

Level 1 NVQ Diploma in Hairdressing and Beauty Therapy (QCF)

Accreditation start date: **1 August 2010**
Credit value: **41**
Guided learning hours (GLH): **403 - 405**
Qualification number: **501/0177/8**

Statement of unit achievement

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

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

Unit code	Date achieved	Learner signature	Assessor initials	IV signature (if sampled)
Mandatory units				
UG31G20				
UN10GH3				
UB100B1				
UG111G3				
UN10GH1				
Optional units	Please insert optional units achieved			

The qualification

Introduction

The Level 1 NVQ Diploma in Hairdressing and Beauty Therapy (QCF) is based on National Occupational Standards (NOS).

This qualification will provide you with the basic knowledge and skills in preparation for a career as a hairdresser or beauty therapist. Throughout this qualification you will ensure responsibility to reduce risks to health and safety, prepare for hair services and maintain work areas, prepare and maintain salon treatment work areas, contribute to the development of effective working relationships and shampoo and condition hair.

You will be supervised by technical staff and assessed on your competence.

National Occupational Standards (NOS)

This qualification has been mapped to the relevant NOS, and is accredited on the Qualifications and Credit Framework (QCF).

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



Progression

This qualification provides a sound platform for further learning or training in hairdressing and beauty therapy.

This qualification provides progression opportunities to the following VTCT qualifications:

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

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications at Level 2:

- Level 2 Diploma in Hair and Media Make-Up (QCF)
- Level 2 Diploma in Hair and Beauty Services (QCF) (14+)
- Level 2 Diploma in Women's Hairdressing (QCF)
- Level 2 Diploma in Barbering (QCF)
- Level 2 Diploma in Hairdressing Services (QCF) (14+)

- Level 2 Diploma in Beauty Specialist Techniques (QCF)
- Level 2 Diploma in African Caribbean Hairdressing (QCF)
- Level 2 Certificate in Women's Hairdressing (QCF)
- Level 2 Certificate in Hairdressing Services (QCF) (14+)
- Level 2 Certificate in Perming and Neutralising (QCF)
- Level 2 Certificate in Colouring Hair (QCF)
- Level 2 Certificate in Barbering (QCF)
- Level 2 Certificate in African Caribbean Hairdressing (QCF)
- Level 2 Certificate in Cutting Hair (QCF)
- Level 2 Certificate in Nail Treatments (QCF)
- Level 2 Certificate in Beauty Specialist Techniques (QCF)
- Level 2 Certificate in Depilation (QCF)
- Level 2 Certificate in Cosmetic Make-Up and Beauty Consultancy (QCF)
- Level 2 Certificate in Nail Technology (QCF)
- Level 2 Certificate in Cosmetic Make-Up (QCF)
- Level 2 Certificate in Make-Up and Manicure (QCF)
- Level 2 Award in Health & Safety for Hair and Beauty (QCF)
- Level 2 Award in Preventing Contact Dermatitis (QCF)
- Level 2 Award in Emergency First Aid at Work (QCF) (HSE Approved)

Qualification structure

Total credits required - 41 (minimum)

All mandatory units must be completed.

Mandatory units - 17 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UG31G20	A/601/5867	Ensure responsibility for actions to reduce risks to health and safety	4	38
UN10GH3	A/600/1273	Prepare for hair services and maintain work areas	2	20
UB100B1	R/600/9086	Prepare and maintain salon treatment work areas	3	27
UG111G3	J/600/1258	Contribute to the development of effective working	4	40
UN10GH1	A/600/1208	Shampoo and condition hair	4	40

Optional units - 24 (minimum) credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UB100B2	Y/600/8747	Assist with facial skin care treatments	4	40
UB100B3	F/600/8919	Assist with day make-up	4	40
UG111G2	F/600/1257	Assist with salon reception duties	4	38
UN10GH2	J/600/0997	Blow dry hair	4	40
UN10GH4	R/600/1036	Assist with hair colour services	4	40
UN10GH5	J/600/1213	Assist with perming hair services	3	30
UN10GH6	Y/600/1037	Plait and twist hair using basic techniques	4	40
UN10GH7	T/600/1000	Remove hair extensions	3	30
UB100N1	L/600/8924	Assist with nail services	4	40

Guidance on assessment

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

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally verified by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external verifiers.

