

The qualification

Introduction

The Level 3 NVQ Diploma in Barbering is a job ready qualification based on National Occupational Standards (NOS).

This qualification will provide you with the knowledge, understanding and skills to work competently as an advanced barber. Throughout this qualification you will monitor procedures to safely control work operations, provide hairdressing consultation services, creatively cut hair using a combination of barbering techniques, design and create a range of facial hair shapes and promote additional services or products to clients.

You will be assessed on your occupational competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is regulated on the Regulated Qualifications Framework.

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



Progression

This is an approved qualification for working as an advanced barber. It also provides a sound platform for further learning or training.

This qualification provides progression opportunities to the following VTCT qualifications:

- Level 3 NVQ Diploma in Hairdressing
- Level 3 NVQ Diploma in Hairdressing (Combined Hair Types)
- Level 3 NVQ Diploma in Chemically Treated African Type Hair
- Level 3 NVQ Diploma in Treating Natural African Type Hair

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications at Level 4:

- Level 4 Certificate in Hair Colour Correction
- Level 4 Certificate in Specialist Hair and Scalp Services
- Level 4 Award in Advanced Hairstyling

Qualification structure

Total credits required - 47 (minimum)

All mandatory units must be completed. A minimum of 47 credits must be achieved at or above Level 3.

Mandatory units - 22 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UG31G22	Y/601/5875	Monitor procedures to safely control work operations	4	30	3
UN31G21	Y/600/1040	Provide hairdressing consultation services	3	22	3
UN30GB8	A/600/1046	Creatively cut hair using a combination of barbering techniques	5	48	3
UN30GB7	K/600/1222	Design and create a range of facial hair shapes	4	27	3
UG21G18	D/601/0936	Promote additional services or products to customers	6	40	2

Optional unit group 1 - Select 3 or 4 of the following units*

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UN30GB6	H/600/1025	Provide shaving services	4	29	3
UN30GB9	A/600/1077	Provide face massage services	4	32	3
UN4AH35	F/600/1047	Design and create patterns in hair	5	21	4
UN3GH17	H/600/1042	Colour hair using a variety of techniques	12	95	3
UN3GH18	D/600/1010	Provide colour correction services	13	106	4
UN3GH21	K/600/1012	Develop and enhance creative hairdressing skills	5	40	3
UN3GH22	D/600/1220	Create a variety of permed effects	8	62	3
UN4GH25	M/601/4635	Provide hair and scalp treatments	7	52	4
UN4GH24	H/601/4633	Provide specialist consultation services for hair and scalp conditions	5	39	4

Optional unit group 2 - Select 0 or 1 of the following units*

UG31G11	T/600/1272	Contribute to the financial effectiveness of the business	4	26	3
UG21G19	A/601/1530	Support customer service improvements	5	33	2
UG31H32	R/600/1277	Contribute to the planning and implementation of promotional activities	5	32	3

*A minimum of 4 units must be achieved from the 2 optional unit groups, only 1 unit can be chosen from optional unit group 2 (all optional credits can be chosen from optional unit group 1 if desired). A minimum of 25 optional credits must be achieved.

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets. 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.

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 external quality assurers.

Assessment explained

VTCT qualifications are assessed and 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 whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, 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 external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. 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 have been learned. 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 the 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 the outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

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)	Observations	Assignments
UG31G22	Monitor procedures to safely control work operations	0	✓	✓
UN31G21	Provide hairdressing consultation services	1	✓	✓
UN30GB8	Creatively cut hair using a combination of barbering techniques	1	✓	✓
UN30GB7	Design and create a range of facial hair shapes	1	✓	✓
UG21G18	Promote additional services or products to customers	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UN30GB6	Provide shaving services	1	✓	✓
UN30GB9	Provide face massage services	1	✓	✓
UN4AH35	Design and create patterns in hair	1	✓	✓
UN3GH17	Colour hair using a variety of techniques	1	✓	✓
UN3GH18	Provide colour correction services	1	✓	✓
UN3GH21	Develop and enhance creative hairdressing skills	0	✓	✓
UN3GH22	Create a variety of permed effects	1	✓	✓
UN4GH25	Provide hair and scalp treatments	1	✓	✓
UN4GH24	Provide specialist consultation services for hair and scalp conditions	1	✓	✓
UG31G11	Contribute to the financial effectiveness of the business	0	✓	✓
UG21G19	Support customer service improvements	0	✓	✓
UG31H32	Contribute to the planning and implementation of promotional activities	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.
Level	Level is an indication of the demand of the learning experience; the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations 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.
Maximum service times	The maximum time specified by Habia in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed 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 or portfolio 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 to the unit's observation outcomes.

