

SVQ 3 in Hairdressing at SCQF Level 6

Accreditation start date: **13th January 2016**
SQA regulation number: **GL0R 23**

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				
UHB77				
UHB78				
UHB79				
UHB80				
Optional units				

The qualification

Introduction

The purpose of the SVQ 3 in Hairdressing at SCQF Level 6 qualification is to provide you with the knowledge, skills and understanding to be a hairdresser/stylist.

This qualification is designed for learners aged 16 years or over and has both mandatory and optional units for you to achieve. The mandatory specialist units are creatively style and dress hair, creatively cut hair using a combination of techniques, creatively colour and lighten hair and provide client consultation services.

The optional section of this qualification allows you to choose specialist units you would like to study, depending upon your chosen career pathway as a hairdresser/stylist and includes provide a variety of relaxing services, hair colour correction services, provide creative hair extension services, create a variety of permed effects, develop, enhance and evaluate your creative hairdressing skills, provide specialist hair and scalp treatments, contribute to the planning, implementation and evaluation of promotional activities and contribute to the financial effectiveness of the business.

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 Hairdresser (SRH) with The Hair Council.



Progression

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

- Specialist African-type hair salons
- Independent/self-employed/mobile/home-based settings
- Product manufacturing and training
- Armed services
- HM Prison Service
- Cruise liners
- Television, film, theatre and media
- Hospitals/Care Home

Alternatively you may choose to develop your knowledge and skills to an advanced level by undertaking a Level 4 qualification:

- VTCT Level 4 Diploma in Salon Management (QCF)
- VTCT Level 4 Certificate in Specialist Hair and Scalp Services (QCF)
- VTCT Level 4 Certificate in Salon Management (QCF)
- VTCT Level 4 Certificate in Hair Colour Correction (QCF)
- VTCT Level 4 Award in Advanced Hair Styling (QCF)

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 - 7 (minimum)

All mandatory units must be completed and a minimum of 3 units from the optional group to achieve this qualification. A minimum of 65 SCQF credits must be achieved overall.

Mandatory group - 4 units

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB77	Creatively style and dress hair	7	6
UHB78	Creatively cut hair using a combination of techniques	13	6
UHB79	Creatively colour and lighten hair	14	7
UHB80	Provide client consultation services	7	6

Optional group - 3 units (minimum)

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB100	Provide a variety of relaxing services	10	7
UHB101	Hair colour correction services	15	7
UHB102	Provide creative hair extension services	8	6
UHB103	Create a variety of permed effects	10	7
UHB104	Develop, enhance and evaluate your creative hairdressing skills	9	6
UHB105	Provide specialist hair and scalp treatments	15	7
UHB106	Contribute to the planning, implementation and evaluation of promotional activities	10	6
UHB107	Contribute to the financial effectiveness of the business	7	6

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.

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
UHB77	Creatively style and dress hair	0	✓	✓
UHB78	Creatively cut hair using a combination of techniques	0	✓	✓
UHB79	Creatively colour and lighten hair	2	✓	✓
UHB80	Provide client consultation services	1	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB100	Provide a variety of relaxing services	1	✓	✓
UHB101	Hair colour correction services	2	✓	✓
UHB102	Provide creative hair extension services	1	✓	✓
UHB103	Create a variety of permed effects	1	✓	✓
UHB104	Develop, enhance and evaluate your creative hairdressing skills	0	✓	✓
UHB105	Provide specialist hair and scalp treatments	2	✓	✓
UHB106	Contribute to the planning, implementation and evaluation of promotional activities	0	✓	✓
UHB107	Contribute to the financial effectiveness of the business	0	✓	✓

Unit glossary

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

UHB77

Creatively style and dress hair

This unit is about using a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and/or added hair is required in this unit.