External assessment

(any requirements will be shown in the unit)

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

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

Assessment explained

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

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

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

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



Creating a portfolio of evidence

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

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

Evidence in the portfolio may take the following forms:

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

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

Many frequently asked questions and other useful information are detailed in the VTCT Candidate's Handbook, which is available on the VTCT website at www.vtct.org.uk/students. Other questions should be addressed to the tutor, lecturer or assessor.

Unit assessment methods

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

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UG31G20	Ensure responsibility for actions to reduce risks to health and safety	0	✓	✓
UN10GH3	Prepare for hair services and maintain work areas	0	✓	✓
UB100B1	Prepare and maintain salon treatment work areas	1	✓	✓
UG111G3	Contribute to the development of effective working	0	✓	✓
UN10GH1	Shampoo and condition hair	1	✓	✓

Optional units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observations	Assignments
UB100B2	Assist with facial skin care treatments	1	✓	✓
UB100B3	Assist with day make-up	1	✓	✓
UG111G2	Assist with salon reception duties	0	✓	✓
UN10GH2	Blow dry hair	1	✓	✓
UN10GH4	Assist with hair colour services	1	✓	✓
UN10GH5	Assist with perming hair services	1	✓	✓
UN10GH6	Plait and twist hair using basic techniques	1	✓	✓
UN10GH7	Remove hair extensions	1	✓	✓
UB100N1	Assist with nail services	1	✓	✓

Unit glossary

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

UG31G20

Ensure responsibility for actions to reduce risks to health and safety

This unit is about providing you with the knowledge, understanding and skills to be responsible for health and safety in the workplace.

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about being aware of the main risks in your workplace and knowing how to identify and deal with them.

NOS

G20

Level

3

Credit value

4

GLH

38

Observations

2

External paper(s)

0



Ensure responsibility for actions to reduce risks to health and safety

Learning outcomes

On completion of this unit you will:

1. Be able to identify the hazards and evaluate the risks in the workplace
2. Be able to reduce the risks to health and safety in the workplace
3. Know how to reduce risks to health and safety in the workplace

Evidence requirements

1. A variety of assessment methods should be used to confirm competence. Assessment of knowledge should be integrated with the assessment of performance wherever possible and appropriate.
2. Your assessor will observe you on **two separate occasions**. All evidence must be derived from performance in the workplace with no exceptions. Therefore no simulated working conditions have been specified in this Assessment Strategy as the outcomes can be demonstrated by a combination of other assessment methods drawn from:
 - direct observation of the candidate in the workplace
 - witness testimony by colleagues and line managers of the candidate's successful performance of activities in the workplace
 - documentary and other product based evidence
 - a personal report by the candidate endorsed by colleagues
 - questions
 - discussion
 - professional discussion.
3. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to identify the hazards and evaluate the risks in the workplace

You can:

- a. Identify workplace instructions that are relevant to you and your job role
- b. Identify working practices and hazards in the workplace that could be harmful
- c. Evaluate the hazards and prioritise in risk order
- d. Report hazard(s) to the responsible person*

*May be assessed through oral questioning.

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



Outcome 2

Be able to reduce the risks to health and safety in the workplace

You can:

- a. Perform work activities at own level of competence in accordance with identified health and safety:
 - workplace policies
 - instructions and procedures
 - suppliers' and manufacturers' information
 - relevant legal requirements
- b. Manage hazards in accordance with workplace instructions and legal requirements
- c. Report any differences between workplace instructions and supplier/maker instructions*

*May be assessed through oral questioning.

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Knowledge



Outcome 3

Know how to reduce risks to health and safety in the workplace

You can:	Portfolio reference / Assessor initials*
a. Explain your responsibility in remaining alert to hazards and risks	
b. Describe own responsibilities and scope for action in controlling risk	
c. Explain the importance of adhering to health and safety policies and practices	
d. Describe where and when to get additional health and safety assistance	
e. Describe the importance of personal presentation and behaviour in maintaining health and safety in the workplace	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UN10GH3

Prepare for hair services and maintain work areas

To achieve this unit you must prepare and maintain work areas in the salon under the direct supervision of your stylist/salon manager. You must pay close attention to effective health, safety and hygiene procedures that your salon has in place. This unit is suitable for both hairdressers and barbers.