UG31G22

Monitor procedures to safely control work operations

Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business, e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.

This unit is about making sure that statutory and workplace instructions are being carried out.

NOS

G22

Level

3

Credit value

4

GLH

30

Observations

2

External paper(s)

0

Fire door
keep
shut

STAFF ONLY



**No
admittance
authorised
personnel
only**

Monitor procedures to safely control work operations

Learning outcomes

On completion of this unit you will:

1. Be able to check that health and safety instructions are followed
2. Be able to recommend changes to health and safety workplace instructions
3. Be able to make sure that hazards and risks are controlled safely and effectively
4. Know how to monitor procedures to safely control work operations

Evidence requirements

1. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
2. Monitoring the operation of workplace health and safety procedures is the legal responsibility of all senior staff in a salon, not just that of the manager or proprietor. These responsibilities extend beyond salon staff to all people entering the business e.g. clients, suppliers, contract cleaners, etc. Therefore, in the context of this unit, 'other people' includes not only other employees, but all those who have a reason to be on salon premises at any time.
3. Evidence for outcomes relating to 'other people' may be drawn from a wide base of possibilities, e.g. politely instructing clients to hang coats in the place provided and stow their bags at reception to comply with workplace procedures to avoid obstructions and accidents in salon work areas; briefing a new starter on some aspect of workplace health and safety procedures.
4. All evidence must be derived from performance in the workplace or approved Realistic Working Environment conforming to current Habia criteria.
5. Simulation is not allowed for any performance evidence within this unit as the outcomes can be demonstrated by a combination of assessment methods drawn from:
 - direct observation of the candidate in the workplace
 - witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
 - documentary and other product-based evidence
 - a personal report by the candidate endorsed by colleagues
 - questions
 - discussion
 - professional discussion.
6. This is not an exhaustive list and the Common Evidence Requirements are owned by the Awarding Bodies which will develop their own guidance documentation on evidence requirements. However, given the nature of the outcomes required, it is likely various types of documentary evidence, questioning and discussion will form the main assessment methods for the hair and beauty industries.
7. 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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to check that health and safety instructions are followed

You can:

- a. Keep up to date with health and safety regulations and workplace instructions, making sure that information is from reliable sources
- b. Conduct monitoring of the workplace at agreed intervals and in accordance with workplace instructions
- c. Confirm that workers are health and safety competent as defined in their job role and that identified health and safety training needs have been met
- d. Communicate workplace instructions and receive feedback

** May be assessed through oral questioning.*

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



Outcome 2

Be able to recommend changes to health and safety workplace instructions

You can:

- a. Respond to any breaches of health and safety instructions in a way which meets workplace and legal requirements *
- b. Make recommendations for any changes to health and safety workplace instructions to the responsible people

* May be assessed through oral questioning.

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



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Outcome 3

Be able to make sure that hazards and risks are controlled safely and effectively

You can:

- a. Maintain accurate records of workplace irregularities
- b. Check other people are aware of the hazards/risks and know the action(s) to be taken to minimise them
- c. Confirm that appropriate precautions to control risks have been agreed with the people responsible for health and safety
- d. Review to make sure all recommended action has been taken
- e. Report any conflicts that still exist between workplace and legal requirements*

* May be assessed through oral questioning.

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

Developing knowledge

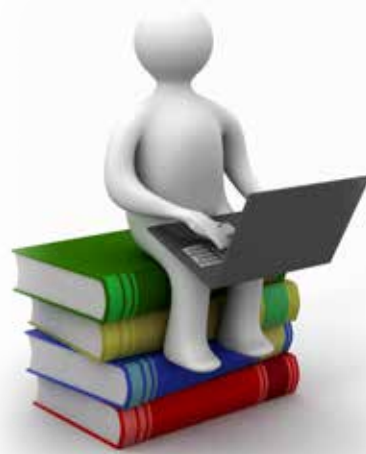
Achieving knowledge outcomes

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Know how to monitor procedures to safely control work operations

You can:	Portfolio reference / Assessor initials*
a. Explain employers' and employees' legal responsibilities for health and safety in the workplace	
b. Explain the difference between 'hazard', 'risk' and 'control'	
c. Describe the types of information available from reports and records covering the workplace	
d. Explain the importance of evaluating information from reports and records covering the workplace	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UN31G21

Provide hairdressing consultation services

Through this unit you will provide a comprehensive consultation and advisory service to your clients. Being able to identify the capability of your clients hair will allow you to make recommendations based on questioning, observation and test results. Influencing factors like a client's lifestyle, commitment and cost will also impact on the services you suggest. You will also be required to provide support to colleagues when they are faced with analysis problems that may require an alternative course of action or referral to other specialists.