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 styling and dressing hair
2. Creatively style and dress hair

NOS

SKACH8

SCQF Level

6

SCQF Credit Points

7

Observation(s)

6

External paper(s)

0



Creatively style and dress hair

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when styling and dressing hair
2. Be able to creatively style and dress hair
3. Know and understand how to maintain effective and safe methods of working when styling and dressing hair
4. Know and understand how to creatively style and dress 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 six occasions on different clients**. Three observations must include hair up techniques and one must include the appropriate use of accessory(ies) or added hair.

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

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

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

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

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

Achieving observations and range

Achieving observation outcomes

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

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

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

Achieving range

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

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

National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH8. You must demonstrate in your everyday work that you have met this standard to creatively style and dress hair. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when styling and dressing hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet the salon's requirements
- c. Protect your client's clothing throughout the service
- d. Position your client to meet the needs of the service without causing them discomfort
- e. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that:
 - Minimise the wastage of products
 - Minimise the risk of damage to tools and equipment
 - Minimise the risk of cross-infection
 - Make effective use of your working time
 - Ensure the use of clean resources
 - Minimise the risk of harm or injury to yourself and others
 - 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
- 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			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to creatively style and dress hair

You must be able to:

- a. Confirm with your client the look agreed at consultation prior to and during styling and dressing the hair
- b. Prepare your client's hair in a way which is suitable for the look agreed
- c. Incorporate and secure added hair, when used, into the desired look
- d. Blend the client's own hair and added hair effectively, when required
- e. Ensure the availability of assistance, when required
- f. Combine and adapt your creative styling and dressing techniques in an innovative way to achieve the desired look
- g. Secure the hair so that any pins, grips or bands are hidden unless they are part of the style requirements
- h. Personalise your creative styling and dressing techniques to take account of the factors which influence the desired look
- i. Use creative styling and dressing techniques in a way that avoids damage to the hair, skin and scalp
- j. Incorporate and secure accessories, when used, to complement and enhance the desired look
- k. Ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
- l. Confirm your client's satisfaction with the finished look
- 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	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Observation range

You must practically demonstrate that you have:

Used both creative styling and dressing techniques		Portfolio reference
Conventional		
Non-conventional		
Taken into account all factors		Portfolio reference
Hair characteristics		
Hair classifications		
Desired look		
The occasion for which the style is required		
Hair length		
Given all 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 styling and dressing 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 types 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. What contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing services	
f. Why it is important to keep your work area clean and tidy	
g. The correct use and maintenance of tools and equipment	
h. Why it is important to avoid cross-infection and cross-infestation	
i. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
j. Methods of cleaning, disinfecting and sterilisation used in salons	
k. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
l. The different types of working methods that promote environmental and sustainable working practices	
m. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
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 expected service times for styling and dressing	



Learning outcome 4

Know and understand how to creatively style and dress hair

You must know and understand:	Portfolio reference
a. The effects of humidity on hair	
b. The physical effects of styling and finishing products on the hair and how they work to maintain the look	
c. How the incorrect application of heat can affect the hair and scalp	
d. The effects of backcombing and back brushing on the hair structure	
e. The potential effects on the hair structure of using and securing added hair and accessories	
f. The potential consequences of excessive tension on the hair and scalp	
g. The types of products, tools and equipment available for styling and dressing hair and how to use them	
h. The suitability of specific products and equipment for use with different hair types and for achieving different effects	
i. The types of conventional and non-conventional items that may be used when styling hair and the effects they create	
j. The types of non-conventional items that may be used as accessories when dressing hair	
k. The manufacturers' instructions on the use of the styling and finishing products in your salon	
l. The preparation procedures required for the different styling and dressing techniques	
m. When, why and how to use the different types of: <ul style="list-style-type: none"> • Securing equipment • Accessories • Added hair 	



Learning outcome 4 (continued)

