

# SVQ 2 in Barbering at SCQF Level 5

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Accreditation start date: **13th January 2016**  
SQA regulation number: **GL0N 22**

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## 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				
UHB81				
UHB82				
UHB83				
UHB84				
UHB74				
UHB75				
UHB76				
Optional units				

# The qualification

## Introduction

The purpose of the SVQ 2 in Barbering at SCQF Level 5 qualification is to provide you with the knowledge, skills and understanding to be a junior barber.

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; advise and consult with clients, shampoo, condition and treat the hair and scalp, develop and maintain your effectiveness at work, cut hair using basic barbering techniques, cut facial hair to shape using basic techniques, dry and finish men's hair and create basic outlines and detailing in hair.

The optional section of this qualification allows you to choose units you would like to study, depending upon your chosen career pathway as a junior barber and include; assist with shaving services, perm and neutralise hair, plait and twist hair, temporarily attach hair to enhance a style, fulfil salon reception duties, colour and lighten men's hair.

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.

## Additional information

Learners who successfully complete this qualification are eligible to become a State Registered Graduate Barber (SRB) with The Barber Council.



## Progression

The main purpose of this qualification is to enable you to gain employment as a Junior barber/hairdresser/stylist in a commercial salon, or in one of the following career opportunities:

- Independent/self-employed/mobile/home-based settings
- Product manufacturing and training
- Armed services
- HM Prison Service
- Cruise liners
- Hospitals/Care home

Alternatively you may choose to develop your knowledge and skills by undertaking the following qualifications:

- SVQ 2 in Hairdressing at SCQF Level 5
- SVQ 3 in Hairdressing at SCQF Level 6

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 - 8 (minimum)

All mandatory units must be completed and a minimum of 1 unit from the optional group to achieve this qualification. A minimum of 50 SCQF credits must be achieved overall.

### Mandatory group - 7 units

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB81	Cut hair using basic barbering techniques	13	5
UHB82	Cut facial hair to shape using basic techniques	7	5
UHB83	Dry and finish men's hair	5	5
UHB84	Create basic outlines and detailing in hair	6	5
UHB74	Advise and consult with clients	8	5
UHB75	Shampoo, condition and treat the hair and scalp	5	5
UHB76	Develop and maintain your effectiveness at work	3	5

### Optional group - 1 unit (minimum)

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB94	Assist with shaving services	5	4
UHB108	Colour and lighten men's hair	12	6
UHB96	Perm and neutralise hair	9	6
UHB97	Plait and twist hair	5	5
UHB98	Temporarily attach hair to enhance a style	3	5
UHB99	Fulfil salon reception duties	5	5

# 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 clearly demonstrate 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](http://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
UHB81	Cut hair using basic barbering techniques	0	✓	✓
UHB82	Cut facial hair to shape using basic techniques	0	✓	✓
UHB83	Dry and finish men's hair	0	✓	✓
UHB84	Create basic outlines and detailing in hair	0	✓	✓
UHB74	Advise and consult with clients	1	✓	✓
UHB75	Shampoo, condition and treat the hair and scalp	1	✓	✓
UHB76	Develop and maintain your effectiveness at work	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB94	Assist with shaving services	0	✓	✓
UHB108	Colour and lighten men's hair	1	✓	✓
UHB96	Perm and neutralise hair	1	✓	✓
UHB97	Plait and twist hair	0	✓	✓
UHB98	Temporarily attach hair to enhance a style	0	✓	✓
UHB99	Fulfil salon reception duties	0	✓	✓

# Unit glossary

	Description
<b>VTCT product code</b>	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
<b>Unit title</b>	The title clearly indicates the focus of the unit.
<b>National Occupational Standards (NOS)</b>	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
<b>SCQF level</b>	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.
<b>SCQF credits</b>	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.
<b>Observations</b>	This indicates the minimum number of competent observations, per outcome, required to achieve the unit.
<b>Learning outcomes</b>	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.
<b>Evidence requirements</b>	This section provides guidelines on how evidence must be gathered.
<b>Observation outcome</b>	An observation outcome details the tasks that must be practically demonstrated to achieve the unit.
<b>Knowledge outcome</b>	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.
<b>Assessment criteria</b>	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.
<b>Range</b>	The range indicates what must be covered. Ranges must be practically demonstrated in parallel with the unit's observation outcomes.



# UHB81

## Cut hair using basic barbering techniques

This unit 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 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.

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when cutting hair
2. Cut hair to achieve a variety of looks

NOS

**SKACB2**

SCQF Level

**5**

SCQF Credit Points

**13**

Observation(s)

**8**

External paper(s)

**0**



# Cut hair using basic barbering techniques

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when cutting hair
2. Be able to cut hair to achieve a variety of looks
3. Know and understand how to maintain effective and safe methods of working when cutting hair
4. Know and understand how to cut hair to achieve a variety of looks

## 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 eight occasions on different clients**. 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](http://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 SKACB2 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for cut hair using basic barbering techniques. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when cutting hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Protect your client's clothing throughout the service
- c. Keep your client's skin free of excess hair cuttings 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 risk of damage to tools and equipment
  - Ensure the use of gloves when using razors
  - 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
  - Promote environmental and sustainable working practices
- h. Ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements
- i. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- j. Dispose of waste materials and sharps
- k. Complete the cutting service within a commercially viable time