NOS

G21

Level

3

Credit value

3

GLH

22

Observations

3

External paper(s)

1



Provide hairdressing consultation services

Learning outcomes

On completion of this unit you will:

1. Be able to identify clients' needs and wishes
2. Be able to analyse the hair, skin and scalp and make recommendations to clients
3. Be able to advise clients on hair maintenance and management and agree services
4. Understand salon and legal requirements
5. Understand services, products and pricing
6. Understand hair growth
7. Understand how to perform hair, skin and scalp analysis
8. Understand how to communicate and provide aftercare advice

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for providing consultation services.
3. Your assessor will observe these aspects of your performance on **at least 3 occasions. These will cover consultations for 3 different technical units.**
4. From the range statement, you must show you have:
 - used all the means of identification
 - considered all the factors limiting or affecting services
 - advised clients of all the implications that will impact on hairdressing services.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to identify clients' needs and wishes

You can:

- a. Question the client to identify their needs
- b. Encourage the client to express their wishes, views and ask about areas they are unsure of
- c. Allow the client sufficient time to express wishes and views
- d. Use visual aids to present clients with suitable ideas to help clients reach a decision
- e. Confirm own understanding of the client's wishes before making any service recommendations

** May be assessed through oral questioning.*

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



Outcome 2

Be able to analyse the hair, skin and scalp and make recommendations to clients

You can:

- a. Conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- b. Identify factors that limit or affect services and the choice of products *
- c. Deal promptly and effectively with analysis problems *
- d. Make recommendations based on the outcomes of analysis of the client's hair and that take into account the potential of the client's hair
- e. Communicate with the client in a manner that maintains goodwill, trust and confidentiality

*May be assessed through oral questioning.

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



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Outcome 3

Be able to advise clients on hair maintenance and management and agree services

You can:

- a. Identify the client's current hair care regime and explain the impact it has on future hairdressing services
- b. Give the client clear and accurate advice on ways of improving their current hair care regime and explain the implications of agreed hairdressing services
- c. Check that the client has understood the advice prior to proceeding with any service
- d. Agree services, products, outcomes and likely costs that are acceptable to the client and meet the client's needs
- e. Make suitable appointments for agreed services and ensure client records are up-to-date, accurate, easy to read and complete *

*May be assessed through oral questioning.

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

Range



You must practically demonstrate that you have:

Used all the means of identification	Portfolio reference
Questioning	
Observation	
Testing	
Considered all the factors limiting or affecting services	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Client's lifestyle	
All courses of action	Portfolio reference
Referral to a pharmacist	
Referral to a general practitioner	
Referral to a registered trichologist	
Referral to another salon in line with your salon's procedure	
Advised clients of all the implications	Portfolio reference
Cost and frequency of maintenance	
Limitations to other services	
Changes to their existing hair care regime	

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

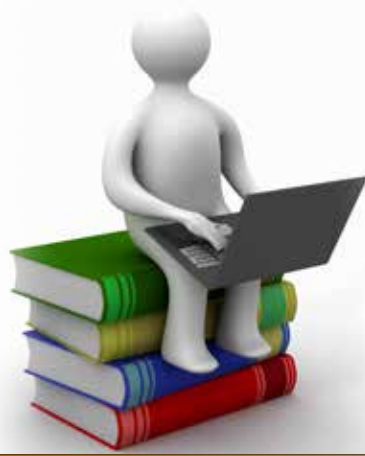
Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 4

Understand salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Outline own responsibilities under Data Protection legislation	
b. Explain the legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	
c. State salon procedures and manufacturer's instructions in relation to conducting tests	
d. Outline the salon rules of confidentiality	
e. State the salon's policy for referring clients to other salons	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand services, products and pricing

