



Overview

This standard is about providing prescriptive relaxing services. The ability to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action is required, as treatment may need to span a period of time and a number of appointments.

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 providing a variety of relaxing services
- 2 analyse the hair and scalp
- 3 plan and agree a course of action
- 4 provide relaxing services

Performance criteria

Maintain effective and safe methods of working when providing a variety of relaxing services

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 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 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 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

Analyse the hair and scalp

- You must be able to:
- P12 use **analysis** techniques to establish the nature and extent of the **relaxing service** required by your client
 - P13 identify from your client's previous records, where available, their hair history and how this may affect the **relaxing service**
 - P14 ask your client questions to identify if they have any contra-indications to **relaxing services**
 - P15 ask your client questions to gather information on their relaxing issues and

the result they would like to see.

- P16 record your client's responses to questioning
- P17 conduct a range of **tests** on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- P18 take a suitable course of action when contra-indications and or reactions to tests cause doubts to the suitability of the **relaxing service** for the client
- P19 identify available service options and **products** for resolving your client's relaxing issues based on the results of your **analysis**

Plan and agree a course of action

- You must be able to:
- P20 present suitable options for a course of action in a way your client will understand
 - P21 base your recommendations on the results of your **analysis**
 - P22 explain the likelihood of achieving and maintaining the required degree of straightness to your client
 - P23 explain any restrictions your recommendations may have on further hairdressing services
 - P24 gain and record your client's agreement to the service, **products** and anticipated outcome
 - P25 choose **products** and **tools** based on the results of your analysis, **tests**, consultation with your client and **factors** influencing the service
 - P26 prepare **products** following manufacturers' instructions
 - P27 protect the hairline and scalp prior to relaxing
 - P28 apply a pre-relaxing treatment to even out the hair porosity or protect previously chemically treated hair

Provide relaxing services

- You must be able to:
- P29 prepare your client's hair for the:
 - P29.1 **products** to be used
 - P29.2 **relaxing service** required
 - P29.3 method of application
 - P29.4 manufacturer's instructions

- P30 select and use relaxing **products** from the same product line throughout the service following the manufacturer's instructions
- P31 apply the type and quantity of product to meet the requirements of your **analysis** and the required result
- P32 carry out the **relaxing service**, taking account of influencing **factors**
- P33 use application techniques that minimise the risk of relaxer being spread to the client's skin, clothes and surrounding areas
- P34 frequently monitor the development of the **product**, taking strand **tests**, as required
- P35 modify and adapt your planned course of action to resolve any unforeseen problems
- P36 monitor the comfort of your client at regular intervals throughout the **relaxing service**
- P37 achieve a degree of straightness anticipated
- P38 remove chemicals in a way that minimises the risk of damage to the hair by following manufacturer's instructions
- P39 adapt the water temperature, pressure and direction to protect the hair condition
- P40 restore the hair's pH balance using a suitable post relaxing treatment
- P41 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 the safety considerations which must be taken into account when performing the relaxing service
- K7 methods of cleaning, disinfection and sterilisation used in salons
- K8 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K9 the different types of working methods that promote **environmental and sustainable working practices**
- K10 methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation
- K11 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for relaxing hair

Analyse the hair and scalp

You need to know and understand:

- K15 the legal significance of client questioning and the recording of client's responses
- K16 how and why the contra-indications can affect the delivery of the relaxing service to clients
- K17 how the hair and scalp analysis can affect the choice of products used
- K18 when and how tests should be carried out and the expected results

- K19 how the results of tests can influence the relaxing service
- K20 potential consequences of failing to conduct tests
- K21 why it is important to record test results
- K22 the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range
- K23 your own limits of authority for resolving relaxing issues
- K24 the person to whom you should report problems that you cannot resolve
- K25 regulations in relation to the use of relaxing and normalising products

Plan and agree a course of action

You need to know
and understand:

- K26 the importance of presenting and agreeing a course of action in a way your client will understand
- K27 how hair characteristics may impact on relaxing hair
- K28 the different hair classifications and how these may impact on relaxing hair
- K29 the effects of relaxing products on the hair structure
- K30 the factors that should be considered when selecting sodium or non-sodium relaxing products
- K31 the different types and uses of available pre and post-relaxing treatments
- K32 the manufacturers' instructions for the types of relaxing products used in your salon
- K33 the different types of applicators used during relaxing treatments
- K34 why it is important to use scalp protectors
- K35 the benefits and effects within pre and post treatments
- K36 the importance of using products economically

Provide relaxing services

You need to know
and understand:

- K37 the importance of preparing the client hair prior to the relaxing services
- K38 the difference between sodium and non-sodium relaxing products
- K39 the sequence of product application to correct the relaxing services in the range and why this is important
- K40 how lithium, calcium and guanidine behave to change the hair structure
- K41 the implications of using a hydroxide based product on ammonium

- thioglycolate treated hair
- K42 how to identify the difference between hair porosity and natural keratinisation
 - K43 the percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product
 - K44 how to texturise hair
 - K45 the method of checking relaxer development
 - K46 the method of checking development when texturising
 - K47 the causes of mid length, end and root under-processing and how to correct them
 - K48 the consequences of under-processing and over-processing the hair
 - K49 how neutralising shampoos work and their affect on the hair structure
 - K50 when corrective relaxing treatments should not be used
 - K51 the potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them
 - K52 the importance and effects of restoring the hair's pH balance after the relaxing process
 - K53 the importance of accurate timing
 - K54 why it is necessary for the thorough rinsing of products
 - K55 the importance of having a sufficient time lapse between relaxing and a corrective relaxing service
 - K56 the discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing
 - K57 how to deal with scalp irritation during and after the relaxing process
 - 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	1	Products
	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
	2	Tests
	2.1	elasticity
	2.2	porosity
	2.3	strand
	3	Relaxing services
	3.1	correction of under processing
	3.2	partial relaxing
	3.3	relaxing varying texture on the same head
	3.4	relaxing coloured hair
	4	Analysis
	4.1	hair characteristics
	4.2	hair classifications
	4.3	scalp condition
	4.4	previous chemical services
	4.5	degree of relaxation required
	4.6	target area to be relaxed
	4.7	varying degree of elasticity
4.8	varying degree of porosity	
5	Tools	
5.1	tail combs	
5.2	wide tooth combs	

- 5.3 hands
- 5.4 tint brushes

6 Factors

- 6.1 temperature
- 6.2 time
- 6.3 sequence of application
- 6.4 white hair
- 6.5 degree of product build-up

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 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 **Advice and recommendations**

3.1 additional services

3.2 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 products
 - 1.15 leadership skills

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
- 3.1 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.

SKAAH7

Provide a variety of relaxing services



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAATH26
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing
Key words	relaxing issues; chemically treated hair; sensitised hair; treatment; analyse



Overview

This standard is about the monitoring and effective use of salon resources and meeting productivity and development targets to make a positive contribution to the effectiveness of the business. You are also required to ensure that individuals who may assist you to deliver services to clients work effectively too.

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 contribute to the effective use and monitoring of resources
- 2 meet productivity and development targets

**Performance
criteria**

Contribute to the effective use and monitoring of resources

- You must be able to:
- P1 follow your salon procedures for monitoring the use of **resources**
 - P2 ensure information relating to stock levels is obtained from colleagues in time to coincide with your salon ordering system
 - P3 use **resources** in a way which complies with legal and salon requirements
 - P4 use working methods that promote environmental and sustainable working practices
 - P5 check all deliveries are accurate and complete against order documentation reporting any inaccuracies and or damages
 - P6 identify and resolve any problems with **resources** within the limits of your authority
 - P7 report any **resource** problems you cannot resolve to the relevant person
 - P8 make constructive recommendations to improve the use of **resources** to the relevant person
 - P9 make recommendations which clearly show the benefits of implementing your suggestions
 - P10 ensure records for which you are responsible are accurate, legible and up-to-date

Meet productivity and development targets

- You must be able to:
- P11 set, agree and record your **productivity and development targets** with the relevant person to meet the needs of the business
 - P12 seek opportunities that will help you to meet your **productivity and development targets**
 - P13 regularly review and record your progress towards the achievement of your **productivity and development targets**
 - P14 adjust your activities in a way that will help you to meet your **productivity and development targets**
 - P15 **meet your set productivity and development targets consistently and within the agreed timescale**

Knowledge and understanding

Contribute to the effective use and monitoring of resources

You need to know and understand:

- K1 your salon's requirements relating to the use of the resources in the range
- K2 the critical aspects of current legal requirements relevant to your business relating to the use of resources
- K3 current legal requirements relating to the sale of retail goods
- K4 the different types of working methods that promote environmental and sustainable working practices
- K5 your own limits of authority in relation to the use of resources
- K6 to whom to report recommendations
- K7 how the effective use of resources contributes to the profitability of the business
- K8 how salon ordering systems work and how to interpret them
- K9 the importance of keeping accurate records for the use and monitoring of resources
- K10 the common problems associated with salon resources and how to resolve them
- K11 how to present the benefits of recommendations in a positive manner
- K12 how to negotiate and agree productivity and development targets
- K13 how to respond positively to negative feedback
- K14 general principles of time management applicable to the delivery of salon services

Meet productivity and development targets

You need to know and understand:

- K15 why it is important to meet your productivity and development targets
- K16 the consequences of failure to meet your productivity and development targets
- K17 the types of opportunities that can be used to achieve your productivity and development targets, such as promotion of new products and services, seasonal promotions and special offers
- K18 why you should regularly review your targets
- K19 the importance of gaining feedback of your performance and development needs from others

Additional information

**Scope/range related
to performance
criteria**

1

Resources

- 1.1 human
- 1.2 stock
- 1.3 tools and equipment
- 1.4 time

2

Productivity and development targets

- 2.1 retail sales
- 2.2 technical services
- 2.3 personal learning

**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 your responsibilities for other additional legislation covering your job role

- 3.1 Data Protection Act
- 3.2 Working Time Directives
- 3.3 Cosmetic Products Regulations
- 3.4 Sale of Goods Act
- 3.5 Distance Selling Act
- 3.6 Trade Descriptions Act
- 3.7 Consumer Protection Legislation



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
 - 1.15. leadership skills

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

SKACHB18

Contribute to the financial effectiveness of the business



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAG11
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Contribute; financial; business



Overview

This standard is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect 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 contribute to the planning and preparation of promotional activities
- 2 implement promotional activities
- 3 participate in the evaluation of promotional activities

Performance criteria

Contribute to the planning and preparation of promotional activities

- You must be able to:
- P1 make recommendations to the relevant person for suitable **promotional activities** and identify the potential benefits for the business
 - P2 identify and agree specific, measurable, achievable, realistic and time bound **objectives** and target groups for the activity with the relevant person(s)
 - P3 agree requirements for the activity with all relevant persons in sufficient detail to allow the work to be planned
 - P4 produce an agreed plan showing the:
 - P4.1 type of promotional activity
 - P4.2 **objectives** of the activity
 - P4.3 roles and responsibilities of others involved
 - P4.4 resource requirements
 - P4.5 preparation and implementation activities
 - P4.6 timescales
 - P4.7 budget
 - P4.8 methods of evaluation
 - P5 agree a plan that takes into account any legal requirements, when necessary
 - P6 ensure resources are available to meet the planned timescale

Implement promotional activities

- You must be able to:
- P7 implement **promotional activities** to meet the agreed plan
 - P8 adapt **promotional activities**, when necessary, in response to changed circumstances and or problems
 - P9 use resources effectively throughout the **promotional activities**
 - P10 communicate the essential features and benefits of products and services to the target group
 - P11 use methods of communication that are suitable for the type of promotional activity being undertaken
 - P12 present information in logical steps
 - P13 encourage the target group to ask questions about the services and products being promoted

- P14 respond to questions and queries in a way which promotes goodwill and enhances the salon image
- P15 actively encourage the target group to take advantage of the services and products being promoted
- P16 clear away products and equipment at the end of the **promotional activities**, when necessary, to meet the requirements of the venue

Participate in the evaluation of promotional activities

- You must be able to:
- P17 use the methods agreed in your promotional activity plan to gain feedback from the relevant sources
 - P18 collate and record the information gained from the feedback using a clear format and method of presentation
 - P19 draw conclusions on the effectiveness of the promotional activity in meeting the agreed **objectives**
 - P20 participate in discussions giving a clear and well structured summary of the results of the evaluation
 - P21 make recommendations for improvements to any future **promotional activities** based upon the outcomes of your evaluation

Knowledge and understanding

Contribute to the planning and preparation of promotional activities

You need to know and understand:

- K1 the practical requirements and restrictions of any venue
- K2 the contract requirements, local bye-laws and legislation which could restrict your promotional activity in any venue used
- K3 the importance of considering health and safety and other legal requirements
- K4 the health and safety procedures applicable to any venue you use
- K5 the potential hazards you must consider when working at any venue
- K6 the steps that should be taken to minimise risks when working at an external venue
- K7 the purpose and value of detailed and accurate planning
- K8 the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue
- K9 how the nature of the target group can influence the choice of promotional activity
- K10 how to match types of promotional activities to objectives
- K11 how to present a plan for promotional activities
- K12 why it is important to consider methods of evaluation at the planning stage
- K13 how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time bound objectives
- K14 the importance of working to a budget
- K15 where and how to obtain resources
- K16 the importance of clearly defining the roles and responsibilities of those involved in promotional activities
- K17 the importance of allocating roles and responsibilities to match an individual's competence levels
- K18 the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity
- K19 the types of foreseeable problems that occur and ways of resolving them

Implement promotional activities

You need to know and understand:

- K20 the features and benefits of the products and or services being promoted
- K21 how to recognise buying signals and to close sales
- K22 the difference between the features of a product or service and the benefits of a product or service
- K23 how to tailor your presentation of the benefits of products and or services to meet individual needs and interests
- K24 how and when to participate in discussions
- K25 how to give a short presentation taking into account the timing, pace, use of voice and use of graphics
- K26 methods of presenting information such as pictorially, graphically, verbally
- K27 methods of creating a visual impact
- K28 how and when to make openings to encourage others to ask questions
- K29 how to answer questions and manage queries in a way likely to maintain goodwill

Participate in the evaluation of promotional activities

You need to know and understand:

- K30 the purpose of evaluation activities
- K31 the areas of the promotional activity which should be evaluated
- K32 the most suitable methods of gaining feedback for the promotional activities in the range
- K33 how to collate, analyse and summarise evaluation feedback in a clear and concise way
- K34 suitable ways of formatting and producing an evaluation report

Additional information

- Scope/range related to performance criteria**
- 1 **Promotional activities** are
 - 1.1 demonstrations
 - 1.2 displays
 - 1.3 advertising campaigns

 - 2 **Objectives** are
 - 2.1 to enhance salon image
 - 2.2 to increase salon business

Scope/range related to knowledge and understanding	1	the importance of considering health and safety and other legal requirements
	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

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
 - 1.15. leadership skills

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

SKACHB17

Contribute to the planning, implementation and evaluation of promotional activities



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAH32
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Contributing; planning; implementation; promotional



Overview

This standard is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions.

The ability to select and perform a variety of hair and scalp treatments using products, tools, equipment and techniques is required to achieve 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 appearance and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when providing specialist hair and scalp treatments
- 2 prepare for hair and scalp treatments
- 3 perform hair and scalp treatments

**Performance
criteria**

Maintain effective and safe methods of working when providing specialist hair and scalp treatments

- 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 **treatment 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**
 - 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

Prepare for hair and scalp treatments

- You must be able to:
- P12 use methods to establish:
 - P12.1 the nature and extent of the hair and scalp condition
 - P12.2 the most suitable course of action
 - P13 identify from your client's previous consultation records, where available, their hairdressing, medical and family history and how this may affect the treatment plan, or **factors** limiting or preventing the treatments

- P14 record your client's responses to questioning
- P15 conduct the relevant tests on your client's hair following recognised industry procedures and salon policy and record the results
- P16 take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the specialist treatment for the client

Perform hair and scalp treatment

- You must be able to:
- P17 select suitable **treatment products, tools and equipment** to treat the **hair and scalp conditions**
 - P18 prepare the hair and scalp to meet the needs of the specialised treatment
 - P19 explain to your client the sensation that may be experienced by the **treatment products, tools and equipment** being used
 - P20 explain the specialised treatment procedure to your client in a clear and simple way at each stage of the process
 - P21 use **treatment products, tools and equipment** in line with manufacturers' instructions and salon policy
 - P22 adjust the setting and duration of the tools and **equipment** used to suit your client and their **hair and scalp conditions**
 - P23 apply and adapt the **massage techniques** to meet your client's needs and **treatment objectives**
 - P24 use treatment techniques that minimise discomfort to your client
 - P25 take prompt remedial action if contra-indications or discomfort occur during the course of the specialised treatment
 - P26 ensure empathy and sensitivity towards the nature of your client's condition throughout the treatment
 - P27 ensure the hair and scalp are left clean and free of the **treatment products**, where required
 - P28 ensure the treatment is to your client's satisfaction and meets the **treatment objectives**
 - P29 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when providing specialist hair and scalp treatments

