

The qualification

Introduction

The purpose of the VTCT Level 3 NVQ Diploma in Hairdressing qualification is to provide you with the knowledge, skills and understanding to be a hairdresser/stylist. This qualification is based on the Level 3 Hairdressing National Occupational Standards (NOS) and is recognised by the UK's leading professional hair associations (The Hair Council and National Hairdressing Federation) as being fit for purpose to prepare you for a career as a hairdresser/stylist.

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

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

You will be expected to gather evidence of both the practical skills and underpinning knowledge for each unit you study and create a 'portfolio of evidence' for the qualification.

On successful completion of this qualification you will be in a position to apply for employment as a hairdresser/stylist.

National Occupational Standards (NOS)

This qualification is regulated on the Regulated Qualifications Framework (RQF) and has been mapped to the following NOS:

- SKACH8
- SKACH9
- SKACH10
- SKACHB14
- SKAAH7
- SKACH11
- SKACH12
- SKACH13
- SKACHB15
- SKACHB16
- SKACHB17
- SKACHB18
- SKACHB13
- SKACB2

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.

Prerequisites

To be accepted to study this qualification you should have successfully achieved one of the following; a Level 2 qualification in hairdressing, an intermediate apprenticeship in hairdressing or a interview/skills test.

Your centre will have ensured that you have the required knowledge, understanding and skills to enrol and successfully achieve this qualification.

Additional information

Learners who successfully complete this qualification are eligible to become a State Registered Hairdresser (SRH) with The Hair Council.



Progression

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

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

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

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

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

Qualification structure

Total credits required - 68 (minimum)

All mandatory units must be completed. A minimum of 50 credits must be achieved at level 3 or above.

Mandatory units - 43 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UHB27	K/506/9378	Creatively style and dress hair	7	60	3
UHB28	H/506/9783	Creatively cut hair using a combination of techniques	14	121	3
UHB29	K/506/9364	Creatively colour and lighten hair	14	121	3
UHB30	A/506/9367	Provide client consultation services	8	68	3

Optional units - 25 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH	Level
UHB50	Y/506/9361	Provide a variety of relaxing services	9	82	3
UHB51	M/506/9365	Hair colour correction services	15	137	4
UHB52	M/506/9379	Provide creative hair extension services	8	72	3
UHB53	T/506/9366	Create a variety of permed effects	10	88	3
UHB54	H/506/9380	Develop, enhance and evaluate your creative hairdressing skills	9	63	4
UHB55	Y/506/9585	Provide specialist hair and scalp treatments	12	97	4
UHB56	D/506/9586	Contribute to the planning, implementation and evaluation of promotional activities	10	61	4
UHB57	H/506/9587	Contribute to the financial effectiveness of the business	7	55	3
UHB49	R/506/9584	Fulfil salon reception duties	6	47	2
UHB60	H/507/1095	Cut men's hairstyles	6	60	2

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 verified 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)	Portfolio of Evidence
UHB27	Creatively style and dress hair	0	✓	✓
UHB28	Creatively cut hair using a combination of techniques	0	✓	✓
UHB29	Creatively colour and lighten hair	2	✓	✓
UHB30	Provide client consultation services	1	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB50	Provide a variety of relaxing services	1	✓	✓
UHB51	Hair colour correction services	2	✓	✓
UHB52	Provide creative hair extension services	1	✓	✓
UHB53	Create a variety of permed effects	1	✓	✓
UHB54	Develop, enhance and evaluate your creative hairdressing skills	0	✓	✓
UHB55	Provide specialist hair and scalp treatments	2	✓	✓
UHB56	Contribute to the planning, implementation and evaluation of promotional activities	0	✓	✓
UHB57	Contribute to the financial effectiveness of the business	0	✓	✓
UHB49	Fulfil salon reception duties	0	✓	✓
UHB60	Cut men's hairstyles	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.
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 competent observations, per outcome, required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit; they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Observation outcome	An observation outcome details the tasks that must be practically demonstrated to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper, a portfolio of evidence or other forms of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel with the unit's observation outcomes.

UHB27

Creatively style and dress hair

The aim of this unit is to develop your knowledge, understanding and skills to use a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and or added hair is required in this unit.