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				
Observation	5	6	7	8
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to cut hair to achieve a variety of looks

You must be able to:

- a. Prepare your client's hair prior to cutting
- b. Confirm with your client the look agreed during consultation prior to commencing the cut
- c. Create and follow the cutting guideline(s) to achieve the required look
- d. Use cutting techniques that suit your client's hair type and achieve the desired look
- e. Adapt your cutting techniques to take account of factors likely to influence the service
- f. Change your own position and that of your client to help you ensure the accuracy of the cut
- g. Establish accurate distribution of weight, balance and shape of the hair
- h. Create neckline shapes taking account of the natural hairline
- i. Achieve outlines that are accurate and remove unwanted hair outside the desired outline shape
- j. Balance and shape sideburns to suit the hair style and to meet your client's requirements
- k. Consult with your client during the cutting process to confirm the desired look
- l. Make a final visual check to ensure that the finished cut and outlines are accurate
- m. Leave hair ready for the next part of the service or finish to meet your client's requirements
- n. Confirm your client's satisfaction with the finished cut
- o. Give your client advice and recommendations on the service provided

*\*May be assessed by supplementary evidence.*



Learning outcome 2 (continued)

**Be able to cut hair to achieve a variety of looks**

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				
Observation	5	6	7	8
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Observation range

You must practically demonstrate that you have:

Used <b>all</b> tools and equipment	Portfolio reference
Scissors	
Clippers	
Clipper attachments	
Trimmers	
Razors	
Cut <b>both</b> types of hair	Portfolio reference
Wet	
Dry	
Cut a <b>minimum of 8</b> looks	Portfolio reference
Uniform layer	
Square layer	
Graduation	
Flat top	
With a fringe	
With a parting	
Around the ear outline	
Over the ear	
With a fade	
Eyebrow trim	

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.





You must practically demonstrate that you have:

Used <b>all</b> techniques	Portfolio reference
Club cutting	
Scissor over comb	
Clipper over comb	
Freehand	
Thinning	
Fading	
Taken into account <b>all</b> factors	Portfolio reference
Hair characteristics	
Hair classifications	
Head and face shape	
Presence of male pattern baldness	
Piercings	
Adverse skin conditions	
Created <b>all</b> neckline shapes	Portfolio reference
Tapered	
Squared	
Full neck line	
Achieved <b>all</b> outline shapes	Portfolio reference
Natural	
Created	
Tapered	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Future and present products and services	

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 cutting 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 for clients	
d. Why it is important to use gloves when using a razor	
e. Why it is important to protect clients from hair cuttings	
f. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
g. The correct use and maintenance of cutting tools	
h. Why it is important to position your cutting tools for ease of use	
i. The safety considerations which must be taken into account when cutting hair	
j. The different types of working methods that promote environmental and sustainable working practices	
k. Why it is important to avoid cross-infection and cross-infestation	
l. The importance of following your stylist's instructions including effective use of your working time	
m. Why it is important to keep your work area clean and tidy	
n. Methods of cleaning, disinfecting and sterilisation used in salons	
o. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	



### Learning outcome 3 (continued)

## Know and understand how to maintain effective and safe methods of working when cutting hair

You must know and understand:	Portfolio reference
p. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
q. The importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	
r. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
s. The correct methods of waste disposal	
t. Your salon's expected service times for different cutting looks	



## Learning outcome 4

### Know and understand how to cut hair to achieve a variety of looks

You must know and understand:	Portfolio reference
a. How to prepare your client's hair prior to cutting	
b. Why hair products should be removed from the hair prior to cutting	
c. The importance of correctly combing out the hair prior to cutting	
d. Which tools can be used on either wet or dry hair or both	
e. The importance of confirming with your client the look agreed during consultation prior to commencing the cut	
f. The reasons for establishing and following guidelines	
g. How to create and follow a guideline for different cutting looks	
h. How and when to use different cutting techniques and the effects achieved	
i. The importance of considering weight distribution and working with the natural growth patterns of the hair	
j. How different cutting angles will impact on weight distribution, balance and the degree of graduation	
k. The importance of applying the correct degree of tension to the hair when cutting	
l. The factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	
m. The types of clippers, clipper blades and attachments available and the effects that these achieve	
q. How to safely carry out an eyebrow trim	
r. The factors which should be considered when cutting wet hair and dry hair	



## Learning outcome 5

### Know and understand cutting techniques

You must know and understand:	Portfolio reference
s. The importance of changing your own position and that of your client to help you ensure the accuracy of the cut	
t. The importance of keeping the hair damp when wet cutting	
u. The importance of establishing accurate distribution of weight, balance and shape by regularly cross-checking the cut	
v. How to create different neckline and outline shapes	
w. The importance of cutting to the natural neckline in barbering	
x. How to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape	
y. The importance of balance and shape sideburns to suit the hair style and to meet your client's requirements	
z. The importance of consulting with clients throughout the cutting process	
aa. The visual checks required to ensure the finished cut and outlines are accurate	
ab. The importance of leaving hair ready for the next part of the service or finish to meet your client's requirements	
ac. The importance of confirming your client's satisfaction with the finished cut	
ad. The average rate of hair growth	
ae. The known causes and typical patterns of male pattern baldness	
af. The importance of providing advice and recommendations on the products and services provided in the salon	



