaits and twists
  - K24 when and why you would use different types of products
  - K25 the importance of using products economically
  - K26 the manufacturers' instructions relating to the use of the products
  - K27 how to create different plaits and twist
  - K28 the potential consequences of excessive tension on the hair
  - K29 the physical effects on the hair structure of plaiting and twisting
  - K30 the removal requirements for plaits and twists
  - K31 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

**Scope/range related  
to performance  
criteria**

- |          |  |
|----------|--|
| <b>1</b> | <b>Products</b>                              |
|          | 1.1 sprays                                   |
|          | 1.2 serums                                   |
|          | 1.3 gels                                     |
| <b>2</b> | <b>Factors</b>                               |
|          | 2.1 hair characteristics                     |
|          | 2.2 hair classification                      |
|          | 2.3 face and head shape                      |
|          | 2.4 hair length                              |
|          | 2.5 scalp condition                          |
|          | 2.6 desired look                             |
| <b>3</b> | <b>Plaits and twists</b>                     |
|          | 3.1 multiple cornrows                        |
|          | 3.2 French plait                             |
|          | 3.3 fishtail plait                           |
|          | 3.4 two strand twists                        |
|          | 3.5 flat twists                              |
| <b>4</b> | <b>Advice and recommendations</b>            |
|          | 4.1 how to maintain their look               |
|          | 4.2 how to remove plaits and twists          |
|          | 4.3 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**

the different factors that must be taken into consideration prior to and during plaiting and twisting and how these may impact on the service

- 3.1 hair characteristics
- 3.2 hair classification
- 3.3 face and head shape
- 3.4 hair length
- 3.5 scalp condition
- 3.6 desired look

### **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.
- 3 **Traction alopecia**  
The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting
- 4 **Cornrow**  
A three strand plait which sits on top of its base. This is also known as a canerow.
- 5 **French plait**  
This is known as a Congo plait or a Guinea plait. It is a single, inverted plait.
- 6 **Fishtail plait**  
A four strand plait achieved by crossing four pieces of hair over each other to create a herringbone look
- 7 **Flat twist**  
Where the hair is rolled and twisted by the hand to lay flat on the scalp

SKACH6  
Plait and twist hair



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH13
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	Plaiting; twist hair

---

---

**Overview**

This standard is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.

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 maintain effective and safe methods of working when perming and neutralising hair
- 2 prepare for perming and neutralising
- 3 perm and neutralise hair

**Performance  
criteria**

**Maintain effective and safe methods of working when perming and neutralising 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 when using perming and neutralising chemicals
  - 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 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
    - P8.6 promote environmental and sustainable working practices
  - 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 dispose of waste materials
  - P12 complete the service within a commercially viable time

**Prepare for perming and neutralising**

- You must be able to:
- P13 ask your client relevant questions to identify if they have any contra-indications to perming services
  - P14 record your client's responses to questioning
  - P15 conduct necessary **tests** following manufacturers' instructions and recognised industry procedures

- P16 record the outcomes of **tests** on the client's record card
- P17 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client
- P18 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and **factors** influencing the service
- P19 prepare **products** following manufacturers' instructions
- P20 protect your client's hair and skin prior to perming

### Perm and neutralise hair

- You must be able to:
- P21 use the correct **sectioning techniques** so that the hair is sectioned cleanly and evenly to achieve the desired look
  - P22 use **products** and techniques taking into account **factors** influencing the service
  - P23 confirm straightening has been achieved by the rearranging process, if required
  - P24 leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
  - P25 take meshes of hair which suit the size of the perm rod
  - P26 maintain an even tension throughout the winding process
  - P27 ensure all wound perm rods sit on their own base
  - P28 follow manufacturers' instructions when:
    - P28.1 applying perming lotion and neutralisers evenly to all wound hair
    - P28.2 monitoring and timing the development of the perming and neutralising processes
    - P28.3 applying suitable conditioners, if necessary
  - P29 confirm the required degree of curl has been achieved
  - P30 ensure the water temperature and flow suit your client's hair, scalp and comfort needs
  - P31 leave the hair free of perm lotion when the desired degree of curl is achieved
  - P32 remove excess moisture before neutralising without disturbing the wound hair
  - P33 effectively apply the neutraliser to the hair, taking care not to disturb the wound hair