Throughout this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CH8

Level

3

Credit value

7

GLH

60

Observations

6

External paper(s)

0



Creatively style and dress hair

Learning outcomes

On completion of this unit you will:

1. Be able to creatively style and dress hair
2. Understand how health and safety affects creative hair styling and dressing services
3. Know the factors that influence creative hair styling and dressing services
4. Understand the science of styling and dressing hair
5. Understand the tools, equipment, products and techniques used to creatively style and dress hair

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least six occasions, each carried out on different clients**. Three of the observations must include hair up techniques and one must include the appropriate use of accessory(ies) or added hair.

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

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

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

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

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

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of 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 a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

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

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



Observations

Learning outcome 1

Be able to creatively style and dress hair

You can:

- a. Prepare for creative styling and dressing services
- b. Apply safe and hygienic methods of working throughout services
- c. Consult with clients to confirm the desired look
- d. Select suitable products, tools and equipment
- e. Carry out creative hair styling and dressing services
- f. Provide clients with advice and recommendations on the service(s) provided

* May be assessed by supplementary evidence.

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 a minimum of 6 conventional creative styling and dressing techniques	Portfolio reference
Setting	
Pin curling	
Finger waving	
Use of heated styling equipment	
Rolls	
Plaits	
Twists	
Curls	
Woven	
Used a minimum of 6 non-conventional creative styling and dressing techniques	Portfolio reference
Rags	
Straws	
Plastic	
Ribbons	
Net	
Paper/tissue	
Hair grips	
Chopsticks	
Rik-raks	
Wadding	
Added hair	

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



You must practically demonstrate that you have:

Taken account of all factors	Portfolio reference
Hair characteristics	
Hair classifications	
Desired look	
The occasion for which the style is required	
Hair length	
Given all advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Present and future products and services	

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

Developing knowledge

Achieving knowledge outcomes

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

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

**This is not an exhaustive list.*

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

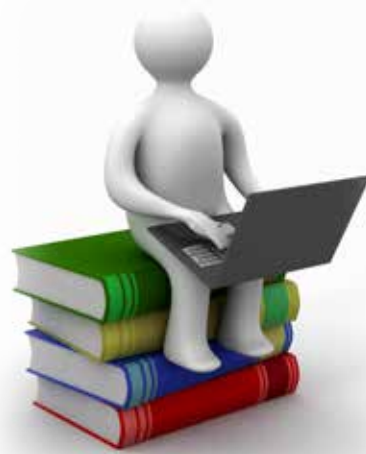
When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

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

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Understand how health and safety affects creative hair styling and dressing services

You can:	NOS CH8 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K13	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K11	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K4, K12, K15	
d. Describe contact dermatitis and how it can be prevented	K5	
e. Explain the importance of questioning clients prior to and during services		
f. Explain the importance of preventing cross-infection and cross-infestation	K6, K8, K9, K10	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Know the factors that influence creative hair styling and dressing services

You can:	NOS CH8 reference	Portfolio reference
a. Explain the factors that may influence services provided	K16, K30	
b. Describe ways of dealing with any influencing factors		
c. Describe the potential consequences of excessive tension on the hair and scalp	K22	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of styling and dressing hair

You can:	NOS CH8 reference	Portfolio reference
a. Explain the effects of humidity on hair	K17	
b. Explain the physical effects of styling and finishing on the hair and how they work to maintain the look	K18	
c. Explain the effects of backcombing and back brushing on the hair structure	K20	
d. Explain the potential effects of using and securing added hair and accessories on the hair structure	K21	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used to creatively style and dress hair

You can:	NOS CH8 reference	Portfolio reference
a. Explain the importance of preparing hair for styling and dressing	K28	
b. Explain the range of tools, products and equipment available and the effects they achieve	K23, K24, K25, K26	
c. Describe the correct use and maintenance of styling and dressing tools and equipment	K7	
d. Explain the importance of following salon and manufacturers' instructions for products, tools and equipment	K14, K27	
e. Explain the importance of applying correct technique during styling and dressing services	K19, K29, K31, K32, K33	
f. Outline the importance of using products cost effectively		
g. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K34	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH8	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The types of protective clothing that should be available for clients
K4	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K5	What contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing services
K6	Why it is important to keep your work area clean and tidy
K7	The correct use and maintenance of tools and equipment
K8	Why it is important to avoid cross-infection and cross-infestation
K9	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K12	The different types of working methods that promote environmental and sustainable working practices
K13	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K14	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K15	The correct methods of waste disposal