# 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		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy-free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally-friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

Factors - the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service		Portfolio reference
Hair classifications		
Hair characteristics		
Head and face shape		
Hair growth patterns		
Techniques - how and when to use different cutting techniques and the effects achieved		Portfolio reference
Club cutting		
Scissor over comb		
Clipper over comb		
Freehand		
Thinning		
Fading		
Looks - how to create and follow a guideline for different cutting looks		Portfolio reference
Uniform layer		
Square layer		
Graduation		
Flat top		
With a fringe		
With a parting		
Around the ear outline		
Over the ear		
With a fade		
Eyebrow trim		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		



# UHB82

## Cut facial hair to shape using basic techniques

This unit is about cutting beards and moustaches to maintain existing shapes using scissor over comb, clippers with attachment, clipper over comb and freehand cutting techniques.

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. Maintain effective and safe methods of working when cutting facial hair
2. Cut beards and moustaches to maintain their shape

NOS

**SKACB3**

SCQF Level

**5**

SCQF Credit Points

**7**

Observation(s)

**4**

External paper(s)

**0**



# Cut facial hair to shape using basic techniques

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when cutting facial hair
2. Be able to cut beards and moustaches to maintain their shape
3. Know and understand how to maintain effective and safe methods of working when cutting facial hair
4. Know and understand how to cut beards and moustaches to maintain their shape

## 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 four occasions on different clients**. 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](http://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 SKACB3 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to cut facial hair to shape using basic techniques. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when cutting facial 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. Keep your client's skin free of excess hair clippings throughout the service
- 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 working methods that:
  - 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
  - Promote environmental and sustainable working practices
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials safely
- l. Complete the service within a commercially viable time

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to cut beards and moustaches to maintain their shape

You must be able to:

- a. Identify factors likely to influence the service prior to cutting
- b. Prepare your client's facial hair prior to the service
- c. Confirm with your client the look agreed at consultation and during service
- d. Establish and follow the cutting guideline(s) to achieve the required look
- e. Adapt your cutting techniques to take account of factors influencing the service and to achieve the desired look
- f. Change your own position and that of your client to help you ensure the accuracy of the cut
- g. Regularly check your client's comfort throughout the service
- h. Ensure the finished look is even, symmetrical and balanced in relation to your client's facial contour
- i. Ensure the finished look is of even density throughout the shape
- j. Remove any unwanted hair outside the desired outline shape
- k. Make a final visual check to ensure the finished cut is accurate
- l. Confirm your client's satisfaction with the finished cut
- m. Give your client advice and recommendations on the service provided

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Observation range

You must practically demonstrate that you have:

Used <b>all</b> tools and equipment	Portfolio reference
Scissors	
Clippers	
Clipper attachments	
Trimmers	
Taken account of <b>all</b> factors	Portfolio reference
Head and face shape	
Hair characteristics	
Hair classification	
Hair style	
Adverse skin conditions	
Facial piercing	
Clients' wishes	
Ingrowing hair	
Skin elasticity	
Cut <b>all</b> looks	Portfolio reference
Tapered beardline	
Full beard outlines	
Partial beard	
Moustache only	
Eyebrow trim	

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.



You must practically demonstrate that you have:

Used <b>all</b> cutting techniques	Portfolio reference
Scissor over comb	
Clipper with attachment	
Clipper over comb	
Freehand	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	
Exfoliation	

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 3

## Know and understand how to maintain effective and safe methods of working when cutting facial 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 for clients	
d. Why it is important to protect clients from hair clippings	
e. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
f. The importance of using the correct type of barber's chair	
g. The safety considerations which must be taken into account when cutting facial hair	
h. Why it is important to keep your work area clean and tidy	
i. Why it is important to position your cutting tools for ease of use	
j. The correct use and maintenance of cutting tools	
k. Methods of cleaning, disinfecting and sterilisation used in salons	
l. The importance of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
m. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
n. The different types of working methods that promote environmental and sustainable working practices	
o. The importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	



### Learning outcome 3 (continued)

## Know and understand how to maintain effective and safe methods of working when cutting facial hair

You must know and understand:	Portfolio reference
p. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
q. The correct methods of waste disposal	
r. Your salon's expected service times for cutting facial hair	



## Learning outcome 4

### Know and understand how to cut beards and moustaches to maintain their shape

You must know and understand:	Portfolio reference
a. The factors that must be taken into consideration prior to and during cutting facial hair	
b. The importance of preparing the client's facial hair prior to the service	
c. The importance of confirming with your client the look agreed at consultation and during service	
d. How to create and follow a guideline for tapered beardlines, beard outlines and moustaches	
e. How to cut different facial hair shapes using basic cutting techniques	
f. Basic beard and moustache shapes that do not require the use of razors	
g. The importance of cross-checking the facial hair cut	
h. The importance of working with the natural growth patterns of facial hair when considering the weight distribution within a facial hair cut	
i. How the angle at which the cutting tools and the head are positioned will affect the weight distribution, balance and degree of graduation of the facial hair	
j. The average rate of hair growth	
k. The effects of continual close cutting to the skin	
l. Potential risk of ingrowing hair resulting from continual close cutting	
m. How to safely carry out an eyebrow trim	
n. How to level and test clippers	