You can:	Portfolio reference / Assessor initials*
a. List the products and services available in the salon, including their duration	
b. Outline the salon's pricing structure and payment policies e.g. requirements for deposits	
c. Describe how to calculate the likely charge for services	
d. State the services for which clients would need to be given special advice prior to visiting the salon and the type of advice to give (i.e. whether the service could affect their comfort, any special clothing requirements, the need for any tests, any special preparation activities)	
e. Explain the reasons why special advice is necessary for certain services (e.g. could be uncomfortable, very lengthy to perform)	
f. Outline current trends and looks	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand hair growth

You can:	Portfolio reference / Assessor initials*
a. Outline the basic structure of hair and skin	
b. Explain the growth cycle of hair	
c. Describe the characteristics of different hair types and textures	
d. Identify the general factors that contribute to healthy hair (e.g. health, environment, chemicals)	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand how to perform hair, skin and scalp analysis

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to identify factors that may limit or affect services and products which can be used	
b. Describe how the following factors limit or affect the services and products that can be offered to clients: <ul style="list-style-type: none"> - lifestyle - adverse hair, skin and scalp conditions - incompatibility of previous services and products used 	
c. Explain how to visually recognise indications of ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, in-growing hair and head lice	
d. Outline the likely causes of various adverse hair, skin and scalp conditions (i.e. ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, in-growing hair and head lice)	
e. Identify which hair, scalp conditions and disorders should be referred to a pharmacist, general practitioner or registered trichologist and why	
f. Explain the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist	
g. State the importance of carrying out tests and the potential consequences of failing to do so	
h. Outline how and when tests are carried out on hair and skin	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand how to communicate and provide aftercare advice

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of effective communication	
b. Outline the importance of client confidentiality and what might happen if this is not maintained	
c. Explain the importance of making openings in conversations to encourage clients to speak	
d. State the importance of confirming own understanding of what the client has said	
e. Explain suitable conditioning treatments and the importance of regular conditioning	
f. List the products to use for aftercare and those to avoid and why	
g. State how to protect hair from the effects of humidity (e.g. environmental, sports related, steamy conditions)	
h. Explain how lifestyle can influence the client's choice of style (e.g. active sports, career and job requirements)	
i. Explain how the use of excessive heat can damage the hair	
j. Explain how to maintain different styles	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UN30GB8

Creatively cut hair using a combination of barbering techniques

Through this unit you will learn how to develop your cutting skills to an advanced level to enable you to create a personalised and individual look for your clients in a way that enhances their personal image. You must also demonstrate that you can work on wet and dry, curly and straight hair using a variety of advanced cutting techniques. Part of this service is to provide your client with good aftercare advice.

NOS

GB8

Level

3

Credit value

5

GLH

48

Observations

6

External paper(s)

1



Creatively cut hair using a combination of barbering techniques

Learning outcomes

On completion of this unit you will:

1. Be able to maintain safe and effective methods of working when cutting hair
2. Be able to combine and adapt techniques to create a variety of looks
3. Understand salon and legal requirements
4. Understand how to work safely, effectively and hygienically when cutting hair
5. Understand hair and skin factors that affect the service
6. Understand cutting techniques, products and looks
7. Understand how to communicate and provide aftercare advice to clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for creatively cutting hair using a combination of barbering techniques.
3. Your assessor will observe your performance **on at least 6 occasions. Each observation must be of a different creative restyle cut.**

4. From the range, you must show that you have:
 - used all the tools and equipment*
 - taken into account all the factors
 - used **9 out of the 12**** cutting techniques and effects
 - created all the neckline shapes
 - used creative finishing techniques when styling hair and applying products
 - given all the advice

*** However, you must prove to your assessor that you have the necessary, knowledge, understanding and skills to be able to perform competently in respect of all items in this range.*

** **NOTE: Use of clipper attachments is not allowed at Level 3.***
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

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

You can:

- a. Make sure the client's clothing is protected and the client's skin is kept free of excess hair cuttings throughout the service
- b. Keep the work area clean and tidy throughout the service
- c. Remove waste immediately at the end of the cutting service
- d. Use working methods that:
 - minimise the risk of damage to tools and equipment
 - minimise the risk of cross-infection
 - make effective use of the working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
- e. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to clients and colleagues
- f. Identify factors that may influence the service prior to cutting
- g. Make sure that used sharps are disposed of to meet legal and salon requirements*
- h. Complete cutting service within a commercially viable time

*May be assessed through oral questioning.

