

VTCT Level 2 Certificate in Cutting Hair (QCF)

Accreditation start date: **1 August 2010**
Credit value: **14**
Guided learning hours (GLH): **129**
Qualification number: **500/8877/4**

Statement of unit achievement

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

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

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UV20483				
UV20386				
UV20485				

The qualification

Introduction

The VTCT Level 2 Certificate in Cutting Hair (QCF) is a qualification that has been specifically designed to develop your practical skills in; the creative art of cutting women's hair and how to provide an effective consultation service for clients.

Underpinning this qualification you will develop a sound knowledge of health and safety whilst working in the hairdressing industry. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is to develop your practical skills to a high level of occupational ability to enable you to perform your own salon services.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is accredited on the Qualifications and Credit Framework (QCF).

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



Progression

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

- Level 2 NVQ Diploma in Hairdressing (QCF)
- Level 2 NVQ Diploma in Hairdressing (Combined Hair Types) (QCF)
- Level 2 NVQ Diploma in Barbering (QCF)
- Level 2 NVQ Diploma in Chemically Treated African Type Hair (QCF)
- Level 2 NVQ Diploma in Treating Natural African Type Hair (QCF)
- Level 2 NVQ Diploma in Barbering African Type Hair (QCF)
- Level 3 NVQ Diploma in Hairdressing (QCF)

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

- Level 2 Diploma in Barbering (QCF)
- Level 2 Diploma in African Caribbean Hairdressing (QCF)
- Level 2 Certificate in Colouring Hair (QCF)
- Level 2 Certificate in Perming and Neutralising (QCF)
- Level 2 Certificate in Barbering (QCF)
- Level 2 Certificate in African Caribbean Hairdressing (QCF)
- Level 2 Award in Scalp Massage Services (QCF)
- Level 2 Award in Wig Services (QCF)
- Level 2 Award in Salon Reception Duties (QCF)
- Level 2 Award in Health and Safety for Hair and Beauty (QCF)

- Level 2 Award in Emergency First Aid at Work (QCF) (HSE Approved)
- Level 2 Award in Preventing Contact Dermatitis (QCF)
- Level 3 Diploma in Women's Hairdressing (QCF)
- Level 3 Award in Cutting Women's Hair (QCF)

This qualification may lead directly into employment in the hairdressing industry as a junior cutting specialist or to work as an independent hairdresser.

Qualification structure

Total credits required - 14

All mandatory units must be completed.

Mandatory units - 14 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20386	A/600/9065	Client consultation for hair services	3	30
UV20485	T/600/8612	Cut women's hair	8	75

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 verified by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external verifiers.

External assessment

(any requirements will be shown in the unit)

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

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

Assessment explained

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

Your centre will have an internal verifier whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

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

This record of assessment book is your property and must be in your possession when you are being assessed or verified. 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.

Many frequently asked questions and other useful information are detailed in the VTCT Candidate's Handbook, which is available on the VTCT website at www.vtct.org.uk/students. Other questions should be addressed to the 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)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20386	Client consultation for hair services	1	✓	✓
UV20485	Cut women's hair	1	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes. There are 9 levels of achievement within the Qualifications and Credit Framework (QCF).
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guided learning hours (GLH)	GLH is an estimate of the time allocated to teach, instruct, assess and support learners throughout a unit. Learner initiated private study, preparation and marking of formative assessment is not taken into account.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV20483

Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

2

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

1



Follow health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

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

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

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

Maximum service times

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

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to maintain health, safety and security practices

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

** May be assessed through oral questioning.*

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



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Outcome 2

Be able to follow emergency procedures

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

** May be assessed through oral questioning.*

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to maintain health, safety and security practices

You can:	Portfolio reference / Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to follow emergency procedures

You can:	Portfolio reference / Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of fire fighting equipment for different types of fire	
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

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

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to maintain health, safety and security practices

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Salon hazards: Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

Environmental – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

Security (cash) – unattended reception/till, money in transit, cash left in till overnight.

Security (people) – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Hygiene – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

Salon policy for security:

Cash – staff training, point of sale, regular banking, in transit.

People – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Belongings – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

Security breaches – inform salon owner/head of school, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Use of tools and equipment: Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

Maintenance of tools and equipment: Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove



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Outcome 1: Be able to maintain health, safety and security practices (continued)

and label broken tools and equipment, store correctly.

Preparation of work area: Work station/ bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/ small equipment, portable appliance tested, bed/seat/basin (select height).

How to follow safe and hygienic working practices:

Maintaining a safe salon – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/ beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – avoid latex, powdered gloves, apron, protective glasses.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – clean for every client, place dirty

towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

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

How to maintain personal presentation and hygiene: Clothes/uniform (washed/ ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds



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Outcome 1: Be able to maintain health, safety and security practices (continued)

with plaster, wear personal protective equipment.

Risk: The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

Position yourself and the client appropriately:

Stylist/therapist/nail technician – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

Client – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

The difference between health and safety legislation, regulations and code of conduct:

Legislation and regulations – government lead, implemented, monitored.

Code of practice and policies – salon lead, implemented, monitored.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and

services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Employer responsibility for safety of staff/employees/clients: Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.



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Outcome 2: Be able to follow emergency procedures

Emergency procedures:

Accidents – call ambulance, internal emergency number, nominated first aider, records.

First aid – call nominated first aider, emergency internal number, ensure accurate records.

First aid equipment – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

Fire evacuation – nominated assembly point, fire wardens, regular simulation.

Incidents – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

Position of fire fighting equipment – induction process.

How to use fire fighting equipment – designated personnel, initial/ongoing training.

Records and documentation – initial/ongoing training, up-to-date, accurate.

Safety drills – induction process, initial/ongoing training person, regular simulation.

Personnel responsible for safety – nominated health and safety officer (internal/external).

Fire fighting equipment: Location, extinguishers (water, foam, powder, CO₂ gas), sand bucket, fire blanket, alarm.

Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

Notes

Use this area for notes and diagrams



UV20386

Client consultation for hair services

Through this unit you will develop the ability to provide an effective consultation and advisory service for your clients. Being able to identify the capability of your clients' hair will allow you to make recommendations based on questioning, observation and test results.

You will learn how to deal with influencing factors like the client's previous history of their hair, contra-indications, skin and scalp disorders, their lifestyle, and commitment to the service and cost involved, which all impact on the services you suggest.

This unit is suitable for both hairdressers and barbers.

Level

2

Credit value

3

GLH

30

Observation(s)

3

External paper(s)

1



Client consultation for hair services

Learning outcomes

On completion of this unit you will:

1. Be able to consult and advise clients
2. Know the characteristics of the hair

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
At least 75% of 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
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. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

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

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

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

Maximum service times

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

Achieving range

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

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



Observations

Outcome 1

Be able to consult and advise clients

You can:

- a. Communicate in a manner that creates confidence and trust, and maintains goodwill
- b. Establish client requirements for products and services, using appropriate communication techniques
- c. Consult and complete client records
- d. Identify factors that may limit or prevent the choice of services or products*
- e. Advise the client on any factors which may limit, prevent or affect their choice of service or product*
- f. Provide the client with clear recommendations for referral when required*
- g. Recommend and agree a service or product
- h. Follow safe and hygienic working practices

* May be assessed through oral questioning.

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



Range

*You must practically demonstrate that you have:

Provided an effective consultation for all types of client	Portfolio reference
New	
Regular	
Used all consultation techniques	Portfolio reference
Questioning	
Observation	
Testing	
Considered all influencing factors	Portfolio reference
Adverse hair, skin and scalp conditions	
Incompatibility of previous services and products used	
Lifestyle	
Dealt with all problems	Portfolio reference
Suspected infections	
Suspected infestations	

*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:

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to consult and advise clients

You can:	Portfolio reference / Assessor initials*
i. Explain how to communicate effectively	
j. Outline communication techniques used during client consultation	
k. State the importance of consulting client records	
l. Describe the tests carried out for different services	
m. State the importance of following manufacturers' instructions, salon policies and legal requirements	
n. State the importance of identifying factors that may limit, prevent or affect the service	
o. State the importance of identifying and recording contra-indications	
p. State who to refer to for different contra-indications	
q. State the importance of not naming referable contra-indications	
r. Describe the information that should be on a record card	
s. Describe how client records should be held and maintained	
t. State the importance of client confidentiality	
u. Outline legislation that affects how information is used during client consultation	