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH8	NOS statements to be included in a portfolio of evidence
K16	Your salon's expected service times for styling and dressing
K17	The effects of humidity on hair
K18	The physical effects of styling and finishing products on the hair and how they work to maintain the look
K19	How the incorrect application of heat can affect the hair and scalp
K20	The effects of backcombing and back brushing on the hair structure
K21	The potential effects on the hair structure of using and securing added hair and accessories
K22	The potential consequences of excessive tension on the hair and scalp
K23	The types of products, tools and equipment available for styling and dressing hair and how to use them
K24	The suitability of specific products and equipment for use with different hair types and for achieving different effects
K25	The types of conventional and non-conventional items that may be used when styling hair and the effects they create
K26	The types of non-conventional items that may be used as accessories when dressing hair
K27	The manufacturers' instructions on the use of the styling and finishing products in your salon
K28	The preparation procedures required for the different styling and dressing techniques



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH8	NOS statements to be included in a portfolio of evidence
K29	When, why and how to use the different types of: <ul style="list-style-type: none"> • securing equipment • accessories • added hair
K30	How different factors affect the styling and dressing process and the finished look
K31	Methods of handling, controlling and securing hair during the styling and dressing process
K32	The type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved
K33	The importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure
K34	The importance of providing advice and recommendations on the products and services provided in the salon

Notes

Use this area for notes and diagrams



UHB28

Creatively cut hair using a combination of techniques

The aim of this unit is to develop your knowledge and understanding of advanced cutting skills and techniques to assist you with creating personalised and individual hair cuts for your clients.

Throughout this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CH9

Level

3

Credit value

14

GLH

121

Observations

6

External paper(s)

0



Creatively cut hair using a combination of techniques

Learning outcomes

On completion of this unit you will:

1. Be able to cut hair using a combination of techniques
2. Understand how health and safety policies and procedures affect creative cutting services
3. Understand the factors that influence creative cutting services
4. Understand the tools, equipment, products and techniques used to creatively cut hair

Evidence requirements

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

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

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

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

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

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of 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 a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

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

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



Observations

Learning outcome 1

Be able to cut hair using a combination of techniques

You can:

- a. Prepare for creative hair cutting services
- b. Apply safe and hygienic methods of working throughout services
- c. Consult with clients to confirm the desired look
- d. Select suitable products, tools and equipment
- e. Carry out creative hair cutting services
- f. Provide clients with advice and recommendations on the service(s) provided

* *May be assessed by supplementary evidence.*

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

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



You must practically demonstrate that you have:

Used all creative finishing techniques		Portfolio reference
Styling		
Product application		
Given all advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Present and future products and services		

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

Developing knowledge

Achieving knowledge outcomes

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

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

**This is not an exhaustive list.*

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

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

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

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements listed in the Knowledge Requirements section of this book, must be evidenced in a portfolio.

Knowledge



Learning outcome 2

Understand how health and safety policies and procedures affect creative cutting services

You can:	NOS CH9 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K13	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K11	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K4, K5, K12, K15	
d. Explain the importance of questioning the client prior to and during services		
e. Explain the importance of preventing cross-infection and cross-infestation	K6, K8, K9, K10	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that influence creative cutting services

You can:	NOS CH9 reference	Portfolio reference
a. Explain the factors that may influence the services	K16, K17, K20	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the tools, equipment, products and techniques used to creatively cut hair

You can:	NOS CH9 reference	Portfolio reference
a. Explain why it is important to prepare hair prior to cutting	K22	
b. Describe the range of tools, equipment and products available and the creative effects they achieve	K21, K31, K34	
c. Describe the correct use and maintenance of cutting tools and equipment	K7, K14, K30	
d. Explain the importance of applying correct technique during services	K23, K24, K25, K26, K27, K28, K29, K33	
e. Explain the types of problems that may occur during services and ways in which they can be resolved	K32	
f. Explain the importance of providing advice and recommendations on the service(s) provided and products available	K18, K19, K35	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH9	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing that should be available for clients
K4	Why it is important to protect clients from hair clippings
K5	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K6	Why it is important to keep your work area clean and tidy
K7	The correct use and maintenance of cutting tools
K8	Why it is important to avoid cross-infection and infestation
K9	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K10	Methods of cleaning, disinfecting and sterilisation used in salons
K11	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K12	The different types of working methods that promote environmental and sustainable working practices
K13	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K14	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
K15	The correct methods of waste disposal



