

## Advanced and Creative Hair Professional Employer Occupational Brief

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Please note: All **TEXT** in blue is taken from the Advanced and Creative Hair Professional standard

## Advanced and Creative Hair Professional Employer Occupational Brief

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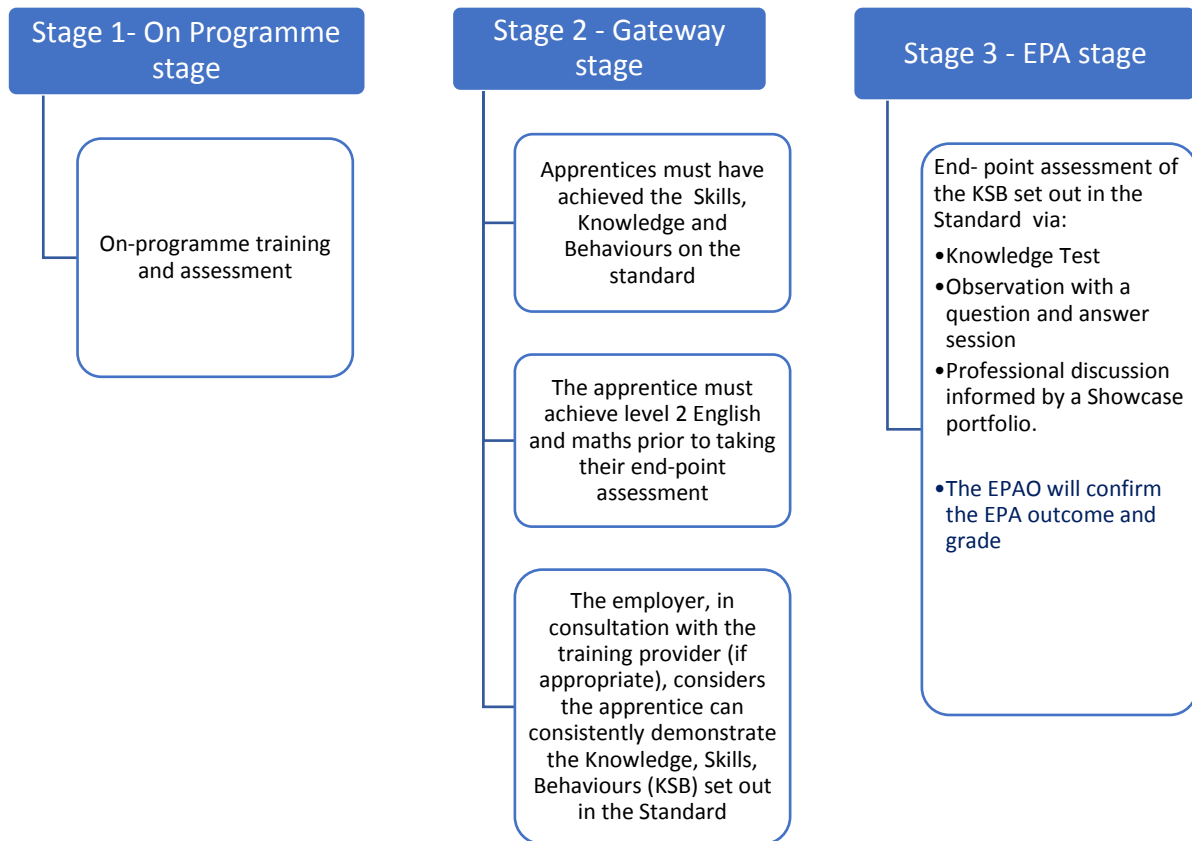
# Advanced and Creative Hair Professional Employer Occupational Brief

## 1. Advanced and Creative Hair Professional overview

This employer occupational brief details the mandatory training required to complete the on-programme element of the Advanced and Creative Hair Professional standard and prepare an apprentice for the Advanced and Creative Hair Professional end point assessment.

Achievement of the Diploma for Advanced and Creative Hair Professionals qualification is highly recommended to meet the on programme part of the Advanced and Creative Hair Professional apprenticeship standards.

There are three stages to the Advanced and Creative Hair Professional standard as detailed below:



This document sets out the stage 1 on programme learning which provide underpinning skills, knowledge and understanding required for apprentices to be ready for stage 2 the gateway process.

## Advanced and Creative Hair Professional Employer Occupational Brief

### 2. Advanced and Creative Hair Professional Occupational profile and duties

Advanced and Creative Hair Professionals are creative, passionate, and driven professionals who work without supervision, managing themselves and others when required. They provide a quality service, whilst working to the highest standards and continuously developing their personal and professional skills. An Advanced and Creative Hair Professional works in the hair industry, which is one of the largest, most trusted and fashion forward professions. They take ownership of their work and client lists, accept responsibility, are proactive, flexible and adaptable, plan their work and time, they aim for excellence by taking exceptional pride in their work and industry. The work environment can be varied in size, style and ambiance, from a bespoke salon, the media industry, cruise ships, product houses and manufacturers to luxury high-end hair salon. They are highly skilled and experienced individual professionals who deliver hair fashion forward trends, which are innovative styles inspired by current images and their own creativity, individual flair, imagination and interpretation.

An Advanced and Creative Hair Professional:

- demonstrates professionalism by maintaining confidentiality and discretion
- researches fashion forward trends, using the results to create, plan and promote a collection of hairstyle looks that reflects their own individuality
- analyses the factors that influence the design and creation of the collection of hairstyle looks, including the target audience
- designs a range of looks to create a fashion forward collection of hairstyle looks
- maintains effective and safe methods of working
- uses and adapt a range of sectioning and cutting guidelines, creative and precision techniques and technical skills to create and enhance the collection of hairstyle looks
- carries out precision and personalised cutting tailored to individual client characteristics
- formulates imaginative creative advanced colour conversion services to change the depth and tone of the hair
- uses a range of creative finishing and dressing techniques, advanced creative colouring techniques to enhance the collection of hairstyle looks
- presents, showcases and promotes their skills though their collection of hairstyle looks internally using a visual medium
- provides a smoothing strengthening service to clients
- carries out in-depth consultation and complex analysis of the hair
- uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy
- provides advice on future services and products
- evaluates the results of the service to improve further practice

**Typical Job Roles:** Creative Hair Stylists, Advanced Senior Stylists, Senior Hair Professional or Specialist Technicians

### 3. Behaviours

**B1 Facilitates safe working practices:** ensures safety of self and others, challenges safety issues

**B2 Problem solving** works to identify and ensure root causes are resolved, demonstrating a tenacious approach

**B3 Flexible and adaptable:** flexibility to changing working environment and demands. Demonstrates and encourages curiosity to foster new ways of thinking and working

**B4 Individual flair and imagination:** Creativity demonstrates individual flair and imagination using fashion forward trends in hair and approaches to their work

**B5 Professional Development:** promote own professional development, embraces continual development and improvement

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### 4. UNIT 1 Use fashion forward trends in hair, creative and precision techniques to create a collection of hairstyle looks

#### Duties covered within this unit:

Duty 1 demonstrates professionalism by maintaining client confidentiality, discretion

Duty 2 researches fashion forward trends, using the results to create, plan and promote a collection of hairstyle looks that reflects their own individuality

Duty 3 analyses the factors that influence the design and creation of the collection of hairstyle looks, including the target audience

Duty 4 designs a range of looks to create a fashion forward collection of hairstyle looks

Duty 5 maintains effective and safe methods of working

Duty 6 uses and adapt a range of sectioning and cutting guidelines, creative and precision techniques and technical skills to create and enhance the collection of hairstyle looks

Duty 7 carries out precision and personalised cutting tailored to individual client characteristics

Duty 9 uses a range of creative finishing and dressing techniques, advanced creative colouring techniques to enhance the collection of hairstyle looks

Duty 10 presents, showcases and promotes their skills though their collection of hairstyle looks via a variety of media types and platforms

Duty 12 carries out in-depth consultation and complex analysis of the hair

Duty 13 uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy

Duty 15 evaluates the results of the service to improve further practice

#### Behaviours covered within this unit

**B1 Facilitates safe working practices:** ensures safety of self and others, challenges safety issues

**B2 Problem solving:** works to identify and ensure root causes are resolved, demonstrating a tenacious approach

**B3 Flexible and adaptable:** flexibility to changing working environment and demands. Demonstrates and encourages curiosity to foster new ways of thinking and working

**B4 Individual flair and imagination:** Creativity demonstrates individual flair and imagination using fashion forward trends in hair and approaches to their work

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### UNIT 1 Use fashion forward trends in hair, creative and precision techniques to create a collection of hairstyle looks

This Unit covers to below National Occupational Standards:

#### **Mandatory content all hair types (1-3 Hair Classification)**

- (SKACHB14) Provide client consultation Services
- (SKACHB15) Develop enhance and evaluate your creative hairdressing skills
- (SKACH8) Creatively style and dress hair
- (SKACH9) Creatively cut hair using a combination of techniques
- (SKACH7) Temporarily attach hair to enhance a style

OR

#### **Mandatory content all hair types (Type 4 Hair Classification)**

- (SKACHB14) Provide client consultation Services
- (SKAATH21) Develop and enhance your creative hairdressing skills
- (SKACH8) Creatively style and dress hair
- (SKAATH24) Creatively cut African type hair to create a variety of looks
- (SKACH7) Temporarily attach hair to enhance a style

#### **Optional content**

##### **Additional unit can be selected from:**

- SKACH1h Provide creative hair extension Services
- SKAATH24 Creatively cut African type hair to create a variety of looks
- SKAAH3 Style hair using twisting techniques
- SKAAH5 Dry and style natural hair
- SKAATH7 Style and finish African type hair
- SKAAH8 Style hair using thermal styling technique
- SKAAH10 Creatively style and dress locked hair
- SKAATH12 Style natural African type hair using twisting and wrapping techniques
- SKAATH15 Set and dress African type hair
- SKAATH16 Extend hair using plaiting and twisting techniques
- SKAATH28 Design and create intricate styles using plaiting techniques
- SKAATH30 Style African type hair using thermal styling techniques
- SKAATH32 Extend hair using a variety of techniques