## Learning outcome 4 (continued)

### Know and understand how to cut beards and moustaches to maintain their shape

You must know and understand:	Portfolio reference
O. The size and type of clippers, clipper blades and attachments available and the effects that these achieve	
p. The importance of ensuring the finished look is even, symmetrical and balanced in relation to your client's facial contour	
q. Remove any unwanted hair outside the desired outline shape	
r. The importance of providing advice and recommendations on the products and services provided in the salon	



# 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	
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items (easy-dry towels)	
Using recycled, eco friendly furniture	
Using low-chemical paint	
Using organic and allergy free hair products	
Using ultra-low ammonia hair colourants	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	



You must know and understand:

Factors - the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service		Portfolio reference
Hair characteristics		
Hair classifications		
Head and face shape		
Hair style		
Adverse skin conditions		
Facial piercing		
Client's wishes		
Ingrowing hair		
Skin elasticity		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

# Notes

Use this area for notes and diagrams



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# UHB83

## Dry and finish men's hair

This unit is about using a range of styling techniques to dry men's hair to create a variety of finished looks. The ability to work with a high degree of manual dexterity, taking into account many factors, will be required. Working with a wide range of styling and finishing products is also included.

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. Maintain effective and safe methods of working when drying and finishing hair
2. Dry and finish hair

NOS

# SKACB4

SCQF Level

**5**

SCQF Credit Points

**5**

Observation(s)

**3**

External paper(s)

**0**



# Dry and finish men's hair

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when drying and finishing hair
2. Be able to dry and finish hair
3. Know and understand how to maintain effective and safe methods of working when drying and finishing hair
4. Know and understand how to dry and finish 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 on different clients**. 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](http://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 SKACB4 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for dry and finish men's hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when drying and finishing 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 wastage of styling and finishing products
  - Minimise the risk of damage to tools
  - 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
  - Promote environmental and sustainable working practices
- h. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- i. Follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- j. Dispose of waste materials safely
- k. Complete the 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 dry and finish hair

You must be able to:

- a. Confirm with your client the look agreed at consultation and during the service
- b. Control your use of styling tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- c. Apply suitable styling and finishing products, when used, following manufacturers' instructions
- d. Control your client's hair during the styling process taking account of factors influencing the service
- e. Use and adapt drying techniques to achieve the desired look
- f. Check the temperature of heated styling equipment throughout the service
- g. Ensure the finished look takes into account relevant factors influencing the service
- h. Achieve the finished look which meets the intended shape, direction and volume agreed with your client
- i. Confirm your client's satisfaction with the finished look
- j. Give your client advice and recommendations on the service provided

\*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 <b>minimum of 4</b> styling and finishing products	Portfolio reference
Sprays	
Creams	
Gels	
Wax	
Tonics	
Oils	
Styling powders	
Used <b>all</b> tools and equipment	Portfolio reference
Flat brush	
Round brush	
Electrical equipment	
Considered <b>all</b> factors	Portfolio reference
Hair characteristics	
Hair classifications	
Hair cut	
Hair growth patterns	
Head and face shape	
Used <b>both</b> drying techniques	Portfolio reference
Brush drying	
Finger drying	

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.



You must practically demonstrate that you have:

Achieved <b>all</b> finished looks		Portfolio reference
Straightening		
Smoothing		
Creating volume		
Creating movement		
Creating texture		
Given <b>all</b> advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Present and future products and services		

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 drying and finishing 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 for clients	
d. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
e. Why it is important to keep your work area clean and tidy	
f. The correct use and maintenance of cutting tools	
g. Methods of cleaning, disinfecting and/or sterilisation used in salons	
h. The importance 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 different types of working methods that promote environmental and sustainable working practices	
k. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
l. Contact dermatitis and how to avoid developing it when carrying out drying and finishing services	
m. Suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow	
n. The correct methods of waste disposal	
o. Your salon's expected service times for drying and finishing	



## Learning outcome 4

### Know and understand how to dry and finish hair

You must know and understand:	Portfolio reference
a. The importance of confirming with your client the look agreed at consultation and during the service	
b. The range of drying and finishing products, tools and equipment available for drying and finishing men's hair	
c. When and why the types of drying and finishing products should be used	
d. The manufacturers' instructions for the use of the specific styling and finishing products in your salon	
e. Why and how to use the different types of styling tools and equipment	
f. Current techniques for drying and finishing hair	
g. How different factors impact on drying and finishing services	
h. Why the direction of the air flow when drying is important to achieve the desired look	
i. The importance of using a nozzle when carrying out drying techniques	
j. How the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement	
k. Methods of controlling hair sections during the drying process	
l. The importance of achieving a finished look which meets the intended shape, direction and volume agreed with your client	
m. The effects of humidity on hair	
n. The physical effects of heated styling equipment on the hair structure	
o. How the incorrect application of heat can affect the hair and scalp	



## Learning outcome 4 (continued)

### Know and understand how to dry and finish hair

You must know and understand:	Portfolio reference
p. Why hair should be allowed to cool prior to finishing	
q. Why hair should be kept damp before drying	
r. How heat protectors act to protect the hair	
s. The importance of providing advice and recommendations on the products and services provided in the salon	



# 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		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy-free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally-friendly product packaging		
Choosing responsible domestic products (fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to walk		



You must know and understand:

Factors - how different factors impact on drying and finishing services		Portfolio reference
Hair characteristics		
Hair classifications		
Hair cut		
Hair growth patterns		
Head and face shape		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

# UHB84

## Create basic outlines and detailing in hair

This unit is about the use of a variety of clippers and cutting techniques to create straight and curved lines. This unit is also about using these techniques to finish the perimeter edge of haircuts.