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 safety considerations which must be taken into account when providing hair and scalp treatments
- K7 the correct use and maintenance of tools and equipment
- K8 methods of cleaning, disinfecting and sterilising equipment and tools
- K9 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K10 the different types of working methods that promote **environmental and sustainable working practices**
- K11 the importance of personal hygiene and presentation in maintaining health and safety
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for hair and scalp treatments

Prepare for hair and scalp treatments

You need to know and understand:

- K15 how to recognise hair and scalp conditions
- K16 how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action
- K17 the likely causes of adverse hair and scalp conditions
- K18 the preparation and application of the hair and scalp treatment products, tools and equipment
- K19 the active ingredients in specialist hair and scalp products and how they work

- K20 the different types of medical treatments for hair loss
- K21 the effects and benefits of different massage techniques
- K22 the effects and benefits of different tools and equipment
- K23 how to recognise erythema and hyperaemia and its causes
- K24 the **anatomy and physiology** of the head and scalp and how this impacts on the hair and scalp
- K25 the hair growth cycle and how this influences present and future treatments
- K26 the reasons for normal and abnormal hair growth such as topical, congenital, systemic
- K27 the general factors that contribute to healthy hair and scalp
- K28 the different types of hair loss, alopecia, their causes and how to recognise them
- K29 the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig
- K30 the types and purposes of conducting tests
- K31 when and how tests should be carried out and the importance of recording results
- K32 possible contra-indications that may occur during and post treatment and how to deal with them

Perform hair and scalp treatment

You need to know
and understand:

- K33 the different types of hair and scalp treatments and products available for use
- K34 how different **factors** can influence the treatment choice, tools equipment and application selected
- K35 the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs
- K36 the different types of technological advancements for the treatment of hair and scalp conditions
- K37 the effects of chemotherapy and radiotherapy on hair growth
- K38 the advice and support available for clients with hair loss
- K39 the importance of ensuring the hair and scalp are left clear of treatment products
- K40 the importance of explaining the potential need for a course of treatment to

ensure the best possible results

K41 the importance of evaluating the effectiveness of the hair and scalp treatment

K42 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	Treatment products
	1.1	oils
	1.2	creams
	1.3	lotions
	1.4	spirit based products
	1.5	treatment conditioners
	1.6	treatment shampoos
	2	Tools and equipment
	2.1	vibro massage
	2.2	high frequency
	2.3	heat accelerators
	2.4	steamers
	3	Factors
	3.1	hair characteristics
	3.2	hair classifications
	3.3	scalp condition
	3.4	unusual features on the scalp
	4	Hair and scalp conditions
	4.1	dry scalp
	4.2	oily scalp
4.3	sensitised scalp	
4.4	scaling scalp	
4.5	pityriasis capitis	
4.6	diffuse hair loss (general thinning)	
4.7	chemically damaged hair	
4.8	environmentally damaged hair	
4.9	physically damaged hair	

5 **Massage techniques**

- 5.1 effleurage
- 5.2 petrissage
- 5.3 vibration

6 **Treatment objectives**

- 6.1 improvement of hair condition
- 6.2 improvement of scalp condition

7 **Advice and recommendations**

- 7.1 how to maintain their look
- 7.2 time interval between services
- 7.3 recent 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 the provision of specialist hair and scalp treatments and how these may impact on the service

3.1 hair classifications

3.2 hair characteristics

3.3 scalp condition

3.4 unusual features on the scalp

4 **Anatomy and physiology**

4.1 the structure, function and action of muscles within the treatment area

4.2 the position of the primary bones within the treatment area

4.3 the basic principles of the endocrine system and how this impacts on the hair and scalp

4.4 the structure and function of the circulatory system and how this impacts on the hair and scalp

4.5 the structure and function of the lymphatic system and how this impacts on the hair and scalp

4.6 the structure and function of the nervous system and how this impacts on the hair and scalp

4.7 the physical and psychological effects of hair and scalp treatments

4.8 the structure and function of the skin and 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. 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 best 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 if necessary
 - 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 **Effleurage** - A gentle stroking movement
 - 4 **Petrissage** - Slow, firm, kneading movement
 - 5 **Vibration** - A fine, gentle trembling movement of the tissues which is performed by your hand or fingers

SKACHB16

Provide specialist hair and scalp treatments



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH25
Relevant occupations	Hairdressing and barbering
Suite	Hairdressing and Barbering
Key words	specialist, hair, scalp



Overview

This standard is about developing your creative skills in a way that enhances your own professional profile. The ability to research, plan and create a range of images in conjunction with others is required in this standard. Evaluation of the results and how your design image may be adapted for commercial use also 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 plan and design a range of images
- 2 produce a range of creative images
- 3 evaluate your results against the design plan objectives

**Performance
criteria****Plan and design a range of images**

- You must be able to:
- P1 identify the intended **activity** for which the **images** are required
 - P2 use suitable sources of information to research ideas on themes for design
 - P3 identify information to create your design plan
 - P4 create a design plan which has clearly defined objectives:
 - P4.1 suitable for your chosen range of **images**
 - P4.2 clearly defines the roles and responsibilities of others involved
 - P4.3 takes account of budgetary constraints
 - P4.4 defines all resources required
 - P4.5 states how risks to health and safety can be reduced
 - P4.6 takes account of foreseeable problems and ways of resolving them
 - P4.7 lists any venue requirements, if applicable
 - P5 agree your design plan with the **relevant person(s)**

Produce a range of creative images

- You must be able to:
- P6 communicate with others involved throughout the implementation of your design plan
 - P7 adapt your design plan to meet any changed circumstances
 - P8 demonstrate the innovative application of **techniques** to achieve the design **image**
 - P9 use **additional media** to complement the design **image**, when required
 - P10 follow safe and effective working methods when creating the design **image**
 - P11 ensure the finished **image** meets your agreed design plan
 - P12 ensure the finished **image** and its presentation clearly shows the innovative features of your design and enhances your professional profile



Evaluate your results against the design plan objectives

- You must be able to:
- P13 seek feedback from **relevant person(s)** on the impact of your image and its effectiveness in meeting your design plan
 - P14 evaluate your own performance against your objectives to identify how and where it could be improved
 - P15 evaluate how the design **image** may be adapted for commercial use

Knowledge and understanding

Plan and design a range of images

You need to know and understand:

- K1 basic principles of design, scale and proportion when creating an image
- K2 how to identify and develop a theme as a basis for a hairdressing design image
- K3 the importance of detailed and accurate planning
- K4 the importance of communicating and agreeing design plans
- K5 the importance of setting and working to a budget
- K6 sources of creative information and inspiration for design ideas and how to access them such as historical, cultural and fashion
- K7 the range and availability of resources
- K8 where to obtain resources
- K9 any venue requirements likely to affect your plans
- K10 the common problems associated with photographic shoots, hair shows and competitions such as staffing, tools and equipment breakdowns and time overruns and how to resolve them
- K11 the potential hazards you must consider when working at any venue
- K12 the steps that should be taken to minimise risks when working at any venue
- K13 how and if local bye-laws and legislation may limit your use of tools and equipment
- K14 **health and safety** procedures applicable to any venue you use

Produce a range of images

You need to know and understand:

- K15 the importance of effective communication
- K16 how and when to participate in discussions and move them forward
- K17 how to make openings in conversations to encourage people to speak
- K18 ways of visually presenting your design image effectively to others
- K19 ways in which additional media can be used to complement the overall design image
- K20 the importance of presenting your final results in a professional way
- K21 current techniques for creatively styling, dressing and finishing hair
- K22 the types of products, tools and equipment available and the effects they can create



- K23 the types of non-conventional items that may be used when styling hair and the effects they can create
- K24 the manufacturers' instructions for the specific products, tools and equipment you intend to use

Evaluate your results against the design plan objectives

You need to know and understand:

- K25 the purpose of evaluation activities
- K26 the areas on which you should collect feedback
- K27 methods of gaining feedback from others
- K28 the potential commercial benefits that can arise from creative hair design work

Additional information**Scope/range related
to performance
criteria**

1. **Activity**
 - 1.1 photographic
 - 1.2 shows
 - 1.3 competition work

2. **Images**
 - 2.1 based on a theme
 - 2.2 avant-garde

3. **Relevant person(s)**
 - 3.1 photographer
 - 3.2 line manager
 - 3.3 make-up artists
 - 3.4 colleagues
 - 3.5 show audience
 - 3.6 competition judges

4. **Techniques**
 - 4.1 cutting
 - 4.2 perming
 - 4.3 relaxing
 - 4.4 colouring
 - 4.5 styling and dressing
 - 4.6 adding hair
 - 4.7 plaiting
 - 4.8 twisting
 - 4.9 locking
 - 4.10 shaving

4.11 creating patterns in hair

5. **Additional media**

5.1 accessories

5.2 clothes

5.3 make-up

Scope/range related to knowledge and understanding

1 Health and safety

How and if local bye laws and legislation may limit your use of tools and equipment and health and safety procedures applicable to any venue you use:

- 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

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 products
 - 1.15 leadership skills

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

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 this particular Standard, it may also refer to an individual deemed responsible by the salon for specific areas and services.