#### **Skills**

**S1** Research fashion trends using the results to plan, design, create, produce and present a fashion forward hairstyle collection, identifying the purpose and message of the given collection

**S2** Analyse factors influencing the design and creation of the collection of hairstyle looks including the target audience

#### **Unit 1a (SKACHB15) Plan and design a range of images**

- source information on fashion cycles and interpret trends
- collect and use suitable sources of **Creative information** for inspiration
- research ideas for the collection of hairstyle looks and develop an overall plan
- Create a mood board to reflect your thought process and the resulting collection

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- Develop a design plan, which has clearly defined objectives for each look from your mood board:
  - suitable for your chosen range of **images**
  - clearly defines the roles and responsibilities of others involved
  - takes account of any budgetary constraints
  - defines all resources required
  - states how risks to health and safety can be reduced
  - takes account of foreseeable problems and ways of resolving them
- identify all **Creative information** required to create the collection
- Identify the identifying the purpose and message of the collection

### **S7 Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using creative finishing and dressing techniques (SKACHB15) Produce a range of creative images**

- communicate with others involved throughout the implementation of your design plan
- adapt your design plan to meet any changed circumstances demonstrate the innovative application of techniques to achieve the design image
- use additional media to complement the design image, when required
- follow safe and effective working methods when creating the design image
- ensure the finished image meets your agreed design plan
- ensure the finished images and their presentation clearly shows the innovative features of your design and enhances your professional profile

### **S3 Carry out in-depth consultation and complex analysis of the client hair to plan, create and style the collection of hairstyle looks**

#### **(SKACHB14) Establish client requirements/identify what clients want**

- use consultation techniques in a courteous and supportive manner
- ask relevant questions in a way your client will understand
- use visual aids to present **Clients** with suitable ideas to help them reach a decision
- encourage your **Client** to express their wishes, views and concerns and allow sufficient time for them to do this
- explain the **Implications** of agreed hairdressing **Services** in a way your **Client** can understand

#### **(SKACHB14) Analyse the hair, skin and scalp**



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- ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- conduct visual checks and any necessary tests on the hair, skin and scalp to meet specified procedures
- identify from your **Client's** previous records, when available, any **Factors** likely to affect future **Services**
- identify **Factors** limiting or affecting **Services** and the choice of products
- recommend suitable courses of action if your **Client's** needs cannot be met
- deal with **Analysis** problems

### **(SKACHB14) Review options and agree on a course of action**

- reflect, clarify and review products and service options available to the **Client**
- agree **Services**, products and outcomes that are acceptable to your **Client** and meet their needs
- base recommendations on the outcomes of your **Analysis** of the **Client's** hair **characteristics** and hair classifications, skin and scalp condition
- make suggestions about alternative **Services** and products if you decide your **Client's** requirements are unrealistic
- ensure your **Client** records are up-to-date, accurate and complete

### **(SKACHB14) Advise Clients on hair maintenance and management**

- identify your **Client's** current hair care regime
- explain the impact of your **Client's** current hair care regime on future hairdressing **Services**
- give your **Client** advice on ways of improving their current hair care regime

## **S4 Maintain effective and safe methods of working and effective communication whilst creating the collection of hair looks**

### **(SKACH7/SKACH8/(SKACH9/ SKAATH24) Maintain effective and safe methods of working**

- maintain your responsibilities for health and safety throughout the service
- prepare your **Client** to meet salon's requirements
- protect your **Client's** clothing throughout the service
- position your **Client** to meet the needs of the service without causing them discomfort
- ensure your own posture and position whilst working minimises fatigue and the risk of injury

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- keep your work area clean and tidy throughout the service
- 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
- ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- dispose of waste materials
- complete the service within a commercially viable time

**S5** Use and adapt a range of technical skills to create a collection of hairstyle looks using: sectioning and cutting guidelines to achieve the required look

**S6** Use and adapt a range of technical skills to create a collection of hairstyle looks using: precision and personalised cutting techniques tailored to suit individual characteristics

**S8** Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using advanced creative colouring

**S9** Create a collection of hairstyle looks - Use a range of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy

### (SKACH8) Creatively style and dress hair

- confirm with your **Client** the look agreed at consultation prior to and during styling and dressing the hair
- prepare your **Client's** hair in a way which is suitable for the look agreed
- incorporate and secure added hair, when used, into the desired look
- blend the **Client's** own hair and added hair effectively, when required
- ensure the availability of assistance, when required
- combine and adapt your creative styling and dressing techniques in an innovative way to achieve the desired look
- secure the hair so that any pins, grips or bands are hidden unless part of the style requirements

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- personalise your creative styling and dressing techniques to take account of the **Factors** which influence the desired look
- use creative styling and dressing techniques in a way that avoids damage to the hair, skin and scalp
- incorporate and secure accessories, when used, to complement and enhance the desired look
- ensure the finished look meets the intended shape, direction, balance and volume agreed with your **Client**
- confirm your **Client's** satisfaction with the finished look
- give your **Client** advice and recommendations on the service provided

### (SKACH9/ SKAATH24 ) Creatively cut and restyle hair

- explore the variety of looks with your **Client** using relevant visual aids
- recommend a look that is suitable for your **Client**
- base your recommendations on an accurate evaluation of your **Client's** hair and its potential to achieve the look
- prepare your **Client's** Hair prior to cutting
- confirm with your **Client** the look agreed at consultation before commencing the cut create and follow the cutting guideline(s) to achieve the required look
- personalise your **Cutting techniques** and effects to take account of **Factors** that will influence the desired look
- combine and adapt your **Cutting techniques** and effects to achieve the desired look
- change your own position and that of your **Client** to help you ensure the accuracy of the cut
- cross check the cut to establish accurate distribution of weight, balance and shape
- create outline shapes that are accurate, defined and achieve the look required by your **Client**
- remove any unwanted hair outside the desired outline shape
- consult with your **Client** during the cutting service to confirm the desired look
- take suitable remedial action to resolve any problems arising during the cutting service
- make a final visual check to ensure the finished cut is accurate
- use creative finishing techniques that complement the cut
- ensure the finished, restyled look complements your **Client's** features and enhances their personal image and that of the salon P30 confirm your **Client's** satisfaction with the finished look
- give your **Client** advice and recommendations on the service provided

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### (SKACH7) Plan and prepare to attach hair

- ask your **Client** appropriate questions to establish any known contraindications to the temporary hair attachment service
- record your **Client's** responses to questioning
- identify any **Factors** that may affect the service
- conduct any relevant tests on your **Client's** hair and skin following manufacturer's instructions and recognised industry procedures
- report problems to the **Relevant person** when **Contra-indications** cause doubts as to the suitability of the service for the **Client**
- select and use added hair which is:
  - of a suitable texture
  - of a suitable colour of a suitable length
  - of a suitable width
- prepare the added hair to meet the manufacturer's instructions, when required
- prepare your **Client's** hair in a way suitable for the technique to be used

### (SKACH7) Attach and blend pieces of hair

- confirm with your **Client** the look agreed at consultation prior to starting the service
- part the sections cleanly and evenly to meet the requirements of the **Temporary attachment systems** to be used
- section the hair in a way that will allow the added hair to lie in the direction required
- secure any hair not being extended to keep each section clearly visible
- ensure added hair is secure and the point of attachment is hidden
- add hair in a way that takes into account the **Factors** influencing the service and avoiding potential damage to the **Client's** hair
- maintain a suitable and even tension throughout the process
- check the comfort of your **Client** at regular intervals throughout the service
- give reassurance to your **Client**, when necessary
- adapt your **Cutting techniques** to take account of **Factors** which influence working on added hair
- identify and report any problems occurring during the service to the **Relevant person**
- ensure, on completion, that the added hair is blended with the **Client's** own hair in a way to achieve the style enhancement agreed with the **Client**

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### (SKACH7) Remove pieces of hair

- remove pieces of hair following manufacturer's instructions
- use the correct products to remove pieces of hair avoiding damage to your **Client's** hair
- use the correct tools, if required, minimising damage to your **Client's** hair
- leave your **Client's** hair free of residue and product build up
- leave your **Client's** hair clean and prepared ready for the next service
- give your **Client Advice and recommendations** on the service provided

**S10 Present and promote the collection internally using a visual medium**

**S11 Evaluate the results of the collection against the research results to improve further practice**

### Unit 1a (SKACHB15) Evaluate your results against the design plan objectives

- seek feedback from **Relevant person(s)** on the impact of your image and its effectiveness in meeting your design plan
- evaluate your own performance against your objectives to identify how and where it could be improved
- evaluate how the design image may be adapted for commercial use

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### UNIT 1 Use fashion forward trends in hair, creative and precision techniques to create a collection of hairstyle looks

#### Knowledge

K1 - The principles and stages of planning, researching and developing fashion forward trends, different media types and platforms

K2 How to promote fashion forward collection of hairstyle looks using a choice of media to target a specific market, individuals or groups

K3 How a collection of hairstyle looks can be used to promote individuals and salons

K4 Researches fashion forward trends - The legal responsibilities when using images.