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



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Outcome 2

Be able to combine and adapt techniques to create a variety of looks

You can:

- a. Explore a variety of looks with the client and recommend a look based on the client's hair and its potential to achieve the look
- b. Prepare the client's hair prior to cutting
- c. Consult with the client to confirm their satisfaction on the agreed look before commencing, throughout the cut and on completion of the finished look
- d. Establish and follow cutting guideline(s) to achieve the required look
- e. Personalise, combine and adapt cutting techniques and effects to take account of influencing factors and to achieve the desired look
- f. Position yourself and the client to help ensure the accuracy of the cut
- g. Use cross checking techniques to ensure accurate distribution of weight, balance and shape
- h. Create outline shapes that are accurate, clearly defined and achieve the look required by the client
- i. Create neckline shapes which are accurate and take account of the natural hair line *
- j. Balance and shape sideburns to meet the client's requirements *
- k. Remove any unwanted hair outside the desired outline shape *

*May be assessed through oral questioning.

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



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Outcome 2 (continued)

Be able to combine and adapt techniques to create a variety of looks

You can:

- l. Resolve any problems arising during the cutting service*
- m. Use creative finishing techniques that complement the cut
- n. Evaluate the finished cut to ensure the cut and outlines are accurate and the finished look complements the client's features
- o. Give the client suitable aftercare advice on the maintenance of their look

* May be assessed through oral questioning.

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

Range



You must practically demonstrate that you have:

Used all the tools and equipment	Portfolio reference
Scissors	
Clippers	
Razors	
Taken into account all the factors	Portfolio reference
Head and face shape	
Hair growth patterns	
Hair density	
Hair length	
Hair texture	
Hair elasticity	
Presence of male pattern baldness	
Presence of added hair	
Client's lifestyle	
Client requirements	
Worked on all hair types	Portfolio reference
Wet	
Dry	
Curly	
Straight	



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You must practically demonstrate that you have:

Used 9 out of the 12 cutting techniques and effects	Portfolio reference
Club cutting	
Scissor over comb	
Clipper over comb	
Thinning	
Texturising	
Freehand	
Razor cutting	
Tapering	
Graduating	
Layering	
Fading	
Disconnecting	
Created all the neckline shapes	Portfolio reference
Tapered	
Squared	
Rounded	
Used creative finishing techniques when styling hair and applying products	Portfolio reference
Styling	
Product application	



Photo courtesy of Wahl (UK) Ltd.

You must practically demonstrate that you have:

Given all the advice	Portfolio reference
Suitable products and their use	
How to maintain the look	
The time interval between cuts	

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

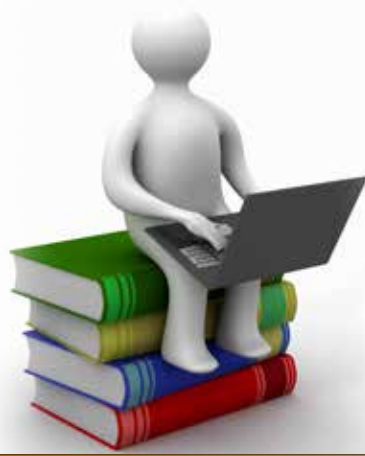
Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 3

Understand salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain the salon's requirements for client preparation	
b. Justify the salon's expected service times for cutting hair to shape	
c. Explain the salon's and legal requirements for disposal of sharps and waste materials	
d. Explain own responsibilities under the current Electricity at Work Regulations	
e. Explain any limitations placed on the use of fixed blade razors by local bye-laws and legislation	
f. Summarise the salon's image and state the expected standards of service	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 4

Understand how to work safely, effectively and hygienically when cutting hair

You can:	Portfolio reference / Assessor initials*
a. List the protective equipment that should be available and why it is important to use it	
b. Explain why it is important to protect clients from hair cuttings	
c. Explain how the position of the client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
d. Explain the safety considerations which must be taken into account when cutting hair	
e. Explain why it is important to check for infestation and avoid cross-infection	
f. Explain why it is important to keep the work area clean and tidy	
g. Explain methods of cleaning, disinfecting and sterilisation used in salons	
h. Summarise methods of working safely and hygienically which minimise the risk of cross-infection and cross-infestation	
i. Explain the correct use and maintenance of cutting tools	
j. Explain why it is important to position cutting tools for ease of use	
k. Explain the importance of maintaining personal hygiene	
l. Explain the importance of using products economically	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Photo courtesy of Wahl (UK) Ltd.