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH9	NOS statements to be included in a portfolio of evidence
K16	Your salon's expected service times for different cutting looks
K17	The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
K18	Sources of creative information such as magazines, internet and film
K19	How to obtain and interpret inspiration such as historical, cultural and fashion
K20	The factors which should be considered when cutting wet hair and dry hair
K21	Which tools can be used on either wet or dry hair or both
K22	Why hair products should be removed from the hair prior to cutting
K23	How and why to use different cutting techniques
K24	How to create and follow guidelines
K25	How to personalise and adapt cutting techniques
K26	The effects that can be created by combining and adapting different cutting techniques
K27	The importance of considering weight distribution and working with the natural growth patterns of the hair
K28	The importance of applying the correct degree of tension to the hair when cutting
K29	The importance of keeping the hair damp throughout the wet cutting process



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH9	NOS statements to be included in a portfolio of evidence
K30	How to level and test clippers
K31	The size of clipper blades and attachments available and the effects that these achieve
K32	The types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
K33	How to cross check and balance the cut
K34	The types of products available for finishing women's hair
K35	The importance of providing advice and recommendations on the products and services provided in the salon

UHB29

Creatively colour and lighten hair

The aim of this unit is to develop your knowledge, understanding and skills to combine, adapt and personalise a range of colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also required.

Throughout this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

CH10

Level

3

Credit value

14

GLH

121

Observations

6

External paper(s)

2



Creatively colour and lighten hair

Learning outcomes

On completion of this unit you will:

1. Be able to creatively colour and lighten hair
2. Understand how health and safety policies and procedures affect colouring and lightening services
3. Understand the factors that may influence colouring and lightening services
4. Understand the science of colouring and lightening hair
5. Understand the tools, equipment, products and techniques used for creative colouring and lightening services

Evidence requirements

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

Assessed observations should not be carried out on the same day for the same learning outcome. There should be

sufficient time between assessments for reflection and personal development.

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

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

You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There are two external papers that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of 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 a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

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

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



Observations

Learning outcome 1

Be able to creatively colour and lighten hair

You can:

- a. Prepare for creative colouring and lightening services
- b. Apply safe and hygienic methods of working throughout services
- c. Consult with clients about services and outcomes of tests
- d. Confirm with clients the desired effect
- e. Select suitable products, tools and equipment
- f. Assess any colouring problems and implement suitable action
- g. Carry out colouring and lightening services
- h. Provide clients with advice and recommendations on the service(s) provided

**May be assessed by supplementary evidence.*

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

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



You must practically demonstrate that you have:

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

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

Developing knowledge

Achieving knowledge outcomes

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

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

**This is not an exhaustive list.*

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

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

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

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% 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 2		
2 of 2		

Knowledge



Learning outcome 2

Understand how health and safety policies and procedures affect colouring and lightening services

You can:	NOS CH10 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K4, K12, K17	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K10	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K5, K11, K15, K40, K51	
d. Describe contact dermatitis and how it can be prevented	K13	
e. Explain the importance of questioning clients prior to and during services	K18	
f. Explain the importance of preventing cross-infection and cross-infestation	K6, K8, K9	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that may influence colouring and lightening service

You can:	NOS CH10 reference	Portfolio reference
a. Explain the factors that may influence the services	K16, K34	
b. Describe ways of dealing with any influencing factors	K47	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of colouring and lightening hair

You can:	NOS CH10 reference	Portfolio reference
a. Describe how to recognise contra-indications and how they affect colouring and lightening services	K19	
b. Explain why it is important to test the hair and scalp prior to and during colouring and lightening	K21, K35, K53	
c. Describe when and how colouring and lightening tests are carried out	K20, K22	
d. Explain how test results influence the colouring and lightening services	K23, K24	
e. Explain the effects on hair structure when colouring and lightening hair	K29, K30, K32, K55	
f. Explain the effects on hair structure when pre-softening and pre-pigmenting hair	K29	
g. Describe the effects of natural and artificial light on the appearance of hair colour	K28	
h. Explain the principles of colour selection	K26, K27, K31	
i. Explain the effects that temperature has on the colouring and lightening process	K33	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used for creative colouring and lightening services

