

# SVQ 2 in Hairdressing at SCQF Level 5

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Accreditation start date: **13th January 2016**  
SQA regulation number: **GL0P 22**

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## Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements (if/where applicable) have been achieved under specified conditions, and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UHB70				
UHB71				
UHB72				
UHB73				
UHB74				
UHB75				
UHB76				
Optional units				

# The qualification

## Introduction

The purpose of the SVQ 2 in Hairdressing at SCQF Level 5 qualification is to provide you with the knowledge, skills and understanding to be a junior 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 units are style and finish hair, set and dress hair, cut hair using basic techniques, colour and lighten hair, advise and consult with clients, shampoo, condition and treat the hair and scalp, develop and maintain your effectiveness at work.

The optional section of this qualification allows you to choose units you would like to study, depending upon your chosen career pathway as a junior hairdresser/stylist and include removal of hair extensions, relaxing hair, perm and neutralise hair, plait and twist hair, temporarily attach hair to enhance a style, remove hair extensions, salon reception duties.

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

## National Occupational Standards (NOS)

This Scottish Vocational Qualification (SVQ) includes the requirements from the relevant NOS and is accredited by Scottish Qualifications Authority (SQA) Accreditation on the Scottish Credit and Qualifications Framework (SCQF).

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

## Additional information

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



## Progression

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

- Specialist African-type hair salons
- Independent/self-employed/mobile/home-based settings
- Product manufacturing and training
- Armed services
- HM Prison Service
- Cruise liners
- Hospitals/Care Homes

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

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

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

# Qualification structure

## Total units required - 8 (minimum)

All mandatory units must be completed and a minimum of 1 unit from the optional group to achieve this qualification. A minimum of 59 SCQF credits must be achieved overall.

### Mandatory group - 7 units

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB70	Style and finish hair	6	5
UHB71	Set and dress hair	7	5
UHB72	Cut hair using basic techniques	13	5
UHB73	Colour and lighten hair	14	6
UHB74	Advise and consult with clients	8	5
UHB75	Shampoo, condition and treat the hair and scalp	5	5
UHB76	Develop and maintain your effectiveness at work	3	5

### Optional group - 1 unit (minimum)

VTCT unit code	Unit title	SCQF Credit	SCQF Level
UHB95	Relax hair	8	6
UHB96	Perm and neutralise hair	9	6
UHB97	Plait and twist hair	5	5
UHB98	Temporarily attach hair to enhance a style	3	5
UHB93	Remove hair extensions	5	5
UHB99	Fulfil salon reception duties	5	5

# Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

## Internal assessment

*(any requirements will be shown in the unit)*

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers (EQAs).

## External assessment

*(any requirements will be shown in the unit)*

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT EQAs.

## Assessment explained

VTCT qualifications are assessed and internally quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer (IQA) whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An EQA, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the EQA.

This record of assessment book is your property and must be in your possession when you are being assessed. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



## Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

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

All evidence should be documented in the portfolio and cross-referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Useful information about VTCT qualifications is detailed in the Learner FAQ section of the VTCT website [www.vtct.org.uk](http://www.vtct.org.uk).

Other questions should be raised with your tutor, lecturer or assessor.

# Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB70	Style and finish hair	0	✓	✓
UHB71	Set and dress hair	0	✓	✓
UHB72	Cut hair using basic techniques	0	✓	✓
UHB73	Colour and lighten hair	2	✓	✓
UHB74	Advise and consult with clients	1	✓	✓
UHB75	Shampoo, condition and treat the hair and scalp	1	✓	✓
UHB76	Develop and maintain your effectiveness at work	0	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Portfolio of Evidence
UHB95	Relax hair	1	✓	✓
UHB96	Perm and neutralise hair	1	✓	✓
UHB97	Plait and twist hair	0	✓	✓
UHB98	Temporarily attach hair to enhance a style	0	✓	✓
UHB93	Remove hair extensions	0	✓	✓
UHB99	Fulfil salon reception duties	0	✓	✓

# Unit glossary

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



# UHB70

## Style and finish hair

This unit is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required to work on different hair lengths.