Know and understand how to creatively style and dress hair

You must know and understand:	Portfolio reference
n. How different factors affect the styling and dressing process and the finished look	
o. Methods of handling, controlling and securing hair during the styling and dressing process	
p. The type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved	
q. The importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure	
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 - how different factors affect the styling and dressing processes and the finished look		Portfolio reference
Hair characteristics		
Hair classification		
Desired look		
The occasion for which the style is required		
Head and face shape		
Conventional styling techniques		Portfolio reference
Setting		
Pin curling		
Finger waving		
Use of heated styling equipment		
Rolls		
Plaits		
Twists		
Curls		
Woven		
Non-conventional styling techniques		Portfolio reference
Rags		
Straws		
Plastic		
Ribbons		
Net		
Paper/tissue		
Hair grips		
Chopsticks		
Rik-raks		
Wadding		
Added hair		



You must know and understand:

Preparation procedures	Portfolio reference
Sources of creative information such as magazines, internet and film	
How to obtain and interpret inspiration such as historical, cultural and fashion	
How to design, plan and achieve a creative look	
Current fashion hair looks	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	

UHB78

Creatively cut hair using a combination of techniques

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

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 hair
2. Creatively restyle hair

NOS

SKACH9

SCQF Level

6

SCQF Credit Points

13

Observation(s)

6

External paper(s)

0



Creatively cut hair using a combination of 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 creatively restyle hair
3. Know and understand how to maintain effective and safe methods of working when cutting hair
4. Know and understand how to creatively restyle 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 six occasions**. Each observation must be of a different creative cut 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 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 SKACH9. You must demonstrate in your everyday work that you have met this standard for creatively cut hair using a combination of techniques. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when cutting 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 cuttings 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 tools and 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			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to creatively restyle hair

You must be able to:

- a. Explore the variety of looks with your client using relevant visual aids
- b. Recommend a look that is suitable for your client
- c. Base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the look
- d. Prepare your client's hair prior to cutting
- e. Confirm with your client the look agreed at consultation before commencing the cut
- f. Create and follow the cutting guideline(s) to achieve the required look
- g. Personalise your cutting techniques and effects to take account of factors that will influence the desired look
- h. Combine and adapt your cutting techniques and effects to achieve the desired look
- i. Change your own position and that of your client to help you ensure the accuracy of the cut
- j. Cross check the cut to establish accurate distribution of weight, balance and shape
- k. Create outline shapes that are accurate, defined and achieve the look required by your client
- l. Remove any unwanted hair outside the desired outline shape
- m. Consult with your client during the cutting service to confirm the desired look
- n. Take suitable remedial action to resolve any problems arising during the cutting service
- o. Make a final visual check to ensure the finished cut is accurate
- p. Use creative finishing techniques that complement the cut
- q. Ensure the finished, restyled look complements your client's features and enhances their personal image and that of the salon
- r. Confirm your client's satisfaction with the finished look
- s. Give your client advice and recommendations on the service provided

*May be assessed by supplementary evidence.



Learning outcome 2 (continued)

Be able to creatively restyle hair

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



Observation range

You must practically demonstrate that you have:

Used all tools and equipment		Portfolio reference
Scissors		
Clippers		
Razors		
Covered both types of hair		Portfolio reference
Wet		
Dry		
Used a minimum of 8 cutting techniques and effects		Portfolio reference
Graduating		
Layering		
Tapering		
Club cutting		
Scissors over comb		
Clipper over comb		
Thinning		
Freehand		
Texturising		
Disconnecting		
Taken into account all factors		Portfolio reference
Hair classifications		
Hair characteristics		
Head, face and body shape		
Hair length		
Client requirements		
Client lifestyle		

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 both creative finishing techniques		Portfolio reference
Styling		
Product application		
Given all 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 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 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. The correct use and maintenance of cutting tools	
h. Why it is important to avoid cross-infection and cross-infestation	
i. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
j. Methods of cleaning, disinfecting and sterilisation used in salons	
k. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
l. The different types of working methods that promote environmental and sustainable working practices	
m. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
n. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
o. The correct methods of waste disposal	
p. Your salon's expected service times for different cutting looks	