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

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Know the characteristics of the hair

You can:	Portfolio reference / Assessor initials*
a. Describe visual signs of suspected infections, infestations, and disorders visible to the naked eye	
b. Describe the basic structure of the skin and hair	
c. Describe the characteristics of the hair structure and the different hair types	
d. Describe the hair growth cycle	
e. State the average hair growth rate	
f. Describe the general factors that contribute to healthy hair	

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

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to consult and advise clients

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

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

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

Written – visual aids, magazines, client records.

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

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client, use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Use visual aids – shade charts, style book, portfolio, collection of pictures.

Services needing a consultation:

Shampooing and conditioning – normal, dry, oily, chemically treated, damaged, dandruff, surface, penetrating, scalp, leave in.

Cutting – uniform layer, one length, short graduation, long graduation.

Shaving and beard cutting – trim, re-shape, moustache, beard, shaving.

Setting – brick, directional, wet, dry, finger waves, pin-curls.

Blow-drying – finger dry, curling, straightening and smoothing, body.

Colouring – semi-, full-head quasi-, full-head permanent, re-growth, woven, pulled through.

Perming – brick, directional, '9' section.

Hair up – plaiting, rolls, pleat.

Aftercare advice – how to maintain hair condition, products, styling/finishing products, dressing techniques, use of styling equipment, interval (between cuts, colour and perms).



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Outcome 1: Be able to consult and advise clients (continued)

Advise clients on product use:

Shampoos – normal, dry, oily, chemically treated, damaged, dandruff, curly.

Conditioners – surface, penetrating, scalp, leave in.

Styling products – lotions, mousse, gel, activator, moisturiser.

Finishing products – dressing cream, wax, serum, gel, spray, oils.

Facial care products for gentlemen – pre-/post-shaving lotions, creams, moisturisers.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

Information on record cards: Up-to-date and accurate, essential information, future reference, professional image, legal implications, private and personal client information (name, address, phone number, medication), details (influencing factors, contra-indications, results of hair tests, service, products, timings, quantities of product used), application of heat (climazone, infra-red lamp, hood drier), result of service, price, advice (maintenance, care, products, frequency of visits).

Security of client records: Data protection, data protection registrar, confidentiality, code of practice, security (locked cabinet/security protected/electronic), time controlled (appropriate to salon), disposal (sensitive waste).

Why you should consult record cards:

Professional image, legal implications, future reference, maintain high standard of service, correct use of products, equipment and tools, avoid mistakes, successful results.

Confidentiality: Compliance by all staff, authorisation for use (consent/permission), client relations (maintain goodwill), infringement or breach can result in prosecution.

Assessing the potential of the hair: Clarify the condition of hair, previous chemical services, benefit to client, identify influencing factors, test hair, compatible with client's lifestyle, review findings, what will work and what will not, draw conclusions, create a plan.

Influencing factors: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern



Outcome 1: Be able to consult and advise clients (continued)

baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross-infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – over-production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scar.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches
Seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry, ends.

Monilethrix – beaded hair.



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Outcome 1: Be able to consult and advise clients (continued)

Trichorrhhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

Referable conditions: All contagious conditions, hair defects, scalp conditions.

Health care professional/specialists: General practitioner, trichologist, dermatologist, pharmacist.

Referring contra-indications: A hair stylist is a non-medical professional and could provide an incorrect diagnosis, cause embarrassment, show lack of goodwill, dampen reputation, cause legal implications and a decline in business.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over-exposure to chemicals, follow manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties, avoid theft.

Hair tests: Use manufacturer's instructions, salon guidelines, before during and after service.

What each test checks for –

Elasticity test – tensile strength, internal strength of hair.

Porosity test – ability to absorb product, moisture loss from hair.

Skin test – allergic reaction to chemicals.

Pre-perm test curl – suitability for service, size and shape of curl.