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when styling and finishing hair
2. Blow dry hair into shape
3. Finger dry hair into shape
4. Finish hair

NOS

# SKACH1

SCQF Level

**5**

SCQF Credit Points

**6**

Observation(s)

**4**

External paper(s)

**0**



# Style and finish hair

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when styling and finishing hair
2. Be able to blow dry hair into shape
3. Be able to finger dry hair into shape
4. Be able to finish hair
5. Know and understand how to maintain effective and safe methods of working when styling and finishing hair
6. Know and understand how to blow dry and finger dry hair into shape
7. Know and understand how to finish hair

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH1. You must demonstrate in your everyday work that you have met this standard for style and finish hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Position your client to meet the needs of the service without causing them discomfort
- e. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- f. Use working methods that:
  - Minimise the wastage of products
  - Minimise the risk of damage to tools, equipment and heated styling equipment
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental sustainable working practices
- g. Ensure your personal hygiene, protection and appearance meet accepted industry and organisational requirements
- h. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- i. Dispose of waste materials
- j. Complete the service within a commercially viable time

\*May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to blow dry hair into shape

You must be able to:

- a. Apply suitable products, when used, following manufacturers' instructions
- b. Control your styling tools to minimise the risk of damage to the hair length, client discomfort and to achieve the desired look
- c. Take sections of hair which suit the size of the styling tools
- d. Maintain an even tension throughout the blow drying process
- e. Keep the hair damp throughout the blow drying process
- f. Test the temperature of heated styling equipment throughout the service
- g. Control the hair length during the blow drying process taking account of factors influencing the service
- h. Use tools and equipment in a way that achieves the desired blow dry finish

\*May be assessed by supplementary evidence.

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



### Learning outcome 3

## Be able to finger dry hair into shape

You must be able to:

- a. Apply suitable products, when used, following manufacturers' instructions
- b. Keep the hair damp throughout the styling process
- c. Control the hair during the styling process taking account of factors influencing the service
- d. Ensure that finger drying achieves the direction, volume and balance for the desired look

*\*May be assessed by supplementary evidence.*

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





## Learning outcome 4

### Be able to finish hair

You must be able to:

- a. Use heated styling equipment, when necessary, that is at the correct temperature for your client's hair and the desired look
- b. Control your use of heated styling equipment, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- c. Take sections of hair which suit the size of the heated styling equipment, when used
- d. Use back combing and back brushing techniques, when required, to achieve the desired look
- e. Apply and use suitable products, when required, to meet manufacturers' instructions
- f. Ensure the finished look takes into account relevant styling factors influencing the service
- g. Ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
- h. Confirm the client's satisfaction with the finished look
- i. Give your client advice and recommendations on the service provided

\*May be assessed by supplementary evidence.

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





# Observation range

You must practically demonstrate that you have:

Used a <b>minimum of 4</b> products	Portfolio reference
Heat protectors	
Sprays	
Mousse	
Creams	
Gels	
Serums	
Wax	
Used <b>both</b> types of heated styling equipment	Portfolio reference
Straighteners	
Tongs	
Styled <b>all</b> hair lengths	Portfolio reference
Above shoulder	
Below shoulder	
One length	
Layered	
Used <b>all</b> blow drying tools and equipment	Portfolio reference
Hand dryer	
Attachments	
Round brush	
Flat brush	

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



You must practically demonstrate that you have:

Taken into account <b>all</b> factors		Portfolio reference
Hair characteristics		
Hair classifications		
Hair cut		
Hair growth patterns		
Head and face shape		
Produced <b>all</b> blow dry finishes		Portfolio reference
Straightening		
Smoothing		
Creating volume		
Creating movement		
Creating curl		
Given <b>all</b> advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Present and future products and services		

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

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

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

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

*\*This is not an exhaustive list.*

# Knowledge



## Learning outcome 5

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

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The different types of working methods that promote environmental and sustainable working practices	
c. Your salon's requirements for client preparation	
d. The range of protective clothing that should be available for clients	
e. What contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services	
f. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
g. Why it is important to avoid cross-infection and cross-infestation	
h. Why it is important to keep your work area clean and tidy	
i. The correct use and maintenance of tools and equipment	
j. Methods of cleaning, disinfecting and sterilisation used in salons	
k. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
l. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
m. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	



## Learning outcome 5 (continued)

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

You must know and understand:	Portfolio reference
n. Why it is important to check electrical equipment used to aid the styling and finishing processes	
o. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
p. The correct methods of waste disposal	
q. Your salon's expected service times for styling and finishing hair	



## Learning outcome 6

### Know and understand how to blow dry and finger dry hair into shape

You must know and understand:	Portfolio reference
a. Why hair should be kept damp during the blow drying and finger drying process	
b. The effects of humidity on hair	
c. The physical effects of the blow drying, finger drying and heated styling processes on the hair structure	
d. The types of products and equipment used for styling and finishing hair	
e. The manufacturers' instructions on the use of the specific styling and finishing products in your salon	
f. Why and how to use the different types of: <ul style="list-style-type: none"> <li>• Styling brushes when blow drying</li> <li>• Attachments when blow drying</li> <li>• Heated styling equipment when styling and finishing</li> <li>• Products and when to apply them</li> </ul>	
g. Current techniques for blow drying, finger drying and finishing hair	
h. How different factors affect the styling process and the finished look	
i. How to manage different hair lengths when styling the hair	
j. How the finished result of blow drying is affected by: <ul style="list-style-type: none"> <li>• Tension</li> <li>• Size of hair mesh</li> <li>• Size of brush</li> <li>• The angle at which the brush is held</li> <li>• Not allowing the hair to cool before removing the hair mesh from the brush</li> </ul>	
k. Why the direction of the air flow when drying is important to achieve the desired look	