- 
- P34 remove the perm rods without disturbing the curl formation
  - P35 leave the hair free of neutraliser after the final rinse
  - P36 identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
  - P37 refer problems you cannot resolve to the relevant person
  - P38 achieve the correct degree of curl necessary for the final, desired look
  - P39 give your client **advice and recommendations** on the service provided

## Knowledge and understanding

## Maintain effective and safe methods of working when perming and neutralising 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 and products that should be available to yourself and clients
- K4 why it is important to use personal protective equipment
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- K6 the importance of recognising any **contra-indications** to perming and neutralising 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 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 why it is important to position your tools and equipment for ease of use
- K11 the different methods of cleaning, disinfecting and sterilisation used in salons
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote **environmental and sustainable working practices**
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for perming and neutralising work

## Prepare for perming and neutralising

### You need to know

- K18 the legal significance of client questioning and the recording of client's

and understand:

- responses to questioning
- K19 the types and purposes of tests
  - K20 when and how tests should be carried out and the expected results
  - K21 how the results of tests can influence the perming service
  - K22 potential consequences of failing to test
  - K23 the courses of action to take in the event of adverse reactions to tests
  - K24 why it is important to record test results
  - K25 how and why the **contra-indications** can affect the delivery of perming services
  - K26 the manufacturers' instructions for the specific perming and neutralising products in your salon
  - K27 the active ingredients in perming and neutralising products
  - K28 the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure
  - K29 how temperature affects the perming process
  - K30 the types and purposes of equipment used during the perm development process
  - K31 the different types and uses of perm lotions, chemical rearrangers and neutralisers

**Perming and neutralising hair**

You need to know  
and understand:

- K32 how different **factors** can affect your choice of perming and neutralising products
- K33 when to use different types of sectioning techniques and why
- K34 the different **factors** that influence the use of different sized perm rods
- K35 why and when chemical re-arranging of the hair is necessary
- K36 why different applicators are used when chemically rearranging and their effect on the hair and scalp
- K37 how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
- K38 the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process

- K39 the importance of accurate timing and thorough rinsing of products
- K40 when and why it is important to use pre-perm treatments
- K41 methods of applying perm lotions and neutralisers
- K42 the effects of overlapping products on previous chemically treated hair
- K43 method of checking curl development by taking development test curls
- K44 the importance of considering water temperature during the neutralising process
- K45 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- K46 the types and uses of post-perm conditioners
- K47 the importance of using products economically
- K48 confirm the required degree of curl has been achieved
- K49 types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
- K50 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Products</b>
	1.1	barrier cream
	1.2	pre-perm treatments
	1.3	chemical rearranger
	1.4	perm lotions
	1.5	neutralisers
	1.6	post-perm treatments
	<b>2</b>	<b>Tests</b>
	2.1	strand
	2.2	development
	2.3	elasticity
	2.4	porosity
	2.5	incompatibility
	<b>3</b>	<b>Factors</b>
	3.1	hair characteristics
	3.2	hair classification
	3.3	temperature
	3.4	direction and degree of movement required
	3.5	hair length
	3.6	length of re-growth
3.7	colour treated hair	
<b>4</b>	<b>Sectioning techniques</b>	
4.1	basic	
4.2	directional	
4.3	brick	

- 
- 5 **Advice and recommendations**
    - 5.1 how to maintain their perm
    - 5.2 time interval between services
    - 5.3 additional products
    - 5.4 additional 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 **Contra-indications (examples only)**

how and why the contra-indications can affect the delivery of perming services

3.1 history of previous allergic reaction to perming products

3.2 other known allergies

3.3 skin disorders

3.4 incompatible products

3.5 medical advice or instructions

3.6 previous chemical treatments

3.7 recent removal of hair extensions or plaits

### 4 **Factors**

how different factors can affect your choice of perming and neutralising products

4.1 hair characteristics

4.2 hair classification

4.3 temperature

4.4 direction and degree of movement required

4.5 hair length

4.6 length of re-growth

4.7 colour treated hair

### 5 **Advice and recommendations**

5.1 additional services

5.2 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 excellent verbal and non-verbal communication skills
  - 1.12 the maintenance of effective, hygienic and safe working methods
  - 1.13 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
  
  - 3 **Basic sectioning technique** includes 6 section and 9 section perm
  
  - 4 **Pre-perm treatment** - A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.
  
