

VTCT Level 1 Diploma in an Introduction to the Hair and Beauty Sector

Accreditation start date: **1 April 2010**
Credit value: **37**
Total Qualification Time (TQT): **370**
Guided learning hours (GLH): **310 - 320**
Qualification number: **500/8707/1**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements 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	IQA signature (if sampled)
Mandatory units				
UV10343				
UV10344				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The VTCT Level 1 Diploma in an Introduction to the Hair and Beauty Sector is a qualification that has been specifically designed to develop your practical skills through introducing you to the hair and beauty industries and how you should present a professional image in the salon.

To further enhance your practical skills you will have the opportunity to choose from the following hair and beauty units; plaiting or plaiting and twisting hair, shampoo and conditioning hair, hand or skin care, themed face painting, styling men's or women's hair, basic make-up application, nail art application, create an image using colour or hair and beauty techniques, dressing hair, photographic make-up, providing basic manicure or pedicure treatments, colour hair using temporary colour, salon reception duties, how to follow health and safety and working with others in the hair and beauty sector, create and maintain retail displays or how to perform a head massage service.

Underpinning this qualification you will develop a sound knowledge and understanding of each unit.

The purpose of this qualification is to develop your skills in both hair and beauty and will provide you with the foundation for further learning. It will also enable you to perform your own services and to assist others in the salon.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification 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

When you have successfully completed this qualification will have the opportunity to progress to the following VTCT qualifications:

NVQ qualifications:

- Level 2 NVQ Diploma in Hairdressing
- Level 2 NVQ Diploma in Hairdressing (Combined Hair Types)
- Level 2 NVQ Diploma in Barbering
- Level 2 NVQ Diploma in Chemically Treated African Type Hair
- Level 2 NVQ Diploma in Treating Natural African Type Hair
- Level 2 NVQ Diploma in Barbering African Type Hair
- Level 2 NVQ Diploma in Beauty Therapy General
- Level 2 NVQ Diploma in Beauty Therapy Make-Up
- Level 2 NVQ Diploma in Nail Services



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

- Level 2 Diploma in Hair and Beauty Services
- Level 2 Diploma in Hair and Media Make-Up
- Level 2 Diploma in Beauty Specialist Techniques
- Level 2 Diploma in Beauty Services
- Level 2 Certificate in Nail Treatments
- Level 2 Certificate in Beauty Specialist Techniques
- Level 2 Certificate in Depilation
- Level 2 Certificate in Cosmetic Make-Up and Beauty Consultancy
- Level 2 Certificate in Beauty Services
- Level 2 Certificate in Nail Technology
- Level 2 Certificate in Cosmetic Make-Up and Manicure
- Level 2 Award in Nail Art
- Level 2 Award in Airbrush Nail Design
- Level 2 Award in Salon Reception Duties
- Level 2 Award in Facial Massage and Skincare
- Level 2 Award in Wax Depilation
- Level 2 Award in Sugaring Depilation
- Level 2 Award in Threading Depilation
- Level 2 Award in Mendhi Skin Decoration
- Level 2 Award in Eyelash Perming
- Level 2 Award in Ear Piercing
- Level 2 Award in Thermal Auricular Therapy
- Level 2 Diploma in Women's Hairdressing
- Level 2 Diploma in Barbering
- Level 2 Diploma in African Caribbean Hairdressing
- Level 2 Certificate in Women's Hairdressing
- Level 2 Certificate in Perming and Neutralising
- Level 2 Certificate in Colouring Hair
- Level 2 Certificate in Barbering
- Level 2 Certificate in African Caribbean Hairdressing
- Level 2 Certificate in Cutting Hair
- Level 2 Award in Scalp Massage Services
- Level 2 Award in Wig Services
- Level 2 Award in Reception Duties
- Level 2 Award in Health and Safety for Hair and Beauty
- Level 2 Award in Emergency First Aid at Work
- Level 2 Award in Preventing Contact Dermatitis

This qualification may lead directly into supervised employment in the hair and beauty industries. It can also provide a good platform for the opportunity of working as a modern apprentice.

Qualification structure

Total credits required - 37 (minimum)

All mandatory units must be completed.