## Learning outcome 6 (continued)

### Know and understand how to blow dry and finger dry hair into shape

You must know and understand:	Portfolio reference
l. Why hair needs to be sectioned for styling	
m. How the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement	
n. The effects that can be achieved by curling on and off base	



## Learning outcome 7

### Know and understand how to finish hair

You must know and understand:	Portfolio reference
a. Why temperature of equipment should be adapted to suit different hair types	
b. How the incorrect application of heat can affect the hair and scalp	
c. Why hair should be allowed to cool prior to finishing	
d. When and how to apply different back combing and back brushing techniques to achieve the desired look	
e. The importance of providing advice and recommendations on the products and services provided in the salon	





# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items (easy-dry towels)	
Using recycled, eco friendly furniture	
Using low-chemical paint	
Using organic and allergy free hair products	
Using ultra-low ammonia hair colourants	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	



You must know and understand:

Factors - how different factors affect the styling process and the finished look		Portfolio reference
Hair characteristics		
Hair classifications		
Hair cut		
Hair growth patterns		
Head and face shape		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

# UHB71

## Set and dress hair

This unit is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required.

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when setting and dressing hair
2. Set hair
3. Dress hair

NOS

# SKACH2

SCQF Level

**5**

SCQF Credit Points

**7**

Observation(s)

**4**

External paper(s)

**0**



# Set and dress hair

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when setting and dressing hair
2. Be able to set hair
3. Be able to dress hair
4. Know and understand how to maintain effective and safe methods of working when setting and dressing hair
5. Know and understand how to set and dress hair

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH2. You must demonstrate in your everyday work that you have met this standard to set and dress hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).





# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Position your client to meet the needs of the service without causing them discomfort
- e. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that:
  - Minimise the wastage of products
  - Minimise the risk of damage to tools and equipment
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- h. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- i. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- j. Dispose of waste materials
- k. Complete the service within a commercially viable time

\* May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to set hair

You must be able to:

- a. Confirm and agree with your client the setting techniques and look required
- b. Control your tools and equipment to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
- c. Apply suitable products following manufacturers' instructions
- d. Control your client's hair throughout the setting process taking account of factors influencing the service
- e. Take sections of hair which suit the size of the tools and equipment
- f. Keep the hair damp throughout the setting process, when necessary
- g. Section and wind the hair cleanly and evenly to achieve the desired look
- h. Ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
- i. Maintain the correct tension throughout the setting process
- j. Remove any items used for setting, avoiding discomfort to your client
- k. Ensure your setting techniques achieve the desired look

\*May be assessed by supplementary evidence.

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





**Learning outcome 3**

**Be able to dress hair**

You must be able to:

- a. Leave your client’s hair free of all section marks as necessary
- b. Use heated equipment, as necessary, at the correct temperature for your client’s hair and the desired look
- c. Control your tools and equipment to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- d. Apply and use suitable products to meet manufacturers’ instructions
- e. Ensure the finished look takes into account relevant factors influencing the service
- f. Ensure your dressing techniques and effects achieve the intended shape, direction and volume agreed with your client
- g. Confirm your client’s satisfaction with the finished look
- h. Give your client advice and recommendations on the service provided

*\* May be assessed by supplementary evidence.*

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



# Observation range

You must practically demonstrate that you have:

Used a <b>minimum of 4</b> products		Portfolio reference
Heat protectors		
Sprays		
Mousse		
Creams		
Gels		
Serums		
Setting lotions		
Wax		
Used <b>all</b> tools and equipment		Portfolio reference
Rollers		
Combs		
Pin curl clips		
Brushes		
Grips and pins		
Heated equipment		
Used a <b>minimum of 3</b> setting techniques		Portfolio reference
Rollering		
Spiral curling		
Wrap setting		
Pin curling to give volume		
Pin curling to give flat movement		

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



You must practically demonstrate that you have:

Taken into account <b>all</b> factors		Portfolio reference
Hair characteristics		
Hair classification		
Hair cut		
Hair length		
Head and face shape		
The occasion for which the style is required		
Used <b>all</b> sectioning and winding techniques		Portfolio reference
Point to root		
Root to point		
On base		
Off base		
Directional		
Brick		
Used <b>all</b> dressing techniques and created <b>all</b> effects		Portfolio reference
Curls		
Rolls		
Smoothing		
Back-combing		
Back-brushing		
Given <b>all</b> advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Present and future products and services		