You can:	NOS CH10 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K38, K39	
b. Describe the different methods of applying and removing colouring and lightening products and the effects that can be achieved	K43, K44, K45, K46, K48, K49, K52, K54, K56, K57	
c. State the importance of following salon and manufacturers' instructions during colouring and lightening services	K14, K21, K36	
d. Explain the types and causes of colouring and lightening problems	K37, K61, K62	
e. Describe ways of resolving colouring and lightening problems	K58, K59, K63	
f. Outline the importance of using products cost effectively	K7, K50	
g. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K25, K41, K42, K60	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH10	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing and products that should be available to yourself and clients
K4	Why it is important to use personal protective equipment
K5	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K6	Why it is important to keep your work area clean and tidy
K7	How to minimise the waste of products
K8	Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K9	The different methods of cleaning, disinfecting and sterilisation used in salons
K10	The hazards and risks which exist in your workplace and the safe working practices which you must follow
K11	The different types of working methods that promote environmental and sustainable working practices
K12	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K13	What contact dermatitis is, and how to avoid developing it whilst carrying out colouring services
K14	Suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
K15	The correct methods of waste disposal
K16	Your salon's expected service times for creative colouring and lightening services



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH10	NOS statements to be included in a portfolio of evidence
K17	Which colouring and lightening services should not be carried out on minors under 16 years of age
K18	The legal significance of client questioning and the recording of client's responses to questioning
K19	The importance of recognising any contra-indications to colouring and lightening services
K20	The types and purposes of tests
K21	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
K22	When and how tests should be carried out and the importance of recording test results
K23	How the results of tests can influence the colouring and lightening services
K24	The courses of action to take in the event of adverse reactions to tests
K25	The importance of informing your client of the likely cost, duration and expected outcome of the service
K26	The principles of colour selection, including the International Colour Chart (ICC)
K27	How the natural pigmentation of hair affects the colouring and lightening process
K28	The effects of light and artificial lighting on the appearance of hair colour
K29	The effects on the hair of different colouring products and lighteners
K30	What is meant by the term 'oxidation'
K31	How the type and distribution of melanin creates natural hair colour
K32	How the different strengths of hydrogen peroxide affect the colouring and lightening of the hair



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CH10	NOS statements to be included in a portfolio of evidence
K33	Effects of temperature on the application and development of colouring products and lighteners
K34	How different factors may impact on your colouring and lightening service
K35	The importance of constantly monitoring the development of lightening products
K36	The importance of measuring and mixing colours and lighteners following manufacturers' instructions
K37	The reasons for pre-lightening
K38	The pH values of different colouring products and lighteners
K39	The types of colouring, lightening and toning products available, including temporary colours
K40	The importance of preparing your client's hair and protecting their skin, where necessary, prior to service
K41	Sources of creative information and inspiration such as historical, cultural and fashion
K42	The importance of basing your recommendations on an evaluation of your client's hair
K43	The colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques
K44	How to use lightening application techniques suitable for achieving the desired look
K45	How to place colour in a way to complement a hair style
K46	How to carry out a full head and regrowth application using lighteners
K47	How and why to adapt the sequence of application to take account of the relevant factors
K48	The importance of sectioning hair accurately when colouring and lightening



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB10	NOS statements to be included in a portfolio of evidence
K49	Methods of applying and removing colouring products and lighteners
K50	The importance of using products economically
K51	The importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas
K52	The importance of applying lightener quickly and accurately taking into account relevant factors influencing the service
K53	The importance of constantly monitoring colouring and lightening process
K54	How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
K55	The importance of restoring the hair's pH balance after the colouring or lightening process
K56	Why it is important to avoid disturbing areas still processing when removing products from developed areas
K57	Why toners are used after lightening products
K58	How and why to restore depth and tone of colour
K59	How and why to neutralise colour tone
K60	The importance of providing advice and recommendations on the products and services provided in the salon
K61	The types and causes of colouring and lightening problems and how to rectify them
K62	The reasons for pre-softening and pre-pigmenting hair
K63	Methods of pre-softening and pre-pigmenting hair