K6 Health & safety legislation, safe working practices and effective communication related to creating a collection of hairstyle looks

#### (SKACHB15) Plan and design a range of images

- The principles and stages of planning, researching and developing fashion forward trends, different media types and platforms.
- How to create a mood board apply it to your design plan
- How to use multimedia channels to research ideas for the collection of **Hairstyle looks** and develop a plan
- how to create a detailed and accurate design plan for the looks
- The types **Creative information** that may be required to complete the look and where to source them
- basic principles of design, scale and proportion when creating an image
- how to identify and develop a theme as a basis for a hairdressing design image
- the importance of detailed and accurate planning
- the importance of communicating and agreeing design plans
- sources of **Creative information** and inspiration for design ideas and how to access them such as historical, cultural and fashion
- the range and availability of resources
- where to obtain resources
- the principles of design, scale and proportion when creating a look
- iconic and “on trend” looks and how different cultures have influenced hair and fashion trends
- the different types of techniques and how to use them
- the ways in which additional media can be used to complement the overall design plan

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K5 Create a collection of hairstyle looks - How to create the collection of hairstyle looks using a range of models and methods of recording the collection

**(SKACHB15) Produce a range of images**

- the importance of effective communication
- how and when to participate in discussions and move them forward
- how to make openings in conversations to encourage people to speak
- ways of visually presenting your design image effectively to others
- ways in which additional media can be used to complement the overall design image
- the importance of presenting your final results in a professional way
- current techniques for creatively styling, dressing and finishing hair
- the types of products, tools and equipment available and the effects they can create
- the types of **Non-Conventional** items that may be used when styling hair and the effects they can create
- the manufacturers' instructions for the specific products, tools and equipment you intend to use

K6 Health & safety legislation, safe working practices and effective communication related to creating a collection of hairstyle looks

**(SKACH8/ (SKACH9/ SKACH7/ SKAATH24) Maintain effective and safe methods of working**

- your responsibilities for health and safety as defined by any specific legislation covering your job role
- your salon's requirements for **Client** preparation
- the types of protective clothing that should be available for **Clients**
- how the position of your **Client** and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- what contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing **Services**
- why it is important to keep your work area clean and tidy
- the correct use and maintenance of tools and equipment
- why it is important to avoid cross-infection and cross-infestation
- methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- methods of cleaning, disinfecting and sterilisation used in salons

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- the hazards and risks which exist in your workplace and the safe working practices which you must follow
- the different types of working methods that promote **Environmental and sustainable** working practices
- the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- the correct methods of waste disposal
- your salon's expected service times for styling and dressing

### K7 How to complete an in-depth complex analysis of the Client hair

#### (SKACHB14) Establish Client requirements

- the importance of creating a setting in which **Clients** feel comfortable
- how to explore **Clients'** expectations, concerns and needs and explain any service limitations
- the importance and means of showing the **Client** courtesy, empathy and sensitivity throughout their visit
- how to use effective consultation techniques when communicating with **Clients** from different cultural and religious backgrounds, age, disabilities and gender
- the importance of not discriminating against **Clients** with illnesses and disabilities and why
- the importance of engaging in conversation and making openings in conversations to encourage **Clients** to speak
- the different types of visual aids that can support **Client** consultation
- the types of additional sources of **Services**, treatments and support that may be of interest to **Clients**
- the cost and frequency of maintenance for all **Services**
- the duration, commitment and time required to carry out and maintain **Services**
- the **Implications** of changes to their existing hair and scalp regime
- your responsibilities under current relevant health and safety legislation and any other relevant legislation
- your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and **Services**



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### (SKACHB14) Analyse the hair, skin and scalp

- your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance
- the importance of carrying out tests and the potential consequences of failing to do so
- the types and purposes of tests
- salon procedures and manufacturer's instructions in relation to conducting tests
- the basic structure of hair and skin
- the growth cycle of hair
- how different **Factors** limit or affect the **Services** and products that can be offered to **Clients**
- how to visually recognise adverse hair and scalp conditions
- the importance of, and reasons for, not naming specific conditions when referring **Clients** to a general practitioner or trichologist
- your salon's policy for referring **Clients** to other salons, sources and professionals
- the role of other professional such as pharmacist, trichologist, general practitioner, and the specialist **Services** that they can offer
- the limits and boundaries of your duties and responsibilities and why it is important to explain these to the **Client**
- 

### (SKACHB14) Review options and agree on a course of action

the importance of confirming and recording the course of action that is to be taken for the **Client**

- how different types of **hair characteristics** impact on products and **Services**
- how different types of **hair classification** impacts on products and **Services**
- how to complete the **Client** records used in your organisation and the importance and reasons for gaining **Client** consent.
- the importance of the correct completion, storage and security of **Client** records
- the importance of confidentiality and what might happen if this is not maintained

### (SKACHB14) Advise Clients on hair maintenance and management

- the importance of providing **Advice and recommendations** on the products and **Services** provided in the salon
- how to maintain their agreed style

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K8 Create a collection of hairstyle looks - The influencing factors and individual characteristics which need to be considered when creating a collection of hairstyle looks

K13 Create a collection of hairstyle looks - The use of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy

K9 Sectioning and cutting guidelines - How and when to use sectioning and cutting guidelines

K10 Sectioning and cutting guidelines - Different sectioning patterns to create round, square, triangular shapes

K11 Precision and personalised cutting techniques for example: Geometric, asymmetric, disconnection, A line bob/inverted bob. Cutting techniques to include: graduating, layering, thinning, tapering, club cutting, freehand, advanced texturizing (slide cutting, channel cutting, point cutting, slicing), undercutting, disconnecting razor cutting, close cutting (scissor or clipper over comb, fading, neckline shapes) precision cutting (solid edge and zero elevation), clipper work

### **(SKACH9/ SKAATH24) Creatively cut and restyle hair**

- the different **Factors** that must be taken into consideration prior to and during cutting and how these may impact on the cutting service
- sources of **Creative information** such as magazines, internet and film
- how to obtain and interpret inspiration such as historical, cultural and fashion
- the **Factors** which should be considered when cutting wet hair and dry hair
- which tools can be used on either wet or dry hair or both
- why hair products should be removed from the hair prior to cutting
- how and why to use different **Cutting techniques**
- how to create and follow guidelines how to personalise and adapt **Cutting techniques**
- the effects that can be created by combining and adapting different **Cutting techniques**
- the importance of considering weight distribution and working with the natural growth patterns of the hair
- the importance of applying the correct degree of tension to the hair when cutting
- the importance of keeping the hair damp throughout the wet cutting process
- how to level and test clippers
- the size of clipper blades and attachments available and the effects that these achieve the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
- how to cross check and balance the cut
- the types of products available for finishing women's hair

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- the importance of providing **Advice and recommendations** on the products and **Services** provided in the salon

### (SKAATH24) Type 4 Hair classification only

- the **Factors** that must be taken into consideration prior to and during cutting (eg, hair density, hair growth patterns, etc.) and how these affect the service
- the effects of continual close cutting on black skin
- the potential risk of ingrowing hair resulting from the continual close cutting of curly hair
- the **Factors** which should be considered when cutting wet and dry hair
- the range of classic and current fashion hair shapes and how to create them
- how the **Factors** in the range can affect the way the hair is cut
- which tools can be used on either wet or dry hair or both
- the importance of keeping the hair moist with water throughout the cutting process
- the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible
- the recommended time interval between cuts and the importance of having regular cuts
- how to use tools and equipment to re-create their style
- the styling and finishing products to use to achieve and maintain their style
- how to protect their hair whilst sleeping and why
- how their hair texture affects their styling possibilities
- how transition can affect the cutting service

### K12 Preparation, fashion styling, dressing and finishing techniques that can be used to create the look

#### (SKACH8) Creatively style and dress hair

- the effects of humidity on hair
- the physical effects of styling and finishing products on the hair and how they work to maintain the look
- how the incorrect application of heat can affect the hair and scalp
- the effects of backcombing and back brushing on the hair structure
- the potential effects on the hair structure of using and securing added hair and
- accessories

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- the potential consequences of excessive tension on the hair and scalp
- the types of products, tools and equipment available for creative styling and dressing
- hair and how to use them
- the suitability of specific products and equipment for use with different hair
- types and for achieving different effects
- the types of **Conventional** and **Non-Conventional** items that may be used
- when styling hair and the effects they create
- the types of **Non-Conventional** items that may be used as accessories when
- dressing hair
- the manufacturers' instructions on the use of the styling and finishing products
- in your salon
- the **Preparation Procedures** required for the different styling and dressing
- techniques
- when, why and how to use the different types of:
  - securing equipment
  - accessories
  - added hair
- how different **Factors** affect the styling and dressing process and the finished
- look
- methods of handling, controlling and securing hair during the styling and
- dressing process
- the type of checks needed during styling, dressing and finishing **Services** to
- ensure the intended shape, direction, balance and volume is achieved
- the importance of ensuring the intended shape, direction, balance and volume
- is achieved and the finished look is secure
- the importance of providing **Advice and recommendations** on the products
- and **Services** provided in the salon

(SKACH7) Plan and prepare to attach hair

## Advanced and Creative Hair Professional Employer Occupational Brief

- the types and purposes of tests
- the importance of following manufacturers' instructions when carrying out tests
- why it is important to record test results
- the **Factors** that must be taken into consideration prior to attaching
- the importance of questioning **Clients** to establish any **Contra-indications** to **Services**
- how **Contra-indications** can affect or restrict the provision of the temporary attachment service
- the methods of and reasons for conducting pull tests
- the courses of action to take in the event of adverse reactions to tests and when to encourage the **Client** to seek medical advice
- the hair growth cycle and how this can impact on temporary attachment **Services**
- the potential consequences of excessive tension on the hair
- your salon's policy for referring **Clients** to other professionals such as trichologist, general practitioner and the specialist **Services** they can offer

### (SKACH7) Attach and blend and remove pieces of hair

- how and why the **Client's** hair should be prepared for the **Temporary attachment systems**
- the importance of preparing and applying temporary hair attachment systems in accordance with manufacturer's instructions
- methods of applying temporary hair attachment systems
- how the intended style can affect the choice and placement of temporary hair attachment systems
- the advantages and disadvantages of temporary hair attachment systems
- the types of anxieties commonly experienced by **Clients** undergoing the application of temporary hair attachment systems
- why it is important to maintain a correct and even tension when attaching hair
- how to carry out **Cutting techniques** to blend the **Client's** own hair and temporary hair attachment system to suit the finished look
- how to adapt **Cutting techniques** to suit different types of temporary hair attachments such as artificial and human
- how and when to remove temporary hair attachment systems in accordance with manufacturer's instructions
- the types of products and tools used to apply and remove temporary hair attachment systems

## Advanced and Creative Hair Professional Employer Occupational Brief

- how to estimate the length of time the temporary hair attachment systems can take  
how to give effective **Advice and recommendations**
- how to maintain and remove the hair attachment system
- the importance of providing **Advice and recommendations** on the products and **Services** provided in the salon