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

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

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

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

*\*This is not an exhaustive list.*

# Knowledge



## Learning outcome 4

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

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The different types of working methods that promote environmental and sustainable working practices	
c. Your salon's requirements for client preparation	
d. The types of protective clothing that should be available for clients	
e. What contact dermatitis is and how to avoid developing it whilst carrying out setting and dressing services	
f. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
g. Why it is important to avoid cross-infection and cross-infestation	
h. Why it is important to keep your work area clean and tidy	
i. The correct use and maintenance of tools and equipment	
j. Methods of cleaning, disinfecting and sterilisation used in salons	
k. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
l. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
m. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	
n. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
o. The correct methods of waste disposal	
p. Your salon's expected service times for setting and dressing	



## Learning outcome 5

### Know and understand how to set and dress hair

You must know and understand:	Portfolio reference
a. The range of tools, equipment and products available for setting and dressing	
b. The manufacturers' instructions on the use of the specific setting and dressing products in your salon	
c. Why and how to use the different types of tools and equipment for setting and dressing	
d. How different factors affect the setting and dressing processes and the finished look	
e. Why and when to use different types of setting techniques	
f. How to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look	
g. Why and how to use the different types of sectioning and winding techniques	
h. Why and how to use different dressing techniques	
i. How the angle of winding influences the volume and direction of the hair	
j. Why set hair sections need to be brushed out thoroughly	
k. Methods of handling, controlling and securing hair to achieve curls and rolls	
l. The importance of maintaining the correct tension throughout the setting process	
m. The effects of humidity on hair	
n. The physical effects of setting on the hair structure	
o. How the incorrect application of heat can affect the hair and scalp	



## Learning outcome 5 (continued)

### Know and understand how to set and dress hair

You must know and understand:	Portfolio reference
p. Why hair should be kept damp during the setting process	
q. How heat protectors act to protect the hair	
r. The importance of confirming the required style requirements with the client	
s. The removal and or take-down requirements for the hairstyle	
t. The importance of providing advice and recommendations on the products and services provided in the salon	





# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items (easy-dry towels)	
Using recycled, eco friendly furniture	
Using low-chemical paint	
Using organic and allergy free hair products	
Using ultra-low ammonia hair colourants	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	





You must know and understand:

Factors - how different factors affect the setting and dressing processes and the finished look		Portfolio reference
Hair characteristics		
Hair classification		
Hair cut		
Hair length		
Head and face shape		
The occasion for which the style is required		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

# Notes

Use this area for notes and diagrams



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# UHB72

## Cut hair using basic techniques

This unit is about creating a variety of basic looks using club cutting, freehand, texturising and scissor over comb techniques. You are required to use these techniques to produce uniform layers, short and long graduations and one length cuts.

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

The main outcomes of this unit are:

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

NOS

# SKACH3

SCQF Level

**5**

SCQF Credit Points

**13**

Observation(s)

**8**

External paper(s)

**0**



# Cut hair using basic techniques

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least eight occasions, two for each cutting look** (fringes can be incorporated into any of the cutting looks). These looks must include:
  - one length above the shoulder, and
  - a short graduation incorporating the use of scissor over comb.

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH3. You must demonstrate in your everyday work that you have met this standard for cut hair using basic techniques. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Keep your client's skin free of excess hair cuttings throughout the service
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use working methods that:
  - Minimise the risk of damage to tools
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials
- l. Complete the service within a commercially viable time

\* May be assessed by supplementary evidence.

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





## Learning outcome 2

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

You must be able to:

- a. Establish the factors likely to influence the service
- b. Confirm with your client the look agreed at consultation prior to commencing the cut
- c. Create and follow the cutting guideline(s) to achieve the required look
- d. Control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
- e. Use cutting techniques suitable for your client's hair type and to achieve the desired look
- f. Adapt your cutting techniques to take account of the factors that influence the service
- g. Change your own position and that of your client to help you ensure the accuracy of the cut
- h. Cross-check the cut to establish accurate distribution of weight, balance and shape
- i. Remove any unwanted hair outside the desired outline shape
- j. Consult with your client during the cutting process to confirm the desired look
- k. Make a final visual check of the hair to ensure the finished cut is accurate
- l. Confirm your client's satisfaction with the finished cut
- m. Give your client advice and recommendations on the service provided

\*May be assessed by supplementary evidence.