Resources

Anything used to aid the delivery and completion of the service such as towels, gowns, equipment, consumable items.

SKACHB15

Develop enhance and evaluate your creative hairdressing skills



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH21
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Develop; enhance; hairdressing skills



Overview

This standard is about providing a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services ensuring that you fully engage with your client to meet their needs and expectations.

Client consultation is the foundation to establishing and building your client relationship and it is important that a variety of communication skills are demonstrated to gather key information. Making suitable recommendations for services and products based on this information and the results of your analysis of their hair, skin and scalp is an essential part of this standard.

The ability to provide advice including alternative courses of action, such as referral to other specialists, is also a requirement.

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

The main outcomes of this standard are:

1. establish client requirements
2. analyse the hair, skin and scalp
3. review options and agree on a course of action
4. advise clients on hair maintenance and management

**Performance
criteria**

Establish client requirements

- You must be able to:
- P1 use **consultation techniques** in a courteous and supportive manner
 - P2 ask relevant questions in a way your **client** will understand
 - P3 use visual aids to present clients with suitable ideas to help them reach a decision
 - P4 encourage your **client** to express their wishes, views and concerns and allow sufficient time for them to do this
 - P5 explain the **implications** of agreed hairdressing services in a way your **client** can understand

Analyse the hair, skin and scalp

- You must be able to:
- P6 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P7 conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
 - P8 identify from your client's previous records, when available, any factors likely to affect future services
 - P9 identify **factors limiting or affecting services** and the choice of products
 - P10 recommend suitable **courses of action** if your client's needs cannot be met
 - P11 deal with analysis problems

Review options and agree on a course of action

- You must be able to:
- P12 reflect, clarify and review products and service options available to the **client**
 - P13 agree services, products and outcomes that are acceptable to your **client** and meet their needs
 - P14 base recommendations on the outcomes of your analysis of the client's **hair characteristics** and **hair classifications**, skin and scalp condition
 - P15 make suggestions about alternative services and products if you decide your client's requirements are unrealistic
 - P16 ensure your **client** records are up-to-date, accurate and complete

Advise clients on hair maintenance and management

- You must be able to:
- P17 identify your client's current hair care regime
 - P18 explain the impact of your client's current hair care regime on future hairdressing services
 - P19 give your **client** advice on ways of improving their current hair care regime.

Knowledge and understanding

Establish client requirements

You need to know and understand:

- K1 the importance of creating a setting in which clients feel comfortable
- K2 how to explore clients' expectations, concerns and needs and explain any service limitations
- K3 the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit
- K4 how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
- K5 the importance of not discriminating against clients with illnesses and disabilities and why
- K6 the importance of engaging in conversation and making openings in conversations to encourage clients to speak
- K7 the different types of visual aids that can support client consultation
- K8 the types of additional sources of services, treatments and support that may be of interest to clients
- K9 the cost and frequency of maintenance for all services
- K10 the duration, commitment and time required to carry out and maintain services
- K11 the implications of changes to their existing hair and scalp regime
- K12 your responsibilities under current relevant **health and safety legislation** and any other relevant legislation
- K13 your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services

Analyse the hair, skin and scalp

You need to know and understand:

- K14 your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- K15 the importance of carrying out tests and the potential consequences of failing to do so
- K16 the types and purposes of tests
- K17 salon procedures and manufacturer's instructions in relation to conducting

tests

- K18 the basic structure of hair and skin
- K19 the growth cycle of hair
- K20 how different **factors** limit or affect the services and products that can be offered to clients
- K21 how to visually recognise **adverse hair and scalp conditions**
- K22 the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
- K23 your salon's policy for referring clients to other salons, sources and professionals
- K24 the role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
- K25 the limits and boundaries of your duties and responsibilities and why it is important to explain these to the client

Review options and agree on a course of action

You need to know and understand:

- K26 the importance of confirming and recording the course of action that is to be taken for the client
- K27 how different types of hair characteristics impact on products and services
- K28 how different types of hair classification impacts on products and services
- K29 how to complete the client records used in your organisation and the importance and reasons for gaining client consent.
- K30 the importance of the correct completion, storage and security of client records
- K31 the importance of confidentiality and what might happen if this is not maintained

Advise clients on hair maintenance and management

You need to know and understand:

- K32 the importance of providing **advice and recommendations** on the products and services provided in the salon
- K33 how to maintain their agreed style

Additional information

Scope/range related to performance criteria	1	Client	
		1.1	new
		1.2	regular
	2	Consultation techniques	
		2.1	questioning
		2.2	observation
	3	Implications	
		3.1	cost and frequency of maintenance
		3.2	limitations to other services
		3.3	changes to their existing hair and scalp care regime
	4	Factors limiting or affecting services	
		4.1	adverse hair, skin and scalp conditions
		4.2	incompatibility of previous services and products used
		4.3	client's lifestyle
		4.4	test results
	5	Courses of action	
		5.1	offering information, advice and guidance
		5.2	referral to sources of support in line with your salons procedure
	6	Hair characteristics	
		6.1	hair density
		6.2	hair texture

- 6.3 hair elasticity
- 6.4 hair porosity
- 6.5 hair condition
- 6.6 hair growth patterns

7 Hair classification

- 7.1 Type 1 – straight hair
- 7.2 Type 2 – wavy hair
- 7.3 Type 3 – curly hair
- 7.4 Type 4 – very curly hair

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

1 Health and safety legislation

your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

- 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
- 1.18. Disability Discrimination Act

2 Adverse hair and scalp conditions

how to visually recognise **adverse hair and scalp conditions** and contra-indications:

- 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 **Factors limiting or affecting services**

how different factors limit or affect the services and products that can be offered to clients

- 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 **Advice and recommendations**

- 4.1 Additional services
- 4.2 Addition 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
 - 1.15 leadership skills

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 Special advice prior to visit

3.1 special clothing requirements

3.2 tests required

3.3 treatments and services to avoid

SKACHB14

Provide client consultation services



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	September 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAG21/SKAG16
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Providing; consultation services



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



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



Overview

This standard is about combining, adapting and personalising a range of sectioning and winding techniques to achieve a variety of fashionable permed effects. Permed effects include root lifted, waved, corkscrewed and textured curls. The ability to work with sensitised hair is also 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 perming and neutralising hair
- 2 prepare for perming
- 3 create a variety of permed effects

**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 protect your client's clothing throughout the service
 - P3 wear personal protective equipment when using perming and neutralising chemicals
 - 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 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 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

Prepare for perming

- You must be able to:
- P12 ask your client questions to identify if they have any contra-indications to perming services
 - P13 record your client's responses to questioning
 - P14 conduct following manufacturers' instructions and recognised industry procedures

- P15 record the outcomes of **tests** on your client's record card
- P16 choose **products**, tools and equipment based on the results of **tests**, consultation with your client and influencing **factors**
- P17 prepare **products**, following manufacturers' instructions
- P18 protect your client's hair and skin prior to the perming service

Create a variety of permed effects

- You must be able to:
- P19 explore the variety of potential looks with your client using the relevant visual aids
 - P20 base your recommendations on an accurate evaluation for your client's hair and its potential to achieve the effects required
 - P21 use **products** and techniques taking into account influencing **factors**
 - P22 personalise your **sectioning and winding techniques** to take account of **factors** that will influence the desired effect
 - P23 adapt your methods of working and use of **products** to meet the needs of clients with **sensitised hair**
 - P24 confirm the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
 - P25 take remedial action to resolve issues that occur during the perming service
 - P26 ensure development is stopped and the hair is effectively neutralised once the desired **permed effect** has been achieved
 - P27 use creative finishing techniques to achieve the desired **permed effect**
 - P28 ensure the finished **permed effect** complements your client's features and enhances their personal image and that of the salon
 - P29 confirm your client's satisfaction with the finished effect
 - P30 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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the safety considerations that must be taken into account when perming and neutralising hair
- K8 the different methods for cleaning, disinfecting and sterilising tools
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- 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 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow
- K14 the correct methods of waste disposal
- K15 your salon's expected service times for perming and neutralising services