NOS

GH3

Level

1

Credit value

2

GLH

20

Observations

3

External paper(s)

0

© Habia



Prepare for hair services and maintain work areas

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for hair services
2. Be able to maintain the work area for hair services
3. Understand salon and legal requirements
4. Understand how to prepare and maintain the work area

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for preparing and maintaining work areas.
3. Your assessor will observe your performance on **at least 3 occasions** and must include preparation for **3 different** hairdressing or barbering services.
4. No range items.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to prepare for hair services

You can:

- a. Set up materials, tools and equipment for hair services following the stylist's instructions
- b. Make sure that materials, tools, equipment and work area are ready in time for the service
- c. Make sure that all tools for hair services are cleaned, disinfected and or sterilised using suitable methods
- d. Locate any client records in time for consultation by the stylist*

*May be assessed through oral questioning.

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



© Habia

Outcome 2

Be able to maintain the work area for hair services

You can:

- a. Dispose of hair and waste materials safely and correctly
- b. Check and clean equipment according to manufacturers' instructions and own salon's requirements
- c. Make sure that there are enough clean towels and gowns to last through the working day
- d. Keep stocks of products and other items needed for hair services replenished to the levels required by the salon*
- e. Store records, materials and equipment in the required place
- f. Clean work surfaces effectively, leaving the work area in a suitable condition for further services

*May be assessed through oral questioning.

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

Developing knowledge

Achieving knowledge outcomes

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

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

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

Knowledge



Outcome 3

Understand salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. State the salon's requirements for work area preparation and maintenance, including the checking and cleaning of equipment	
b. State your salon's and legal requirements for the disposal of waste materials	
c. State the salon's required stocking levels for products and other items used in hair services	
d. State your responsibilities under the current Control of Substances Hazardous to Health Regulations when handling hair products and cleaning, disinfecting and sterilising products	
e. State the importance of, and reasons for, keeping records of hair services	
f. State the importance of the correct storage of client records in relation to the Data Protection Act	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



© Habia

Outcome 4

Understand how to prepare and maintain the work area

You can:	Portfolio reference / Assessor initials*
a. State general salon hygiene principles in relation to floors and seating, working surfaces, mirrors and salon equipment	
b. State the importance of maintaining standards of hygiene and the principles for avoiding cross-infection and cross-infestation	
c. State the types of products, materials, tools and equipment required for hair services	
d. State how to set up materials, tools and equipment for the hair services	
e. State the different methods of sterilisation and the various types of equipment available	
f. State how to clean, disinfect and sterilise different types of tools for the different hair services (i.e. metals, plastic, wood, electrical)	
g. State the difference between sterilising and disinfecting	
h. State how to dispose of waste materials and products from hair services	
i. State how to check and clean equipment used for hair services	
j. State how and where to store materials, tools and equipment	
k. State the condition in which the work area should be left ready for further services	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.

Notes

Use this area for making notes and drawing diagrams



UB100B1

Prepare and maintain salon treatment areas

This unit is about preparing and maintaining the beauty therapy work area. It covers preparing the work area for waxing, eye treatments, make-up, and nail and facial treatments. You will need to be able to set up materials and equipment for these treatments, maintain personal appearance and hygiene and obtain clients records. You will also need to dispose of waste after treatments, store client records, and clean work areas.

NOS

B1

Level

1

Credit value

3

GLH

27

Observations

3

External paper(s)

1

© Habia



Prepare and maintain salon treatment areas

Learning outcomes

On completion of this unit you will:

1. Be able to prepare treatment work areas
2. Be able to maintain treatment work areas
3. Know about organisational and legal requirements
4. Know how to prepare and maintain treatment work areas

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for preparing and maintaining the beauty therapy work area.
3. Your assessor will observe your performance on **at least 3 occasions**.
4. From the range, you must practically demonstrate that you:
 - have prepared and maintained work areas for **6 out of the 8*** treatments
 - have prepared all types of environmental conditions.

**However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor, but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare treatment work areas

You can:

- a. Use client records to select suitable materials and equipment for the client
- b. Set up materials, tools and equipment for treatments following salon procedures and any given instructions
- c. Clean all tools and equipment using the correct sterilisation and disinfection methods
- d. Ensure that environmental conditions are suitable for the client and the treatment
- e. Locate the correct client records for the relevant member of staff prior to treatment
- f. Check personal standards of hygiene, protection and appearance meet accepted industry and organisational requirements

** May be assessed through oral questioning.*

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



© Habia

Outcome 2

Be able to maintain treatment work areas

You can:

- a. Dispose of waste materials safely and correctly
- b. Check and clean equipment according to manufacturers' instructions and salon procedures
- c. Store records, materials and equipment following salon procedures
- d. Leave the work area in a clean and hygienic condition suitable for further treatments

* May be assessed through oral questioning.