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



# Observation range

You must practically demonstrate that you have:

<b>Adapted your cutting techniques to take into account <b>all</b> factors</b>		<b>Portfolio reference</b>
Hair classifications		
Hair characteristics		
Head and face shape		
Hair growth patterns		
<b>Achieved <b>all</b> the looks</b>		<b>Portfolio reference</b>
One length		
Uniform layer		
Short graduation		
Long graduation		
With a fringe		
<b>Used <b>all</b> cutting techniques</b>		<b>Portfolio reference</b>
Club cutting		
Freehand		
Scissor over comb		
Texturising		
<b>Given <b>all</b> advice and recommendations</b>		<b>Portfolio reference</b>
How to maintain their look		
Time interval between services		
Present and future products and services		

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

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

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

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

*\*This is not an exhaustive list.*

# Knowledge



## Learning outcome 3

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

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. The different types of working methods that promote environmental and sustainable working practices	
c. Your salon's requirements for client preparation	
d. The range of protective clothing that should be available for clients	
e. Why it is important to protect clients from hair clippings	
f. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
g. Why it is important to avoid cross-infection and cross-infestation	
h. Why it is important to keep your work area clean and tidy	
i. The correct use and maintenance of cutting tools	
j. Methods of cleaning, disinfecting and sterilisation used in salons	
k. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
l. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
m. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow	
n. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
o. The correct methods of waste disposal	
p. Your salon's expected service times for different cutting looks	



## Learning outcome 4

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

You must know and understand:	Portfolio reference
a. The different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service	
b. The factors which should be considered when cutting wet hair and dry hair	
c. The importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp	
d. The importance of consulting with clients throughout the cutting process	
e. The importance of applying the correct degree of tension to the hair when cutting	
f. How and why to use club, freehand, texturising and scissor over comb cutting techniques	
g. The reasons for establishing and following guidelines	
h. How different cutting angles will impact on weight distribution, balance and the degree of graduation	
i. How to create the different looks	
j. How to cross-check and balance the cut	
k. The importance of providing advice and recommendations on the products and services provided in the salon	



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role		Portfolio reference
Health and Safety at Work Act		
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)		
The Health and Safety (First Aid) Regulations		
The Regulatory Reform (Fire Safety) Order		
The Manual Handling Operations Regulations		
The Control of Substances Hazardous to Health Regulations (COSHH)		
The Electricity at Work Regulations		
The Environmental Protection Act		
The Management of Health and Safety at Work Regulations		
The Health and Safety (Information for Employees) Regulations		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

Factors - the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service		Portfolio reference
Hair classifications		
Hair characteristics		
Head and face shape		
Hair growth patterns		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		



# UHB73

## Colour and lighten hair

This unit is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This standard covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required.

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when colouring and lightening hair
2. Prepare for colouring and lightening
3. Colour and lighten hair

NOS

# SKACH4

SCQF Level

## 6

SCQF Credit Points

## 14

Observation(s)

## 5

External paper(s)

## 2



# Colour and lighten hair

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least five occasions, each on different clients**. One observation must be an application of woven highlights and/or lowlights on a full head.  
  
Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. **There are two external papers that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACH4. You must demonstrate in your everyday work that you have met this standard for Colour and lighten hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet the salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment when using colouring and/or lightening chemicals
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimise fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use working methods that:
  - Minimise the wastage of products
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials
- l. Complete the service within a commercially viable time

\*May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to prepare for colouring and lightening

You must be able to:

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

*\*May be assessed by supplementary evidence.*

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



## Learning outcome 3

### Be able to colour and lighten hair

You must be able to:

- a. Confirm the desired effect with your client prior to the application of products
- b. Section the hair cleanly and evenly to assist the accurate application of products
- c. Apply products taking into account relevant factors influencing the service
- d. Use colour and lightening techniques suitable for achieving the desired look and following manufacturers' instructions
- e. Apply products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area
- f. Time the development of products following manufacturers' instructions
- g. Confirm the required result has been achieved by taking strand tests at suitable times throughout the process
- h. Massage the hair and scalp to emulsify the colour, as necessary, prior to removal, following manufacturers' instructions
- i. Remove from the hair products that have developed, avoiding disturbance to areas still processing
- j. Remove colouring or lightening materials from hair with minimum discomfort to your client
- k. Leave the hair and scalp free of products after the desired effect is achieved
- l. Identify any problems during the services and resolve them within the limits of your own authority
- m. Refer problems which cannot be resolved to the relevant person
- n. Achieve the desired effect to the satisfaction of your client
- o. Give your client advice and recommendations on the service provided

*\* May be assessed by supplementary evidence.*

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





# Observation range

You must practically demonstrate that you have:

Used a <b>minimum of 4</b> products	Portfolio reference
Semi-permanent	
Quasi-permanent	
Permanent	
Lighteners	
Toners	
Carried out <b>all</b> tests	Portfolio reference
Skin	
Incompatibility	
Porosity	
Elasticity	
Colour	
Taken into account <b>all</b> factors	Portfolio reference
Hair classifications	
Hair characteristics	
Temperature	
Existing colour of hair	
Percentage of white hair	
Test results	
Strength of hydrogen peroxide	
Hair length	
Skin tone	
Time interval from last perm or relaxer	
Recent removal of hair extensions	

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



You must practically demonstrate that you have:

Used a <b>minimum of 4</b> colouring and lightening techniques		Portfolio reference
Full head application of quasi-permanent colour		
Regrowth application of permanent colour		
Full head application of permanent colour		
Woven highlights and/or lowlights		
Pulled through highlights and/or lowlights		
Given <b>all</b> advice and recommendations		Portfolio reference
How to maintain their colour		
Time interval between services		
Present and future products and services		

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

## Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 2		
2 of 2		

# Knowledge



## Learning outcome 4

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

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing and products that should be available to yourself and clients	
d. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
e. The current legal requirements and guidance relating to age restrictions for colouring and lightening services	
f. Why it is important to keep your work area clean and tidy	
g. How to minimise the wastage of products	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. Methods of cleaning, disinfecting and/or sterilisation used in salons	
j. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
k. The different types of working methods that promote environmental and sustainable working practices	
l. Why it is important to use personal protective equipment	
m. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
n. What contact dermatitis is, and how to avoid developing it whilst carrying out colouring services	

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



## Learning outcome 4 (continued)

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

You must know and understand:	Portfolio reference
O. Your salon's expected service times for basic colouring and lightening work	
P. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
Q. The correct methods of waste disposal	
R. Which colouring and lightening services should not be carried out on minors under 16 years of age	

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



## Learning outcome 5

### Know and understand how to prepare for colouring and lightening

You must know and understand:	Portfolio reference
a. The legal significance of client questioning and the recording of client's responses to questioning	
b. The importance of recognising any contra-indications to colouring and lightening services	
c. The types and purposes of tests	
d. The importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests	
e. When and how tests should be carried out and the importance of recording test results	
f. How the results of tests can influence the colouring and lightening services	
g. The courses of action to take in the event of adverse reactions to tests	
h. The importance of informing your client of the likely cost, duration and expected outcome of the service	
i. The principles of colour selection, including the International Colour Chart (ICC)	
j. How the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten	
k. The effect of different colouring and lightening products on the hair structure	
l. When to use the different types of lighteners and toners available	
m. How the different strengths of hydrogen peroxide influence colouring and lightening	

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



## Learning outcome 5 (continued)

### Know and understand how to prepare for colouring and lightening

You must know and understand:	Portfolio reference
n. How porosity levels can affect the choice and application of products and the final results	
o. Effects of temperatures on the application and development of colouring and lightening products	
p. The importance of constantly monitoring the development of lightening products	
q. How and why contra-indications can affect the delivery of colouring and lightening services	
r. The types of colouring, lightening and toning products available, including temporary colours	
s. The types of tools, materials and equipment used for colouring and lightening	
t. The different colour, lowlighting and highlighting techniques	
u. How to prepare materials to meet the application requirements	
v. The dangers associated with the inhalation of powder lighteners	
w. The importance of preparing your client's hair and protecting their skin prior to service	

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





## Learning outcome 6

### Know and understand how to colour and lighten hair

You must know and understand:	Portfolio reference
a. The importance of confirming the desired effect with your client prior to the application of products	
b. The importance of sectioning hair accurately when colouring and lightening	
c. How different factors may impact on your colouring and lightening service	
d. The factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look	
e. When and why to carry out colour refreshing techniques on the mid lengths and ends	
f. The importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products	
g. The importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area	
h. Why it is important to emulsify colour prior to removal	
i. Methods of applying and removing colouring and lightening products	
j. The importance of using products economically	
k. The importance of restoring the hair's pH balance after the colouring and lightening process	
l. Why it is important to avoid disturbing areas still processing when removing products from developed areas	
m. The types and causes of colouring and lightening problems that may occur during processing	

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



## Learning outcome 6 (continued)

### Know and understand how to colour and lighten hair

You must know and understand:	Portfolio reference
n. Ways of resolving simple colouring and lightening problems that may occur during processing	
o. The potential risks of using lightening products on previously chemically treated hair	
p. The precautions that must be taken when using powder and other lighteners	
q. The limits of your authority for resolving colouring and lightening problems	
r. The person to whom you should report problems you cannot resolve	
s. The importance of confirming the client's satisfaction	
t. The importance of providing advice and recommendations on the products and services provided in the salon	