Learning outcome 4

Know and understand how to creatively restyle hair

You must know and understand:	Portfolio reference
a. The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	
b. Sources of creative information such as magazines, internet and film	
c. How to obtain and interpret inspiration such as historical, cultural and fashion	
d. The factors which should be considered when cutting wet hair and dry hair	
e. Which tools can be used on either wet or dry hair or both	
f. Why hair products should be removed from the hair prior to cutting	
g. How and why to use different cutting techniques	
h. How to create and follow guidelines	
i. How to personalise and adapt cutting techniques	
j. The effects that can be created by combining and adapting different cutting techniques	
k. The importance of considering weight distribution and working with the natural growth patterns of the hair	
l. The importance of applying the correct degree of tension to the hair when cutting	
m. The importance of keeping the hair damp throughout the wet cutting process	
n. How to level and test clippers	
o. The size of clipper blades and attachments available and the effects that these achieve	



Learning outcome 4 (continued)

Know and understand how to creatively restyle hair

You must know and understand:	Portfolio reference
p. The types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible	
q. How to cross check and balance the cut	
r. The types of products available for finishing women's 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 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, face and body shape		
Hair length		
Client requirements		
Client lifestyle		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

Notes

Use this area for notes and diagrams



UHB79

Creatively colour and lighten hair

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

To carry out this 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 colouring and lightening hair
2. Prepare for colouring and lightening services
3. Creatively colour and lighten hair
4. Resolve basic colouring problems

NOS

SKACH10

SCQF Level

7

SCQF Credit Points

14

Observation(s)

6

External paper(s)

2



Creatively colour and lighten hair

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when colouring and lightening hair
2. Be able to prepare for colouring and lightening services
3. Be able to creatively colour and lighten hair
4. Be able to resolve basic colouring problems
5. Know and understand how to maintain effective and safe methods of working when colouring and lightening hair
6. Know and understand how to prepare for colouring and lightening services
7. Know and understand how to creatively colour and lighten hair
8. Know and understand how to resolve basic colouring problems

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 six occasions, each 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 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 are two external papers 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 SKACH10 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for creatively colour and lighten hair. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when colouring and lightening hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment when using colouring and/or lightening chemicals
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimise fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use working methods that:
 - Minimise the wastage of products
 - Minimise the risk of cross-infection
 - Make effective use of your working time
 - Ensure the use of clean resources
 - Minimise the risk of harm or injury to yourself and others
 - 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			
Observation	4	5	6
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Learning outcome 2

Be able to prepare for colouring and lightening services

You must be able to:

- a. Ask your client relevant questions to identify if they have any contra-indications to colouring and/or lightening services
- b. Record your client's responses to questions
- c. Conduct all necessary tests following manufacturers' instructions and recognised industry procedures
- d. Record the outcomes of tests on the client's record card
- e. Base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- f. Inform your client of the likely cost, duration and expected outcome of the service
- g. Choose products, tools and equipment based on the results of necessary tests, consultation with your client and relevant factors influencing the service
- h. Prepare materials to meet the application requirements, when necessary
- i. Prepare products to meet manufacturers' instructions
- j. Prepare your client's hair and protect their skin, where necessary, prior to service

*May be assessed by supplementary evidence.

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



Learning outcome 3

Be able to creatively colour and lighten hair

You must be able to:

- a. Explore the variety of looks possible with your client using relevant visual aids
- b. Base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required
- c. Use colouring and lightening effects in an innovative way to achieve the required look
- d. Use lightening application techniques suitable for achieving the desired look and following manufacturers' instructions
- e. Adapt your techniques taking account of the factors which will influence the achievement of the required effect
- f. Combine and place products in a way that complements the hair style
- g. Use techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas
- h. Apply lightener
- i. Constantly monitor:
 - Colouring and lightener development
 - Condition of the hair
 - Scalp sensitivity
 - Condition of the lightener
- j. Take strand and elasticity tests at frequent and regular intervals
- k. Resolve any problems occurring during the colouring and lightening process using the relevant corrective action
- l. Ensure the application of toners to lightened hair achieves the desired effect, when used
- m. Achieve the desired colouring or lightening effects which is to the satisfaction of your client
- n. Remove colour and/or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp
- o. Ensure the application of toners to lightened hair achieves the desired effect, when required
- p. Give your client advice and recommendations on the service provided

*May be assessed by supplementary evidence.