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



Range

You must practically demonstrate that you have:

Prepared and maintained work areas for 6 out of the 8 treatments	Portfolio reference
Waxing	
Eye treatments	
Make-up	
Facial	
Manicure	
Pedicure	
Nail art	
Nail enhancements	
Prepared all types of environmental conditions	Portfolio reference
Lighting	
Heating	
Ventilation	
General comfort	

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 3

Know about organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. State your responsibilities under relevant health and safety legislation	
b. State your responsibilities and reasons for maintaining personal hygiene, protection and appearance according to accepted industry and organisational requirements	
c. State the importance of and reasons for keeping records of treatments	
d. State the importance of the correct storage of client records in relation to the Data Protection Act	
e. State why it is important to maintain standards of general hygiene and the principles of avoiding cross-infection	
f. State the salon's procedure for storing materials and equipment	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



© Habia

Outcome 4

Know how to prepare and maintain treatment work areas

You can:	Portfolio reference / Assessor initials*
a. Identify the types of products, materials and equipment required for the treatments	
b. Describe how to set up materials and equipment for the treatments	
c. Identify the different types of sterilising equipment and products available	
d. State how to sterilise tools and equipment for the treatments	
e. State the differences between sterilisation and disinfection	
f. Identify the different types of chemicals used for disinfection	
g. State the necessary environmental conditions for the treatments	
h. State how to dispose of waste materials and products from the treatments	
i. Describe how to check and clean equipment used for treatments	
j. State the condition in which the work area should be left and why this is important	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

UG111G3

Contribute to the development of effective working

This unit is about forming good relationships with clients in a way that promotes goodwill and trust, being able to work effectively when supporting your colleagues and using opportunities for learning that happens within your job role.

NOS

G3

Level

1

Credit value

4

GLH

40

Observations

3

External paper(s)

0



Contribute to the development of effective working

Learning outcomes

On completion of this unit you will:

1. Be able to develop effective working relationships with clients and colleagues
2. Be able to develop yourself within the job role
3. Understand the salon's and legal requirements
4. Understand communication methods
5. Understand procedures and targets
6. Understand how to improve own performance
7. Understand how to work with others

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your work situation that you have met the standards for contributing to effective working relationships.
3. Your assessor will observe these aspects of your performance **on at least 3 occasions**, 2 of which will cover your interaction with clients and one of which will cover your interaction with colleagues.
4. From the range you must show that you have:
 - participated in all the types of learning opportunities listed.
5. Although a large part of the evidence of your performance will be gathered from the observations made by your assessor, you will need to produce other evidence to support your performance as described below:
 - You should provide supplementary evidence to support consistency of your performance with colleagues and clients.
 - For Outcome 2, you should collect documentary evidence to show you have participated in self development activities over a period of time.
6. There is no external paper requirement for this unit.

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

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

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to develop effective working relationships with clients and colleagues

You can:

- a. Communicate with clients and colleagues in a manner which promotes goodwill, trust and maintains confidentiality*
- b. Handle client belongings with care and return them when required
- c. Refer any client concerns promptly to the relevant person*
- d. Maintain client comfort and care to the satisfaction of the client
- e. Ask politely for help and information from colleagues when necessary
- f. Respond willingly, courteously and in a timely manner to requests for assistance, which supports the smooth running of the salon
- g. Report problems likely to affect salon services to the relevant person*
- h. Meet the salon's standards for appearance and behaviour

* May be assessed through oral questioning.

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



© Habia

Outcome 2

Be able to develop self within the job role

You can:

- a. Identify your own strengths and weaknesses within job role and ensure that these are agreed with the relevant person
- b. Find out more information from relevant people to perform a task when the instructions given are unclear *
- c. Ask for feedback from relevant people on how well you have progressed and how they can improve your performance *
- d. Ask colleagues to help you learn if you find tasks difficult
- e. Take the opportunity to learn when they are available
- f. Agree realistic self development targets with the relevant person
- g. Regularly review progress towards achieving agreed targets
- h. Use the results of reviews to develop your future personal development plan

*May be assessed through oral questioning.