  - 5 **Chemical rearranger** - Ammonium-thioglycollate based product used to pre-soften tight/curly hair prior to winding a perm
  
  - 6 **Strand test** - This test is used in the rearranging process to establish the effect of the product on the hair and its condition, such as, the degree of straightness has been achieved before winding

SKACH5  
Perm and neutralise hair



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH14
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	Perming; neutralise

---

---

**Overview**

This standard is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.

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 maintain effective and safe methods of working when colouring and lightening hair
- 2 prepare for colouring and lightening
- 3 colour and lighten hair

**Performance  
criteria**

**Maintain effective and safe methods of working when colouring and lightening 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 clients clothing throughout the service
  - P4 wear personal protective equipment when using colouring and or lightening chemicals
  - P5 position your client to meet the needs of the service without causing them discomfort
  - P6 ensure your own posture and position whilst working minimise 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 others
    - P8.6 promote environmental and sustainable working practices
  - 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 dispose of waste materials
  - P12 complete the service within a commercially viable time

**Prepare for colouring and lightening**

- You must be able to:
- P13 ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services
  - P14 record your client's responses to questions
  - P15 conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures

- P16 record the outcomes of **tests** on the client's record card
- P17 seek assistance from the relevant person when contra-indications and or reactions to **tests** cause doubts as to the suitability of the service for your client
- P18 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- P19 inform your client of the likely cost, duration and expected outcome of the service
- P20 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
- P21 prepare materials to meet the application requirements, when necessary
- P22 prepare **products** to meet manufacturers' instructions
- P23 prepare your client's hair and protect their skin, where necessary, prior to service.

### Colour and lighten hair

- You must be able to:
- P24 confirm the desired effect with your client prior to the application of **products**
  - P25 section the hair cleanly and evenly to assist the accurate application of **products**
  - P26 apply **products** taking into account relevant **factors** influencing the service
  - P27 use **colour and lightening techniques** suitable for achieving the desired look and following manufacturers' instructions
  - P28 apply **products** in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
  - P29 time the development of **products** following manufacturers' instructions
  - P30 confirm the required result has been achieved by taking strand tests at suitable times throughout the process
  - P31 massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions
  - P32 remove from the hair **products** that have developed, avoiding disturbance to areas still processing
  - P33 remove colouring or lightening materials from hair with minimum discomfort to your client



- 
- P34 leave the hair and scalp free of **products** after the desired effect is achieved
  - P35 identify any problems during the services and resolve them within the limits of your own authority
  - P36 refer problems which cannot be resolved to the relevant person
  - P37 achieve the desired effect to the satisfaction of your client
  - P38 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when colouring and lightening 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 and products that should be available to yourself and clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 the current legal requirements and guidance relating to age restrictions for colouring and lightening services.
- K6 why it is important to keep your work area clean and tidy
- K7 how to minimise the wastage of **products**
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- 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 different types of working methods that promote **environmental and sustainable working practices**
- K12 why it is important to use personal protective equipment
- K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K14 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
- K15 your salon's expected service times for basic colouring and lightening work
- K16 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K17 the correct methods of waste disposal
- K18 which colouring and lightening services should not be carried out on minors under 16 years of age

### Prepare for colouring and lightening

You need to know  
and understand:

- K19 the legal significance of client questioning and the recording of client's responses to questioning
- K20 the importance of recognising any **contra-indications** to colouring and lightening services
- K21 the types and purposes of tests
- K22 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these test
- K23 when and how tests should be carried out and the importance of recording test results
- K24 how the results of tests can influence the colouring and lightening services
- K25 the courses of action to take in the event of adverse reactions to tests
- K26 the importance of informing your client of the likely cost, duration and expected outcome of the service
- K27 the principles of colour selection, including the International Colour Chart (ICC)
- K28 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
- K29 the effect of different colouring and lightening products on the hair structure
- K30 when to use the different types of lighteners and toners available
- K31 how the different strengths of hydrogen peroxide influence colouring and lightening
- K32 how porosity levels can affect the choice and application of products and the final results
- K33 effects of temperatures on the application and development of colouring and lightening products
- K34 the importance of constantly monitoring the development of lightening products
- K35 how and why **contra-indications** can affect the delivery of colouring and lightening services
- K36 the types of colouring, lightening and toning products available, including temporary colours
- K37 the types of tools, materials and equipment used for colouring and lightening
- K38 the different colour, lowlighting and highlighting techniques
- K39 how to prepare materials to meet the application requirements

- K40 the dangers associated with the inhalation of powder lighteners
- K41 the importance of preparing your client's hair and protect their skin prior to service

### Colour and lighten hair

You need to know  
and understand:

- K42 the importance of confirming the desired effect with your client prior to the application of products
- K43 the importance of sectioning hair accurately when colouring and lightening
- K44 how different **factors** may impact on your colouring and lightening service
- K45 the **factors** that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look
- K46 when and why to carry out colour refreshing techniques on the mid lengths and ends
- K47 the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products
- K48 the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
- K49 why it is important to emulsify colour prior to removal
- K50 methods of applying and removing colouring and lightening products
- K51 the importance of using products economically
- K52 the importance of restoring the hair's pH balance after the colouring and lightening process
- K53 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K54 the types and causes of colouring and lightening problems that may occur during processing
- K55 ways of resolving simple colouring and lightening problems that may occur during processing
- K56 the potential risks of using lightening products on previously chemically treated hair.
- K57 the precautions that must be taken when using powder and other lighteners
- K58 the limits of your authority for resolving colouring and lightening problems
- K59 the person to whom you should report problems you cannot resolve

## SKACH4 Colour and lighten hair



- 
- K60 the importance of confirming the clients satisfaction
  - K61 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Products</b>
		1.1 semi-permanent
		1.2 quasi-permanent
		1.3 permanent
		1.4 lighteners
		1.5 toners
	<b>2</b>	<b>Tests</b>
		2.1 skin
		2.2 incompatibility
		2.3 porosity
		2.4 elasticity
		2.5 colour
<b>3</b>	<b>Factors</b>	
	3.1 hair classifications	
	3.2 hair characteristics	
	3.3 temperature	
	3.4 existing colour of hair	
	3.5 percentage of white hair	
	3.6 test results	
	3.7 strength of hydrogen peroxide	
	3.8 hair length	
	3.9 skin tone	
	3.10 time interval from last perm or relaxer	
	3.11 recent removal of hair extensions	
<b>4</b>	<b>Colouring and lightening techniques</b>	
	4.1 full head application of quasi-permanent	
	4.2 regrowth application of permanent colour	
	4.3 full head application of permanent colour	
	4.4 woven highlights and or lowlights	

---

4.5 pulled through highlights and or lowlights

**5 Advice and recommendations**

5.1 how to maintain their colour

5.2 time interval between services

5.3 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 **Contra-indications (examples only)**

the importance of recognising any contra-indications to colouring and lightening services

3.1 history of previous allergic reaction to colouring products

3.2 other known allergies

3.3 skin disorders

3.4 incompatible products

3.5 medical advice or instructions

3.6 evident hair damage

3.7 age restrictions

### 4 **Factors**

the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services

4.1 hair classifications

4.2 hair characteristics

4.3 temperature

4.4 existing colour of hair

4.5 percentage of white hair

4.6 test results

4.7 strength of hydrogen peroxide

4.8 hair length

4.9 skin tone

4.10 time interval from last perm or relaxer

4.11 recent removal of hair extensions

---

**5 Advice and Recommendations**

- 5.1 additional services
- 5.2 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

3 **Pulled through highlights and or lowlights**

Techniques could include

- 3.1 combs
- 3.2 spatula
- 3.3 cap
- 3.4 foil or film pull-through strips
- 3.5 cones

SKACH4  
Colour and lighten hair



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH9
<b>Relevant occupations</b>	Hairdressing and barbering
<b>Suite</b>	Hairdressing
<b>Key words</b>	Hairdressing; Colouring Hair; Lightening Hair

---



### Overview

This standard is about creating a variety of basic looks using club cutting, freehand, texturising and scissor over comb techniques. You are required to use these techniques to produce uniform layers, short and long graduations and one length cuts.

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 maintain effective and safe methods of working when cutting hair
- 2 cut hair to achieve a variety of looks

**Performance  
criteria**

**Maintain effective and safe methods of working when cutting 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 keep your client's skin free of excess hair cuttings throughout the 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 keep your work area clean and tidy throughout the service
  - P8 use working methods that:
    - P8.1 minimise the risk of damage to tools
    - 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
    - P8.6 promote environmental and sustainable working practices
  - 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 dispose of waste materials
  - P12 complete the service within a commercially viable time

**Cut hair to achieve a variety of looks**

- You must be able to:
- P13 establish the **factors** likely to influence the service
  - P14 confirm with your client the **look** agreed at consultation prior to commencing the cut
  - P15 create and follow the cutting guideline(s) to achieve the required **look**
  - P16 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired **look**
  - P17 use cutting **techniques** suitable for your client's hair type and to achieve the

---

desired **look**

- P18 adapt your cutting **techniques** to take account of the **factors** that influence the service
- P19 change your own position and that of your client to help you ensure the accuracy of the cut
- P20 crosscheck the cut to establish accurate distribution of weight, balance and shape
- P21 remove any unwanted hair outside the desired outline shape
- P22 consult with your client during the cutting process to confirm the desired **look**
- P23 make a final visual check of the hair to ensure the finished cut is accurate
- P24 confirm your client's satisfaction with the finished cut
- P25 give your client **advice and recommendations** on the service provided

### Knowledge and understanding

#### Maintain effective and safe methods of working when cutting 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 why it is important to protect clients from hair clippings
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to avoid cross-infection and infestation
- K8 why it is important to keep your work area clean and tidy
- K9 the correct use and maintenance of cutting tools
- K10 methods of cleaning, disinfecting and sterilisation used in salons
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for different cutting looks

#### Cut hair to achieve a variety of looks

#### You need to know and understand:

- K17 the different **factors** that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
- K18 the factors which should be considered when cutting wet hair and dry hair
- K19 the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp

- 
- K20 the importance of consulting with clients throughout the cutting process
  - K21 the importance of applying the correct degree of tension to the hair when cutting
  - K22 how and why to use club, freehand, texturising and scissor over comb cutting techniques
  - K23 the reasons for establishing and following guidelines
  - K24 how different cutting angles will impact on weight distribution, balance and the degree of graduation
  - K25 how to create the different looks
  - K26 how to crosscheck and balance the cut
  - K27 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. **Factors**
  - 1.1 hair classifications
  - 1.2 hair characteristics
  - 1.3 head and face shape
  - 1.4 hair growth patterns
  
2. **Look**
  - 2.1 one length
  - 2.2 uniform layer
  - 2.3 short graduation
  - 2.4 long graduation
  - 2.5 with a fringe
  
3. **Techniques**
  - 3.1 club cutting
  - 3.2 freehand
  - 3.3 scissor over comb
  - 3.4 texturising
  
4. **Advice and recommendations**
  - 4.1 how to maintain their look
  - 4.2 time interval between services
  - 4.3 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**

the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

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

### **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 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**

- 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

**3 Cutting terminology**

3.1 Long graduation cut: A long graduation cut is when the inner layers of the hair lengths are shorter than the outline shape

3.2 One length cut: A one length cut is when the hair is cut the same outside length.

3.3 Short graduation cut: A short graduation cut is when the inner layers of the hair lengths are longer than the outline shape.

3.4 Uniform layer cut: The uniform layer cut is when all sections of the hair are the same length.

**4 Freehand**

4.1 The cutting of hair without holding it in place.

**5 Texturising (by cutting)**

5.1 Introducing differing lengths in areas of, or throughout, the haircut to soften a hard line or to create root lift.

# SKACH3

## Cut hair using basic techniques



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH12
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	Cutting; hair

---

---

**Overview**

This standard is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required.