K14 Present a collection of **hairstyle looks** - The process of evaluating the success of the final collection using appropriate evaluation tools to demonstrate the effectiveness and success

Unit 1a (SKACHB15) Evaluate your results against the design plan objectives

- the purpose of evaluation activities
- the areas on which you should collect feedback
- methods of gaining feedback from others
- the potential commercial benefits that can arise from creative hair design work

K15 Methods of presenting showcasing and promoting the collection of hairstyle looks internally using a visual medium

## Advanced and Creative Hair Professional Employer Occupational Brief

### UNIT 1 Use fashion forward trends in hair, creative and precision techniques to create a collection of hairstyle looks

#### RANGE

##### Creative information

- consumer media
- trade media
- Social media
- Internet
- Film
- shows and exhibitions
- catwalk shows
- red carpet looks
- Retrospective/ past hair and or fashion trends
- historical/cultural

##### Factors

- hair classifications
- hair characteristics
- head, face and body shape
- hair length
- Client requirements
- client lifestyle
- Creative finishing techniques
- styling
- product application

##### hair characteristics

- hair density
- hair texture
- hair elasticity
- hair porosity
- hair condition
- hair growth patterns
- Hygroscopicity

##### Hair classification

- **Type 1** - Straight hair 1.1 Fine/Thin - hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl. 1.2 Medium - hair has lots of volume and body. 1.3 Coarse - hair is normally extremely straight and difficult to curl.
- **Type 2** - Wavy hair 2.1 Fine/Thin - hair has a definite “S” pattern. Normally can accomplish various styles 2.2 Medium - hair tends to be frizzy and a little resistant to styling. 2.3 Coarse - hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

## Advanced and Creative Hair Professional Employer Occupational Brief

- **Type 3 - Curly hair**  
3.1 Loose curls - hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.  
3.2 Tight curls - also tends to have a combination texture, with a medium amount of curl.
- **Type 4 - Very curly hair**  
4.1 Soft - hair tends to be very fragile, tightly coiled and has a more defined curly pattern.  
4.2 Wiry - also very fragile and tightly coiled; however, with a less defined curly pattern - has more of a “Z” pattern shape

### Contra-indications

- scalp sensitivity
- Hair and skin disorders and diseases
- Contagious
  - Viral - warts, herpes
  - Fungal - ringworm
  - parasites - head lice, scabies
- Non-contagious
  - Sebaceous cyst
  - Psoriasis
  - dermatitis
- Recent scar/tissue injury
- Hair loss /alopecia
- Trichorrhexis Nodosa

### Analysis

- hair characteristics
- scalp condition
- previous chemical services
- degree of smoothing and or strengthening required

### Consultation techniques

- questioning
- observation

### Client

- new
- regular

### Implications

- cost and frequency of maintenance
- limitations to other Services
- changes to their existing hair and scalp care regime

### Factors limiting or affecting Services

- adverse hair, skin and scalp conditions
- incompatibility of previous Services and products used



## Advanced and Creative Hair Professional Employer Occupational Brief

- Client's lifestyle
- test results

### Courses of action

- offering information, advice and guidance
- referral to sources of support in line with your salon's procedure

### Creative styling, dressing and finishing techniques

- Conventional
- non-conventional

### Sectioning

- round
- square
- triangular

### Cutting techniques and effects

- graduating
- layering
- tapering
- club cutting
- scissors over comb
- clipper work
- blending
- thinning
- texturising
- Over direction
- Freehand
- advanced texturizing (slide cutting, channel cutting, point cutting, slicing)
- undercutting
- disconnecting
- razor cutting
- close cutting (scissor or clipper over comb, fading, neckline shapes)
- precision cutting (solid edge and zero elevation)
- clipper work
- personalization

### Services

- Cutting
- Styling
- Adding hair
- perming
- relaxing
- colouring
- styling and dressing
- plaiting
- twisting

### Additional media

## Advanced and Creative Hair Professional Employer Occupational Brief

- accessories
- clothes
- make-up

### Temporary attachment systems

- those designed to last up to 24 hours
- those designed to last from 24 hours to 6 weeks

### Relevant person(s)

- line manager
- colleagues
- audience

### Advice and recommendations

- how to maintain the attachment system
- time interval between **Services**
- present and future products and **Services**

## Advanced and Creative Hair Professional Employer Occupational Brief

### Knowledge range

#### Health and safety

How and if local bye laws and legislation may limit your use of tools and equipment and health and safety procedures applicable to any venue you use:

- 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
- GDPR
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act
- Trade Descriptions Act
- Consumer Protection legislation

#### Environmental and sustainable working practices

the different types of working methods that promote **Environmental and sustainable** working practices

- 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, ecofriendly 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

#### Factors

how different **Factors** affect the styling and dressing processes and the finished look

- hair characteristics
- hair classification
- desired look
- head and face shape

## Advanced and Creative Hair Professional Employer Occupational Brief

### Conventional setting and dressing techniques

- setting
- pin curling
- finger waving
- use of heated styling equipment
- rolls
- plaits
- twists
- curls
- woven

### Non-Conventional setting and dressing techniques

- rags
- straws
- plastic
- ribbons
- net
- paper/tissue
- hair grips
- chopsticks
- rik-raks

### Preparation Procedures

- sources of **Creative information** such as magazines, internet and film
- how to obtain and interpret inspiration such as historical, cultural and fashion
- how to design, plan and achieve a creative look
- current fashion hair looks

## Advanced and Creative Hair Professional Employer Occupational Brief

### UNIT 1 Use fashion forward trends in hair, creative and precision techniques to create a collection of hairstyle looks

#### Standardised Assessment

1. Simulation is not allowed for any performance evidence within this unit.
2. Apprentices must practically demonstrate in their everyday work that they have met the standard for selecting the suitable technique or combination of techniques to achieve the desired styling result.
3. The Assessor will observe the apprentice's performance on at least 8 occasions. Each observation must be of a different hairstyle look or a combination of techniques on different clients
5. From the range statement, the apprentice must show they have:
  - used 6 out of 10 sources of **creative information**
  - considered all **factors**
  - considered all **hair characteristics**
  - worked on 3 out of 4 hair **classifications**
  - considered all **contra-indications**
  - completed all **hair analysis**
  - completed all **consultation techniques**
  - completed all types of **clients**
  - considered all **implications**
  - considered all **factor limiting or affecting the services**
  - use all **creative styling dressing and finishing techniques**
  - used all **sectioning techniques**
  - used all **cutting techniques and effects**
  - used all **additional media**
  - used a **temporary attachment system**
  - used all relevant **products tools and equipment**
5. If the range requirement has not been fully covered by these observations the apprentice may be able to provide additional observed evidence

All pre work must be recorded via photo/video evidence

6. The apprentice must create a collection of hairstyle looks and record this in a portfolio

The format of the portfolio must be digital

The portfolio must contain all hairstyle looks including:

- All research, inspiration
- factors influencing the design and creation of the collection
- mood boards showing a clear direction and creative techniques
- design briefs and preparation, including any materials and accessories
- purpose, target audience and message of the given collection
- all promotion of the collection internally using a visual medium
- in-depth consultation and complex analysis of the client hair completed

## Advanced and Creative Hair Professional Employer Occupational Brief

- the range of technical skills used to create a collection of hairstyle looks
- the sectioning and cutting guidelines used to achieve the required look
- the precision and personalised cutting techniques used to tailor the look to suit individual characteristics
- the creative finishing and dressing techniques used
- the advanced creative colouring used to enhance the look
- the products, tools and equipment used
- the evaluation of the results of the collection against the research results to improve further practice

## Advanced and Creative Hair Professional Employer Occupational Brief

### 5. UNIT 2 Provides smoothing and strengthening services

List of Duties covered within this unit

Duty 1 demonstrates professionalism by maintaining client confidentiality, discretion

Duty 5 maintains effective and safe methods of working

Duty 11 provides a smoothing strengthening service to clients

Duty 12 carries out in-depth consultation and complex **Analysis** of the hair

Duty 13 uses and applies the **Products, Tools** and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy

Duty 14 provides advice on future services and **Products**

Duty 15 evaluates the results of the service to improve further practice

**Behaviours covered within this unit**

**B1 Facilitates safe working practices:** ensures safety of self and others, challenges safety issues

**B2 Problem solving:** works to identify and ensure root causes are resolved, demonstrating a tenacious approach

**B3 Flexible and adaptable:** flexibility to changing working environment and demands. Demonstrates and encourages curiosity to foster new ways of thinking and working

**B4 Individual flair and imagination:** Creativity demonstrates individual flair and imagination using fashion forward trends in hair and approaches to their work

### UNIT 2 Provides smoothing and strengthening services

#### Skills

#### S12 Maintain effective and safe methods of working and effective communication whilst completing smoothing and strengthening services

- maintain your responsibilities for health and safety throughout the service
- prepare your client to meet salon's requirements
- protect your client's clothing throughout the service
- position your client to meet the needs of the service without causing them discomfort
- ensure your own posture and position whilst working minimises fatigue and the risk of injury
- keep your work area clean and tidy throughout the service
- use working methods that:
  - minimise 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
- ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **Products**
- dispose of waste materials
- complete the service within a commercially viable time

#### S13 Carry out in-depth complex **Analysis** of the client hair and scalp to plan and agree the smoothing and strengthening services

- use **Analysis** techniques to establish the **Hair Classification**, the nature and extent of the smoothing strengthening required by your client
- identify from your client's previous records, where available, their hair history and how this may affect the smoothing strengthening service
- ask your client questions to identify if they have any **Contra-indications** to smoothing strengthening services
- ask your client questions to gather information on their smoothing strengthening issues and the result they would like to see
- record your client's responses to questioning
- conduct a range of applicable **Tests** on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- take a suitable course of action when **Contra-indications** and or reactions to **Tests** cause doubts to the suitability of the smoothing and strengthening service for the client
- identify available service options and **Products** based on the results of your **Analysis**



## Advanced and Creative Hair Professional Employer Occupational Brief

### S14 Use and apply **Products, Tools** and equipment, to smooth and strengthen clients' hair to the degree of straightness required