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



Range

You must practically demonstrate that you have:

Participated in all the types of learning opportunities	Portfolio reference
Active participation in training and development activities	
Active participation in salon activities	
Watching technical activities	

Developing knowledge

Achieving knowledge outcomes

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

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

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

Knowledge



Outcome 3

Understand the salon's and legal requirements

You can:	Portfolio reference / Assessor initials*
a. State your job role and responsibilities and how they relate to the role of other team members	
b. State when agreement with or permission from others should be sought	
c. State why it is important to work within job responsibilities and what might happen otherwise	
d. Identify the standards of behaviour that are expected when working in the salon, including attendance and punctuality and personal appearance	
e. State the salon's guidelines for client care and why they should be followed	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the mandatory written paper.



© Habia

Outcome 4

Understand communication methods

You can:	Portfolio reference / Assessor initials*
a. Describe how to communicate in a clear, polite, confident way and why this is important	
b. Identify the questioning and listening skills required to find out information	
c. State the rules and procedures for different methods of communication	
d. Identify how to recognise when a client is angry and when a client is confused	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the mandatory written paper.



© Habia

Outcome 5

Understand procedures and targets

You can:	Portfolio reference / Assessor initials*
a. State how to get information about work responsibilities and the standards expected	
b. State the salon's appeal and grievance procedures	
c. State personal development targets and timescales	
d. State the importance of meeting work targets	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the mandatory written paper.



© Habia

Outcome 6

Understand how to improve own performance

You can:	Portfolio reference / Assessor initials*
a. State how to identify your own strengths and weaknesses	
b. State the importance of continuous professional development	
c. Identify who can help you to obtain opportunities for development and/or training	
d. Outline how using the National Occupational Standards can help identify development needs	
e. State how to access information on National Occupational Standards and qualifications.	
f. State the importance of continually using and updating your own personal development plan	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the mandatory written paper.



© Habia

Outcome 7

Understand how to work with others

You can:	Portfolio reference / Assessor initials*
a. State why good working relationships are important	
b. State how to react positively to reviews, feedback and why this is important	
c. State how to manage time effectively	
d. State who to report to when there are difficulties in working with others	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the mandatory written paper.

Notes

Use this area for making notes and drawing diagrams



UN10GH1

Shampoo and condition hair

Through this unit you will learn the skill of shampooing and conditioning hair using a variety of products and massage techniques. You will work under the direction of your stylist paying close attention to; manufacturer's instructions for products, timing and safety whilst working. This unit is suitable for both hairdressers and barbers.

NOS

GH1

Level

1

Credit value

4

GLH

40

Observations

3

External paper(s)

1

© Habia



Shampoo and condition hair

Learning outcomes

On completion of this unit you will:

1. Be able to use effective and safe working methods when shampooing and conditioning hair
2. Be able to shampoo hair
3. Be able to apply conditioner and treatments to the hair
4. Know the salon and legal requirements
5. Know how to work safely, effectively and hygienically when shampooing and conditioning hair
6. Know the basic science of shampooing and conditioning
7. Know about products, equipment and their use
8. Know about shampooing and conditioning techniques

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shampooing and conditioning hair.
3. Your assessor will observe these aspects of your performance on **at least 3 separate occasions each for a different client.**
4. From the range, you must show that you have:
 - used all the massage techniques
 - worked on all the hair lengths
 - used all types of conditioning products.
5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

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

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

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

Maximum service times

The following maximum service times apply to this unit:

Shampooing and conditioning above shoulder length hair 10 minutes

Shampooing and conditioning below shoulder length hair 15 minutes

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use effective and safe working methods when shampooing and conditioning hair

You can:

- a. Protect the client's clothing throughout the service
- b. Clean and tidy the work area throughout the service
- c. Remove waste immediately at the end of the shampooing and conditioning service
- d. Use working methods that:
 - minimise the wastage of products
 - minimise the risk of cross-infection, infestation and offence to clients and colleagues
 - make effective use of working time
 - ensure the use of clean resources
 - ensure clients are correctly positioned to meet the needs of the service without causing discomfort
 - minimise the risk of harm or injury to yourself and others
- e. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- f. Replenish resources, when required, to minimise disruption*
- g. Report products that need reordering to the relevant person*
- h. Complete the shampooing and conditioning service in a commercially viable time

*May be assessed through oral questioning.

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



© Habia

Outcome 2

Be able to shampoo hair

You can:

- a. Use products and tools following the stylist's instructions
- b. Use massage techniques suitable for the client's hair and part of the service
- c. Use massage techniques to achieve an even distribution of shampoo over the hair and scalp
- d. Adapt the water temperature, flow and direction to suit the needs of the client's hair and the next part of the service
- e. Clean the client's hair and scalp of shampoo and remove excess water
- f. Detangle the client's hair without damage to the hair and scalp
- g. Refer problems that arise to the relevant persons*

*May be assessed through oral questioning.

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



Outcome 3

Be able to apply conditioner and treatments to the hair

You can:

- a. Use conditioning and treatment products and tools following the stylist's instructions
- b. Use massage techniques suitable for the client's hair and part of the service
- c. Remove the conditioning and treatment products in a way that avoids disturbing the direction of the cuticle
- d. Comb the client's hair without causing damage to the hair and scalp prior to the next part of the service
- e. Remove excess moisture from the hair
- f. Refer problems that arise to the relevant persons*

*May be assessed through oral questioning.

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

Range



You must practically demonstrate that you have:

Worked on all the hair lengths		Portfolio reference
Above shoulder length (maximum 10 minutes)		
Below shoulder length (maximum 15 minutes)		
Used all the massage techniques		Portfolio reference
Effleurage		
Rotary		
Petrissage		
Used all types of conditioning products		Portfolio reference
Surface		
Treatment		

Developing knowledge

Achieving knowledge outcomes

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

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

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

Achieving the external paper

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

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

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 4

Know the salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. State the salon's requirements for client preparation	
b. Identify the person to whom low levels of resources should be reported	
c. State the salon's expected service time for shampooing and conditioning	
d. State personal responsibilities under the current regulations in relation to shampooing and conditioning services: <ul style="list-style-type: none">- Control of Substances Hazardous to Health Regulations- Electricity at Work Regulations	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 5

Know how to work safely, effectively and hygienically when shampooing and conditioning hair

You can:	Portfolio reference / Assessor initials*
a. Describe contact dermatitis and the steps that can be taken to avoid it whilst carrying out hairdressing services	
b. Identify the types of protective clothing that should be available to clients	
c. Describe how personal and client positioning can affect the desired outcome and reduce fatigue and the risk of injury	
d. Outline the safety considerations which must be taken into account when shampooing and conditioning	
e. Outline the importance of keeping the work area clean and tidy	
f. Outline safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation	
g. Outline the importance of personal hygiene	
h. Outline the importance of thoroughly rinsing hair when shampooing and conditioning	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



© Habia

Outcome 6

Know the basic science of shampooing and conditioning

You can:	Portfolio reference / Assessor initials*
a. State the direction in which the hair cuticle lies and its importance when disentangling wet hair	
b. Outline the effects of water temperature on the scalp	
c. Describe how shampoo and water act together to cleanse the hair	
d. Outline how the build-up of products can affect the hair, scalp and effectiveness of other services	
e. Identify types of conditioning products and their effects	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



Outcome 7

Know about products, equipment and their use

You can:	Portfolio reference / Assessor initials*
a. Describe the manufacturers' instructions relating to the use of shampooing and conditioning products in the salon	
b. Describe how to use electrical equipment for conditioning hair	
c. Outline the potential implications if shampooing and conditioning instructions are not followed	
d. Identify the types and causes of problems that can arise when shampooing and conditioning hair	
e. Identify the types of problems that should be reported and the person to whom they should be reported	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



© Habia

Outcome 8

Know about shampooing and conditioning techniques

You can:	Portfolio reference / Assessor initials*
a. Describe when and how to use rotary, effleurage, friction and petrissage massage techniques when shampooing and conditioning different lengths of hair	
b. Describe how to shampoo natural hair and the potential consequences of doing this wrongly	
c. Outline the importance of evenly distributing shampoo	
d. State how conditioning and treatment products should be applied to hair	
e. Describe the importance of removing products and excess water from the hair after each service	
f. Outline the importance of detangling hair from point to root comb hair from point to root	
g. State how often the hair should be cleansed and shampooed according to hairstyle, hair and scalp condition and lifestyle	
h. Outline the importance of using shampoos and conditioners cost-effectively	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.