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



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role		Portfolio reference
Health and Safety at Work Act		
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)		
The Health and Safety (First Aid) Regulations		
The Regulatory Reform (Fire Safety) Order		
The Manual Handling Operations Regulations		
The Control of Substances Hazardous to Health Regulations (COSHH)		
The Electricity at Work Regulations		
The Environmental Protection Act		
The Management of Health and Safety at Work Regulations		
The Health and Safety (Information for Employees) Regulations		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

**Contra-indications (examples only) - the importance of recognising any contra-indications to colouring and lightening services**

Portfolio reference

History of previous allergic reactions to colouring products

Other known allergies

Skin disorders

Incompatible products

Medical advice or instructions

Evident hair damage

Age restrictions

**Factors - the different factors that must be taken into consideration prior to and during colour and lightening and how these impact on the services**

Portfolio reference

Hair classifications

Hair characteristics

Temperature

Existing colour of hair

Percentage of white hair

Test results

Strength of hydrogen peroxide

Hair length

Skin tone

Time interval from last perm or relaxer

Recent removal of hair extensions

**Advice and recommendations**

Portfolio reference

Additional services

Additional products

# UHB74

## Advise and consult with clients

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

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

The main outcomes of this unit are:

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

NOS

# SKACHB9

SCQF Level

**5**

SCQF Credit Points

**8**

Observation(s)

**3**

External paper(s)

**1**



# Advise and consult with clients

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

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

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

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**



# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

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



# Observations

## Learning outcome 1

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

You must be able to:

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

*\* May be assessed by supplementary evidence.*

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



## Learning outcome 2

### Be able to examine the hair, skin and scalp

You must be able to:

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

\*May be assessed by supplementary evidence.

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



### Learning outcome 3

## Be able to advise your client and agree services and products

You must be able to:

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

*\* May be assessed by supplementary evidence.*

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



# Observation range

You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

## Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		



# Knowledge



## Learning outcome 4

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

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

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



## Learning outcome 5

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

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

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



## Learning outcome 6

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

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

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



# Knowledge range

You must know and understand:

Health and safety legislation - your responsibilities under current relevant health and safety legislation, standards and guidance such as Health and Safety at Work Act and other relevant legislation

Portfolio reference

Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	
Data Protection Act	
Working Time Directives	
Cosmetic Products Regulations	
Sale of Goods Act	
Distance Selling Act	
Trade Descriptions Act	
Consumer Protection legislation	



You must know and understand:

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

# Notes

Use this area for notes and diagrams



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# UHB75

## Shampoo, condition and treat the hair and scalp

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

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

The main outcomes of this unit are:

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



NOS

**SKACHB11**

SCQF Level

**5**

SCQF Credit Points

**5**

Observation(s)

**3**

External paper(s)

**1**



# Shampoo, condition and treat the hair and scalp

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least three occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.  
  
Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

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



# Observations

## Learning outcome 1

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

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment, if required
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use working methods that:
  - Minimise the risk of damage to tools
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials
- l. Complete the service within a commercially viable time

\* *May be assessed by supplementary evidence.*

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



## Learning outcome 2

### Be able to shampoo, condition and treat the hair and scalp

You must be able to:

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

\*May be assessed by supplementary evidence.

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



# Observation range

You must practically demonstrate that you have:

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

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



You must practically demonstrate that you have:

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

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



# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*

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

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

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

## Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Learning outcome 3

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

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing that should be available to yourself and clients	
d. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
e. What is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services	
f. Why it is important to keep your work area clean and tidy	
g. Why it is important to avoid cross-infection and cross-infestation	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. Methods of cleaning, disinfecting and sterilisation used in salons	
j. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
k. The different types of working methods that promote environmental and sustainable working practices	
l. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
m. The importance of questioning clients to establish any contra-indications to hair and scalp treatment services	

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



### Learning outcome 3 (continued)

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

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

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



## Learning outcome 4

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

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

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



## Learning outcome 4 (continued)

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

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

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



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role		Portfolio reference
Health and Safety at Work Act		
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)		
The Health and Safety (First Aid) Regulations		
The Regulatory Reform (Fire Safety) Order		
The Manual Handling Operations Regulations		
The Control of Substances Hazardous to Health Regulations (COSHH)		
The Electricity at Work Regulations		
The Environmental Protection Act		
The Management of Health and Safety at Work Regulations		
The Health and Safety (Information for Employees) Regulations		
Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices		Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)		
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)		
Reducing water usage and other resources		
Preventing pollution		
Using disposable items (easy-dry towels)		
Using recycled, eco friendly furniture		
Using low-chemical paint		
Using organic and allergy free hair products		
Using ultra-low ammonia hair colourants		
Using environmentally friendly product packaging		
Choosing responsible domestic products (Fairtrade tea and coffee)		
Encouraging carbon-reducing journeys to work		



You must know and understand:

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

# Notes

Use this area for notes and diagrams



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# UHB76

## Develop and maintain your effectiveness at work

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

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

The main outcomes of this unit are:

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

NOS

# SKACHB12

SCQF Level

**5**

SCQF Credit Points

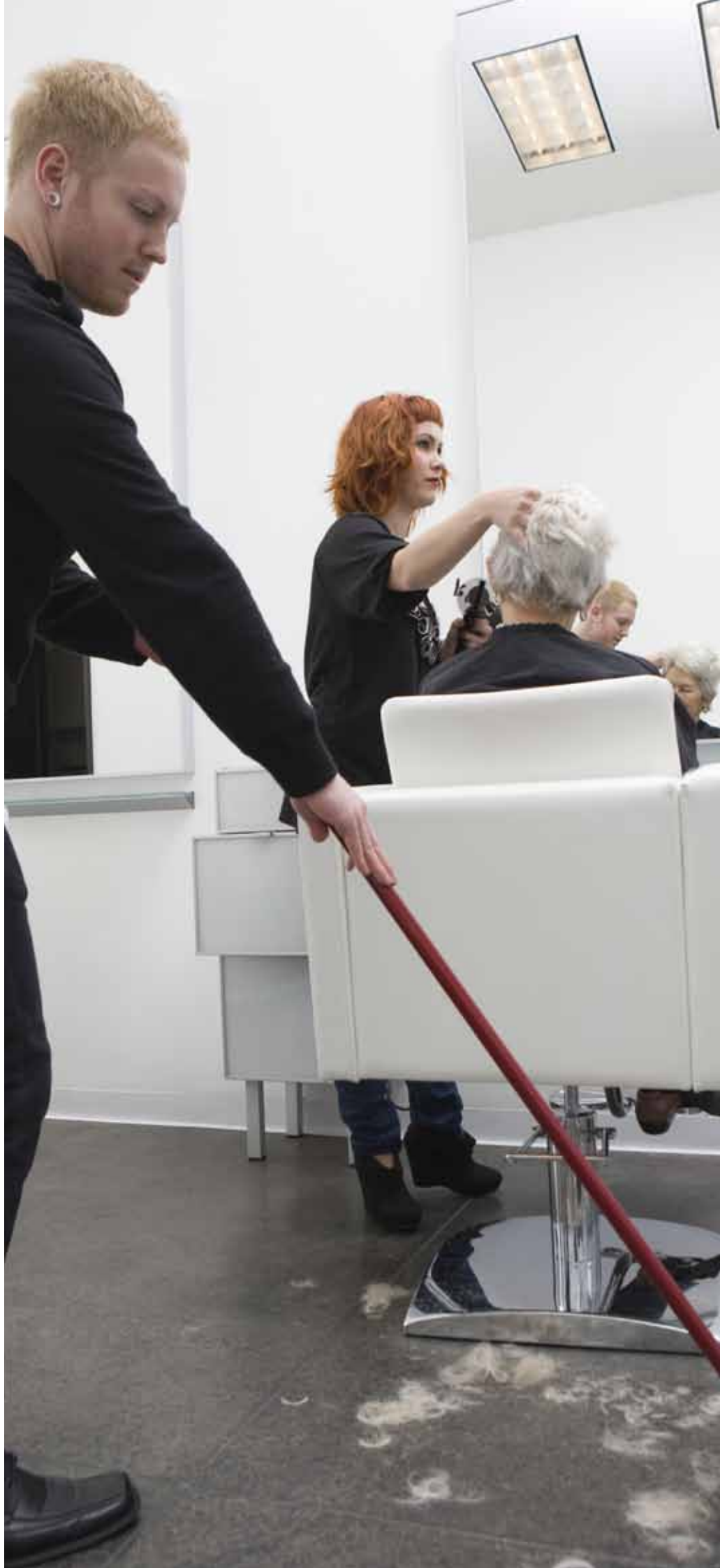
**3**

Observation(s)

**1**

External paper(s)

**0**



# Develop and maintain your effectiveness at work

## Learning outcomes

On completion of this unit you will:

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

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least one occasion**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.  
  
Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

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

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

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

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

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

## Achieving range

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

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

## National Occupational Standards (NOS)

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



# Observations

## Learning outcome 1

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

You must be able to:

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

\* *May be assessed by supplementary evidence.*

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



## Learning outcome 2

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

You must be able to:

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

\*May be assessed by supplementary evidence.

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



# Observation range

You must practically demonstrate that you have:

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

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

# Developing knowledge

## Achieving knowledge outcomes

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

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

*\*This is not an exhaustive list.*



# Knowledge



## Learning outcome 3

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

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



### Learning outcome 3 (continued)

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

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



## Learning outcome 4

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

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

# Notes

Use this area for notes and diagrams



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