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. Maintain effective and safe methods of working when creating basic outlines and detailing in hair
2. Plan and agree hair outline and detailing design with your client
3. Create outlines and detailing design in hair

NOS

# SKACB5

SCQF Level

**5**

SCQF Credit Points

**6**

Observation(s)

**3**

External paper(s)

**0**





# Create basic outlines and detailing in hair

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when creating basic outlines and detailing in hair
2. Be able to plan and agree hair outlines and detailing design with your client
3. Be able to create outline and detailing design in hair
4. Know and understand how to maintain effective and safe methods of working
5. Know and understand how to plan and agree hair outlines and detailing design with your client
6. Know and understand how to create outlines and detailing design in 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 covering 25% of the head. 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](http://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 SKACB5 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard to create basic outlines and detailing in hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when creating basic outlines and detailing in 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 to protect your client's clothing
- c. Keep your client's skin free of excess hair cuttings 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 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
  - Promote environmental and sustainable working practices
- h. Ensure your personal hygiene, protection and presentation meets accepted industry and organisational requirements
- i. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- j. Dispose of waste materials and sharps safely
- k. Complete the 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 plan and agree hair outlines and detailing design with your client

You must be able to:

- a. Research a portfolio of outlines and detailing designs suitable for use with your clients
- b. Explore a variety of outlines and detailing designs and possibilities with your client using relevant visual aids
- c. Give your client time and encouragement to put forward their own ideas on design and the image they wish to create
- d. Ensure your client is aware of what the agreed service will entail and its likely duration
- e. Confirm your understanding of your client's requirements
- f. Base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the outline and detailing design
- g. Recommend a look that is suitable for your client's perceived image
- h. Agree a design with your client which takes into account factors influencing the service
- i. Agree service outcomes and likely costs that are acceptable to your client and meet their needs

\*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 create outline and detailing design in hair**

You must be able to:

- a. Brush or comb your client’s hair in the direction of the natural growth throughout the service
- b. Position the outline and detailing design to meet the agreed design plan
- c. Adapt the size of the outline and detailing design to suit your client’s head size, shape and existing haircut
- d. Use cutting techniques to achieve the definition, shape and depth of outline and detailing design required
- e. Change your own position and that of your client to help you to ensure the accuracy of the cut
- f. Consult with your client during the cutting process to confirm the desired outline and detailing design and overall effect being created
- g. Take suitable action to resolve any problems arising during the design process
- h. Ensure the finished look meets the design agreed with your client
- i. Confirm your client’s satisfaction with the finished look
- j. Give your client advice and recommendations on the service provided

*\* 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 <b>all</b> the tools and equipment	Portfolio reference
Razor	
Clippers	
Clipper attachments	
Trimmers	
Used <b>all</b> outlines and detailing designs	Portfolio reference
Straight lines	
Curved lines	
Repeated	
Hair line	
Taken into account <b>all</b> factors	Portfolio reference
Hair characteristics	
Hair classifications	
Head and face shape	
Hair length	
Hair style	
Presence of male pattern baldness	
Adverse skin conditions	
Scarring	
Used <b>both</b> cutting techniques	Portfolio reference
Clipping	
Fading	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

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

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 for clients	
d. Why it is important to protect clients from hair clippings	
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. Why it is important to position your cutting tools for ease of use	
h. Why it is important to avoid cross-infection and cross-infestation	
i. Why it is important to use disposable gloves when using a razor	
j. The safety considerations which must be taken into account when cutting hair	
k. The correct use and maintenance of cutting tools and equipment	
l. Methods of cleaning, disinfecting and sterilisation used in salons	
m. The hazards and risks which exist in your workplace and the safe working practices	
n. The different types of working methods that promote environmental and sustainable working practices	
o. The importance of personal hygiene, protection and presentation in maintaining health and safety in your workplace	
p. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	





Learning outcome 4 (continued)

**Know and understand how to maintain effective and safe methods of working**

You must know and understand:	Portfolio reference
q. The correct methods of waste disposal	
r. Your salon's expected service times for basic outlines and detailing designs looks	



## Learning outcome 5

### Know and understand how to plan and agree hair outlines and detailing design with your client

You must know and understand:	Portfolio reference
a. The different factors that must be taken into consideration prior to clippers and cutting, and how these may impact on the designs	
b. The average rate of hair growth	
c. The effects of continual close clipping on skin	
d. The potential risk of ingrowing hair resulting from the continual close clipping	
e. Suitable sources of information and design ideas and how to access them	
f. How to present information and recommendations on patterns clearly to your client	
g. The importance of giving your client encouragement to put forward their own ideas on design and/or image and agreeing the outcome, duration and cost	