Incompatibility test – check for presence of metallic salts, suitability of further chemical services.

Development test curl – monitor the



Outcome 1: Be able to consult and advise clients (continued)

development of the perm.

Test cutting – check suitability of colour choice.

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



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Outcome 2: Know the characteristics of the hair

The formation of hair structure:

Cuticle – colourless cells, protective surface.

Cortex – polypeptide chains, protein (keratin, amino acids, flexible), spiral chains/fibres (strength, curl, thickness), cross-links (disulphide bonds/sulphur bonds (strong, hydrogen bonds), salt links (weak, allows stretch), pigment (melanin, natural colour).

Medulla – no known function.

The formation of the skin structure:

Follicle – growth space for hair.

Epidermis – external skin layer, layers cell tissue.

Dermis – papilla, blood vessels, nerve endings, germinal matrix (formation of hair cells), arrector pili muscle (holds hair in place, goose bumps), sebaceous gland (sebum, natural oil), sweat gland (sweat), sweat pore (prevents overheating).

Alpha and Beta keratin:

Alpha – natural state of hair, straight or curly.

Beta – changed, stretched, new formation, when set or blow dried, temporary state, will revert to alpha status.

Description of hair types:

Asian hair – round shape, straight, 12 layer cuticles, coarse, resistant to chemicals.

Caucasian – oval shape, wavy, 8/9 layer cuticles, normal treatment.

African Caribbean – kidney-shaped, curly

5 layer cuticles, fragile.

The pH scale explained:

Acid – closes cuticle, 0-6.9.

Neutral – 7.

Alkaline – opens cuticle, 7.1-14.

pH of hair – 4.5-5.5.

Restoring the hair to its natural pH using conditioner: Stops oxidation process (colouring/perming), prevents damage, returns hair to its natural state (slightly acidic), closes cuticles.

Hair growth cycle: ACT, repeating cycle, client variation in hair length (long, medium, short).

Anagen – active growth, growing period between 1.5-7 years.

Catagen – changing stage, 2 weeks.

Telogen – resting stage, 4 months.

Hair growth: 0.5 inch, 1.25cm, 12mm.

How to maintain healthy hair: General health, blood circulation, exercise, balanced diet, minimal chemical treatments, regular haircuts, conditioning treatments, protection, styling/finishing products, minimal use of finishing equipment (straighteners, tongs, heated rollers, hair dryer).

Notes

Use this area for notes and diagrams



UV20485

Cut women's hair

the aim of this unit is to develop your skills to create a variety of basic looks for women using club cutting, freehand and scissor-over-comb techniques. Using these cutting techniques you will demonstrate that you can produce one length hair cuts (for both above and below shoulder length), uniform layers, and short and long graduation hair cuts. You must also demonstrate that you can work on both curly and straight hair.

Part of this service is to provide your client with good aftercare advice.

Level

2

Credit value

8

GLH

75

Observation(s)

8

External paper(s)

1



Cut women's hair

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for cutting hair
2. Be able to provide a hair cutting service

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
At least 75% of 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least eight occasions**.
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. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

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

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

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

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.

Maximum service times

The following maximum service times apply to this unit:

Cut hair (all techniques)	45 minutes
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Observations

Outcome 1

Be able to prepare for cutting hair

You can:

- a. Prepare yourself, the client and work area for cutting services
- b. Use suitable consultation techniques to identify service objectives
- c. Assess the potential of the hair to achieve the desired look by identifying the influencing factors

**May be assessed through oral questioning.*

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				



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Outcome 2

Be able to provide a hair cutting service

You can:

- a. Communicate and behave in a professional manner
- b. Select and use cutting equipment to achieve the desired look
- c. Establish and follow guidelines to accurately achieve the required look
- d. Use cutting techniques that take into account the identified factors
- e. Position yourself and the client appropriately throughout the service
- f. Crosscheck the haircut to ensure even balance and weight distribution
- g. Create a finished cut that is to the satisfaction of the client
- h. Provide suitable aftercare advice
- i. Follow safe and hygienic working practices

*May be assessed through oral questioning.