- present suitable options for a course of action in a way your client will understand
- base your recommendations on the results of your **Analysis**
- explain the likelihood of achieving and maintaining the required degree of smoothing and or strengthening to your client
- explain any restrictions your recommendations may have on further hairdressing services
- gain and record your client's agreement to the service, **Products** and anticipated outcome
- choose **Products** and **Tools** based on the results of your **Analysis, Tests**, consultation with your client and **Factors** influencing the service
- prepare **Products** following manufacturers' instructions
- protect the hairline and scalp prior to smoothing and or strengthening service
- apply a pre-treatment, if required to even out the hair porosity or protect previously chemically treated hair
- prepare your client's hair for the:
  - **Products** to be used
  - smoothing and or strengthening service required
  - method of application
  - manufacturer's instructions
- select and use smoothing and or strengthening **Products** following the manufacturer's instructions
- apply the type and quantity of product to meet the requirements of your **Analysis** and the required result
- carry out the smoothing and or strengthening service, taking account of **Influencing Factors**
- use application techniques that minimise the risk of product being spread to the client's skin, clothes and surrounding areas
- monitor the development of the product, taking strand **Tests**, if required
- monitor the comfort of your client at regular intervals throughout the smoothing and or strengthening service
- achieve a degree of smoothing and or strengthening anticipated
- remove **Products** according to manufacturer's instructions

### S15 - Resolve problems that may occur during and after the hair smoothing and strengthening process

### S16 Use a range of **Products, Tools** and equipment in accordance with legal requirements, manufacturers' instructions and salon policy

### S17 Smoothing and Strengthening - Evaluate the results of the service and provide advice on future services and **Products**

### UNIT 2 Provides smoothing and strengthening services

#### Knowledge

#### K16 Health & safety legislation, safe working practices and effective communication related to smoothing and strengthening services:

- your responsibilities for health and safety as defined by any specific legislation covering your job role
- your salon's requirements for client preparation
- the range of protective clothing and **Products** that should be available for clients
- how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- why it is important to keep your work area clean and tidy
- the safety considerations which must be taken into account when performing the smoothing and strengthening services
- methods of cleaning, disinfection and sterilisation used in salons
- the hazards and risks which exist in your workplace and the safe working practices you must follow
- the different types of working methods that promote environmental and sustainable working practices
- methods of working safely and hygienically that minimises the risk of cross infection and cross-infestation
- the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- suppliers' and manufacturers' instructions for the safe use of equipment, materials and **Products** you must follow
- the correct methods of waste disposal  
your salon's expected service times for smoothing and strengthening

#### K17 How to complete an in-depth complex **Analysis** of the client hair and scalp for smoothing and strengthening services

- the legal significance of client questioning and the recording of client's responses how and why the **Contra-indications** can affect the delivery of the smoothing and strengthening service to clients
- how the hair and scalp **Analysis** can affect the choice of **Products** used
- when and how **Tests** should be carried out and the expected results
- how the results of **Tests** can influence the smoothing and strengthening service
- potential consequences of failing to conduct **Tests**
- why it is important to record test results
- the courses of action to take in the event of adverse reactions to **Tests** and the **Contra-indications** in the range
- your own limits of authority for resolving smoothing and or strengthening issues
- the person to whom you should report problems that you cannot resolve
- regulations in relation to the use of smoothing and strengthening **Products**
- the importance of presenting and agreeing a course of action in a way your client will understand

#### K18 The scientific principles of smoothing and strengthening systems

- the effects of smoothing and strengthening **Products** have on the hair structure
- the difference between smoothing and strengthening **Products**
- features, benefits and precautions for different smoothing and strengthening systems

## Advanced and Creative Hair Professional Employer Occupational Brief

### K19 The different **Factors** that can impact smoothing and strengthening services

- how hair characteristics may impact on smoothing and strengthening services
- the different **Hair Classifications** and how these may impact on smoothing and strengthening services

### K20 Legal requirements and manufacturer's instructions relating to smoothing and strengthening services

- the manufacturers' instructions for the types of smoothing and strengthening used in your salon
- the importance of using **Products** economically

### K21 The types of smoothing and strengthening systems, **Products**, **Tools** and equipment, their application and removal

- the importance of preparing the client hair prior to the smoothing and or strengthening service
- product application, following manufacturers instructions for smoothing and strengthening services

### K22 The considerations to be taken when smoothing and strengthening hair

- the potential consequences of using smoothing and strengthening **Products** on colour treated hair and white hair and how to deal with them
- the importance of accurate timing
- why it is necessary for the thorough rinsing of **Products**

### K23 The types of problems that may occur during the smoothing and strengthening service

- the discomforts clients may experience during the smoothing and strengthening process and why it is important to check on their wellbeing
- how to deal with scalp irritation that may occur during and after the smoothing and strengthening

### K24 Maintenance and aftercare including future services and **Products**

### Range

#### Products

- shampoo
- treatment
- masque
- serum

#### Tests

- elasticity
- porosity
- strand

#### Analysis

- hair characteristics
  - hair density
  - hair texture
  - hair elasticity
  - hair porosity
  - hair condition
  - hair growth patterns
  - Hygroscopicity
- scalp condition
- previous chemical services
- degree of smoothing and or strengthening required

#### Classifications

- Type 1 - Straight hair 1.1 Fine/Thin - hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl. 1.2 Medium - hair has lots of volume and body. 1.3 Coarse - hair is normally extremely straight and difficult to curl.
- Type 2 - Wavy hair 2.1 Fine/Thin - hair has a definite “S” pattern. Normally can accomplish various styles 2.2 Medium - hair tends to be frizzy and a little resistant to styling. 2.3 Coarse - hair is also resistant to styling and normally very frizzy; tends to have thicker waves.
- Type 3 - Curly hair 3.1 Loose curls - hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy. 3.2 Tight curls - also tends to have a combination texture, with a medium amount of curl.
- Type 4 - Very curly hair 4.1 Soft - hair tends to be very fragile, tightly coiled and has a more defined curly pattern. 4.2 Wiry - also very fragile and tightly coiled; however, with a less defined curly pattern - has more of a “Z” pattern shape

#### Contra-indications

- scalp sensitivity
- Hair and skin disorders and diseases
  - Contagious

## Advanced and Creative Hair Professional Employer Occupational Brief

- Viral - warts, herpes
- Fungal - ringworm
- parasites - head lice, scabies
- Non-contagious
  - Sebaceous cyst
  - Psoriasis
  - dermatitis
- Recent scar/tissue injury
- Hair loss /alopecia
- Trichorrhexis Nodosa

### Tools

- tail combs
- wide tooth combs
- hands
- tint brushes
- handheld dryer
- large round brush/flat brush
- sectioning clips

### Factors

- head and face shape
- hair growth patterns
- hair length
- client's requirements
- lifestyle

### Influencing Factors

- temperature/ humidity
- time
- sequence of application

### Maintenance and aftercare

- how to maintain their look
- time interval between services
- additional **Products**
- additional services

## Advanced and Creative Hair Professional Employer Occupational Brief

### Knowledge range

#### Health and safety

How and if local bye laws and legislation may limit your use of tools and equipment and health and safety procedures applicable to any venue you use:

- 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
- GDPR
- Working Time Directives
- Cosmetic Products Regulations
- Sale of Goods Act
- Distance Selling Act
- Trade Descriptions Act
- Consumer Protection legislation

#### Environmental and sustainable working practices

the different types of working methods that promote environmental and sustainable working practices

- 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

### UNIT 2 Provides smoothing and strengthening services

#### Standardised Assessment

1. Simulation is not allowed for any performance evidence within this unit.
2. The Learner will need to demonstrate in their everyday work that they have met the standard for smoothing and strengthening services.
3. The Assessor will observe these aspects of the learner's performance on at least 3 occasions, which must include:
  - smoothing service
  - strengthening service
4. From the range statement, the learner must show they have:
  - used all the **Products**
  - used all **Equipment**
  - completed the relevant **Analysis**
  - carried out all the **Tests** in the range
  - used the **Tools**
  - considered all the **Factors**
  - considered all the applicable **Influencing Factors**
  - given all the aftercare advice
5. If the range requirement has not been fully covered by these observations the learner may be able to provide additional observed evidence

### 6. Unit 3 Advanced Creative Color Conversion (Colour Correction)

#### Duties covered in this standard

- Duty 1 demonstrates professionalism by maintaining client confidentiality, discretion
- Duty 5 maintains effective and safe methods of working
- Duty 8 formulates imaginative creative advanced colour conversion services to change the depth and tone of the hair
- Duty 12 carries out in-depth consultation and complex analysis of the hair
- Duty 13 uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy
- Duty 14 provides advice on future services and products
- Duty 15 evaluates the results of the service to improve further practice

#### Behaviours covered within this unit

- B1 Facilitates safe working practices:** ensures safety of self and others, challenges safety issues
- B2 Problem solving:** works to identify and ensure root causes are resolved, demonstrating a tenacious approach
- B3 Flexible and adaptable:** flexibility to changing working environment and demands. Demonstrates and encourages curiosity to foster new ways of thinking and working
- B4 Individual flair and imagination:** Creativity demonstrates individual flair and imagination using fashion forward trends in hair and approaches to their work

This Unit covers the following National Occupational Standards:

- (SKACH11) Hair colour correction services
- (SKACH10) Creatively colour and lighten hair



### Unit 3 Advanced Creative Color Conversion (Colour Correction)

#### SKILLS

S18 Maintain effective and safe methods of working and effective communication whilst completing creative colour conversion services

**(SKACH10 /SKACH11) Maintain effective and safe methods of working**

- maintain your responsibilities for health and safety throughout the service
- prepare your client to meet salon's requirements
- protect your client's clothing throughout the service
- wear personal protective equipment when carrying out **Colour correction** services
- position your client to meet the needs of the service without causing them discomfort
- ensure your own posture and position whilst working to minimise fatigue and the risk of injury
- keep your work area clean and tidy throughout the service
- remove waste immediately at the end of the service
- 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
- ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **Products**
- dispose of waste materials
- complete the service within a commercially viable time

S19 Carry out tests and an in-depth complex consultation of the client hair and scalp to plan and agree the creative colour conversion service

S20 Analyse factors influencing the selection of the colour conversion technique used

S21 Creative Colour conversion - Provide a creative colour conversion service to change the depth and tone of the hair in accordance with legal requirements and manufacturer's instructions

S22 Creative Colour conversion - Creative Colour conversion services to include: Using creative sectioning techniques to personalise the colour result and enhance the finished look

S23 Creative Colour conversion - Creative Colour conversion services to include: toning through bespoke creative formulation, colour blending/shading

S24 Creative Colour conversion - Resolve problems that may occur during creative colour conversion service

**(SKACH10) Prepare for colouring and lightening services**

- ask your client relevant questions to identify if they have any contra-indications to colouring and or lightening services

## Advanced and Creative Hair Professional Employer Occupational Brief

- record your client's responses to questions
- conduct all necessary **Tests** following manufacturers' instructions and recognised industry procedures
- record the outcomes of **Tests** on the client's record card
- base your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- inform your client of the likely cost, duration and expected outcome of the service
- choose **Products**, tools and equipment based on the results of necessary **Tests**, consultation with your client and relevant **Factors** influencing the service
- prepare materials to meet the application requirements, when necessary
- prepare **Products** to meet manufacturers' instructions
- prepare your client's hair and protect their skin, where necessary, prior to service.