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH10	NOS statements included in the exam
K4	Why it is important to use personal protective equipment
K17	Which colouring and lightening services should not be carried out on minors under 16 years of age
K18	The legal significance of client questioning and the recording of client's responses to questioning
K19	The importance of recognising any contra-indications to colouring and lightening services
K20	The types and purposes of tests
K21	The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests
K22	When and how tests should be carried out and the importance of recording test results
K23	How the results of tests can influence the colouring and lightening services
K24	The courses of action to take in the event of adverse reactions to tests
K26	The principles of colour selection, including the International Colour Chart (ICC)
K27	How the natural pigmentation of hair affects the colouring and lightening process
K28	The effects of light and artificial light on the appearance of hair colour
K29	The effects on the hair of different colouring and lightening products
K30	What is meant by the term 'oxidation'
K31	How the type and distribution of melanin creates natural hair colour
K32	How the different strengths of hydrogen peroxide affect the colouring and lightening of the hair
K33	Effects of temperature on the application and development of colouring products and lighteners
K34	How different factors may impact on your colouring and lightening service



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CH10	NOS statements included in the exam
K35	The importance of constantly monitoring the development of lightening products
K36	The importance of measuring and mixing colours and lighteners following manufacturers' instructions
K37	The reasons for pre-lightening
K38	The pH values of different colouring products and lighteners
K47	How and why to adapt the sequence of application to take account of the relevant factors
K51	The importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas
K52	The importance of applying lightener quickly and accurately taking into account relevant factors influencing the service
K53	The importance of constantly monitoring colouring and lightening process
K54	How the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
K55	The importance of restoring the hair's pH balance after the colouring or lightening process
K56	Why it is important to avoid disturbing areas still processing when removing products from developed areas
K57	Why toners are used after lightening products
K58	How and why to restore depth and tone of colour
K59	How and why to neutralise colour tone
K61	The types and causes of colouring and lightening problems and how to rectify them
K62	The reasons for pre-softening and pre-pigmenting hair
K63	Methods of pre-softening and pre-pigmenting hair

UHB30

Provide client consultation services

The aim of this unit is to develop your knowledge, understanding and skills to provide a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services to ensure that you fully engage with your client to meet their needs and expectations.

Client consultation is the foundation to establishing and building your client relationship and it is important that a variety of communication skills is demonstrated to gather key information. Making suitable recommendations for services and products based on this information and the results of your analysis of their hair, skin and scalp is an essential part of this unit. The ability to provide advice including alternative courses of action such as referral to other specialists, is also a requirement.

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

National Occupational
Standards (NOS)

CHB14

Level

3

Credit value

8

GLH

68

Observations

5

External paper(s)

1



Provide client consultation services

Learning outcomes

On completion of this unit you will:

1. Be able to provide consultation for hair services
2. Understand the relevant policies and procedures when carrying out consultation services
3. Understand the science of hair, skin and scalp

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated as part of all technical observations and will be recorded on **at least five occasions**. These recorded observations must cover different technical services.

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

Assessed observations should not be carried out on the same day for the same learning outcome. There should be

sufficient time between assessments for reflection and personal development.

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

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

You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of 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 a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

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

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



Observations

Learning outcome 1

Be able to provide consultation for hair services

You can:

- a. Prepare for consultation services
- b. Carry out consultation services
- c. Analyse hair and scalp
- d. Provide clients with advice and recommendations

* *May be assessed by supplementary evidence.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			
Observation	4	5	<i>Optional</i>
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

Range



You must practically demonstrate that you have:

Consulted with all clients		Portfolio reference
New		
Regular		
Used all means of identifying clients' wishes		Portfolio reference
Questioning		
Observation		
Adapted your advice to take into account all factors limiting or affecting services		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Client's lifestyle		
Test results		
Identified or can describe all problems		Portfolio reference
Cost and frequency of maintenance		
Limitations to other services		
Changes to their existing hair and scalp care regime		

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



You must practically demonstrate that you have:

Taken into account all hair characteristics		Portfolio reference
Hair density		
Hair texture		
Hair elasticity		
Hair porosity		
Hair condition		
Hair growth patterns		
Used minimum of 3 classifications		Portfolio reference
Type 1 – straight hair		
Type 2 – wavy hair		
Type 3 – curly hair		
Type 4 – very curly hair		
Given all advice and recommendations		Portfolio reference
Offering information, advice and guidance		
Referral to sources of support in line with your salons procedure		

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

Developing knowledge

Achieving knowledge outcomes

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

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

**This is not an exhaustive list.*

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

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

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

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

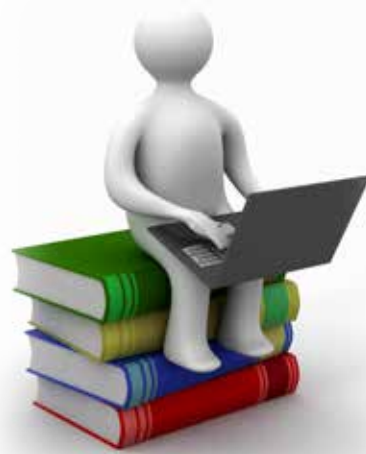
Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% 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