Outcome 5

Understand hair and skin factors that affect the service

You can:	Portfolio reference / Assessor initials*
a. Explain the factors that must be taken into consideration prior to and during cutting (e.g. hair and scalp disorders, presence of male pattern baldness, etc.)	
b. Explain the average rate of hair growth	
c. Explain the potential risk of in-growing hair resulting from the continual close cutting of curly hair	
d. Explain the known causes and typical patterns of male pattern baldness	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 6

Understand cutting techniques, products and looks

You can:	Portfolio reference / Assessor initials*
a. Explain the different factors that can affect the way the hair is cut	
b. Explain why hair products should be removed from the hair prior to cutting	
c. Describe the types of products available for finishing men's hair	
d. Describe traditional and current men's hair shapes	
e. Explain how and when to use club cutting, scissor over comb, clipper over comb, thinning, texturising, freehand, razor cutting, tapering, graduating, layering, fading and disconnecting	
f. Explain which tools can be used on either wet or dry hair or both	
g. Explain how to create and follow guidelines and the reasons for establishing and following guidelines	
h. Explain the importance of cutting to the natural hairline in barbering and the circumstances in which the natural hairline might be cut into	
i. Explain how to personalise and adapt cutting techniques and the effects that can be created by combining and adapting different techniques	
j. Explain how to crosscheck and balance the cut and the importance of cross-checking	
k. Describe how to blend the client's own hair and added hair effectively	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Photo courtesy of Wahl (UK) Ltd.

Outcome 6 (continued)

Understand cutting techniques, products and looks

You can:	Portfolio reference / Assessor initials*
l. Explain the importance of considering weight distribution and working with the natural growth patterns of the hair	
m. Explain the importance of applying the correct degree of tension to the hair when cutting	
n. Explain the importance of keeping the hair damp when wet cutting	
o. Identify the types of problems that can arise when cutting men's hair and ways in which they can be remedied	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand how to communicate and provide aftercare advice to clients

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of consulting with clients throughout the cutting process	
b. Explain how to hold a discussion with a client and assist the client to come to an informed decision on a new look	
c. Clearly explain how to present information and give advice and recommendations on looks to clients	
d. Identify the recommended time interval between services	
e. Explain how to use tools and styling products to maintain the look	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UN30GB7

Design and create a range of facial hair shapes

Through this unit you will develop the ability to re-design and cut beards and moustaches. Being able to identify the condition of your client's face, skin and facial hair will determine which products, tools and techniques to use. You will develop a sound knowledge of suitable products for home use which will enable you to provide your client with good aftercare advice.

NOS

GB7

Level

3

Credit value

4

GLH

27

Observations

4

External paper(s)

1



Photo courtesy of Wahl (UK) Ltd.

Design and create a range of facial hair shapes

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe working methods when cutting facial hair
2. Be able to create a range of facial hair shapes
3. Know the salon and legal requirements
4. Understand the importance of working safely, effectively and hygienically when cutting facial hair
5. Understand the use of tools and equipment
6. Understand hair and skin factors that affect the service
7. Understand looks and cutting techniques
8. Understand how to communicate and provide aftercare advice to clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for cutting facial hair.
3. Your assessor will observe your performance on **at least 4 occasions which must include 1 moustache only shape and any 3 beards with moustaches.**
4. From the range, you must show that you have:
 - used all the tools and equipment*
 - taken into account all the factors
 - achieved all the looks
 - used all the cutting techniques
 - given all the advice.

*** NOTE: Use of clipper attachments is not allowed at Level 3.**
5. It is most likely evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

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

You can:

- a. Ensure the client's clothing, eyes, face and neck are protected and free of excess hair cuttings throughout the service
- b. Position the client to meet the needs of the service without causing discomfort
- c. Clean and tidy the work area throughout the service
- d. Use working methods that:
 - minimise the risk of damage to tools and equipment
 - minimise the risk of cross-infection
 - make effective use of the working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
 - minimise the risk of fatigue
- e. Remove waste at the end of the cutting service
- f. Maintain personal standards of health and hygiene that minimise the risk of cross-infection, infestation and offence to clients and colleagues
- g. Identify factors likely to influence the service prior to cutting *
- h. Complete the cutting service within a commercially viable time
- i. Use questioning techniques to gather information on beard cutting problems and the expected result

* May be assessed through oral questioning.