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 maintain effective and safe methods of working when setting and dressing hair
- 2 set hair
- 3 dress hair

**Performance  
criteria**

**Maintain effective and safe methods of working when setting and dressing 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
    - P7.7 promote environmental and sustainable working practices
  - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
  - P10 dispose of waste materials
  - P11 complete the service within a commercially viable time

**Set hair**

- You must be able to:
- P12 confirm and agree with your client the **setting techniques** and look required
  - P13 control your **tools and equipment** to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
  - P14 apply suitable **products** following manufacturers' instructions
  - P15 control your client's hair throughout the setting process taking account of **factors** influencing the service

- P16 take sections of hair which suit the size of the **tools and equipment**
- P17 keep the hair damp throughout the setting process, when necessary
- P18 **section and wind** the hair cleanly and evenly to achieve the desired look
- P19 ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
- P20 maintain the correct tension throughout the setting process
- P21 remove any items used for setting, avoiding discomfort to your client
- P22 ensure your **setting techniques** achieve the desired look

### **Dress hair**

- You must be able to:
- P23 leave your client's hair free of all section marks as necessary
  - P24 use heated equipment, as necessary, at the correct temperature for your client's **hair** and the desired look
  - P25 control your **tools and equipment** to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
  - P26 apply and use suitable **products** to meet manufacturers' instructions
  - P27 ensure the finished look takes into account relevant **factors** influencing the service
  - P28 ensure your **dressing techniques and effects** achieve the intended shape, direction and volume agreed with your client
  - P29 confirm your client's satisfaction with the finished look
  - P30 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when setting and dressing 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 types of protective clothing that should be available for clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing 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 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for setting and dressing

**Set and dress hair**

**You need to know and understand:**

- K17 the range of tools, equipment and products available for setting and dressing
- K18 the manufacturers' instructions on the use of the specific setting and dressing products in your salon
- K19 why and how to use the different types of tools and equipment for setting and

- dressing
- K20 how different **factors** affect the setting and dressing processes and the finished look
  - K21 why and when to use different types of setting techniques
  - K22 how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
  - K23 why and how to use the different types of sectioning and winding techniques
  - K24 why and how to use different dressing techniques
  - K25 how the angle of winding influences the volume and direction of the hair
  - K26 why set hair sections need to be brushed out thoroughly
  - K27 methods of handling, controlling and securing hair to achieve curls and rolls
  - K28 the importance of maintaining the correct tension throughout the setting process
  - K29 the effects of humidity on hair
  - K30 the physical effects of setting on the hair structure
  - K31 how the incorrect application of heat can affect the hair and scalp
  - K32 why hair should be kept damp during the setting process
  - K33 how heat protectors act to protect the hair
  - K34 the importance of confirming the required style requirements with the client
  - K35 the removal and or take-down requirements for the hairstyle
  - 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 setting lotions
  - 1.8 wax
  
2. **Tools and equipment**
  - 2.1 rollers
  - 2.2 combs
  - 2.3 pin curl clips
  - 2.4 brushes
  - 2.5 grips and pins
  - 2.6 heated equipment
  
3. **Setting techniques**
  - 3.1 rollering
  - 3.2 spiral curling
  - 3.3 wrap setting
  - 3.4 pin curling to give volume
  - 3.5 pin curling to give flat movement
  
4. **Factors**
  - 4.1 hair characteristics
  - 4.2 hair classification

- 
- 4.3 hair cut
  - 4.4 hair length
  - 4.5 head and face shape
  - 4.6 the occasion for which the style is required
5. **Section and wind**
- 5.1 point to root
  - 5.2 root to point
  - 5.3 on base
  - 5.4 off base
  - 5.5 directional
  - 5.6 brick
6. **Dressing techniques and effects**
- 6.1 curls
  - 6.2 rolls
  - 6.3 smoothing
  - 6.4 back-combing
  - 6.5 back-brushing
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 setting and dressing processes and the finished look

3.1 hair characteristics

3.2 hair classification

3.3 hair cut

3.4 hair length

3.5 head and face shape

3.6 the occasion for which the style is required

**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
  
  - 3 Heated equipment**
    - 3.1 heated rollers
    - 3.2 tongs
    - 3.3 straighteners
  
  - 4 Wrap setting**
    - 4.1 When hair is wound clockwise or anti clockwise so that the contours of the head form the finished shape of the hair

SKACH2  
Set and dress hair



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH11
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Hairdressing
<b>Key words</b>	Setting; dressing hair

---

---

**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



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGH10
<b>Relevant occupations</b>	Hairdressing and barbering
<b>Suite</b>	Hairdressing
<b>Key words</b>	style; finish

---



**Overview**

This standard is about the precision cutting skills involved in barbering to achieve a variety of looks and neckline finishes for men using club cutting, scissor over comb, clipper over comb, thinning and freehand techniques.

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.

In this standard, razors will only be used for removing unwanted hair outside the outline shape.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when cutting hair
- 2 cut hair to achieve a variety of looks

**Performance  
criteria**

**Maintain effective and safe methods of working when cutting hair**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
  - P2 protect your client's clothing throughout the service
  - P3 keep your client's skin free of excess hair cuttings 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 and equipment**
    - P7.2 ensure the use of gloves when using razors
    - 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
    - P7.7 promote environmental and sustainable working practices
  - P8 ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements
  - P9 follow workplace, suppliers' and or manufacturers' instructions for the safe use of equipment, materials and products
  - P10 dispose of waste materials and sharps
  - P11 complete the cutting service within a commercially viable time

**Cut hair to achieve a variety of looks**

- You must be able to:
- P12 prepare your client's **hair** prior to cutting
  - P13 confirm with your client the **look** agreed during consultation prior to commencing the cut
  - P14 create and follow the cutting guideline(s) to achieve the required **look**
  - P15 use cutting **techniques** that suit your client's hair type and achieve the desired **look**



- P16 adapt your cutting **techniques** to take account of **factors** likely to influence the service
- P17 change your own position and that of your client to help ensure the accuracy of the cut
- P18 establish accurate distribution of weight balance and shape of the hair
- P19 create **neckline shapes** taking account of the natural hairline
- P20 achieve outlines that are accurate and remove unwanted hair outside the desired **outline shape**
- P21 balance and shape sideburns to suit the hair style and to meet your client's requirements
- P22 consult with your client during the cutting process to confirm the desired **look**
- P23 make a final visual check to ensure that the finished cut and outlines are accurate
- P24 leave hair ready for the next part of the service or finish to meet your client's requirements
- P25 confirm your client's satisfaction with the finished cut
- P26 give your client **advice and recommendations** on the service provided

## Knowledge and understanding

### Maintain effective and safe methods of working when cutting hair

#### 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 range of protective clothing that should be available for clients
- K4 why it is important to use gloves when using a razor
- K5 why it is important to protect clients from hair cuttings
- K6 how the position of your client and yourself can affect the desired outcome, reduce fatigue and the risk of injury
- K7 the correct use and maintenance of cutting tools
- K8 why it is important to position your cutting tools for ease of use
- K9 the safety considerations which must be taken into account when cutting hair
- K10 the different types of working methods that promote **environmental and sustainable working practices**
- K11 why it is important to avoid cross-infection and cross-infestation
- K12 the importance of following your stylist's instructions including effective use of your working time
- K13 why it is important to keep your work area clean and tidy
- K14 methods of cleaning, disinfecting and sterilisation used in salons
- K15 methods of working safely and hygienically which minimises the risk of cross-infection and cross-infestation
- K16 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K17 the importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace
- K18 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K19 the correct methods of waste disposal
- K20 your salon's expected service times for different cutting looks

### Cut hair to achieve a variety of looks

You need to know  
and understand:

- K21 how to prepare your client's hair prior to cutting
- K22 why hair products should be removed from the hair prior to cutting
- K23 the importance of correctly combing out the hair prior to cutting
- K24 which tools can be used on either wet or dry hair or both
- K25 the importance of confirming with your client the look agreed during consultation prior to commencing the cut
- K26 the reasons for establishing and following guidelines
- K27 how to create and follow guidelines for different cutting looks
- K28 how and when to use different cutting techniques and the effects achieved
- K29 the importance of considering weight distribution and working with the natural growth patterns of the hair
- K30 how different cutting angles will impact on weight distribution, balance and the degree of graduation
- K31 the importance of applying the correct degree of tension to the hair when cutting
- K32 the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
- K33 the types of clippers, clipper blades and attachments available and the effects that these achieve
- K34 how to safely carry out an eyebrow trim
- K35 the factors which should be considered when cutting wet hair and dry hair
- K36 the importance of changing your own position and that of your client to help you ensure the accuracy of the cut
- K37 the importance of keeping the hair damp when wet cutting
- K38 the importance of establishing accurate distribution of weight, balance and shape by regularly crosschecking the cut
- K39 how to create different neckline and outline shapes
- K40 the importance of cutting to the natural neckline in barbering
- K41 how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
- K42 the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements



- 
- K43 the importance of consulting with clients throughout the cutting process
  - K44 the visual checks required to ensure the finished cut and outlines are accurate
  - K45 the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements
  - K46 the importance of confirming your client's satisfaction with the finished cut
  - K47 the average rate of hair growth
  - K48 the known causes and typical patterns of male pattern baldness
  - K49 the importance of providing **advice and recommendations** on the products and services provided in the salon

---

**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Tools and equipment</b>
	1.1	scissors
	1.2	clippers
	1.3	clipper attachments
	1.4	trimmers
	1.5	razors
	<b>2</b>	<b>Hair</b>
	2.1	wet
	2.2	dry
	<b>3</b>	<b>Look</b>
	3.1	uniform layer
	3.2	square layer
	3.3	graduation
	3.4	flat top
	3.5	with a fringe
	3.6	with a parting
	3.7	around the ear outline
	3.8	over the ear
	3.9	with a fade
	3.10	eyebrow trim
<b>4</b>	<b>Techniques</b>	
4.1	club cutting	
4.2	scissor over comb	
4.3	clipper over comb	
4.4	freehand	

4.5 thinning

4.6 fading

## **5 Factors**

5.1 hair characteristics

5.2 hair classifications

5.3 head and face shape

5.4 presence of male pattern baldness

5.5 piercings

5.6 adverse skin conditions

## **6 Neckline shapes**

6.1 tapered

6.2 squared

6.3 full neck line

## **7 Outline shapes**

7.1 Natural

7.2 Created

7.3 tapered

## **8 Advice and recommendations**

8.1 how to maintain their look

8.2 time interval between services

8.3 future and present 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

the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service

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

### 4. Techniques

how and when to use different cutting **techniques** and the effects achieved

- 4.1 club cutting
- 4.2 scissor over comb
- 4.3 clipper over comb
- 4.4 freehand
- 4.5 thinning
- 4.6 fading

### 5. Looks

how to create and follow a guideline for different cutting **looks**

- 5.1 uniform layer
- 5.2 square layer
- 5.3 graduation
- 5.4 flat top
- 5.5 with a fringe
- 5.6 with a parting

- 5.7 around the ear outline
- 5.8 over the ear
- 5.9 with a fade
- 5.10 eyebrow trim

**6. Advice and recommendations**

- 6.1 additional services
- 6.2 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 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 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 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****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

### **3 Uniform layer cut**

- 3.1 all sections of the hair are cut to the same length with scissors

### **4 Full neck line**

- 4.1 collar length hair

### **5 Trimmers**

- 5.1 small clippers with smaller blades to create a closer, finer cut with more definition and detail

### **6 Flat Top**

- 6.1 The haircut is usually done with clippers using the clipper over comb technique, though it can also be cut scissor over comb or freehand with a clipper. The hair at the crown is cut from about one quarter to one half inch whilst the barber stands behind the client. He then positions himself in front and cuts the top hair to about two inches in length and then to the desired height across the top from side to side whilst progressing back to the shorter hair at the crown. The exact lengths are dependent on skull shape and the style of flat top. Intricate cutting of the top and upper sides follow to achieve a specific inclination and squarish effect. There are many adaptations of this haircut such as the DA, horseshoe or high top fade.

SKACB2  
Cut hair using basic barbering techniques



---

<b>Developed by</b>	SkillsActive
<b>Version number</b>	2
<b>Date approved</b>	February 2014
<b>Indicative review date</b>	April 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SkillsActive
<b>Original URN</b>	SKAGB3
<b>Relevant occupations</b>	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
<b>Suite</b>	Barbering
<b>Key words</b>	Hair; barbering; cutting

---