Prepare for perming

You need to know and understand:

- K16 the legal significance of client questioning and the recording of client's responses
- K17 the importance of recognising any contra-indications to perming and neutralising services

- K18 the types and purposes of tests used for perming services
- K19 when and how tests should be carried out and the expected results
- K20 how the results of tests can influence the perming service
- K21 potential consequences of failing to conduct test
- K22 the courses of action to take in the event of adverse reactions to tests
- K23 the chemical composition of perming and neutralising products
- K24 the effects of perm lotions and neutralisers on the hair structure
- K25 the effects of pre-perm and post-perm treatments on the hair structure
- K26 how temperature affects the perming process
- K27 the importance of accurate timing and thorough rinsing of products
- K28 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- K29 how different **factors** can affect your choice of perming and neutralising products
- K30 how hair sensitised from previous treatments and heat damage reacts to perming products
- K31 why it is important to protect your client's hair and skin before the perming service

Create a variety of permed effects

You need to know
and understand:

- K32 the importance of exploring a variety of looks possible with your client using the relevant visual aids
- K33 how and why the contra-indications can affect perming services
- K34 the manufacturers' instructions for the specific perming and neutralising products
- K35 the different types of perming products and how they are used to create curl
- K36 the sectioning and winding techniques for different types of hair
- K37 how different factors affect sectioning and winding techniques
- K38 the types of tools that can be used to achieve the perming effects in the range
- K39 how and why it is necessary to adapt your working methods and choice of perming products to suit sensitised hair
- K40 methods of applying perming products when using different winding techniques
- K41 the effects of overlapping products on previously chemically treated hair

-
- K42 how to check curl development when using different types of winding tools
 - K43 the types and purpose of equipment used during the perm development process
 - K44 the different types and uses of neutralising agents
 - K45 methods of applying neutraliser to suit the different winding techniques
 - K46 the importance of ensuring the finished perm effect complements your client's features and enhances their personal image and that of the salon
 - K47 types and causes of problems that can occur during the perming process and how to rectify them
 - K48 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	barrier creams
		1.2	pre-perm treatment
		1.3	perm lotions
		1.4	neutralisers
		1.5	post-perm treatment
	2	Tests	
		2.1	development
		2.2	elasticity
		2.3	porosity
		2.4	incompatibility
	3	Factors	
		3.1	hair characteristics
		3.2	hair classification
		3.3	temperature
		3.4	direction, degree and extent of movement required
		3.5	hair condition
		3.6	hair length
		3.7	hair growth patterns
		3.8	haircut
	3.9	degree of existing curl	
4	Sectioning and winding techniques		
	4.1	piggyback	
	4.2	spiral	
	4.3	weaving	

- 4.4 root
- 4.5 hopscotch
- 4.6 double wind

5 Sensitised hair

- 5.1 permanently coloured hair
- 5.2 lightened hair
- 5.3 previously permed hair

6 Permed effect

- 6.1 root lifted
- 6.2 waved
- 6.3 corkscrewed
- 6.4 textured curl

7. Advice and recommendations

- 7.1 how to maintain their perm
- 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 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 effective 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
 - 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 pattern

3 Pre-perm treatment

A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

4 **Strand test**

This test is used in the rearranging process to establish the effect of the product on the hair and its condition ie, the degree of straightness has been achieved before winding.

5 **Sensitised Hair**

Hair which has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors.

SKACH13

Create a variety of permed effects



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH22
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing
Key words	perming effects



Overview

This standard is about the skills required to provide a full and partial hair extension service to clients to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and or volume to the client's hair. Cutting the new extensions for creatively styling and finishing is required, as is the maintenance and removal of extensions.

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 adding hair extensions
- 2 plan to add hair extensions
- 3 prepare and attach hair extensions
- 4 cut and finish hair extensions
- 5 maintain and remove hair extensions

**Performance
criteria**
Maintain effective and safe methods of working when adding hair extensions

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

Plan to add hair extensions

- You must be able to:
- P10 examine the hair and scalp to identify any **factors** that may affect the service
 - P11 ask your client appropriate questions to establish any known contra-indications to the hair extension service
 - P12 record your client's responses to questioning
 - P13 conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
 - P14 take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client
 - P15 select **attachment systems** and **hair extensions** which are of a:

- P15.1 suitable texture
- P15.2 suitable colour
- P15.3 suitable length
- P15.4 suitable width
- P16 confirm service requirements prior to ordering **attachment systems** and **hair extensions**

Prepare and attach hair extensions

- You must be able to:
- P17 prepare the **attachment systems** and **hair extensions** to avoid wastage, tangling and to meet the manufacturer's instructions
 - P18 prepare your client's hair in a way that is suitable for the **attachment system** to be used
 - P19 ensure the availability of assistance, where required
 - 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 **attachment systems** to be used
 - P22 section the hair in a way that will allow the **hair extensions** to lie in the direction required
 - P23 secure any hair not being extended to keep each section clearly visible
 - P24 use **attachment systems** that secure **hair extensions** into your client's hair to meet style requirements
 - P25 **add and attach** hair in a way that takes into account the **factors** influencing the service
 - P26 maintain even tension throughout the attachment process
 - P27 check the comfort of your client at regular intervals and give suitable reassurance, if necessary
 - P28 identify and resolve any problems occurring during the service
 - P29 ensure, on completion, that the **hair extensions** give a balanced and well proportioned finished look

Cut and finish hair with extensions

- You must be able to:
- P30 establish and follow cutting guidelines suitable to achieve the finished look
 - P31 adapt your **cutting techniques** to take account of **factors** which influence working on **hair extensions**
 - P32 adapt your cross checking methods to suit the fall of the **hair extensions**
 - P33 adapt your posture and position to ensure the accuracy of the cut
 - P34 combine and adapt your **cutting techniques** to achieve the finished look
 - P35 make final checks to ensure the cut is accurate
 - P36 use **creative finishing techniques** that complement the finished look
 - P37 use suitable styling and finishing products, when required to achieve the finished look
 - P38 confirm that your client is satisfied with the finished look
 - P39 give your client **advice and recommendations** on the service provided

Maintain and remove hair extensions

- You must be able to:
- P40 maintain and remove **hair extensions** following manufacturers' instructions
 - P41 use the correct tools to minimise damage to your client's hair
 - P42 use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair
 - P43 leave your client's hair free of residue and product build up
 - P44 leave your client's hair clean and prepared ready for the next service
 - P45 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when adding 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 the range of protective clothing that should be available for clients
- K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 the different types of working methods that promote **environmental and sustainable working practices**
- K7 why it is important to keep your work area clean and well organised
- K8 why it is important to position your tools, products and equipment for ease of use
- K9 the correct use and maintenance of tools, products 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 importance of personal hygiene, protection and presentation in maintaining **health and safety** in your workplace
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the correct methods of waste disposal
- K15 your salon's expected service times for applying hair extension systems

Plan, prepare and attach hair extensions

You need to know and understand:

- K16 how to conduct an examination of the hair and scalp to recognise **factors** which will affect the hair attachment system
- K17 the **factors** that must be taken into consideration prior to adding and attaching hair extensions
- K18 the hair growth cycle

- K19 the importance of questioning clients to establish any contra-indications to hair extension services
- K20 how contra-indications can affect or restrict the delivery of hair extension services
- K21 the legal significance of client questioning and of recording the client's responses
- K22 your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
- K23 the types and purposes of tests
- K24 how the results of tests can influence all aspects of the service
- K25 the potential consequences of failing to carry out tests and the importance of recording test results
- K26 the types of hair extension systems available and their advantages and disadvantages
- K27 the principles for selecting the correct hair attachment systems
- K28 the principles for blending added hair
- K29 the general differences in preparation requirements between human hair and artificial extensions
- K30 how the client's hair should be prepared for each of the hair attachment systems
- K31 how to mix a number of added hair colours to give block colour and highlighting effects
- K32 the importance of following manufacturer's instructions for different hair attachment systems
- K33 the hair attachment systems with which you may need assistance
- K34 how to estimate the length of time the hair attachment systems can take
- K35 methods of applying short term and long term hair attachment systems
- K36 how to judge the quantity of hair to be added to achieve a balanced and well proportioned finished look
- K37 how the intended style can affect the choice and placement of different hair attachment systems
- K38 why it is important to maintain a correct and even tension when adding hair extensions
- K39 the tools and equipment necessary for each attachment method and how these

are used

- K40 the types of problems that can occur when adding hair extensions and how to remedy them
- K41 the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding
- K42 how to help relieve client anxieties in a reassuring way
- K43 the types of finishing products and techniques suitable for use with hair extensions