## Learning outcome 6

### Know and understand how to create outlines and detailing in hair

You must know and understand:	Portfolio reference
a. How to create simple repeated designs from lines and curves	
b. How to adapt outlines and detailing designs to suit different head shapes	
c. The design possibilities and limitations when working with linear outlines and detailing designs in hair	
d. Methods of preparing the hair prior to cutting outlines and detailing designs	
e. The types of hair cuts which form a suitable foundation for cutting straight and curved lines and repeated designs into the hair	
f. How and when to use different cutting techniques when creating designs in hair	
g. Equipment handling techniques for achieving accurate outlines and detailing designs in hair	
h. The importance of visually checking outline, detailing designs and cut	
i. How to level and test clippers	
j. The types of clippers, clipper blades and attachments available and the effects that these achieve	
k. The types of problems that can commonly arise when creating outlines and detailing designs in hair and ways in which they can be resolved, if possible	
l. The importance of providing advice and recommendations on the products and services provided in the salon	



# 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		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



**You must know and understand:**

Factors - the different factors that must be taken into consideration prior to and during clippersing and cutting and how these may impact on the design		Portfolio reference
Hair characteristics		
Hair classifications		
Head and face shape		
Hair length		
Hair style		
Presence of male pattern baldness		
Adverse skin conditions		
Scarring		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

# Notes

Use this area for notes and diagrams



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# UHB74

## Advise and consult with clients

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

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

The main outcomes of this unit are:

1. Identify the requirements of the client
2. Examine the hair, skin and scalp
3. Advise your client and agree services and products

NOS

# SKACHB9

SCQF Level

**5**

SCQF Credit Points

**8**

Observation(s)

**3**

External paper(s)

**1**





# Advise and consult with clients

## Learning outcomes

On completion of this unit you will:

1. Be able to identify the requirements of the client
2. Be able to examine the hair, skin and scalp
3. Be able to advise your client and agree services and products
4. Know and understand how to identify the requirements of the client
5. Know and understand how to examine the hair, skin and scalp
6. Know and understand how to advise your client and agree services and products

## 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 as part of all technical observations and will be recorded on **at least three occasions across three different technical units**. 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](http://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*  
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**

# 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 SKACHB9. You must demonstrate in your everyday work that you have met this standard for advise and consult with clients. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to identify the requirements of the client

You must be able to:

- a. Consult with your client to determine their requirements
- b. Allow your client sufficient time to express their wishes
- c. Ask relevant questions in a way your client will understand
- d. Use visual aids to present clients with suitable alternative ideas to help them reach a decision
- e. Encourage your client to ask about areas of which they are unsure
- f. Identify and confirm your client's wishes for services 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 examine the hair, skin and scalp

You must be able to:

- a. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- b. Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- c. Identify from your client's previous records, when available, any factors likely to affect future services
- d. Promptly identify and report any problems which cannot be dealt with 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 advise your client and agree services and products

You must be able to:

- a. Make recommendations on the outcomes of your identification of your client's hair characteristics and their hair classification
- b. Explain how their hair characteristics may impact on the hairdressing services in a way your client can understand
- c. Agree services, products and outcomes that are acceptable to your client and meet their needs
- d. State the likely cost and duration of the agreed products and services to your client
- e. Conduct all communications with your client in a manner that maintains goodwill, trust, confidentiality and privacy
- f. Give your client advice and recommendations on the service provided

*\* 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:

<b>Consulted with both types of client</b>		Portfolio reference
New		
Regular		
<b>Used both means of identifying clients' wishes</b>		Portfolio reference
Question		
Observation		
<b>Adapted your advice to take into account all factors that limit or affect services</b>		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Client's lifestyle		
Test results		
<b>Identified or can describe all problems</b>		Portfolio reference
Suspected infections		
Suspected infestations		
<b>Taken into account all hair characteristics</b>		Portfolio reference
Hair density		
Hair texture		
Hair elasticity		
Hair porosity		
Hair condition		
Hair growth patterns		

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.



You must practically demonstrate that you have:

Used a <b>minimum of 3</b> hair classifications	Portfolio reference
Type 1 – Straight Hair	
Type 2 – Wavy Hair	
Type 3 – Curly Hair	
Type 4 – Very Curly Hair	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

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

*\*This is not an exhaustive list.*

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.

## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning outcome 4

### Know and understand how to identify the requirements of the client

You must know and understand:	Portfolio reference
a. Why effective communication is important for your salon's business	
b. How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, ages, disabilities and genders	
c. The questioning and listening skills you need in order to find out information	
d. Why it is important to encourage and allow time for clients to ask questions	
e. Salon rules for maintaining confidentiality and privacy	
f. The different types of visual aids that can support client consultation	
g. Your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation	
h. The importance of not discriminating against clients with illnesses and disabilities and why	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 5

### Know and understand how to examine the hair, skin and scalp

You must know and understand:	Portfolio reference
a. Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance	
b. Salon procedures and manufacturers' instructions in relation to conducting tests	
c. How and when tests are carried out on hair	
d. The importance of carrying out tests and the potential consequences of failing to do so	
e. Why it is important to identify factors that may limit or affect services and products which can be used	
f. How lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients	
g. How to recognise hair, skin and scalp problems	
h. How to identify suspected infections and infestations which need reporting and who to report them to	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 6