Learning outcome 2

Understand the relevant policies and procedures when carrying out consultation services

You can:	NOS CHB14 reference	Portfolio reference
a. Outline responsibilities for health and safety in own role	K12, K14, K17	
b. Explain the importance of following current relevant legislation	K5, K13, K26, K29, K30, K31	
c. Describe how to communicate effectively when carrying out consultation services	K1, K2, K3, K4, K6, K7, K9, K10, K11, K22, K25, K32, K33	
d. Explain the roles and responsibilities of specialist service providers	K8, K23, K24	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the science of hair, skin and scalp

You can:	NOS CHB14 reference	Portfolio reference
a. Describe different hair characteristics and classifications, and how they affect services and the choice of products	K27, K28	
b. Explain the structure and function of hair and skin	K18	
c. Describe the growth cycle of hair	K19	
d. Explain why it is important to identify factors that may limit or affect services		
e. Explain how factors may limit or affect services and choice of products	K20	
f. Describe when and how tests are carried out	K16	
g. Explain how test results influence services	K15	
h. Describe how to recognise adverse hair, skin and scalp conditions and their possible causes	K21	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K1	The importance of creating a setting in which clients feel comfortable
K2	How to explore clients' expectations, concerns and needs and explain any service limitations
K3	The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit
K4	How to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
K5	The importance of not discriminating against clients with illnesses and disabilities and why
K6	The importance of engaging in conversation and making openings in conversations to encourage clients to speak
K7	The different types of visual aids that can support client consultation
K8	The types of additional sources of services, treatments and support that may be of interest to clients
K9	The cost and frequency of maintenance for all services
K10	The duration, commitment and time required to carry out and maintain services
K11	The implications of changes to their existing hair and scalp regime
K12	Your responsibilities under current relevant health and safety legislation and any other relevant legislation
K13	Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
K14	Your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
K15	The importance of carrying out tests and the potential consequences of failing to do so



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K16	The types and purposes of tests
K17	Salon procedures and manufacturer's instructions in relation to conducting tests
K18	The basic structure of hair and skin
K19	The growth cycle of hair
K20	How different factors limit or affect the services and products that can be offered to clients
K21	How to visually recognise adverse hair and scalp conditions
K22	The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
K23	Your salon's policy for referring clients to other salons, sources and professionals
K24	The role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
K25	The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client
K26	The importance of confirming and recording the course of action that is to be taken for the client
K27	How different types of hair characteristics impact on products and services
K28	How different types of hair classification impacts on products and services
K29	How to complete the client records used in your organisation and the importance and reasons for gaining client consent



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS CHB14	NOS statements to be included in a portfolio of evidence
K30	The importance of the correct completion, storage and security of client records
K31	The importance of confidentiality and what might happen if this is not maintained
K32	The importance of providing advice and recommendations on the products and services provided in the salon
K33	How to maintain their agreed style

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB14	NOS statements included in the exam
K1	The importance of creating a setting in which clients feel comfortable
K5	The importance of not discriminating against clients with illnesses and disabilities and why
K6	The importance of engaging in conversation and making openings in conversations to encourage clients to speak
K11	The implications of changes to their existing hair and scalp regime
K13	Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services
K15	The importance of carrying out tests and the potential consequences of failing to carry out tests
K16	The types and purposes of tests
K18	The basic structure of the hair and skin
K19	The growth cycle of hair
K20	How different factors limit or affect the services and products that can be offered to clients
K21	How to visually recognise adverse hair and scalp conditions
K22	The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist
K24	The role of other professional such as pharmacist, trichologist, general practitioner, and the specialist services that they can offer
K25	The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client
K26	The importance of confirming and recording the course of action that is to be taken for the client



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB14	NOS statements included in the exam
K27	How different types of hair characteristics impact on products and services
K28	How different types of hair classification impacts on products and services
K29	How to complete the client records used in your organisation and the importance and reasons for gaining client consent
K31	The importance of confidentiality and what might happen if this is not maintained

Notes

Use this area for notes and diagrams