Cut and finish hair extensions

You need to know
and understand:

- K44 how to carry out creative cutting techniques to blend the client's own hair and different hair attachment system to suit the finished look
- K45 how to adapt cutting techniques to suit different types of hair extensions such as artificial and human
- K46 the importance of cross checking the cut for accuracy

Maintain and remove hair extensions

You need to know
and understand:

- K47 the importance of providing **advice and recommendations** on the products and services provided in the salon
- K48 how to maintain and remove the hair attachment system
- K49 the recommended time interval between services
- K50 how lifestyle will affect the maintenance and longevity of each hair attachment system
- K51 the types of products and tools used to remove different hair attachment systems
- K52 why it is important to remove hair attachment residue and product build up as part of the extension removal process

Additional information**Scope/range related
to performance
criteria**

- | | |
|----------|--------------------------------------|
| 1 | Cutting tools |
| 1.1 | scissors |
| 1.2 | thinning scissors |
| 1.3 | razors |
| 2 | Factors |
| 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 | evident hair damage |
| 2.8 | quantity of added hair |
| 2.9 | head and face shape |
| 2.10 | finished look |
| 3 | Attachment systems |
| 3.1 | short term |
| 3.2 | long term |
| 4 | Hair extensions |
| 4.1 | artificial |
| 4.2 | human |
| 5 | Add and attach |
| 5.1 | full head |

5.2 partial head

6 Cutting techniques

6.1 point cutting

6.2 tapering

6.3 freehand

6.4 razoring

6.5 texturising

7 Creative finishing techniques

7.1 drying

7.2 product application

7.3 setting

7.4 use of heated styling equipment

8 Advice and recommendations

8.1 how to maintain the attachment system

8.2 time interval between services

8.3 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 hair extensions

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 evident hair damage

3.8 the quantity of added hair

3.9 head and face shape

3.10 finished look

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 Short term attachment systems - 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 or rows
- 4.9 plaited corn row

5 Long term attachment systems - hair attachment systems which last six weeks plus

- 5.1 hot bonded or fusion
- 5.2 micro ring or loop
- 5.3 corn row based wefts
- 5.4 corn row plaits

6 Cutting techniques

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

7 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

8 Traction alopecia

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

SKACH12

Provide creative hair extension services



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH23
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing
Key words	Providing; creative; extension services

Overview

This standard is about the advanced skills necessary to determine and correct more complex colouring problems. To achieve this standard, you must be able to remove artificial colour, remove bands of colour, recolour lightened hair, recolour hair that has had artificial colour removed and correct highlights and lowlights.

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 correcting hair colour
- 2 determine the problem
- 3 plan and agree a course of action to correct colour
- 4 correct colour

**Performance
criteria**

Maintain effective and safe methods of working when correcting hair colour

- 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
 - protect your client's clothing throughout the service
 - P3 wear personal protective equipment when carrying out **colour correction** services
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working to minimise fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 remove waste immediately at the end of the service
 - P8 use working methods that:
 - 8.1 minimise the wastage of **products**
 - 8.2 minimise the risk of cross-infection
 - 8.3 make effective use of your working time
 - 8.4 ensure the use of clean resources
 - 8.5 minimise the risk of harm or injury to yourself and others
 - 8.6 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

Determine the problem

- You must be able to:
- P13 use the correct methods to establish:
 - P13.1 the nature and extent of the colouring problem
 - P13.2 any contraindications to the service
 - P13.3 the condition of your client's hair, skin and scalp

- P13.4 the extent of artificial colour and natural colour on the one head
- P13.5 the most suitable **colour correction** techniques
- P14 identify from your client's previous records, when available, their hair colouring and or lightening history and how this may affect the **colour correction** service
- P15 ask your client questions to identify if they have any contra-indications to the **colour correction** service
- P16 ask your client questions to gather information on their colouring and or lightening problems and the result they would like to see
- P17 record your client's responses to questioning
- P18 conduct a range of **tests** on your client's hair and skin following manufacturer's instructions and recognised industry procedures
- P19 take a suitable course of action when contra-indications and or reactions to **tests** cause doubts as to the suitability of the service for the client
- P20 record the outcomes of **tests** on the client's record
- P21 identify the available service options and **products** for resolving your client's colouring and or lightening problem(s) based on the results of your analysis.

Plan and agree a course of action to correct colour

- You must be able to:
- P22 present suitable options for a course of action in a way your client will understand
 - P23 base your recommendations for a suitable course of action on the results of your analysis
 - P24 explain the likelihood of achieving and maintaining the colour change to your client
 - P25 clearly explain any restrictions your recommendations may place on further hairdressing services
 - P26 inform your client of the likely cost, duration and expected outcome of the **colour correction** service
 - P27 gain and record your client's agreement to the service, **products** and anticipated outcome.

Correct colour

- You must be able to:
- P28 prepare your client's hair in a way suitable for the:
 - P28.1 **products** to be used
 - P28.2 **colour correction** service required
 - P28.3 method of application
 - P29 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and the **factors** likely to influence the service
 - P30 prepare **products** to meet the manufacturers' instructions
 - P31 apply the type and quantity of **product** to meet the requirements of your analysis and the required result
 - P32 section the hair accurately
 - P33 use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
 - P34 frequently monitor the development of the **product**, taking strand and elasticity **tests** as required
 - P35 modify and adapt your planned course of action to resolve any unforeseen problems
 - P36 remove the **products** at the right time in a way that minimises discomfort to your client, damage to the hair and scalp
 - P37 remove **products** without disturbing hair which is still developing
 - P38 give your client suitable reassurance, when necessary
 - P39 correct highlight and or lowlight problems whilst retaining highlight and lowlight effects
 - P40 achieve the degree of **colour correction** anticipated and agreed with your client.
 - P41 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when carrying out colour correction

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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 why it is important methods of cleaning, disinfecting and or sterilisation are used in salons
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K10 the different types of working methods that promote **environmental and sustainable working practices**
- K11 the safety considerations which must be taken into account when colour correcting hair
- K12 the current legal requirements and guidance relating to age restrictions for colour correction services
- K13 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K14 what is contact dermatitis and how to avoid developing it whilst carrying out colouring services
- 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 colour correction services

Determine the problem

You need to know
and understand:

- K18 the importance of determining the nature and extent of the colouring problem
- K19 the legal significance of client questioning and the recording of client's responses to questioning
- P20 the importance of reviewing and updating client's records with their hair colouring and or lightening history and how this may affect the **colour correction** service
- K21 the importance of recognising any **contra-indications** and why the **contra-indications** can affect the delivery of the colour correction service.
- K22 the types and purposes of tests
- K23 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- K24 when and how tests should be carried out and the importance of recording test results
- K25 how the results of tests can influence the colour correction services
- K26 the courses of action to take in the event of adverse reactions to tests
- K27 the range available, service options and **products** for resolving client's colouring and or lightening problem(s)

Plan and agree a course of action to correct colour

You need to know
and understand:

- K28 methods of presenting options for a course of action based on your analysis in a way the client will understand
- K29 the importance of explaining the likelihood of achieving and maintaining the colour change to the client
- K30 the effects of light and artificial lighting on the appearance of hair colour
- K31 the potential problems of using colour correction products on previously chemically treated hair.
- K32 how different **factors** may impact on colour correction services
- K33 the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services

- K34 the principles of colour selection, including the International Colour Chart (ICC)
- K35 the principles of colour correction
- K36 how the type and distribution of melanin creates natural hair colour
- K37 the effects on the hair of different colour correction products
- K38 what is meant by the term 'oxidation'
- K39 how oxidation agents affect the natural and artificial colour pigments
- K40 the pH values of differing colouring products and lighteners
- K41 the importance of gaining and recording your client's agreement to the service, products and anticipated outcome

