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# Apprenticeship On-Programme Qualification Specification

HB2D4 – VTCT Level 2 Diploma for Hair Professionals  
(Hairdressing)

603/1323/7

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# About VTCT (ITEC)

VTCT is a UK Government-approved awarding and assessment organisation which has awarded world-class qualifications since 1962. Through our strategic approach to sectors we support, we aim to advance education, research and the public dissemination of knowledge, by helping to introduce new initiatives into the education system, to improve the employability and career prospects of learners.

More than 1,900 approved centres now work with VTCT, and the ever-expanding list extends across the UK, Ireland, and internationally. We acquired the internationally recognised awarding organisation and examination board ITEC in 2016, adding to our global footprint. The qualifications suite offered by VTCT and ITEC spans a range of sectors including hairdressing and barbering, beauty therapy, complementary therapy, hospitality and catering, sport, active health and fitness, business, retail, and learning and development. Offering smarter support for brighter futures, with award-winning resources including: ManageAssess, Pivot Point, Smart End Point Assessment and Cengage.

For more information, please visit [www.vtct.org.uk](http://www.vtct.org.uk) or contact our dedicated Customer Support Team via email; [customersupport@vtct.org.uk](mailto:customersupport@vtct.org.uk) or call +44 (0)23 8068 4500.

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# 1. Qualification at a glance

<b>Qualification title</b>	VTCT Level 2 Diploma for Hair Professionals (Hairdressing)
<b>Qualification number</b>	603/1323/7
<b>Product code</b>	HB2D4
<b>First registration date</b>	1st May 2017
<b>Age range</b>	16-18, 19+
<b>Total Qualification Time (TQT)</b>	850
<b>Guided Learning (GL) hours</b>	693
<b>Assessment</b>	To be awarded this qualification, apprentices must successfully achieve the following assessments: <ul style="list-style-type: none"><li>• External theory examinations</li><li>• Practical observations</li><li>• Portfolio of evidence</li></ul>
<b>Grading</b>	Pass/Distinction
<b>Entry requirements</b>	Learners who wish to undertake this qualification must also achieve the VTCT (ITEC) Level 2 Award in Infection Prevention (COVID-19) for Hairdressing and Barbering Services qualification or a regulated equivalent
<b>Support materials</b>	Apprenticeship On-Programme Qualification (On-programme assessment book)

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## 2. About this qualification

### 2.1 Purpose

This qualification is for apprentices undertaking the Hair Professional (Hairdressing) Apprenticeship Standard. On completion of this qualification the apprentice will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create a variety of looks, and colour and lighten hair for ladies and men. The apprentice will be able to work with all hair types ranging from straight hair to very curly, wiry hair. The apprentice will also be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with your role and be able to work without supervision to a high level of precision, with exceptional client care skills.

### 2.2 Content

Apprentices must achieve all mandatory units and **one** optional unit.

Mandatory units:

- Consultation
- Shampoo, condition and treat the hair and scalp
- Cut hair using a range of techniques to create a variety of looks
- Style and finish hair using a range of techniques to create a variety of looks
- Colour and lighten hair using a range of techniques

Optional units:

- Perming hair
- Hair relaxing treatments and techniques
- Hair extension services

Apprentices will also develop the following transferable skills which are embedded across the units:

- Behaviours and communication
- Safe working practices
- Professionalism and values

Please refer to the on-programme assessment book for individual unit criteria and transferable skills.

### 2.3 Progression

On completion of all mandatory units, one optional unit and MCQs the apprentice will be able to claim for a Certificate of Unit Achievement. This can be used as evidence of achievement and once additional gateway requirements have been completed the End-point Assessment will need to be carried out.

A full qualification certificate will be issued once the apprentice has achieved the End-point Assessment.

## 2.4 Support

This qualification has been developed through the Trailblazer group for the Hair Professional. VTCT in collaboration with other awarding organisation, employers and the Institute for Apprenticeships and Technical Education (IFATE) have developed a hair apprenticeship which ensures that apprentices who complete the qualification meet the business needs in terms of Knowledge, Skills and Behaviours (KSBs). Full details on awarding organisations and employers who have contributed to this qualification can be found on the Institute for Apprenticeships website; <https://www.instituteforapprenticeships.org/apprenticeship-standards/hair-professional/>.

### 3. Qualification structure

To be awarded the VTCT Level 2 Diploma for Hair Professionals (Hairdressing) apprentices must achieve all mandatory units and **one** optional unit.

The minimum TQT required to achieve this qualification is 850.