Learning outcome 3 (continued)

Be able to creatively colour and lighten hair

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



Learning outcome 4

Be able to resolve basic colouring problems

You must be able to:

- a. Use methods to:
 - Assess the condition of the hair
 - Identify the colouring problem
 - Identify suitable colour correction products
 - Identify suitable colour correction techniques
- b. Explain to your client the options available for resolving their colour problem
- c. Refer your client for specialist colour correction work, if necessary
- d. Use colour correction techniques effectively to achieve the required colour

** May be assessed by supplementary evidence.*

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



Observation range

You must practically demonstrate that you have:

Used all products		Portfolio reference
Permanent		
Quasi-permanent		
Lighteners		
Toners		
Carried out all tests		Portfolio reference
Skin		
Incompatibility		
Porosity		
Elasticity		
Colour		
Considered all factors		Portfolio reference
Hair classifications		
Hair characteristics		
Temperature		
Existing colour of hair		
Percentage of white hair		
Test results		
Strength of hydrogen peroxide		
Hair length		
Skin tone		
Time interval from last perm or relaxer		
Recent removal of hair extensions		

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 all colouring and lightening effects	Portfolio reference
Slicing	
Block colour	
Weaving	
Used a minimum of 2 lightening application techniques	Portfolio reference
Full head	
Regrowth application	
Block lightening on partial head	
Used a minimum of 2 colour correction products	Portfolio reference
Semi-permanent colour	
Quasi-permanent colour	
Permanent colour	
Used a minimum of 2 colour correction techniques	Portfolio reference
Restoring depth and tone	
Neutralising colour tone	
Colouring resistant hair	
Given all advice and recommendations	Portfolio reference
How to maintain their colour	
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 2		
2 of 2		

Knowledge



Learning outcome 5

Know and understand how to maintain effective and safe methods of working when colouring and lightening 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 and products that should be available to yourself and clients	
d. Why it is important to use personal protective equipment	
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. How to minimise the waste of products	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. The different 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. What contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	

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



Learning outcome 5 (continued)

Know and understand how to maintain effective and safe methods of working when colouring and lightening 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 expected service times for creative colouring and lightening services	
q. Which colouring and lightening services should not be carried out on minors under 16 years of age	

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



Learning outcome 6

Know and understand how to prepare for colouring and lightening services

You must know and understand:	Portfolio reference
a. The legal significance of client questioning and the recording of client's responses to questioning	
b. The importance of recognising any contra-indications to colouring and lightening services	
c. The types and purposes of tests	
d. The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	
e. When and how tests should be carried out and the importance of recording test results	
f. How the results of tests can influence the colouring and lightening services	
g. The courses of action to take in the event of adverse reactions to tests	
h. The importance of informing your client of the likely cost, duration and expected outcome of the service	
i. The principles of colour selection, including the International Colour Chart (ICC)	
j. How the natural pigmentation of hair affects the colouring and lightening process	
k. The effects of light and artificial lighting on the appearance of hair colour	
l. The effects on the hair of different colouring products and lighteners	
m. What is meant by the term oxidation	

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



Learning outcome 6 (continued)

Know and understand how to prepare for colouring and lightening services

You must know and understand:	Portfolio reference
n. How the type and distribution of melanin creates natural hair colour	
o. How the different strengths of hydrogen peroxide affect the colouring and lightening of the hair	
p. Effects of temperature on the application and development of colouring products and lighteners	
q. How different factors may impact on your colouring and lightening service	
r. The importance of constantly monitoring the development of lightening products	
s. The importance of measuring and mixing colours and lighteners following manufacturers' instructions	
t. The reasons for pre-lightening	
u. The pH values of different colouring products and lighteners	
v. The types of colouring, lightening and toning products available, including temporary colours	
w. The importance of preparing your client's hair and protecting their skin, where necessary, prior to service	