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



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Outcome 2

Be able to create a range of facial hair shapes

You can:

- a. Present a variety of facial hair shapes with the client using relevant visual aids
- b. Evaluate the client's facial hair, head and face shape and the potential for a new look
- c. Recommend a new look that is suitable for the client's head and face shape *
- d. Prepare the client's facial hair prior to cutting
- e. Confirm the satisfaction of the client on the agreed new look at consultation, during and on completion of the service
- f. Use cutting techniques and established cutting guideline(s) to achieve the required new look, taking account of influencing factors
- g. Achieve a finished look that has accurate distribution of weight, balance and shape
- h. Position yourself to help ensure the accuracy of the cut
- i. Resolve problems that arise during the cutting service *
- j. Remove unwanted hair outside the finished outline shape
- k. Perform a visual check to ensure the accuracy of the final cut and outline
- l. Provide the client with suitable aftercare advice

*May be assessed through oral questioning.

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



Range

You must practically demonstrate that you have:

Used all the tools and equipment	Portfolio reference
Scissors	
Clippers	
Taken into account all the factors	Portfolio reference
Head and face shape	
Hair growth patterns	
Hair style	
Adverse skin conditions	
Hair density	
Facial piercing	
Facial contours	
Client's wishes	
Lifestyle	
Achieved all the looks	Portfolio reference
Moustache only	
Partial beard and moustache	
Full beard and moustache	
Used all the cutting techniques	Portfolio reference
Scissors over comb	
Clipper over comb	
Freehand	



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You must practically demonstrate that you have:

Given all the advice	Portfolio reference
Time between cuts	
Maintenance of beard shape	
Suitable home care products and equipment	
Potential for style change	

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

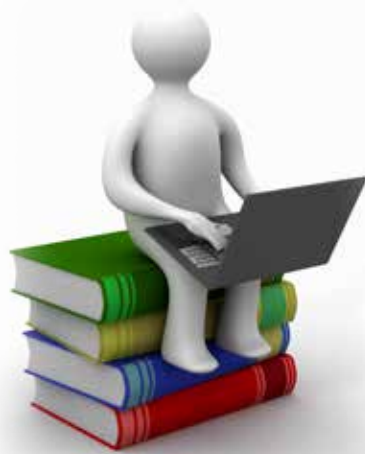
Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 3

Know the salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe the salon's requirements for client preparation	
b. Describe the salon's expected service times for cutting facial hair to shape	
c. Describe the salon's and legal requirements for disposal of waste materials	
d. State personal responsibilities under the current Electricity at Work Regulations	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 4

Understand the importance of working safely, effectively and hygienically when cutting facial hair

You can:	Portfolio reference / Assessor initials*
a. Summarise the types of protective clothing that should be available for clients and yourself	
b. Explain why it is important to protect clients from hair clippings	
c. Explain how own and client positioning can affect the desired outcome and reduce fatigue and injury risk	
d. Justify the importance of using the correct type of barber's chair	
e. Summarise the safety considerations which must be taken into account when cutting facial hair	
f. Explain why it is important to keep the work area clean and tidy	
g. Explain why it is important to check for infestation and avoid cross-infection	
h. Critically compare safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation	
i. Justify the importance of personal hygiene	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5

Understand the use of tools and equipment

You can:	Portfolio reference / Assessor initials*
a. Explain why it is important to position the tools and equipment for ease of use	
b. Critically compare methods of cleaning and maintaining tools and equipment	
c. Explain safe and effective use of tools and equipment including how to level and test clippers	
d. Classify the size and effects of available clipper blades	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Understand hair and skin factors that affect the service

You can:	Portfolio reference / Assessor initials*
a. Explain the factors that must be taken into consideration prior to cutting facial hair	
b. Explain the average rate of hair growth	
c. Clarify the potential risk of in-growing hair resulting from continual cutting of curly hair	
d. Explain how facial hair and skin should be prepared prior to cutting	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Understand looks and cutting techniques