### (SKACH10) Creatively colour and lighten hair

- explore the variety of looks possible with your client using relevant visual aids
- base your recommendations on an evaluation of your client's hair and its potential to achieve the effects required
- use colouring and lightening effects in an innovative way to achieve the required look
- use **Lightening application techniques** suitable for achieving the desired look and following manufacturer's instructions
- adapt your techniques taking account of the **Factors** which will influence the achievement of the required effect
- combine and place **Products** in a way that complements the hair style
- use techniques that minimise the risk of **Products** being spread to your client's skin, clothes and surrounding areas
- apply lightener
- constantly monitor:
  - colouring and lightener development
  - condition of the hair
  - scalp sensitivity
  - condition of the lightener
- take strand and elasticity **Tests** at frequent and regular intervals
- resolve any problems occurring during the colouring and lightening process using the relevant corrective action
- ensure the application of toners to lightened hair achieves the desired effect, when used
- achieve the desired colouring or lightening effects which is to the satisfaction of your client
- remove colour and or lightener from the hair to minimise discomfort to your client and damage to the hair and scalp
- ensure the application of toners to lightened hair achieves the desired effect, when required
- give your client **Advice and recommendations** on the service provided

### Resolve basic colouring problems

- use methods to:
  - assess the condition of the hair
  - identify the colouring problem
  - identify suitable **Colour correction Products**
  - identify suitable **Colour correction techniques**

## Advanced and Creative Hair Professional Employer Occupational Brief

- explain to your client the options available for resolving their colour problem
- refer your client for specialist **Colour correction** work, if necessary
- use **Colour correction** techniques effectively to achieve the required colour

S25 Advanced Colour Conversion (correction) - removing artificial colour

S26 Advanced Colour Conversion (correction) - removing bands of colour

S27 Advanced Colour Conversion (correction) - recolouring hair treated with lightener

S28 Advanced Colour Conversion (correction) - using pre-pigmentation and colour

S29 Advanced Colour Conversion (correction) - recolouring hair that has had artificial colour removed

S30 Advanced Colour Conversion (correction) - correcting highlights and lowlights

S31 Advanced Creative Colour Conversion - Uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy

S32 Advanced Creative Colour Conversion - Products: semi- permanent

S33 Advanced Creative Colour Conversion - Products: quasi (mildly oxidising)

S34 Advanced Creative Colour Conversion - Products: permanent colour

S35 Advanced Creative Colour Conversion - Products : pre-lighteners

S36 Advanced Creative Colour Conversion - Products : colour removers for artificial colour

S37 Advanced Creative Colour Conversion - Complete and evaluate the results of the service and provide advice on future services, aftercare and products

### (SKACH11) Determine the problem

- use the correct methods to establish:
  - the nature and extent of the colouring problem
  - any contraindications to the service
  - the condition of your client's hair, skin and scalp
  - the extent of artificial colour and natural colour on the one head
  - the most suitable **Colour correction** techniques
- identify from your client's previous records, when available, their hair colouring and or lightening history and how this may affect the **Colour correction** service
- ask your client questions to identify if they have any contra-indications to the **Colour correction** service
- ask your client questions to gather information on their colouring and or lightening problems and the result they would like to see
- record your client's responses to questioning
- conduct a range of **Tests** on your client's hair and skin following manufacturer's instructions and recognised industry procedures
- take a suitable course of action when contra-indications and or reactions to **Tests** cause doubts as to the suitability of the service for the client
- record the outcomes of **Tests** on the client's record
- identify the available service options and **Products** for resolving your client's colouring and or lightening problem(s) based on the results of your analysis

### (SKACH11) Plan and agree a course of action to correct colour

- present suitable options for a course of action in a way your client will understand
- base your recommendations for a suitable course of action on the results of your analysis
- explain the likelihood of achieving and maintaining the colour change to your client
- clearly explain any restrictions your recommendations may place on further hairdressing services
- inform your client of the likely cost, duration and expected outcome of the **Colour correction** service
- gain and record your client's agreement to the service, **Products** and anticipated outcome.

### (SKACH11) Correct colour

- prepare your client's hair in a way suitable for the:
  - **Products** to be used
  - **Colour correction** service required
  - method of application
- choose **Products**, tools and equipment based on the results of necessary **Tests**, consultation with your client and the **Factors** likely to influence the service
- prepare **Products** to meet the manufacturers' instructions
- apply the type and quantity of product to meet the requirements of your analysis and the required result
- section the hair accurately
- use application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- frequently monitor the development of the product, taking strand and elasticity **Tests** as required
- modify and adapt your planned course of action to resolve any unforeseen problems
- remove the **Products** at the right time in a way that minimises discomfort to your client, damage to the hair and scalp
- remove **Products** without disturbing hair which is still developing
- give your client suitable reassurance, when necessary
- correct highlight and or lowlight problems whilst retaining highlight and lowlight effects
- achieve the degree of **Colour correction** anticipated and agreed with your client.
- give your client **Advice and recommendations** on the service provided

### Unit 3 Advanced Creative Color Conversion (Colour Correction)

#### Knowledge

K25 - Health & safety legislation, safe working practices and effective communication related to creative colour conversion

**(SKACH10/ SKACH11) Maintain effective and safe methods of working**

- your responsibilities for health and safety as defined by any specific legislation covering your job role
- your salon's requirements for client preparation
- the range of protective clothing and **Products** that should be available to yourself and clients
- why it is important to use personal protective equipment
- how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- why it is important to keep your work area clean and tidy
- why it is important methods of cleaning, disinfecting and or sterilisation are used in salons
- methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- the hazards and risks which exist in your workplace and the safe working practices which you must follow
- the different types of working methods that promote environmental and sustainable working practices
- the safety considerations which must be taken into account when colouring hair
- the current legal requirements and guidance relating to age restrictions for coloring hair
- the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- what is contact dermatitis and how to avoid developing it whilst carrying out colouring services
- suppliers and manufacturer's instructions for the safe use of equipment, materials and **Products** which you must follow
- the correct methods of waste disposal
- your salon's expected service times for services
- which colouring and lightening services should not be carried out on minors under 16 years of age

K26 Advanced Creative Colour Conversion, Client Consultation - The scientific principles of hair colour conversion services

K27 Advanced Creative Colour Conversion, Client Consultation - Relevant tests

K31 Advanced Creative Colour Conversion, Client Consultation - The factors to be taken into account when planning and agreeing the creative colour conversion service and course of action

K32 Advanced Creative Colour Conversion, Client Consultation - Legal requirements and manufacturer's instructions relating to creative and advanced colour conversion

K35 Creative Colour Conversion - How and why pre and post treatments should be used when carrying out colour conversion services

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K36 Creative Colour Conversion - The reasons for pre-softening and pre-pigmenting hair

K37 Creative Colour Conversion - How to create tone, shading and blending

K38 Advanced Creative Colour Conversion - Bespoke creative colour formulation, sectioning and application techniques

### (SKACH10) Prepare for colouring and lightening services

- the legal significance of client questioning and the recording of client's responses to questioning
- the importance of recognising any contra-indications to colouring and lightening services
- the types and purposes of **Tests**
- the importance of following manufacturers' instructions for skin sensitivity **Tests** and the potential consequences of failing to carry out these **Tests**
- when and how **Tests** should be carried out and the importance of recording test results
- how the results of **Tests** can influence the colouring and lightening services
- the courses of action to take in the event of adverse reactions to **Tests**
- the importance of informing your client of the likely cost, duration and expected outcome of the service
- the principles of colour selection, including the International Colour Chart (ICC)
- how the natural pigmentation of hair affects the colouring and lightening process
- the effects of light and artificial lighting on the appearance of hair colour
- the effects on the hair of different colouring **Products** and lighteners
- what is meant by the term oxidation
- how the type and distribution of melanin creates natural hair colour
- how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair
- effects of temperature on the application and development of colouring **Products** and lighteners
- how different **Factors** may impact on your colouring and lightening service
- the importance of constantly monitoring the development of lightening **Products**
- the importance of measuring and mixing colours and lighteners following manufacturers' instructions
- the reasons for pre-lightening
- the pH values of different colouring **Products** and lighteners
- the types of colouring, lightening and toning **Products** available, including temporary colours
- the importance of preparing your client's hair and protect their skin, where necessary, prior to service

### (SKACH10) Creatively colour and lighten hair

- sources of creative information and inspiration such as historical, cultural and fashion
- the importance of basing your recommendations on an evaluation of your client's hair
- the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques
- how to use **Lightening application techniques** suitable for achieving the desired look
- how to place colour in a way to complement a hair style
- how to carry out a full head and regrowth application using lighteners
- how and why to adapt the sequence of application to take account of the relevant **Factors**
- the importance of sectioning hair accurately when colouring and lightening