Mandatory units - 6 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV10343	R/502/3981	Introduction to the hair and beauty sector	3	25
UV10344	Y/502/3982	Presenting a professional image in a salon	3	25



Optional units - 31 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV30341	R/502/3804	Hair plaiting*	3	30
UV30336	L/502/3753	Shampoo and conditioning	3	30
UV30332	K/502/3467	Hand care**	3	30
UV30335	Y/502/3464	Skin care	3	30
UV30340	L/502/3803	Themed face painting	3	30
UV30337	A/502/3795	Styling men's hair	3	30
UV30338	F/502/3796	Styling women's hair	3	30
UV30339	J/502/3797	Basic make-up application	3	30
UV30333	K/502/3470	Nail art application	3	30
UV30342	Y/502/3805	Plaiting and twisting hair*	3	30
UV30334	T/502/3469	Create an image using colour for the hair and beauty sector	3	30
UV10479	Y/600/4875	Create a hair and beauty image	3	30
UV10416	R/601/3557	Providing basic manicure treatment **	3	30
UV10417	L/601/3556	Providing basic pedicure treatment	3	30
UV10480	R/600/4874	Colour hair using temporary colour	3	30
UV10481	R/600/6334	Salon reception duties	3	22
UV10477	A/600/6327	Follow health and safety in the salon	3	22
UV10478	H/600/6323	Working with others in the hair and beauty sector	2	19
UV10482	Y/600/6335	Create and maintain retail displays in the salon	2	17
UV20400	H/601/4356	Head massage	4	30
UV10346	L/502/3980	The art of photographic make-up	5	30
UV10345	Y/502/3979	The art of dressing hair	5	30

*These units cannot both be selected as part of the same qualification.

**These units cannot both be selected as part of the same qualification.

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.

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 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.

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)	Assignment(s)
UV10343	Introduction to the hair and beauty sector	0	✗	✓
UV10344	Presenting a professional image in a salon	0	✓	✓

Unit assessment methods

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV30341	Hair plaiting	0	✓	✓
UV30336	Shampoo and conditioning	0	✓	✓
UV30332	Hand care	0	✓	✓
UV30335	Skin care	0	✓	✓
UV30340	Themed face painting	0	✓	✓
UV30337	Styling men's hair	0	✓	✓
UV30338	Styling women's hair	0	✓	✓
UV30339	Basic make-up application	0	✓	✓
UV30333	Nail art application	0	✓	✓
UV30342	Plaiting and twisting hair	0	✓	✓
UV30334	Create an image using colour for the hair and beauty sector	0	✓	✓
UV10479	Create a hair and beauty image	0	✓	✓
UV10416	Providing basic manicure treatment	0	✓	✓
UV10417	Providing basic pedicure treatment	0	✓	✓
UV10480	Colour hair using temporary colour	1	✓	✓
UV10481	Salon reception duties	0	✓	✓
UV10477	Follow health and safety in the salon	1	✓	✓
UV10478	Working with others in the hair and beauty sector	0	✓	✓
UV10482	Create and maintain retail displays in the salon	0	✓	✓
UV20400	Head massage	0	✓	✓
UV10346	The art of photographic make-up	0	✓	✓
UV10345	The art of dressing hair	1	✓	✓

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.
Guided 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 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.

UV10343

Introduction to the hair and beauty sector

Through this unit you will develop an understanding of how the hair and beauty industry works.

You will research both industries looking at the different types of salons, the clients that they attract and the main treatments and services offered in hairdressing and beauty therapy. You will also research the different types of job roles, the various working patterns and the type of career opportunities available to hairdressers and beauty therapists.

Level

1

Credit value

3

GLH

25

Observation(s)

0

External paper(s)

0



Introduction to the hair and beauty sector

Learning outcomes

On completion of this unit you will:

1. Know the career opportunities and working patterns within the hair and beauty sector
2. Know the main hairdressing services and beauty treatments

Evidence requirements

1. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
2. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
3. *External paper*
There is no external paper requirement for this unit.

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 1

Know the career opportunities and working patterns within the hair and beauty sector

You can:	Portfolio reference / Assessor initials*
a. Identify occupational roles in the hair and beauty sector	
b. Outline the working patterns in the hair and beauty sector	
c. Identify the main career opportunities available in the hair and beauty sector and related industries	
d. Give examples of sources of information on training and career opportunities in the sector	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Know the main hairdressing services and beauty treatments

You can:	Portfolio reference / Assessor initials*
a. Identify different types of salon and the types of client they attract	
b. Outline the main hairdressing services offered by salons	
c. Outline the main beauty treatments offered by salons	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Know the career opportunities and working patterns within the hair and beauty sector

Job roles: Manager, receptionist, salon owner, senior staff, junior staff, job descriptions, organisational chart.