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



Learning outcome 7

Know and understand how to creatively colour and lighten hair

You must know and understand:	Portfolio reference
a. Sources of creative information and inspiration such as historical, cultural and fashion	
b. The importance of basing your recommendations on an evaluation of your client's hair	
c. The colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques	
d. How to use lightening application techniques suitable for achieving the desired look	
e. How to place colour in a way to complement a hair style	
f. How to carry out a full head and regrowth application using lighteners	
g. How and why to adapt the sequence of application to take account of the relevant factors	
h. The importance of sectioning hair accurately when colouring and lightening	
i. Methods of applying and removing colouring products and lighteners	
j. The importance of using products economically	
k. The importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas	
l. The importance of applying lightener quickly and accurately taking into account relevant factors influencing the service	
m. The importance of constantly monitoring colouring and lightening process	

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



Learning outcome 7 (continued)

Know and understand how to creatively colour and lighten hair

You must know and understand:	Portfolio reference
n. How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage	
o. The importance of restoring the hair's pH balance after the colouring or lightening process	
p. Why it is important to avoid disturbing areas still processing when removing products from developed areas	
q. Why toners are used after lightening products	
r. How and why to restore depth and tone of colour	
s. How and why to neutralise colour tone	
t. 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.



Learning outcome 8

Know and understand how to resolve basic colouring problems

You must know and understand:	Portfolio reference
a. The types and causes of colouring and lightening problems and how to rectify them	
b. The reasons for pre-softening and pre-pigmenting hair	
c. Methods of pre-softening and pre-pigmenting hair	

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:

Contra-indications (examples only) - the importance of recognising any contra-indications to colouring and lightening services		Portfolio reference
History of previous allergic reaction to colouring products		
Other known allergies		
Skin disorders		
Incompatible products		
Medical advice or instructions		
Evident hair damage		
Age restrictions		
Factors - the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services		Portfolio reference
Hair classifications		
Hair characteristics		
Temperature		
Existing colour of hair		
Percentage of white hair		
Test results		
Strength of hydrogen peroxide		
Hair length		
Skin tone		
Time interval from last perm or relaxer		
Recent removal of hair extensions		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

Notes

Use this area for notes and diagrams



UHB80

Provide client consultation services

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

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

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

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

The main outcomes of this unit are:

1. Establish client requirements
2. Analyse the hair, skin and scalp
3. Review options and agree on a course of action
4. Advise clients on hair maintenance and management

NOS

SKACHB14

SCQF Level

6

SCQF Credit Points

7

Observation(s)

3

External paper(s)

1



Provide client consultation services

Learning outcomes

On completion of this unit you will:

1. Be able to establish client requirements
2. Be able to analyse the hair, skin and scalp
3. Be able to review options and agree on a course of action
4. Be able to advise clients on hair maintenance and management
5. Know and understand how to establish client requirements
6. Know and understand how to analyse the hair, skin and scalp
7. Know and understand how to review options and agree on a course of action
8. Know and understand how to advise on hair maintenance and management

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**. These will cover consultations for 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 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 SKACHB14 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for provide client consultation services. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to establish client requirements

You must be able to:

- a. Use consultation techniques in a courteous and supportive manner
- b. Ask relevant questions in a way your client will understand
- c. Use visual aids to present clients with suitable ideas to help them reach a decision
- d. Encourage your client to express their wishes, views and concerns and allow sufficient time for them to do this
- e. Explain the implications of agreed hairdressing services in a way your client can understand

* *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 analyse 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. Identify factors limiting or affecting services and the choice of products
- e. Recommend suitable courses of action if your client's needs cannot be met
- f. Deal with analysis problems

*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 review options and agree on a course of action

You must be able to:

- a. Reflect, clarify and review products and service options available to the client
- b. Agree services, products and outcomes that are acceptable to your client and meet their needs
- c. Base recommendations on the outcomes of your analysis of the client's hair characteristics and hair classifications, skin and scalp condition
- d. Make suggestions about alternative services and products if you decide your client's requirements are unrealistic
- e. Ensure your client records are up-to-date, accurate and complete

** May be assessed by supplementary evidence.*

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



Learning outcome 4

Be able to advise clients on hair maintenance and management

You must be able to:

- a. Identify your client's current hair care regime
- b. Explain the impact of your client's current hair care regime on future hairdressing services
- c. Give your client advice on ways of improving their current hair care regime

*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:

Consulted with both types of client	Portfolio reference
New	
Regular	
Used both consultation techniques	Portfolio reference
Questioning	
Observation	
Considered all implications	Portfolio reference
Cost and frequency of maintenance	
Limitations to other services	
Changes to their existing hair and scalp care regime	
Adapted your advice to take into account all factors limiting or affecting services	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Client's lifestyle	
Test results	
Covered both courses of action	Portfolio reference
Offering information, advice and guidance	
Referral to sources of support in line with your salons procedure	
Taken into account all hair characteristics	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:

Worked on a minimum of 3 hair classifications	Portfolio reference
Type 1 – straight hair	
Type 2 – wavy hair	
Type 3 – curly hair	
Type 4 – very curly hair	

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 5

Know and understand how to establish client requirements

You must know and understand:	Portfolio reference
a. The importance of creating a setting in which clients feel comfortable	
b. How to explore clients' expectations, concerns and needs and explain any service limitations	
c. The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	
d. How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender	
e. The importance of not discriminating against clients with illnesses and disabilities and why	
f. The importance of engaging in conversation and making openings in conversations to encourage clients to speak	
g. The different types of visual aids that can support client consultation	
h. The types of additional sources of services, treatments and support that may be of interest to clients	
i. The cost and frequency of maintenance for all services	
j. The duration, commitment and time required to carry out and maintain services	
k. The implications of changes to their existing hair and scalp regime	
l. Your responsibilities under current relevant health and safety legislation and any other relevant legislation	
m. Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	

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



Learning outcome 6

Know and understand how to analyse 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. The importance of carrying out tests and the potential consequences of failing to do so	
c. The types and purposes of tests	
d. Salon procedures and manufacturer's instructions in relation to conducting tests	
e. The basic structure of hair and skin	
f. The growth cycle of hair	
g. How different factors limit or affect the services and products that can be offered to clients	
h. How to visually recognise adverse hair and scalp conditions	
i. The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	
j. Your salon's policy for referring clients to other salons, sources and professionals	
k. The role of other professionals such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer	
l. The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client	

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



Learning outcome 7

Know and understand how to review options and agree on a course of action

You must know and understand:	Portfolio reference
a. The importance of confirming and recording the course of action that is to be taken for the client	
b. How different types of hair characteristics impact on products and services	
c. How different types of hair classification impacts on products and services	
d. How to complete the client records used in your organisation and the importance and reasons for gaining client consent	
e. The importance of the correct completion, storage and security of client records	
f. The importance of confidentiality and what might happen if this is not maintained	

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



Learning outcome 8

Know and understand how to advise on hair maintenance and management

You must know and understand:	Portfolio reference
a. The importance of providing advice and recommendations on the products and services provided in the salon	
b. How to maintain their agreed style	

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	
Disability Discrimination Act	



You must know and understand:

Adverse hair and scalp conditions - how to visually recognise adverse hair and scalp conditions and contra-indications	Portfolio reference
Ringworm	
Impetigo	
Scabies	
Eczema	
Alopecia	
Psoriasis	
Folliculitis	
Dandruff	
Keloid scarring	
Ingrowing hair	
Head lice	
Factors limiting or affecting services - how different factors limit or affect the services and products that can be offered to clients	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Client's lifestyle	
Test results	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	

Notes

Use this area for notes and diagrams