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				



Range

*You must practically demonstrate that you have:

Considered all factors	Portfolio reference
Hair density	
Hair texture	
Head and face shape	
Hair growth patterns	
Hair elasticity	
Created all looks	Portfolio reference
One length Maximum service time 45 minutes	
Uniform layer Maximum service time 45 minutes	
Short graduation Maximum service time 45 minutes	
Long graduation Maximum service time 45 minutes	
With a fringe	
Used all cutting techniques	Portfolio reference
Club cutting	
Freehand	
Scissor-over-comb	

*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.



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***You must practically demonstrate that you have:**

Worked with all hair types		Portfolio reference
Curly		
Straight		
Given all types of aftercare advice		Portfolio reference
How to maintain their look		
Time interval between 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:

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for cutting hair

You can:	Portfolio reference / Assessor initials*
d. Explain the safety considerations that must be taken into account when cutting hair	
e. State the factors that need to be considered when cutting hair	
f. Describe the different consultation techniques used to identify service objectives	
g. Describe the salon's requirement for preparing yourself, the client and work area	
h. Describe a range of looks for women	

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

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to provide a hair cutting service

You can:	Portfolio reference / Assessor initials*
j. Describe the correct use and routine maintenance of cutting tools and equipment	
k. Describe the effect of different cutting techniques	
l. State the effect cutting hair at different angles has on the finished look	
m. State the importance of applying the correct degree of tension to the hair when cutting	
n. State the importance of crosschecking the cut	
o. Describe the aftercare advice that should be provided	
p. Outline safe and hygienic working practices	
q. State how to communicate and behave within a salon environment	

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

Requirements highlighted in white are assessed in the external paper.

Unit content



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

Outcome 1: Be able to prepare for cutting hair

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non restrictive, closed in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume/aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/bed/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client, use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Visual aids – shade charts, style book, portfolio, collection of pictures.

Assessing the potential of the hair:

Clarify the condition of hair, previous chemical services and benefit to client, identify influencing factors, test hair, ensure compatibility with client's lifestyle, review findings, what will work and what will not?, draw conclusions, create a plan.

Factors that influence hair cutting:

Hair type, texture, growth pattern (use or lose – either remove or allow for length/weight to disguise, widow's peak, double crown, low hair line, nape whorl), previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.



Outcome 1: Be able to prepare for cutting hair (continued)

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Types of condition – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reactions.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reactions – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/
non-contagious.

Skin disorder – contagious/
non-contagious, cross-infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – over production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scarring.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches, Seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.



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Outcome 1: Be able to prepare for cutting hair (continued)

Monilethrix – beaded hair.

Trichorrhesis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, whether realistic, previous history of hair, hair style/cut, client commitment.

Safety considerations: Consultation, check for infections/infestations, hair tests, wear personal protective equipment, remove hair cuttings immediately, client comfort/safety, posture of self/client maintained to minimise fatigue/injury, identify hazards (trailing flexes, spillages, obstacles/obstructions), check electrical equipment prior to use (do not use with wet hands, follow manufacturer's instructions, store correctly), handle/store scissors correctly, dispose of sharps safely.

The correct use and routine maintenance of cutting tools and equipment: Clean equipment and tools, appropriate sterilisation, remove broken tools and equipment, only use for intended purpose, scissors (fit for purpose), cutting tools (wipe away hair cuttings, store in pouch when not in use, sharpen regularly, change razor blade after each client), clippers (remove hair, sterilise with spray or wipes, regularly oil), make use of trolley, ensure safe professional presentation of tools and equipment, check electrical equipment, portable appliance testing, visual check on both large and small equipment.

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

Range of looks for women:

Uniform layer – to suit both long and short hair, all hair cut to the same length (classic round layer), short hair (in preparation for setting, blow drying and tonging), longer length hair (to suit modern layering technique).

Long graduation – short internal layers, long perimeter length, natural inversion (short layers keeping length), square layer cut (box layer), front graduation, introduce layers to clients.

Short graduation – shorter perimeter length, longer internal layers, hair cut into nape increasing length towards crown (short to long, building weight line), to incorporate scissor-over-comb technique (very short), classic graduation, classic graduated bob.