Working patterns: Full-time, part-time, modern apprentice, mobile.

Career opportunities: Management, receptionist, salon owner, senior staff, junior staff, mobile service, sales representatives, cruise ships, spas, hotels, airline services, product trainers, product development, fashion and media, employed, self-employed, rental space.

Sources of information: Internet, sales representatives, appraisal, personal development, professional magazines, recruitment agencies, professional associations, Habia.

Outcome 2: Know the main hairdressing services and beauty treatments

Salon types: Small business (less than five staff), large business (more than ten staff), corporate businesses, health farms, spa, mobile salon.

Hair services: Cutting, setting, blow-drying, hair-up, colouring, perming, barbering.

Beauty services: Skin care, waxing, nail treatments, make-up, eye treatments, tanning.

Notes

Use this area for notes and diagrams



UV10344

Presenting a professional image in a salon

Through this unit you will develop an understanding of how to communicate professionally in a salon.

You will explore the industry you are working in - looking at the effects of positive and negative behaviour, how you can present a professional image in the salon and how to maintain personal hygiene.

Level

1

Credit value

3

GLH

25

Observation(s)

3

External paper(s)

0



Presenting a professional image in a salon

Learning outcomes

On completion of this unit you will:

1. Be able to communicate in a salon environment
2. Be able to present a professional image and maintain personal hygiene in a salon

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of 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 communicate in a salon environment

You can:

- a. Communicate professionally in a salon environment to meet the needs of different people

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to present a professional image and maintain personal hygiene in a salon

You can:

- a. Present a professional image in line with salon policy

** May be assessed through oral questioning.*

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

Developing knowledge

Achieving knowledge outcomes

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

- 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 1

Be able to communicate in a salon environment

You can:

Portfolio reference /
Assessor initials*

b. Identify the effects of positive and negative attitudes and behaviours

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to present a professional image and maintain personal hygiene in a salon

You can:	Portfolio reference / Assessor initials*
b. Identify how to promote a professional image in a salon	
c. Identify how to maintain personal hygiene	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to communicate in a salon environment

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client's confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and how clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

Positive attitudes and behaviour towards other people:

Examples of positive attitude – positive expressions/body language, nod in agreement, maintain eye contact, positive manner and behaviour, team work, efficient

working, efficient use of time, professional manner, enjoy job role/work.

Outcome of positive attitude – happy client, pleasurable experience, timely job completion, client feels valued, repeat business, good morale, good clientele returns, increased salon profits, higher wages, job stability, mutual respect.

Negative attitude/behaviour towards other people:

Examples of negative attitude – negative expressions, frown, no eye contact, arms folded, slouching, negative manner, unhelpful, tension.

Outcome of negative attitude – risk of causing harm, embarrassment for clients and work colleagues, low morale, feelings of awkwardness or uncomfortableness, unpleasant atmosphere/working conditions, unpleasant client experience, loss of business, bad reputation, affect income negatively, loss of jobs, closing of business.

Adapting communication to suit different people: Use a level of vocabulary to suit your client, avoid technical language/jargon, keep to the subject matter, pronounce words distinctly, vary pitch of voice for client, adapt language style to suit the audience, allow opportunities for others to express their views,

New clients – be informative (verbal communication important), leaflets.



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Outcome 1: Be able to communicate in a salon environment (continued)

Regular clients – avoid over familiarity.

Hearing impaired – use visual aid and clear speech, face client, allow for lip reading.

Visually impaired – use clear speech, use descriptive language.

Physical disability – sit at client's level, communicate normally.

Happy client – remain professional.

Angry/confused client – control manner to avoid inflaming problem.



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Outcome 2: Be able to present a professional image and maintain personal hygiene in a salon

Promoting a professional image in a salon: Set the standards, walking advert, present an approachable appearance, ready to lend a hand, caring and friendly attitude, willing nature, expected level of skill, easy to talk to, good posture, pay special attention to clients, salon dress code, salon codes of conduct, clean, warm and tidy salon, good team work, professional client consultations, client hospitality and care.

How to maintain personal hygiene:

Personal appearance – clothes/uniform (washed/ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes.

Before/during treatment – wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Salon health and safety: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.