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- methods of applying and removing colouring **Products** and lighteners
- the importance of using **Products** economically.
- the importance of using techniques that minimise the risk of **Products** being spread to your client's skin, clothes and surrounding areas
- the importance of applying lightener quickly and accurately taking into account relevant **Factors** influencing the service
- the importance of constantly monitoring colouring and lightening process
- how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- the importance of restoring the hair's pH balance after the colouring or lightening process why it is important to avoid disturbing areas still processing when removing **Products** from developed areas
- why toners are used after lightening **Products**
- how and why to restore depth and tone of colour
- how and why to neutralise colour tone
- the importance of providing **Advice and recommendations** on the **Products** and services provided in the salon

### K40 Advanced Colour Conversion (correction) - Methods of pre-softening and pre-pigmenting hair

#### (SKACH10) Resolve basic colouring problems

- the types and causes of colouring and lightening problems and how to rectify them
- the reasons for pre-softening and pre-pigmenting hair
- methods of pre-softening and pre-pigmenting hair

### K39 Advanced Colour Conversion (correction) - Methods of applying and removing colour products

### K41 Advanced Colour Conversion (correction) - How to remove artificial colour/ bands of colour

### K42 Advanced Colour Conversion (correction) - How to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour that has had artificial colour removed

### K43 Advanced Colour Conversion (correction) - The importance of restoring the hair's pH balance after the colour correction service

### K44 Advanced Colour Conversion (correction) - The types and causes of colour correction problems that may occur during processing and how to rectify them

### K45 Advanced Colour Conversion (correction) - How to correct highlights and lowlights whilst retaining a highlight and lowlight effect

### K46 Advanced Colour Conversion (correction) - How to use creative sectioning techniques to personalise the colour result and enhance the finished look

### K47 Advanced Creative Colour Conversion - Products, tools and equipment used in advanced colour conversion (correction)

### K48 Advanced Creative Colour Conversion - The considerations to be taken into account when using advanced colour conversion techniques

### K49 Advanced Creative Colour Conversion - Maintenance and aftercare including future services and products

#### (SKACH11) Determine the problem

- the importance of determining the nature and extent of the colouring problem
- the legal significance of client questioning and the recording of client's responses to questioning

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- the importance of reviewing and updating client's records with their hair colouring and or lightening history and how this may affect the **Colour correction** service
- the importance of recognizing and establishing any contra-indications and why the contra-indications can affect the delivery of the **Colour correction** service.
- the types and purposes of **Tests**
- the importance of following manufacturers' instructions for skin sensitivity **Tests** and the potential consequences of failing to carry out these **Tests**
- when and how **Tests** should be carried out and the importance of recording test results
- how the results of **Tests** can influence the **Colour correction** services
- the courses of action to take in the event of adverse reactions to **Tests**
- the range available, service options and **Products** for resolving client's colouring and or lightening problem(s) and achievement of the target colour

### (SKACH11) Plan and agree a course of action to correct colour

- methods of presenting options for a course of action based on your analysis in a way the client will understand
- the importance of explaining the likelihood of achieving and maintaining the colour change to the client (including any follow-up services required)
- the effects of light and artificial lighting on the appearance of hair colour
- the potential issues and technical problems of using **Colour correction Products** on previously chemically treated hair.
- how different **Factors** may impact on **Colour correction** services
- the importance of informing your client of the likely cost, duration and expected outcome of the **Colour correction** service and any restrictions your recommendations may place on further hairdressing services
- the principles of establishing existing natural base, tone and % white
- the principles of establishing artificial colours present in the hair and what methods were used to create them
- the principles of colour selection, including the International Colour Chart (ICC)
- the principles of **Colour correction** both technically and regards to the service
- how the type and distribution of melanin creates natural hair colour
- the effects on the hair of different **Colour correction Products**
- what is meant by the term 'oxidation'
- how oxidation agents affect the natural and artificial colour pigments
- the pH values of differing colouring **Products** and lighteners
- the importance of gaining and recording your client's agreement to the service, **Products** and anticipated outcome

### (SKACH11) Correct colour

- the types of tools, materials and equipment used for **Colour correction** and how and when to use them
- the different types of **Colour correction Products** available and when to use them
- methods of applying and removing **Colour correction Products**
- the importance of following manufacturers' instructions when measuring and mixing **Colour correction Products**
- how and why pre and post treatments should be used when carrying out **Colour correction** services
- how the different strengths of hydrogen peroxide affect colouring and lightening
- the reasons for pre-softening and pre-pigmenting hair
- effects of temperature on the application and development of **Colour correction Products**



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- the effects of the client's hair and scalp health and condition when deciding on **Products**, techniques and services used
- The importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas
- why it is important to avoid disturbing areas still processing when removing **Products** from developed areas
- the importance of sectioning hair accurately for the **Colour correction** service
- Methods of pre-softening and pre-pigmenting hair
- how to remove artificial colour
- how to remove bands of colour
- how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour
- how to recolour hair that has had artificial colour removed
- how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
- the importance of using **Products** economically.
- the importance of restoring the hair's pH balance after the **Colour correction** service
- the types and causes of **Colour correction** problems that may occur during processing and how to rectify them
- how to correct highlights and lowlights whilst retaining a highlight and lowlight effect
- why it is important to leave the hair and scalp free of **Colour correction Products**
- the importance of providing **Advice and recommendations** on the **Products** and services provided in the salon

## Unit 3 Advanced Creative Color Conversion (Colour Correction)

### Range

#### Products

- semi-permanent
- quasi-permanent
- permanent
- lighteners
- toners
- colour removers for artificial colour

#### Tests

- Skin
- Colour test
- incompatibility
- porosity
- elasticity
- colour

#### Factors

- hair classifications ( type, texture and density)
- hair characteristics
- temperature
- existing colour of hair
- test results
- strength of hydrogen peroxide
- hair length
- percentage of white hair
- natural hair base
- the presence of any artificial colour
- past methods of colour used
- sequence of application
- scalp sensitivity
- hair health and condition

#### Lightening application techniques

- full head
- regrowth application
- block lightening on a partial head

#### Colour correction

- restoring depth and tone
- neutralising colour tone
- colouring resistant hair
- removing artificial colour
- removing bands of colour
- recolouring hair treated with lightener using pre-pigmentation and colour
- recolouring hair that has had artificial colour removed
- correcting highlights and lowlights

#### Advice and recommendations

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- how to maintain their colour
- time interval between services
- present and future products and services

### Knowledge and understanding

#### Range

#### Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 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

- 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

#### Influencing Factors

the different factors that must be taken into consideration prior to and during colour correction and how these impact on the service

- hair classifications, type, texture and density
- hair characteristics
- temperature
- existing colour of hair
- test results
- strength of hydrogen peroxide
- hair length

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- percentage of white hair
- natural hair base
- the presence of any artificial colour
- past methods of colour used
- sequence of application
- scalp sensitivity
- hair health and condition

### **Contra-indications**

the importance of recognising any contra-indications to colour correction services

- history of previous allergic reaction to colouring products
- other known allergies
- skin disorders
- incompatible products
- medical advice or instructions
- evident hair damage
- age restrictions

### **Advice and recommendations**

- additional services
- additional products

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### Standardised Assessment

1. Simulation is not allowed for any performance evidence within this unit.
2. The Learner will need to demonstrate in their everyday work that they have met the standard for hair colour correction services.
3. The Assessor will observe these aspects of the learner's performance on at least 6 occasions on different clients.
4. From the range statement, the learner must show they have:
  - used all **products**
  - carried out all **tests**
  - considered all the **factors**
  - carried out all types of **colour correction**
  - completed all lightening **application techniques**
  - given all **advice and recommendations**
5. If the range requirement has not been fully covered by these observations the learner may be able to provide additional observed evidence.

### 7. The assessment of the Diploma - Advanced and Creative Hair Professional

The following information applies to the units of the on programme delivery /qualification

It does NOT apply to the final unit (end point assessment) - please refer to the assessment plan for information on independent end point assessment.

The Advanced and Creative Hair Professional standard will be assessed via a range of methods, which have been chosen for their previous history of success in delivering hairdressing training within the sector. These have been chosen from extensive consultation with Awarding Organisations and education and training providers to ensure deliverability.

#### A External quality control of assessment

The monitoring and standardisation of assessment decisions must be achieved through robust assessment, internal and external quality assurance systems. These must be reliable, transparent and fit for purpose and, must comply with the requirements of the qualification's regulator.

##### A1. Internal Verification

Centres must, in line with regulatory guidance, have an effective internal verification strategy and processes in place to ensure Apprentices are assessed fairly and consistently, and that standards are being met.

To ensure all assessment activities are valid and effective, and that Assessors' decisions are accurate a Centres internal verification process should:

- Identify internal Verifiers who are responsible for implementing these processes. If necessary, identify a coordinating Internal Verifier who manages the process
- Produce an effective internal verification policy
- Produce and maintain a clear audit trail of decision making and action
- Produce an internal verification schedule of assessment activities and assessment decisions
- Produce a training and standardisation plan for all those involved in internal verification

Internal Verifiers should observe Assessors performing apprentice assessments at regular intervals according to awarding organisation guidelines, risk rating and experience of the Assessor. The reliability, validity and authenticity of evidence must be checked during these observations.

An Internal Verifier cannot internally verify either assessment activities they have produced or assessment decisions they have made.

##### A2 External Verification

To ensure successful monitoring and standardisation of the assessment activities conducted by a Centre, the assessment decisions made by Assessors and the Centres internal verification processes an awarding organisation must have in place a robust external verification system with clear and effective arrangements to ensure consistency

in quality. The mechanisms required to achieve this are outlined by the qualification regulator.

In addition to the qualification regulators requirements all external quality assurance reports and other data relating to a Centre must be reviewed by the awarding organisation. Where any risks are identified relating to the quality control of assessment the awarding organisation must have in place an effective risk management and rating system to determine, depending on a centres level for risk, the appropriate external quality assurance, monitoring, support and control that should be put in place.