### Know and understand how to advise your client and agree services and products

You must know and understand:	Portfolio reference
a. The different types of hair characteristics	
b. The different hair types of hair classifications	
c. The basic structure of hair and skin	
d. The growth cycle of hair	
e. The services and products available for use in your salon	
f. Your legal responsibilities for describing the features and benefits of products and services	
g. Your salon's pricing structure	
h. How to calculate the likely charge for services	
i. The importance of giving the client realistic expectations	
j. The importance of providing advice and recommendations on the products and services provided in the salon	
k. How to complete the client records used in your organisation and the importance and reasons for gaining client consent	

*Requirements highlighted in white will be assessed in the external paper.*



# Knowledge range

You must know and understand:

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

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	
Data Protection Act	
Working Time Directives	
Cosmetic Products Regulations	
Sale of Goods Act	
Distance Selling Act	
Trade Descriptions Act	
Consumer Protection legislation	



You must know and understand:

Hair, skin and scalp problems - how to recognise hair, skin and scalp problems	Portfolio reference
Ringworm	
Impetigo	
Scabies	
Eczema	
Alopecia	
Psoriasis	
Folliculitis	
Dandruff	
Keloid scarring	
Ingrowing hair	
Head lice	
Advice and recommendations	Portfolio reference
Additional services	
Addition products	

# Notes

Use this area for notes and diagrams



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# UHB75

## Shampoo, condition and treat the hair and scalp

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

To carry out this 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. Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp
2. Shampoo, condition and treat the hair and scalp

NOS

**SKACHB11**

SCQF Level

**5**

SCQF Credit Points

**5**

Observation(s)

**3**

External paper(s)

**1**





# Shampoo, condition and treat the hair and scalp

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp
2. Be able to shampoo, condition and treat the hair and scalp
3. Know and understand how to maintain effective and safe methods of working when shampooing and conditioning hair
4. Know and understand how to shampoo, condition and treat the hair and scalp

## 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**. 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](http://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*  
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**

# 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 SKACHB11. You must demonstrate in your everyday work that you have met this standard for shampoo, condition and treat the hair and scalp. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp

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 working methods that:
  - Minimise the risk of damage to tools
  - 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
  - Promote environmental and sustainable working practices
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials
- l. Complete the 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, condition and treat the hair and scalp

You must be able to:

- a. Ask your client questions to identify if they have contra-indications to hair and scalp treatment services
- b. Use products, tools and equipment suitable for your client's hair condition and scalp condition
- c. Adapt your shampooing massage techniques to meet the needs of your client's:
  - Hair length and density
  - Hair condition and scalp condition
- d. Adapt your shampooing massage techniques to ensure your client's comfort
- e. Adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
- f. Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
- g. Apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- h. Adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
- i. Monitor and time the development of the conditioning product and apply heat at the correct temperature, if required
- j. Remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
- k. Leave your client's hair and scalp:
  - Clean and free from conditioning products, if required
  - Free of excess water
- l. Comb through your client's hair without causing damage to the hair and scalp
- m. Give your client advice and recommendations on the service provided

\*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:

<b>Adapted your shampooing techniques for a minimum of 3 hair conditions</b>	<b>Portfolio reference</b>
Damaged	
Product build up	
Normal	
Oily	
Dry	
<b>Adapted your shampooing techniques for a minimum of 3 scalp conditions</b>	<b>Portfolio reference</b>
Dandruff affected	
Oily	
Dry	
Product build up	
Normal	
<b>Used a minimum of 2 shampooing massage techniques</b>	<b>Portfolio reference</b>
Effleurage	
Rotary	
Friction	
<b>Used all conditioning products</b>	<b>Portfolio reference</b>
Surface	
Penetrating	
Scalp treatment	
<b>Used all conditioning massage techniques</b>	<b>Portfolio reference</b>
Effleurage	
Petrissage	

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.



You must practically demonstrate that you have:

Given all advice and recommendations	Portfolio reference
Correct detangling techniques	
Suitable shampoos, conditioning products	
Time interval between services	
Present and future products and services	

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

*\*This is not an exhaustive list.*

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.

## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

Your assessor will complete this table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Learning outcome 3

### 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. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
e. What is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	
f. Why it is important to keep your work area clean and tidy	
g. Why it is important to avoid cross-infection and cross-infestation	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. Methods of cleaning, disinfecting and sterilisation used in salons	
j. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
k. The different types of working methods that promote environmental and sustainable working practices	
l. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
m. The importance of questioning clients to establish any contra-indications to hair and scalp treatment services	

*Requirements highlighted in white will be assessed in the external paper.*





### Learning outcome 3 (continued)

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

You must know and understand:	Portfolio reference
n. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	
o. The correct methods of waste disposal	
p. Your salon's service times for shampooing, conditioning and treating the hair	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 4

