



SVQ 1 in Hairdressing and Barbering at SCQF Level 4

SVQ
HB4S1
GL0M 21

Learner name:

Learner number:



SVQ 1 in Hairdressing and Barbering at SCQF Level 4

Accreditation start date:

13th January 2016

SQA regulation number:

GL0M 21

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements (if/where applicable) have been achieved under specified conditions, and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UHB66				
UHB67				
UHB68				
UHB69				
Optional units				

The qualification

Introduction

The purpose of the SVQ 1 in Hairdressing and Barbering at SCQF Level 4 qualification is to provide you with the knowledge, skills and understanding to be a hairdressing or barbering assistant. This qualification is designed for learners aged 16 years or over and has both mandatory and optional units for you to achieve.

The mandatory units are shampoo and condition hair, preparing for hair services and maintaining the work area, contributing to the development of effective working relationships and blow drying hair.

The optional section of this qualification allows you to choose what you would like to study and includes assisting with salon reception duties, assisting with shaving services, assisting with hair colour and lightening services, assisting with perming services, assisting with relaxing services, removing hair extensions and plaiting and twisting hair using basic techniques.

Entry onto this qualification can be via previous achievement of an entry level qualification in hairdressing and/or a successful skills test or interview. You will be expected to gather evidence of both the practical skills and underpinning knowledge for each unit you study and create a portfolio of evidence for the qualification.

National Occupational Standards (NOS)

This Scottish Vocational Qualification (SVQ) includes the requirements from the relevant NOS and is accredited by Scottish Qualifications Authority (SQA) Accreditation on the Scottish Credit and Qualifications Framework (SCQF).

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

The main purpose of this qualification is to enable you to gain employment as an assistant/apprentice hairdresser or barber in a commercial salon/barber shop.

You can also progress to the next level of learning via a range of vocational qualifications at Level 2, these include:

- SVQ 2 in Barbering at SCQF Level 5
- SVQ 2 in Hairdressing at SCQF Level 5

The full list of VTCT hairdressing and barbering qualifications can be found on the VTCT website: <http://www.vtct.org.uk/Home/QualificationCentreFinder.aspx>.

Qualification structure

Total units required - 6 (minimum)

All mandatory units must be completed and a minimum of 2 units from the optional group to achieve this qualification. A minimum of 22 SCQF credits must be achieved overall.

Mandatory group - 4 units

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB66	Prepare for hair services and maintain work areas	2	3
UHB67	Contribute to the development of effective working relationships	3	4
UHB68	Blow dry hair	5	4
UHB69	Shampoo and condition hair	4	4

Optional group - 2 units (minimum)

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB88	Assist with relaxing services	5	4
UHB89	Assist with salon reception duties	4	3
UHB90	Assist with hair colouring and lightening services	5	4
UHB91	Plait and twist hair using basic techniques	5	4
UHB92	Assist with perming hair services	4	4
UHB93	Remove hair extensions	5	5
UHB94	Assist with shaving services	5	4

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to demonstrate clearly achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers (EQAs).

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT EQAs.

Assessment explained

VTCT qualifications are assessed and internally quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer (IQA) whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An EQA, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the EQA.

This record of assessment book is your property and must be in your possession when you are being assessed. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross-referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Useful information about VTCT qualifications is detailed in the Learner FAQ section of the VTCT website www.vtct.org.uk.

Other questions should be raised with your tutor, lecturer or assessor.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB66	Prepare for hair services and maintain work areas	0	✓	✓
UHB67	Contribute to the development of effective working relationships	0	✓	✓
UHB68	Blow dry hair	0	✓	✓
UHB69	Shampoo and condition hair	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB88	Assist with relaxing services	0	✓	✓
UHB89	Assist with salon reception duties	0	✓	✓
UHB90	Assist with hair colouring and lightening services	0	✓	✓
UHB91	Plait and twist hair using basic techniques	0	✓	✓
UHB92	Assist with perming hair services	0	✓	✓
UHB93	Remove hair extensions	0	✓	✓
UHB94	Assist with shaving services	0	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
SCQF level	The SCQF has 12 levels ranging from Access at SCQF level 1, up to Doctorate at Level 12. The different levels indicate the level of difficulty of a particular qualification and increases in levels relate to factors such as: the complexity and depth of knowledge and understanding; links to associated academic, vocational or professional practice; the degree of integration, independence and creativity required; the range and sophistication of application/practice; and the role(s) taken in relation to other learners/workers in carrying out tasks.
SCQF credits	SCQF credits are a way of showing how much time it takes, on average, to complete a qualification or learning programme. The number of points is worked out in terms of the amount of time that an 'average' learner at a specified level might expect to take to achieve the outcomes. The SCQF works on the basis that one credit point represents the amount of learning achieved through an average of 10 hours learning time.
Observations	This indicates the minimum number of competent observations, per outcome, required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Observation outcome	An observation outcome details the tasks that must be practically demonstrated to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper, a portfolio of evidence or other forms of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel with the unit's observation outcomes.