Correct colour

**You need to know
and understand:**

- K42 the types of tools, materials and equipment used for colour correction and how and when to use them
- K43 the different types of colour correction products available and when to use them
- K44 methods of applying and removing colour correction products
- K45 the importance of following manufacturers' instructions when measuring and mixing colour correction products
- K46 how and why pre and post treatments should be used when carrying out colour correction services
- K47 how the different strengths of hydrogen peroxide affect colouring and lightening
- K48 the reasons for pre-softening and pre-pigmenting hair
- K49 effects of temperature on the application and development of colour correction products
- K50 The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- K51 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K52 the importance of sectioning hair accurately for the colour correction service
- K53 methods of pre-softening and pre-pigmenting hair
- K54 how to remove artificial colour
- K55 how to remove bands of colour

- K56 how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour
- K57 how to recolour hair that has had artificial colour removed
- K58 how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- K59 the importance of using products economically.
- K60 the importance of restoring the hair's pH balance after the colour correction service
- K61 the types and causes of colour correction problems that may occur during processing and how to rectify them
- K62 how to correct highlights and lowlights whilst retaining a highlight and lowlight effect
- K63 why it is important to leave the hair and scalp free of colour correction products
- K64 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 Colour correction

- 1.1 removing artificial colour
- 1.2 removing bands of colour
- 1.3 recolouring hair treated with lightener using pre-pigmentation and colour
- 1.4 recolouring hair that has had artificial colour removed
- 1.5 correcting highlights and lowlights

2 Products

- 2.1 semi-permanent
- 2.2 quasi-permanent
- 2.3 permanent
- 2.4 lighteners
- 2.5 colour removers for artificial colour

3 Tests

- 3.1 skin
- 3.2 colour test
- 3.3 incompatibility
- 3.4 porosity
- 3.5 elasticity

4 Factors

- 4.1 hair classifications
- 4.2 hair characteristics
- 4.3 temperature
- 4.4 existing colour of hair
- 4.5 test results
- 4.6 strength of hydrogen peroxide

- 4.7 hair length
- 4.8 percentage of white hair
- 4.9 sequence of application
- 4.10 scalp sensitivity

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 Factors

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

- 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 sequence of application
- 3.10 scalp sensitivity

4 Contra-indications (examples only)

the importance of recognising any **contra-indications** to colour correction services

- 4.1 history of previous allergic reaction to colouring products
- 4.2 other known allergies
- 4.3 skin disorders
- 4.4 incompatible products
- 4.5 medical advice or instructions
- 4.6 evident hair damage
- 4.7 age restrictions

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
 - 1.15 leadership skills

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

SKACH11
Hair colour correction services



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH18
Relevant occupations	Hairdressing and barbering
Suite	Hairdressing
Key words	hairdressing; colouring hair; lightening hair; colour correction

Overview

This standard is about combining, adapting and personalising a range of colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also 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 services
- 3 creatively colour and lighten hair
- 4 resolve basic colouring problems

**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 client's 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 services

- 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 base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- P18 inform your client of the likely cost, duration and expected outcome of the service
- P19 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and relevant **factors** influencing the service
- P20 prepare materials to meet the application requirements, when necessary
- P21 prepare **products** to meet manufacturers' instructions
- P22 prepare your client's hair and protect their skin, where necessary, prior to service.

Creatively colour and lighten hair

- You must be able to:
- P23 explore the variety of looks possible with your client using relevant visual aids
 - P24 base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required
 - P25 use **colouring and lightening effects** in an innovative way to achieve the required look
 - P26 use **lightening application techniques** suitable for achieving the desired look and following manufacturer's instructions
 - P27 adapt your techniques taking account of the **factors** which will influence the achievement of the required effect
 - P28 combine and place **products** in a way that complements the hair style
 - P29 use techniques that minimise the risk of **products** being spread to your client's skin, clothes and surrounding areas
 - P30 apply lightener
 - P31 constantly monitor:
 - P31.1 colouring and lightener development
 - P31.2 condition of the hair
 - P31.3 scalp sensitivity
 - P31.4 condition of the lightener
 - P32 take strand and elasticity **tests** at frequent and regular intervals
 - P33 resolve any problems occurring during the colouring and lightening process

- using the relevant corrective action
- P34 ensure the application of toners to lightened hair achieves the desired effect, when used
 - P35 achieve the desired **colouring or lightening effects** which is to the satisfaction of your client
 - P36 remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp
 - P37 ensure the application of toners to lightened hair achieves the desired effect, when required
 - P38 give your client **advice and recommendations** on the service provided

Resolve basic colouring problems

- You must be able to:
- P39 use methods to:
 - P39.1 assess the condition of the hair
 - P39.2 identify the colouring problem
 - P39.3 identify suitable **colour correction products**
 - P39.4 identify suitable **colour correction techniques**
 - P40 explain to your client the options available for resolving their colour problem
 - P41 refer your client for specialist colour correction work, if necessary
 - P42 use **colour correction techniques** effectively to achieve the required colour

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 why it is important to use personal protective equipment
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 how to minimise the waste of products
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the different 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 what contact dermatitis is, and how to avoid developing it whilst carrying out colouring 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 expected service times for creative colouring and lightening services
- K17 which colouring and lightening services should not be carried out on minors under 16 years of age

Prepare for colouring and lightening services

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 recognising any **contra-indications** to colouring and lightening services
- K20 the types and purposes of tests
- K21 the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
- K22 when and how tests should be carried out and the importance of recording test results
- K23 how the results of tests can influence the colouring and lightening services
- K24 the courses of action to take in the event of adverse reactions to tests
- K25 the importance of informing your client of the likely cost, duration and expected outcome of the service
- K26 the principles of colour selection, including the International Colour Chart (ICC)
- K27 how the natural pigmentation of hair affects the colouring and lightening process
- K28 the effects of light and artificial lighting on the appearance of hair colour
- K29 the effects on the hair of different colouring products and lighteners
- K30 what is meant by the term 'oxidation'
- K31 how the type and distribution of melanin creates natural hair colour
- K32 how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair
- K33 effects of temperature on the application and development of colouring products and lighteners
- K34 how different **factors** may impact on your colouring and lightening service
- K35 the importance of constantly monitoring the development of lightening products
- K36 the importance of measuring and mixing colours and lighteners following manufacturers' instructions
- K37 the reasons for pre-lightening
- K38 the pH values of different colouring products and lighteners
- K39 the types of colouring, lightening and toning products available, including temporary colours

- K40 the importance of preparing your client's hair and protect their skin, where necessary, prior to service.

Creatively colour and lighten hair

You need to know
and understand:

- K41 sources of creative information and inspiration such as historical, cultural and fashion
- K42 the importance of basing your recommendations on an evaluation of your client's hair
- K43 the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques
- K44 how to use **lightening application techniques** suitable for achieving the desired look
- K45 how to place colour in a way to complement a hair style
- K46 how to carry out a full head and regrowth application using lighteners
- K47 how and why to adapt the sequence of application to take account of the relevant **factors**
- K48 the importance of sectioning hair accurately when colouring and lightening
- K49 methods of applying and removing colouring products and lighteners
- K50 the importance of using products economically.
- K51 the importance of using techniques that minimise the risk of **products** being spread to your client's skin, clothes and surrounding areas
- K52 the importance of applying lightener quickly and accurately taking into account relevant **factors** influencing the service
- K53 the importance of constantly monitoring colouring and lightening process
- K54 how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- K55 the importance of restoring the hair's pH balance after the colouring or lightening process
- K56 why it is important to avoid disturbing areas still processing when removing products from developed areas
- K57 why toners are used after lightening products
- K58 how and why to restore depth and tone of colour
- K59 how and why to neutralise colour tone

K60 the importance of providing advice and recommendations on the products and services provided in the salon

Resolve basic colouring problems

You need to know and understand:

- K61 the types and causes of colouring and lightening problems and how to rectify them
- K62 the reasons for pre-softening and pre-pigmenting hair
- K63 methods of pre-softening and pre-pigmenting hair

Additional information

Scope/range related to performance criteria	1	Products
	1.1	permanent
	1.2	quasi-permanent
	1.3	lighteners
	1.4	toners
	2	Tests
	2.1	skin
	2.2	incompatibility
	2.3	porosity
	2.4	elasticity
	2.5	colour
	3	Factors
	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	
4	Colouring and lightening effects	
4.1	slicing	
4.2	block colour	
4.3	weaving	
5	Lightening application techniques	

- 5.1 full head
- 5.2 regrowth application
- 5.3 block lightening on a partial head

6 Colour correction products

- 6.1 semi-permanent colour
- 6.2 quasi permanent colour
- 6.3 permanent colour.