### Know and understand how to shampoo, condition and treat the hair and scalp

You must know and understand:	Portfolio reference
a. How to identify hair and scalp conditions and their causes	
b. How and why the contra-indications can affect the service	
c. How different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products	
d. How shampoo and water act together to cleanse the hair	
e. When and how massage techniques should be used when conditioning different lengths and densities of hair	
f. The effects of water temperature on the scalp and structure of the hair	
g. The importance of de-tangling the hair from point to root	
h. How the pH value of the products used affects the current state of the hair	
i. How the 'build up' of products can affect the hair, scalp and the effectiveness of other services	
j. How shampoos and conditioning products affect the hair and scalp	
k. Types of available shampooing and conditioning products and equipment	
l. When and how to use different shampooing, conditioning and treatment products	
m. When the shampooing process should be repeated	
n. What may happen if the incorrect shampooing and conditioning products are used	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 4 (continued)

### Know and understand how to shampoo, condition and treat the hair and scalp

You must know and understand:	Portfolio reference
O. When and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair	
p. The purpose and benefits of scalp massage	
Q. How to use and handle equipment used during conditioning and treatment processes	
r. The importance of removing conditioning and treatment products, when required	
S. The importance of removing excess water from the hair at the end of the service	
t. How heat affects the hair during the conditioning treatment	
U. The importance of providing advice and recommendations on the products and services provided in the salon	

*Requirements highlighted in white will be assessed in the external paper.*



# 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		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

Hair and scalp conditions	Portfolio reference
Damaged	
Product build up	
Normal	
Oily	
Dry	
Dandruff affected	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	

# Notes

Use this area for notes and diagrams



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# UHB76

## Develop and maintain your effectiveness at work

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

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. Improve your personal performance at work
2. Work effectively as part of a team

NOS

# SKACHB12

SCQF Level

**5**

SCQF Credit Points

**3**

Observation(s)

**1**

External paper(s)

**0**





# Develop and maintain your effectiveness at work

## Learning outcomes

On completion of this unit you will:

1. Be able to improve your personal performance at work
2. Be able to work effectively as part of a team
3. Know and understand how to improve your personal performance at work
4. Know and understand how to work effectively as part of a team

## 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 one occasion**. 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](http://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 SKACHB12. You must demonstrate in your everyday work that you have met this standard to develop and maintain your effectiveness at work. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to improve your personal performance at work

You must be able to:

- a. Identify your own strengths and weaknesses and discuss them with the relevant person
- b. Find out more information from relevant people to perform a task when the instructions you have are unclear
- c. Seek feedback from relevant people about how you can improve your performance
- d. Ask your colleagues for help and take opportunities to learn when they are available
- e. Seek help from relevant people when you are unable to obtain learning opportunities relating to your work
- f. Regularly review developments in hairdressing and related areas
- g. Agree realistic work targets with the relevant person
- h. Regularly review your progress towards achieving your agreed targets
- i. Use the results of your reviews to develop your future personal development plan

\* *May be assessed by supplementary evidence.*

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



## Learning outcome 2

### Be able to work effectively as part of a team

You must be able to:

- a. Agree ways of working together to achieve objectives
- b. Ask for help and information from your colleagues, when necessary
- c. Respond to requests for assistance from colleagues
- d. Anticipate the needs of others and offer assistance within your capabilities
- e. Make effective use of your time throughout your working day
- f. Report problems likely to affect salon services to the relevant person
- g. Resolve misunderstandings with your colleagues

\*May be assessed by supplementary evidence.

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



# Observation range

You must practically demonstrate that you have:

<b>Participated in <b>all</b> opportunities to learn</b>	<b>Portfolio reference</b>
From colleagues and other relevant people	
Active participation in training and development activities	
Active participation in salon activities	
<b>Have agreed and reviewed your progress towards <b>both</b> targets</b>	<b>Portfolio reference</b>
Productivity	
Personal development	
<b>Have offered assistance in <b>both</b> circumstances</b>	<b>Portfolio reference</b>
On a one-to-one basis	
In a group	

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 improve your personal performance at work

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. How to get information about your job, your work responsibilities and the standards expected of you	
c. How to find out relevant information about other people's areas of responsibility	
d. Why it is important to work within your job responsibilities and what might happen if you do not do so	
e. How to identify your own strengths and weaknesses	
f. The importance of meeting your personal development and productivity targets and timescales	
g. The importance of continuous professional development and how it affects your job role	
h. Who can help you identify and obtain opportunities for your development and training	
i. The limits of your own authority and that of others in relation to giving assistance	
j. The standards of behaviour that are expected of you when working in the salon	
k. Your salon's appeals and grievance procedures	
l. The commercially viable range of times for the performance of hairdressing services offered	



### Learning outcome 3 (continued)

## Know and understand how to improve your personal performance at work

You must know and understand:	Portfolio reference
m. How using the National Occupational Standards can help you identify your development needs	
n. How to maintain awareness of current and emerging trends and developments within the industry and why this is important	
o. The importance of continually using and updating your own personal plan	





## Learning outcome 4

### Know and understand how to work effectively as part of a team

You must know and understand:	Portfolio reference
a. Why harmonious working relationships are important	
b. How to react positively to reviews and feedback and why this is important	
c. Support co-operative ways of working such as anticipate the needs of others for information and support and show that you are willing to help resolve disagreements	
d. How to manage your time effectively	
e. Who to report to when you have difficulties in working with others	
f. How to deal with relationship difficulties and conflicts when working with others	
g. The questioning and listening skills you need in order to find out information	

# Notes

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