One length cut – above (bob) and below shoulders (keeping corners) concave/converse.

Fringe – cutting existing to desired length, introduce to suit desired requirements (heavy, fine, straight, angled/sweeping).



Outcome 2: Be able to provide a hair cutting service

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

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

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

Written – visual aids, magazines, client records.

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

Cutting equipment used to cut women's hair: Cutting comb, section clips, water spray, scissors (thinning and precision), razor (guarded/un-guarded).

Following cutting guidelines to accurately achieve the required look: First section cut (a guide that is followed throughout a hair cut to ensure accuracy), all subsequent sections follow first section (ensures evenness, takes guess work out

of cutting hair, working in a methodical manner), section hair cleanly and accurately, sections approx ½ inch/1 cm width, follow identified sectioning pattern, use guide to ensure desired shape/length.

How to adapt a hair cut, taking into account identified factors: Combine and adapt techniques, be innovative/creative, remedial action to resolve any problems, work with natural fall of hair, ensure style suits curly/wavy/straight hair type.

Hair growth patterns – use them or lose them, cut short, retain length (may limit style availability).

Face shapes:

Round – less volume at sides.

Square – volume at sides, soften corners.

Long – less height, more volume.

Oval – suits all styles.

Position yourself and the client appropriately throughout the service: Ensure correct posture of self and client to minimise fatigue and injury.

Self – back straight, distribute weight evenly, feet slightly apart, use cutting stool (if required), no over stretching or bending.

Client – position to achieve accurate cut, comfort and minimise risk of fatigue or injury, sat upright, back straight and supported, two feet on floor.

Cross-check the hair cut to ensure even balance and weight distribution: Work in opposite direction to which hair was originally cut, across sections, check cut is even/balanced, maintain angle, methodical working method, checks made (by look,



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Outcome 2: Be able to provide a hair cutting service (continued)

feel, ensure even weight/balance/length distribution).

Creating a finished cut: Confirmation of style, creative flair, professional judgement on chosen technique, what tools and equipment to use, consider influencing factors, precision working, adapt and amend if necessary.

Methods of confirming client satisfaction: Body language, facial expressions, verbal/written feedback, surveys/questionnaires, repeat booking, recommendation.

Provide suitable aftercare advice: Important part of service, avoid technical language, maintain eye contact, suggest/advise/recommend, provide information.

Maintenance – frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment, product use and demonstration.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – use protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable

appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/ packaging, store away from heat/damp/ direct sunlight, empties avoid theft.

Cutting techniques:

Club cutting – create blunt end to hair, precision cut, retain bulk and weight.

Texturising – break up hard lines, soften edges, remove bulk.

Razoring – remove length and bulk, create soft broken edges and texture, removing weight increases curl.

Thinning – remove bulk not length.

Scissor/clipper-over-comb – cut into nape, shorten less than finger depth, cut to head shape, short styles.



Outcome 2: Be able to provide a hair cutting service (continued)

The effect cutting hair at different angles has on the finished look: Angle determines effect achieved, weight line and degree of graduation.

One length – held at 0° angle = no graduation, heavy base line.

Square layer – held at 180° angle = weight line below where 1st layer sits.

Short graduation – held at 45° angle = weight line below where 1st layer sits.

Uniform layer – held at 90° angle = no weight line.

Long graduation – held at 145° angle = weight line below where 1st layer sits.

The importance of tension when cutting:

Tension = gently pull hair until resistance is reached, more tension to achieve more precise cut, less tension for curly hair to allow it to curl and bounce up, no tension for free hand or if style requires, even tension for accurate cut.

Considerations for cutting hair when wet:

Advantages of wet cutting – clean hair, cleaner sections, accuracy, control, see if curl present.

Disadvantages of wet cutting – slower, unable to see weight lines, hair growth patterns less obvious.

Considerations for cutting hair when dry:

Advantages of dry cutting – quick, can see hair movement and fall, achieve required length.

Disadvantages of dry cutting – hair dirty, inaccurate sections, less control, static, hard to comb, inaccurate cut.

Notes

Use this area for notes and diagrams