UHB66

Prepare for hair services and maintain work areas

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

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

The main outcomes of the unit are:

1. Prepare for hair services
2. Maintain the work area for hair services

NOS

SKACHB1

SCQF Level

3

SCQF Credit Points

2

Observation(s)

3

External paper(s)

0



Prepare for hair services and maintain work areas

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for hair services
2. Be able to maintain the work area for hair services
3. Know and understand how to prepare for hair services
4. Know and understand how to prepare maintain the work area for hair services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions** and must include preparation for three different hairdressing or barbering services.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
5. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

There is no range section that applies to this unit.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB1 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to prepare for hair services and maintain work areas. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to prepare for hair services

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Wear personal protective equipment, when required
- d. Set up materials, tools and equipment for hair services following the stylist's instructions
- e. Make sure that materials, tools, equipment and work area are ready in time for the service
- f. Make sure that all tools for hair services are cleaned using the correct methods
- g. Obtain any client records in time for consultation by the stylist

* *May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to maintain the work area for hair services

You must be able to:

- a. Dispose of hair and waste materials
- b. Check and clean equipment according to manufacturers' instructions and your salon's requirements
- c. Make sure that there are enough clean towels and gowns to last through the working day
- d. Keep stocks of products and other items needed for hair services replenished to the levels required by your salon
- e. Store records, materials and equipment in the required place
- f. Clean work surfaces leaving the work area in a suitable condition for further services

*May be assessed by supplementary evidence.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 3

Know and understand how to prepare for hair services

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. General salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment	
c. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
d. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
e. Why it is important to use personal protective equipment	
f. The type of personal protective equipment available	
g. Your salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment	
h. What contact dermatitis is, and how to avoid developing it whilst carrying out services	
i. How to clean, disinfect and sterilise different types of tools for the different hair services such as metals, plastic, wood, electrical	
j. The difference between sterilising and disinfecting	
k. The importance of the correct storage of client records in relation to the Data Protection Act	
l. The importance of and reasons for keeping records of hair services	



Learning outcome 4

Know and understand how to maintain the work area for hair services

You must know and understand:	Portfolio reference
a. The importance of following your stylist's instructions	
b. The importance of checking you have understood the instructions given by the stylist	
c. How to dispose of waste materials and products from hair services	
d. The types of products, materials, tools and equipment required for hair services offered by your salon	
e. How to set up materials, tools and equipment for the hair services offered by your salon	
f. How and where to store materials, tools and equipment	
g. The importance of following suppliers' and manufacturers' instructions for the safe use of equipment, materials and products	
h. The importance of checking and replenishing stock items	
i. The condition in which the work area should be left ready for further services	



Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	

UHB67

Contribute to the development of effective working relationships

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

To carry out this unit, 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 unit are:

1. Develop effective working relationships with clients
2. Develop effective working relationships with colleagues
3. Develop yourself within the job role

NOS

SKACHB2

SCQF Level

4

SCQF Credit Points

3

Observation(s)

3

External paper(s)

0



Contribute to the development of effective working relationships

Learning outcomes

On completion of this unit you will:

1. Be able to develop effective working relationships with clients
2. Be able to develop effective working relationships with colleagues
3. Be able to develop yourself within the job role
4. Know and understand salon and legal requirements
5. Know and understand how to communicate
6. Know and understand procedures and targets
7. Know and understand how to improve your performance

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions**, two of which will cover your interaction with clients and one of which will cover your interaction with colleagues.

Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB2 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to contribute to the development of effective working relationships. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to develop effective working relationships with clients

You must be able to:

- a. Communicate with clients according to organisational procedures
- b. Handle client belongings with care and return them when required
- c. Refer any client concerns to the relevant person
- d. Maintain client comfort and care to the satisfaction of the client
- e. Meet your salon's standards for appearance and behaviour

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to develop effective working relationships with colleagues

You must be able to:

- a. Ask for help and information from your colleagues, when necessary
- b. Respond to all requests for assistance
- c. Make sure the timing of your assistance to colleagues ensures the smooth running of the salon
- d. Give the type of assistance to your colleagues which meets your job responsibilities
- e. Pass up tools and materials in a way to ensure the smooth delivery of the service
- f. Report any problems likely to affect salon services to the relevant person

**May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 3

Be able to develop yourself within the job role

You must be able to:

- a. Identify your own strengths and weaknesses within the job role and ensure that these are agreed with the relevant person
- b. Find out more information from relevant people to perform a task when the instructions you have are unclear
- c. Ask for feedback from relevant people on your progress and how this can be improved
- d. Ask your colleagues to help you learn if you find tasks difficult
- e. Take opportunities to learn when they are available
- f. Agree realistic self development targets with the relevant person
- g. Regularly review your progress towards achieving your agreed targets
- h. Use the results of your reviews to develop your future personal development plan

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Participated in all opportunities to learn		Portfolio reference
Active participation in training and development activities		
Active participation in salon activities		
Watching technical activities		
Used all opportunities interact with relevant people		Portfolio reference
Work colleagues		
Clients		
Management		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*



Learning outcome 4

Know and understand salon and legal requirements

You must know and understand:	Portfolio reference
a. Your job role and responsibilities and how this relates to the role of other team members	
b. When you need to seek assistance, agreement with or permission from others	
c. Why it is important to work within your job responsibilities and what might happen if you do not do so	
d. The standards of behaviour that are expected of you when working in the salon, including attendance and punctuality	
e. Your salon's standards for personal appearance	
f. Your salon's guidelines for client care and why they should be followed	



Learning outcome 5

Know and understand how to communicate

You must know and understand:	Portfolio reference
a. How to communicate in a clear, polite, confident way and why this is important	
b. The questioning and listening skills you need in order to find out information	
c. The different methods of communication	
d. How to recognise when a client is angry and when a client is confused	



Learning outcome 6

Know and understand procedures and targets

You must know and understand:	Portfolio reference
a. How to get information about your job, your work responsibilities and the standards expected of you	
b. Your salon's appeals and grievance procedures	
c. Your personal development targets and timescales	
d. The importance of meeting your work targets	



Learning outcome 7

Know and understand how to improve your performance

You must know and understand:	Portfolio reference
a. How to identify your own strengths and weaknesses	
b. The importance of continuous professional development	
c. Who can help you identify and obtain opportunities for your development and training	
d. How using the National Occupational Standards can help you identify your development needs	
e. Why good working relationships are important	
f. How to react positively to reviews and feedback and why this is important	
g. How to manage your time effectively	
h. Who to report to when you have difficulties in working with others	

Notes

Use this area for notes and diagrams



UHB68

Blow dry hair

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

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when blow drying hair
2. Blow dry hair

NOS

SKACHB5

SCQF Level

4

SCQF Credit Points

5

Observation(s)

3

External paper(s)

0



Blow dry hair

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when blow drying hair
2. Be able to blow dry hair
3. Know and understand how to maintain effective and safe methods of working when blow drying hair
4. Know and understand how to blow dry hair

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions** each for a different client. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB5 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for blow dry hair. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when blow drying hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Position your client to meet the needs of the service without causing them discomfort
- e. Ensure your own posture and position, whilst working, minimises fatigue and the risk of injury
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that:
 - Minimise the wastage of products
 - Minimise the risk of damage to tools and equipment
 - Minimise the risk of cross-infection
 - Make effective use of your working time
 - Ensure the use of clean resources
 - Minimise the risk of harm or injury to yourself and others
- h. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- i. Follow stylists' instructions throughout the service
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products

* May be assessed by supplementary evidence.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to blow dry hair

You must be able to:

- a. Confirm blow drying instructions with your stylist prior to starting the service
- b. Apply products, if required, following your stylist's instructions
- c. Control your tools and equipment to minimise the risk of damage to the hair and client discomfort
- d. Check your client is comfortable during the blow drying process
- e. Use your tools and equipment effectively to achieve the required result
- f. Control your client's hair during the blow drying process
- g. Take sections of hair which suit the size of styling tools
- h. Maintain an even tension throughout the blow drying process
- i. Keep the hair damp throughout the blow drying process
- j. Ensure the finished result meets with your stylist's instructions

*May be assessed by supplementary evidence.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Used both tools	Portfolio reference
Flat brushes	
Round brushes	
Worked on both hair lengths	Portfolio reference
Above shoulder length	
Below shoulder length	
Used all blow drying techniques	Portfolio reference
Creating volume	
Straightening	
Creating movement	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 3

Know and understand how to maintain effective and safe methods of working when blow drying hair

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. Your salon's requirements for the disposal of waste	
d. The range of protective clothing and products that should be available to yourself and clients	
e. What contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services	
f. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
g. Why it is important to position your tools, products and materials for ease of use	
h. Why it is important to keep your work area clean and tidy	
i. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
j. Your salon's and legal requirements for disposal of waste materials	
k. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
l. The importance of following your stylist's instructions	
m. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
n. Methods of cleaning, disinfecting and sterilisation used in salons	
o. Your salon's expected service times for basic blow drying services	