### **A3. Risk Assessment**

All awarding organisations are required to implement effective risk management and rating systems to help protect the integrity of the qualification, safeguard assessment and verification processes and ensure standards are maintained. These systems should also focus on:

- Conflict of interest  
Any personal or professional relationship between Apprentices, Assessors, Internal Verifiers and External Verifiers should be declared.
- Adherence to Centre approval criteria  
Centres should be continually monitored in addition to its delivery to ensure that the integrity of the qualification is maintained.

Where risk is identified through these systems, awarding organisations will need to act accordingly to ensure the Centre is performing to an acceptable level. This may include, but is not limited to:

- Inspection/spot visit(s)
- Additional monitoring of assessment activities and/or internal verification processes
- Verifying a sample of Apprentices work from each Assessor over an agreed period of time
- Appointment of Independent Verifiers
- Training and development
- Or other action appropriate to the risk.

Awarding organisations should be able to demonstrate a risk assessment has been carried out for each Centre and a strategy to minimise any risk identified has been implemented.

### **A4. Workplace assessment**

Apprentices are expected to demonstrate competence to the standards required over a period of time. Therefore, to ensure validity, evidence should be naturally occurring and collected through performance in the workplace.

It is acknowledged not all employers' workplaces are the same, therefore assessment conditions may not be identical. However, to safeguard the integrity of the qualification and ensure a robust and consistent approach to assessment the Assessor must ensure the assessment conditions reflect, as far as possible, those to which the apprentice is expected to work.

A holistic approach towards the collection of evidence for this qualification is encouraged. The focus should be assessing activities generated in the workplace, through naturally

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occurring evidence, rather than focusing on specific tasks. Taken as a whole, the evidence must show the apprentice meets all learning outcomes and assessment criteria across the scope/range consistently, over a period of time. It should be clear where each learning outcome/assessment criteria has been covered and achieved.

It is imperative the apprentice is not placed under more, or less, pressure than found normally in the workplace during assessment.

### A5. RWE Realistic working environment

Apprentices should be assessed through performance in the workplace.

As far as reasonably practicable the assessment should match conditions of a realistic working environment (RWE). In other words, the conditions should match those found in the workplace, including facilities, equipment, products, as well as relationships, constraints and pressures.

The RWE must adhere to the following principles:

Centres must develop realistic management procedures that incorporate a 'salon image' and sales and marketing policy to attract the type and number of clients needed to ensure the requirements of the qualification can be met and achieved.

All assessments must be carried out under realistic commercial pressures and on clients, not other Apprentices within the same cohort. Clients used should vary in age and ethnicity.

All services performed must be completed in a commercially acceptable timescale

Apprentices must be able to achieve a realistic volume of work

The space per working area confirms to current health and safety legislation and commercial practice

The range of services, professional products, tools, materials and equipment must be current and available for use.

A reception facility where clients are greeted, payment is taken and general enquiries and appointments can be made. A payment facility must be available.

A retail facility must be provided, stocked with products that relate to the clients need and compliments the services offered

All by-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account

### A6 Simulation

Simulation is not acceptable for any units within this qualification



### **A7 Witness Testimony**

A Witness testimony, a statement made by someone present while the apprentice was performing an activity on-the-job, may be used to support the assessment process and where permitted by the awarding organisation.

Witness testimony should only be used as an additional method of assessment when all observations have been carried out by an Assessor.

Where Witnesses are used,

- Evidence must be available that demonstrates the individual has the necessary expertise in the area for which they are providing the testimony.
- Any relationship they have with a apprentice must be declared to the Assessor to determine the value of the testimony provided.
- They must be fully briefed and clear about the purpose of their testimony, it will only be regarded as supporting/supplementary evidence and the final decision regarding the apprentice's ability to meet the evidence requirements will be the responsibility of the Assessor.

### **B. Assessment of knowledge and understanding**

It is acknowledged that the assessment of knowledge and understanding may take place in a different environment, for example a college or another environment which is not the immediate workplace.

The knowledge and understanding required by an apprentice to support performance in the workplace is detailed within the knowledge and understanding criteria of the Hairdressing or Barbering NVQs.

#### **B.1. Supporting evidence**

Evidence produced by Apprentices must be valid, sufficient, reliable, authentic and current and relate directly to specific assessment criteria. Types of acceptable evidence are, but are not limited to:

- Professional discussion
- Portfolio of evidence
- Reflective diary on own practice in an appropriate working environment
- Written assignments
- Projects/case studies
- Coursework
- Task based controlled assessment

#### **C.2. Mandatory External Assessment questions**

All externally set questions must be carried out under closed book conditions. The confidentiality of the questions and answers must be maintained under secure conditions.

#### **C3. Non mandatory knowledge and understanding**

All non mandatory knowledge and understanding must be 70% achieved.

Centres must provide the Awarding Organisation with a matrix of how the internal assessment of the knowledge and understanding has been met.

#### **C4. E-Assessment**

Where e-assessment is used, it must meet the requirements of the regulator and have prior approval from awarding organisations to ensure the criteria is assessed to the standard required and, the tool(s) utilised are reliable, sufficient, valid and current.

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Awarding organisations must provide Centres with advice and guidance as to the hardware, operating systems and installation requirements and provide technical support to Centres upon request.

### Occupational competence requirements for those involved in the assessment process

The occupational expertise of Witnesses, Assessors and those responsible for the internal/external verification of this qualification is one of the key factors underpinning valid, fair and reliable assessment. Therefore, ensuring the integrity and professionalism of this workforce is of paramount importance and they must be given sufficient time to carry out their role effectively.

#### D.1 Witness

The role of the Witness is to submit evidence to the Assessor regarding the competence of the apprentice in meeting the standards identified in any given unit. This evidence must directly relate to the apprentice's performance in the work place which has been observed first hand by the Witness. Therefore, those who could fulfil the role of a Witness for this qualification could include, but are not limited to:

- Stylist; or
- Salon manager; or
- Receptionist; or
- Trainer; or
- Marketing director; or
- Client.

It is not necessary for Witnesses to hold an assessor qualification as it is the responsibility of the Assessor to make the final assessment decision(s) about the acceptability of all evidence submitted, regardless of source.

#### D.2 Assessor

The Assessor must hold, or be working towards; a valid assessor's qualification or equivalent

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
- Learning and Development Unit 9DI - Assess workplace competences using direct and indirect methods; or
- Level 3 Certificate in Assessing Vocational Achievement (QCF); or
- Level 3 Award in Assessing Competence in the Work Environment (QCF)

or hold one of the following

- A1 Assess candidates using a range of methods; or
- D32/33 Assess candidate performance, using differing sources of evidence

**NB:** Holders of A1 and D32/33 qualifications must work to the reviewed National Occupational Standards for Learning and Development.



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- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
  - Learning and Development Unit 9DI - Assess workplace competences using direct and indirect methods; or
  - Level 3 Certificate in Assessing Vocational Achievement (QCF); or
  - Level 3 Award in Assessing Competence in the Work Environment (QCF); or
  - A1 Assess candidates using a range of methods; or
  - D32/33 Assess candidate performance, using differing sources of evidence.
- Verifying qualifications:
  - Learning and Development Unit 11 - Internal Quality Assurance; or
  - Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF); or
  - V1 Conduct Internal Quality Assurance of the Assessment Process; or
  - D34 Internally Verify the Assessment Process.

**NB:** Holders of A1, D32/33, V1 and D34 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The Internal Verifier must also be:

	Definition
Occupationally competent	<p>The Internal Verifier must hold: NVQ in Hairdressing Level 3 or equivalent</p> <p>The Internal Verifier must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions.</p>
Familiar with the qualification	<p>The Internal Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>
Credible	<p>The Internal Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.</p> <p>A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills <i>in a salon</i> (1<sup>st</sup> September - 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for.</p>

### Unqualified Internal Verifiers

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Awarding organisations may approve individuals to verify this qualification who have not yet achieved a verifier qualification. However, these individuals must be working towards and achieve this qualification within and meet the other requirements. Should an unqualified Internal Verifier be used they must be fully supported and have their decisions countersigned by a qualified Internal Verifier.

### D.4 External Verifier

The External Verifier must hold, a valid assessor and verifier qualification and hold or be working towards a valid external verifier qualification or equivalent:

Assessing qualifications:

- Learning and Development Unit 9D - Assess workplace competence using direct methods; or
  - Learning and Development Unit 9DI - Assess workplace competences using direct and indirect methods; or
  - Level 3 Certificate in Assessing Vocational Achievement (QCF); or
  - Level 3 Award in Assessing Competence in the Work Environment (QCF); or
  - A1 Assess candidates using a range of methods; or
  - D32/33 Assess candidate performance, using differing sources of evidence.
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- Verifying qualifications:
  - Learning and Development Unit 12 - External Quality Assurance; or
  - Level 4 Award in the External Quality Assurance of Assessment Processes and Practice (QCF), or
  - Level 4 Certificate in Leading the External Quality Assurance of Assessment Processes and Practice (QCF); or
  - V1 Conduct Internal Quality Assurance of the Assessment Process; or
  - V2 Conduct External Quality Assurance of the Assessment Process; or
  - D34 Internally Verify the Assessment Process. or
  - D35 Externally Verify the Assessment Process,

**NB:** Holders of V2 and D35 qualifications must work to the reviewed National Occupational Standards for Learning and Development.

The External Verifier must also be:

	Definition
Occupationally competent	<p>The External Verifier must hold: NVQ in Hairdressing at Level 3 or equivalent;</p> <p>The External Verifier must have sufficient operational experience within the hairdressing industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about internal verification and assessment processes and decisions.</p>
Familiar with the qualification	<p>The External Verifier must have an in-depth knowledge of the qualification, units and standards of competencies required. They must be committed to upholding the integrity of the qualification.</p>

## Advanced and Creative Hair Professional Employer Occupational Brief

### Credible

The External Verifier should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the qualification and/or its units. These may include those offered by the awarding organisation or other recognised and relevant providers in the sector.

A minimum of 50 hours CPD is required per annum of which 30 hours applied practical skills *in a salon* (1<sup>st</sup> September - 31<sup>st</sup> August) which must be demonstrated through a personal development plan (PDP) or as a reflective diary. Responsibility for CPD is the individuals, not the centre they work for.