Product code	Unit title	Level	GL	Unit reference number
<b>Mandatory units</b>				
UHB195	Consultation	2	63	K/615/6188
UHB196	Shampoo, condition and treat the hair and scalp	2	40	M/615/6189
UHB197	Cut hair using a range of techniques to create a variety of looks	2	180	H/615/6190
UHB198	Style and finish hair using a range of techniques to create a variety of looks	2	140	K/615/6191
UHB199	Colour and lighten hair using a range of techniques	2	180	M/615/6192
<b>Optional units</b>				
UHB204	Perming hair	2	93	L/615/6197
UHB205	Hair relaxing treatments and techniques	2	125	R/615/6198
UHB206	Hair extension services	2	90	Y/615/6199
<b>Transferable skills – embedded within all the units above</b>				
Behaviours and communication				
Safe working practices				
Professionalism and values				

## 4. Guidance on assessment

### 4.1 Centre assessor requirements

This qualification is assessed and quality assured by centre staff. They will set work to improve practical skills, knowledge and understanding. For practical elements, apprentices will be observed by centre assessors. All work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this on-programme assessment record.

The on-programme assessment record is the apprentice's property and must be in their possession when they are being assessed or quality assured. It must be kept safe. In some cases the centre will be required to keep it in a secure place. The apprentice and assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.

<b>Assessor qualifications</b>	<p>The centre assessor must hold, or be working towards a valid assessor qualification or equivalent such as:</p> <ul style="list-style-type: none"> <li>• D32 Assess candidate performance*</li> <li>• D33 Assess candidate using differing sources of evidence*</li> <li>• A1 Assess candidate performance using a range of methods*</li> <li>• A2 Assess candidate performance through observation*</li> <li>• Level 3 Award in Assessing Competence in the Work Environment</li> <li>• Level 3 Award in Assessing Vocationally Related Achievement</li> <li>• Level 3 Certificate in Assessing Vocational Achievement</li> <li>• Learning and Development Unit 9D – Assess workplace competence using direct methods</li> <li>• Learning and Development Unit 9DI – Assess workplace competence using direct and indirect methods</li> </ul> <p>* Holders of A1, A2, D32 or D33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
<b>Occupationally competent</b>	<p>The assessor must hold a regulated qualification in Hairdressing at Level 3 or equivalent.</p> <p>The assessor must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualifications. Experience could be gained through time in a role in the hairdressing industry which could include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Stylist</li> <li>• Technician/Specialist</li> <li>• Salon manager</li> <li>• Trainer</li> <li>• Lecturer</li> <li>• Verifier</li> </ul>
<b>Familiar with the qualification</b>	<p>The centre assessor must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be able to interpret current working practices, technologies and products within the area of work and be committed to upholding the integrity of the qualification.</p>



<b>Credible</b>	<p>The centre assessor should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the centre they work for.</p>
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For information on the roles, responsibilities, authorities and accountabilities of assessors refer to VTCT's Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

## 4.2 Internal quality assurance

Centres must have an internal quality assurer (IQA) to ensure assessment decisions are consistently applied between assessors, and that apprentice work is to the required standard. Each assessor's work must be checked and confirmed by the IQA. Assessment decisions must be standardised to ensure that all apprentices' work has been assessed to the same standard and is fair, valid and reliable.

Evidence of internal quality assurance must be recorded, retained and made available for the external quality assurer (EQA).

<b>IQA qualification</b>	<p>The IQA must hold, or be working towards a valid IQA qualification or equivalent such as:</p> <ul style="list-style-type: none"> <li>• D34 Internally verify the assessment process*</li> <li>• V1 Conduct internal quality assurance of the assessment process*</li> <li>• Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice</li> <li>• Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice</li> <li>• Learning and Development Unit 11 – Internal Quality Assurance</li> </ul> <p>* Holders of D34 or V1 qualifications must work to the reviewed National Occupational Standards for Learning and Development.</p>
<b>Occupationally competent</b>	<p>The IQA must hold a regulated qualification in Hairdressing at Level 3 or equivalent.</p> <p>The IQA must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualifications. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions.</p>
<b>Familiar with the qualification</b>	<p>The IQA must have an in-depth technical knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>

<b>Credible</b>	<p>The IQA should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills in a salon (1st September – 31st August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individual's, not the centre they work for.</p>
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For information on the roles, responsibilities, authorities and accountabilities of IQAs, and internal quality assurance more generally, refer to VTCT's Centre Handbook and Approval Criteria, which can be downloaded from the VTCT website.

### 4.3 External quality assurance

An external quality assurer (EQA), appointed by VTCT, will visit the centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. Between visits EQAs are available to offer advice and guidance on any aspect of quality assurance, via telephone or email; additional quality assurance visits can be arranged.

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## 5. Assessment

### 5.1 Summary of assessment methods

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

Unit product code	External theory examination	Practical observations	Portfolio of evidence
<b>Mandatory units</b>			
UHB195	✓	✓	✓
UHB196	✓	✓	✓
UHB197		✓	✓
UHB198		✓	✓
UHB199	✓	✓	✓
<b>Optional units</b>			
UHB204	✓	✓	✓
UHB205	✓	✓	✓
UHB206		✓	✓

### 5.2 External assessment

#### 5.2.1 Knowledge and understanding criteria

Knowledge and understanding criteria within the units which will be assessed by external theory examinations have been highlighted orange within the on-programme assessment record. The remaining knowledge and understanding (including the knowledge range) criteria which is coloured black will need to be record in the following types of acceptable evidence, which are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task-based controlled assessment
- Witness statements

#### 5.2.2 Theory examinations

Theory examinations will be set and marked by VTCT. The theory exams will consist of multiple choice questions. Questions will vary year on year and will cover all learning outcomes within those units that are externally examined. Each theory exam has a pass mark of 70%.

Examinations must be undertaken by apprentices under controlled examination conditions in accordance with VTCT's policies and procedures for 'Instructions for Conducting Examinations' which can be found on the VTCT website [www.vtct.org.uk](http://www.vtct.org.uk).

### 5.2.3 Retaking external examinations

Apprentices who fail to achieve the required Pass mark are permitted to re-sit after having sufficient teaching and additional study time. There is no limit to the number of retakes an apprentice can carry out. External examinations will be subject to rotation by VTCT. Re-sits are subject to charges as stated in the VTCT Service Fees.

### 5.2.4 Reasonable adjustments and special considerations

A reasonable adjustment is an adjustment made to an assessment for a qualification that is approved or set in place before an assessment activity takes place; it constitutes an arrangement to give the apprentice access to the qualification.

Information on the reasonable adjustments and special considerations allowed for the external examinations within this qualification can be found in the document library on the Linx2Exchange section of the VTCT website.

## 5.3 Internal assessment

### 5.3.1 Practical observations

Apprentices must carry out practical tasks which must be observed and marked by centre assessors. Assessors will observe the performance of practical tasks and must judge apprentices' performance against specified assessment criteria stated in the Apprenticeship On-programme Qualification assessment book. The assessor will sign off an outcome when all the criteria have been completely achieved.

The practical assessment must take place in a real or realistic working environment on a real or realistic client.

Practical assessments should be administered towards the end of the period of learning when apprentices are suitably prepared. Centres may determine the precise timing of practical assessments to suit local needs. Where evidence is not naturally occurring during practical observations, supplementary evidence may be used where specified within the Apprenticeship On-programme Qualification assessment book.

### 5.3.2 Realistic working environment (RWE)

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

- Providers must develop realistic management procedures that incorporate a 'salon image' and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved
- All on-programme assessments must be carried out under realistic commercial pressures and on clients, not other apprentices within the same cohort. Clients used should vary in age and ethnicity
- All services/treatments performed must be completed in a commercially acceptable timescale

- Apprentices must be able to achieve a realistic volume of work
- The space per working area must conform to current health and safety legislation and commercial practice
- The range of services/treatments, professional products, tools, materials and equipment must be current and available for use
- A reception facility where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available
- A retail facility must be provided, stocked with products that relate to the clients' needs and complements the services/treatments offered
- All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

### 5.3.3 Simulation

Simulation is not acceptable for any units within this qualification.

### 5.3.4 Witness statements

A witness statement can be made by someone present while the apprentice was performing an activity on-the-job and may be used to support the assessment process.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an assessor.

Where witnesses are used:

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony
- Any relationship they have with an apprentice must be declared to the assessor to determine the value of the testimony provided
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the on-programme assessor

Those who could fulfil the role of a witness for this qualification could include (this list is not exhaustive):

- Stylist
- Salon Manager
- Receptionist
- Trainer
- Marketing director
- Client

### 5.3.5 Portfolio of evidence

As part of this qualification apprentices are required to produce a portfolio of evidence which contains assessed evidence covering all the assessment criteria and range (where appropriate) in each unit, these can be found within the Apprenticeship On-programme Qualification assessment book. A portfolio of evidence will confirm the knowledge, understanding and skills the apprentice must achieve.

The portfolio of evidence will be marked pass or fail by the centre lecturer/assessor and sampled by the EQA.

This portfolio of evidence may take the following forms (this list is not exhaustive):

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task-based controlled assessment
- Witness statements

All evidence should be documented and cross-referenced to unit outcomes. Oral questions and professional discussions should be recorded where outcomes are not naturally occurring.

### 5.3.6 Authentication of apprentice work

The units in this qualification require evidence to be produced for assessment under direct supervision and controlled conditions, some units require apprentices to produce evidence without supervision.

Where this is the case, centres must be confident that apprentices' work is authentic. In such cases, apprentices must complete a Declaration of Authenticity to confirm that the work produced is their own. This must be countersigned by an assessor. A Declaration of Authenticity form is available to download from the VTCT website.

Centres must ensure that all apprentice evidence is available to the EQA.

The authentication of apprentice evidence is the responsibility of the centre.

### 5.4 Grade boundary review

Grade boundaries for units and the overall calculation for the qualification grade are open to annual review. Following this review, these boundaries and overall calculations can be adjusted by VTCT. This review and possible change within a qualification are to ensure the standard of the qualification grade is upheld throughout the qualification's lifecycle.

## Document History

Version	Issue Date	Changes	Role
v1.0	31/08/2020	First published	Head of Qualifications and Processing