Learning outcome 4

Know and understand how to blow dry hair

You must know and understand:	Portfolio reference
a. The types and purposes of blow drying products	
b. The range of flat and round brushes available for blow drying	
c. Why and how to use flat and round brushes to create volume, movement and to straighten hair	
d. Why the direction of the airflow is important to achieve the desired look and avoid damage to the hair cuticle	
e. The importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort	
f. The importance of checking client comfort throughout the blow drying process	
g. Methods of handling and controlling hair sections during the blow drying process	
h. How the incorrect application of heat can affect the hair and scalp	
i. The basic structure of the hair	
j. The effects of humidity on the hair	



Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	

Notes

Use this area for notes and diagrams



UHB69

Shampoo and condition hair

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

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when shampooing and conditioning hair
2. Shampoo hair and scalp
3. Apply conditioners to the hair

NOS

SKACHB10

SCQF Level

4

SCQF Credit Points

4

Observation(s)

3

External paper(s)

0



Shampoo and condition hair

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when shampooing and conditioning hair
2. Be able to shampoo hair and scalp
3. Be able to apply conditioners to the hair
4. Know and understand how to maintain effective and safe methods of working when shampooing and conditioning hair
5. Know and understand shampooing and conditioning

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least three occasions each for a different client**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB10 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for shampoo and condition hair. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when shampooing and conditioning hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment, if required
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use work methods that:
 - Minimise the wastage of products
 - Minimise the risk of cross-infection
 - Make effective use of your working time
 - Ensure the use of clean resources
 - Minimise the risk of harm or injury to yourself and others
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow stylists' instructions throughout the service
- k. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- l. Replenish low levels of resources, when required, to minimise disruption to your own work and to clients
- m. Complete the shampooing and conditioning service within a commercially viable time

* May be assessed by supplementary evidence.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to shampoo hair and scalp

You must be able to:

- a. Use products and tools following the stylist's instructions
- b. Use massage techniques suitable for your client's hair following stylist instructions
- c. Adapt the water temperature, flow and direction to suit the needs of your client's hair and the next part of the service
- d. Ensure your massage techniques achieve an even distribution of shampoo over the hair and scalp
- e. Leave your client's hair clean and free from shampoo and excess water
- f. Leave your client's hair tangle free and without damage to the hair and scalp
- g. Refer any problems to the relevant person

*May be assessed by supplementary evidence.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 3

Be able to apply conditioners to the hair

You must be able to:

- a. Use conditioning products and tools following the stylist's instructions
- b. Use massage techniques suitable for your client's hair following stylist's instructions
- c. Monitor and time the development of the conditioning products and apply heat at the correct temperature, if required
- d. Remove the conditioning products in a way that avoids disturbing the direction of the cuticle
- e. Leave your client's hair clean and free from conditioning products, if required and excess water
- f. Comb through your client's hair without causing damage to the hair and scalp, when required
- g. Refer any problems to the relevant person

** May be assessed by supplementary evidence.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Used a minimum of 2 massage techniques		Portfolio reference
Effleurage		
Rotary		
Friction		
Petrissage		
Used both types of conditioning products		Portfolio reference
Surface		
Penetrating		

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 4

Know and understand how to maintain effective and safe methods of working when shampooing and conditioning hair

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing that should be available to yourself and clients	
d. What contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services	
e. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
f. Why it is important to keep your work area clean and tidy	
g. The importance of using shampoos and conditioners cost effectively	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
j. The importance of following your stylist's instructions	
k. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
l. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
m. The person to whom you should report low levels of resources	
n. Your salon's expected service time for shampooing and conditioning	



Learning outcome 5

Know and understand shampooing and conditioning

You must know and understand:	Portfolio reference
a. What may happen if instructions for shampooing and conditioning hair are not followed	
b. How shampoo and water act together to cleanse the hair	
c. How the build up of products can affect the hair, scalp and effectiveness of other services	
d. How shampoos and conditioning products affect the hair and scalp	
e. Different types of shampoo and conditioning products and their effects	
f. When and how to use different massage techniques when shampooing and conditioning different lengths of hair	
g. How to shampoo and condition the hair and the potential consequences of doing this incorrectly	
h. The types and causes of problems that can arise when shampooing and conditioning hair	
i. The types of problems that should be reported and the person to whom they should be reported	
j. The effects of water temperature on the scalp	
k. The importance of removing shampoo and conditioner and excess water from the hair	
l. The importance of detangling the hair from point to root	
m. The importance of detangling the hair without causing damage to the hair and scalp	
n. The importance of checking client comfort throughout the shampooing and conditioning process	
o. How heat affects the hair during the conditioning treatment	
p. How to use electrical heated equipment when conditioning hair	



Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	