7 Colour correction techniques

- 7.1 restoring depth and tone
- 7.2 neutralising colour tone
- 7.3 colouring resistant hair.

8 Advice and recommendations

- 8.1 how to maintain their colour
- 8.2 time interval between services
- 8.3 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

SKACH10

Creatively colour and lighten hair



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH17
Relevant occupations	Hairdressing and barbering
Suite	Hairdressing
Key words	Hairdressing, colouring hair, lighten hair



Overview

This standard is about the use of advanced cutting skills to create a personalised and individual restyled look to enhance personal image.

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 creatively restyle hair

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 and equipment**
 - 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 **tools and equipment**, materials and products
 - P11 dispose of waste materials
 - P12 complete the service within a commercially viable time

Creatively restyle hair

- You must be able to:
- P13 explore the variety of looks with your client using relevant visual aids
 - P14 recommend a look that is suitable for your client
 - P15 base your recommendations on an accurate evaluation of your client's **hair** and its potential to achieve the look
 - P16 prepare your client's **hair** prior to cutting
 - P17 confirm with your client the look agreed at consultation before commencing

- the cut
- P18 create and follow the cutting guideline(s) to achieve the required **look**
 - P19 personalise your **cutting techniques and effects** to take account of **factors** that will influence the desired look
 - P20 combine and adapt your **cutting techniques and effects** to achieve the desired look
 - P21 change your own position and that of your client to help you ensure the accuracy of the cut
 - P22 cross check the cut to establish accurate distribution of weight, balance and shape
 - P23 create outline shapes that are accurate, defined and achieve the look required by your client
 - P24 remove any unwanted **hair** outside the desired outline shape
 - P25 consult with your client during the cutting service to confirm the desired look
 - P26 take suitable remedial action to resolve any problems arising during the cutting service
 - P27 make a final visual check to ensure the finished cut is accurate
 - P28 use **creative finishing techniques** that complement the cut
 - P29 ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon
 - P30 confirm your 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 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 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 protect clients from hair clippings
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the correct use and maintenance of cutting tools
- K8 why it is important to avoid cross-infection and infestation
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 methods of cleaning, disinfecting and 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 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 different cutting looks

Creatively restyle hair

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 sources of creative information such as magazines, internet and film
- K19 how to obtain and interpret inspiration such as historical, cultural and fashion
- K20 the **factors** which should be considered when cutting wet hair and dry hair

- K21 which tools can be used on either wet or dry hair or both
- K22 why hair products should be removed from the hair prior to cutting
- K23 how and why to use different cutting techniques
- K24 how to create and follow guidelines
- K25 how to personalise and adapt cutting techniques
- K26 the effects that can be created by combining and adapting different cutting techniques
- K27 the importance of considering weight distribution and working with the natural growth patterns of the hair
- K28 the importance of applying the correct degree of tension to the hair when cutting
- K29 the importance of keeping the hair damp throughout the wet cutting process
- K30 how to level and test clippers
- K31 the size of clipper blades and attachments available and the effects that these achieve
- K32 the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
- K33 how to cross check and balance the cut
- K34 the types of products available for finishing women's hair
- K35 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. **Tools and equipment**
 - 1.1 scissors
 - 1.2 clippers
 - 1.3 razors

2. **Hair**
 - 2.1 wet
 - 2.2 dry

3. **Cutting techniques and effects**
 - 3.1 graduating
 - 3.2 layering
 - 3.3 tapering
 - 3.4 club cutting
 - 3.5 scissors over comb
 - 3.6 clipper over comb
 - 3.7 thinning
 - 3.8 freehand
 - 3.9 texturising
 - 3.10 disconnecting

4. **Factors**
 - 4.1 hair classifications
 - 4.2 hair characteristics
 - 4.3 head, face and body shape
 - 4.4 hair length
 - 4.5 client requirements
 - 4.6 client lifestyle

5. **Creative finishing techniques**
 - 5.1 styling

5.2 product application

6. **Advice and recommendations**

6.1 how to maintain their look

6.2 time interval between services

6.3 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, face and body shape
- 3.4 hair length
- 3.5 client requirements
- 3.6 client lifestyle

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

SKACH9

Creatively cut hair using a combination of techniques



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH16
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing
Key words	Creating; cutting; techniques



Overview

This standard is about using a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and or added hair is required in 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 effective and safe methods of working when styling and dressing hair
- 2 creatively style and dress hair

**Performance
criteria**

Maintain effective and safe methods of working when styling 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

Creatively style and dress hair

- You must be able to:
- P12 confirm with your client the look agreed at consultation prior to and during styling and dressing the hair
 - P13 prepare your client's hair in a way which is suitable for the look agreed
 - P14 incorporate and secure added hair, when used, into the desired look
 - P15 blend the client's own hair and added hair effectively, when required
 - P16 ensure the availability of assistance, when required

-
- P17 combine and adapt your **creative styling and dressing techniques** in an innovative way to achieve the desired look
 - P18 secure the hair so that any pins, grips or bands are hidden unless part of the style requirements
 - P19 personalise your **creative styling and dressing techniques** to take account of the **factors** which influence the desired look
 - P20 use **creative styling and dressing techniques** in a way that avoids damage to the hair, skin and scalp
 - P21 incorporate and secure accessories, when used, to complement and enhance the desired look
 - P22 ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
 - 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 styling 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 your salon's requirements for client preparation
- K3 the types 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 styling and dressing services
- K6 why it is important to keep your work area clean and tidy
- K7 the correct use and maintenance of tools and equipment
- K8 why it is important to avoid cross-infection and cross-infestation
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 methods of cleaning, disinfecting and 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 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 styling and dressing

Creatively style and dress hair

You need to know and understand:

- K17 the effects of humidity on hair
- K18 the physical effects of styling and finishing products on the hair and how they work to maintain the look
- K19 how the incorrect application of heat can affect the hair and scalp

- K20 the effects of backcombing and back brushing on the hair structure
- K21 the potential effects on the hair structure of using and securing added hair and accessories
- K22 the potential consequences of excessive tension on the hair and scalp
- K23 the types of products, tools and equipment available for styling and dressing hair and how to use them
- K24 the suitability of specific products and equipment for use with different hair types and for achieving different effects
- K25 the types of **conventional** and **non-conventional** items that may be used when styling hair and the effects they create
- K26 the types of **non-conventional** items that may be used as accessories when dressing hair
- K27 the manufacturers' instructions on the use of the styling and finishing products in your salon
- K28 the **preparation procedures** required for the different styling and dressing techniques
- K29 when, why and how to use the different types of:
 - K29.1 securing equipment
 - K29.2 accessories
 - K29.3 added hair
- K30 how different **factors** affect the styling and dressing process and the finished look
- K31 methods of handling, controlling and securing hair during the styling and dressing process
- K32 the type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved
- K33 the importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure
- K34 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. **Creative styling and dressing techniques**
 - 1.1 conventional
 - 1.2 non conventional

 2. **Factors**
 - 2.1 hair characteristics
 - 2.2 hair classifications
 - 2.3 desired look
 - 2.4 the occasion for which the style is required
 - 2.5 hair length

 3. **Advice and recommendations**
 - 3.1 how to maintain their look
 - 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**

how different factors affect the styling and dressing processes and the finished look

3.1 hair characteristics

3.2 hair classification

3.3 desired look

3.4 the occasion for which the style is required

3.5 head and face shape

4 **Conventional styling techniques**

4.1 setting

4.2 pin curling

4.3 finger waving

4.4 use of heated styling equipment

4.5 rolls

4.6 plaits

4.7 twists

4.8 curls

4.9 woven

5 **Non-conventional styling techniques**

5.1 rags

5.2 straws

5.3 plastic

5.4 ribbons

5.5 net

5.6 paper/tissue

5.7 hair grips

5.8 chopsticks

5.9 rik-raks

- 5.10 wadding
- 5.11 added hair

6 **Preparation Procedures**

- 6.1 sources of creative information such as magazines, internet and film
- 6.2 how to obtain and interpret inspiration such as historical, cultural and fashion
- 6.3 how to design, plan and achieve a creative look
- 6.4 current fashion hair looks

7 **Advice and recommendations**

- 7.1 additional services
- 7.2 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

SKACH8
Creatively style and dress hair



Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH20
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing
Key words	Dress hair



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

Scope/range related to performance criteria	1	Tools and equipment
	1.1	scissors
	1.2	clippers
	1.3	clipper attachments
	1.4	trimmers
	1.5	razors
	2	Hair
	2.1	wet
	2.2	dry
	3	Look
	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
4	Techniques	
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



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