You can:	Portfolio reference / Assessor initials*
a. Explain factors that can influence the way the facial hair is cut and shaped	
b. Explain how to match beard shapes and styles to facial characteristics	
c. Compare traditional and current facial hair shapes	
d. Differentiate between the use of freehand, scissors over comb, and clipper over comb cutting techniques	
e. Explain how to establish and follow guidelines for a new look and its reasons	
f. Explain how to personalise cutting techniques	
g. Explain how to crosscheck and balance the cut and its importance	
h. Justify the importance of considering weight distribution and working with the natural growth patterns of facial hair	
i. Summarise types of problems that can occur when cutting facial hair and how they can be resolved	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Understand how to communicate and provide aftercare advice to clients

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of consulting with clients throughout the cutting process	
b. Explain how to hold a discussion with a client and assist the client to reach an informed decision on a new look	
c. Explain how to clearly present information, advice and recommendations on looks to clients	
d. Clarify the meaning of avant-garde	
e. Justify the recommended time interval between cuts	
f. Explain how lifestyle can influence the choice of facial hair shape	
g. Explain the personal factors which could affect the client's potential for style change	
h. Clarify beneficial and unsuitable products and equipment for the client's home use	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Notes

Use this area for making notes and drawing diagrams



UG21G18

Promote additional services or products to clients

Services or products are continually changing in salons to keep up with client's expectations. By offering new or improved services and products your salon can increase client satisfaction. Many salons must promote these to be able to survive in a competitive world. It is equally important for salons that are not in competitive environments to encourage their clients to try new services or products.

This unit is all about your need to keep pace with new developments and to encourage your clients to take an interest in them. Clients expect more and more services or products to be offered to meet their own growing expectations. They need to be made aware of what is available from your salon to give them a greater choice.

NOS

G18

Level

2

Credit value

6

GLH

40

Observations

3

External paper(s)

0



Promote additional services or products to clients

Learning outcomes

On completion of this unit you will:

1. Be able to identify additional services or products that are available
2. Be able to inform clients about additional services or products
3. Be able to gain client commitment to using additional services or products
4. Understand how to promote additional services or products to clients

Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real clients, whether internal or external to the salon. However, for this unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence with this unit.
2. You may collect the evidence for the unit through work in a private sector salon, a not-for-profit salon or a public services salon.
3. You must provide evidence that shows you have done this over a sufficient period of time with different clients on different occasions for your assessor to be confident that you are competent.

4. You must provide evidence that the additional services or products offered include:
 - use of services or products that are new to your client
 - additional use of services or products that your client has used before.
5. Your evidence must show that you:
 - follow salon procedures for offering additional services or products to your clients
 - create opportunities for encouraging your clients to use additional services or products
 - identify what your client wants by seeking information directly
 - identify what your client wants from spontaneous client comments.
6. Your communication with clients may be face to face, in writing, by telephone, text message, e-mail, internet, intranet or by any other method you would be expected to use within your job role.
7. 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 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 oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to identify additional services or products that are available

You can:

- a. Update and develop your knowledge of your organisation's services or products
- b. Check with others when they are unsure of a new service or product details
- c. Identify appropriate services or products that may interest your client
- d. Spot opportunities for offering your customer additional services or products that will improve your clients experience

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to inform clients about additional services or products

You can:

- a. Choose the most appropriate time to inform your client about additional services or products
- b. Choose the most appropriate method of communication to introduce your client to additional services or products
- c. Give your client accurate and sufficient information to enable them to make a decision about the additional services or products
- d. Give your client time to ask questions about the additional services or products

* May be assessed through oral questioning.

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



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Outcome 3

Be able to gain client commitment to using additional services or products

You can:

- a. Close your discussion appropriately if your client shows no interest
- b. Give relevant information to move the situation forward when your client shows interest
- c. Secure client agreement and check client understanding of the delivery of the service or product
- d. Take action to ensure prompt delivery of the additional services or products to your client
- e. Refer your client to others or to alternative sources of information if the additional services or products are not your responsibility

** May be assessed through oral questioning.*

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

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:

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

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Knowledge



Outcome 4

Understand how to promote additional services or products to clients

You can:	Portfolio reference / Assessor initials*
a. Describe the organisation's procedures and systems for encouraging the use of additional services or products	
b. Explain how additional services or products will benefit your clients	
c. Explain how your clients' use of additional services or products will benefit your organisation	
d. Identify the main factors that influence clients to use your services or products	
e. Explain how to introduce additional services or products to clients outlining their benefits, overcoming reservations and agreeing to provide the additional services or products	
f. State how to give appropriate, balanced information to clients about services or products	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams