



VTCT



ITEC

APPRENTICESHIP ON PROGRAMME RECORD

Apprentice name:

Apprentice number:

HB2D4

VTCT Level 2 Diploma for Hair Professionals

(Hairdressing)

603/1323/7

The qualification

This is an On Programme Record which can be used to record the achievements of requirements for this qualification. The On Programme Record can be completed by assessors/trainers/teachers to confirm that the apprentice has achieved all mandatory and the specified number of optional units and aid in the gateway discussion to decide if the apprentice is ready for the End-point Assessment.

Qualification title	Level 2 Diploma for Hair Professionals (Hair)
Qualification number	603/1323/7
VTCT product code	HB2D4
First registration date	1st May 2017
Age range	16-18, 19+
Total qualification time (TQT)	850
Guided learning (GL) hours	693
Assessment	<p>All units in this qualification need to be achieved before commencing the end-point assessment.</p> <p>The following units will have an external examination to assess knowledge and understanding:</p> <ul style="list-style-type: none"> • UHB195 - Consultation • UHB196 - Shampoo, condition and treat the hair and scalp • UHB199 - Colour and lighten hair using a range of techniques • UHB204 - Perming hair • UHB205 - Hair relaxing treatments and techniques <p>The external examinations will be a Pass/Fail MCQ. Apprentices must achieve a pass mark of 70%.</p>
Entry requirements	None
Progression	Senior Hairdresser
End-point Assessment (EPA)	<p>The EPA will provide a snap shot holistic assessment of the apprentice's practical skills, similar to an industry trade test. The apprentice will demonstrate they can complete a range of services on a number of models to industry standards and within commercial timings. The apprentice's consultation skills, communication skills, safe working practices, professionalism, values and behaviours will be assessed by practical observation and oral questioning.</p> <p>More detailed information on the EPA is provided in the EPA pack.</p>

Overview

Hairdressers will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create a variety of looks, and colour and lighten hair for ladies and men. Hairdressers must be able to work with all hair types ranging from straight hair to very curly, wiry hair. They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communications skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

Structure

To be awarded the Level 2 Diploma for Hair Professionals (Hair) learners must achieve all mandatory units and **one** optional unit.

VTCT product code	Unit title	Level	GL	Unit reference number
Mandatory units				
UHB195	Consultation	2	63	K/615/6188
UHB196	Shampoo, condition and treat the hair and scalp	2	40	M/615/6189
UHB197	Cut hair using a range of techniques to create a variety of looks	2	180	H/615/6190
UHB198	Style and finish hair using a range of techniques to create a variety of looks	2	140	K/615/6191
UHB199	Colour and lighten hair using a range of techniques	2	180	M/615/6192
Optional units				
UHB204	Perming hair	2	93	L/615/6197
UHB205	Hair relaxing treatments and techniques	2	125	R/615/6198
UHB206	Hair extension services	2	90	Y/615/6199

Progression record

This table is to help you keep track of the apprentice achievement of units.

Unit code	Date achieved	Assessor initials
UHB195		
UHB196		
UHB197		
UHB198		
UHB199		
UHB204		
UHB205		
UHB206		

Transferable skills

The apprentice must demonstrate the behaviours and communication skills, safe working practices and the professionalism and values associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills. These transferable skills must be demonstrated throughout all units.

Transferable skills demonstrated in	Assessor initials
UHB195 Consultation	
UHB196 Shampoo, condition and treat the hair and scalp	
UHB197 Cut hair using a range of techniques to create a variety of looks	
UHB198 Style and finish hair using a range of techniques to create a variety of looks	
UHB199 Colour and lighten hair using a range of techniques	
UHB204 Perming hair	
UHB205 Hair relaxing treatments and techniques	
UHB206 Hair extension services	

Behaviours and communication

The apprentice will be able to:

- Greet the client respectfully and in a friendly manner
- Choose the most appropriate way of communicating with clients
- Be helpful and courteous at all times
- Adapt behaviour in response to each client
- Respond promptly to client's questions and comments and to clients seeking assistance
- Establish client expectations and needs
- Explain clearly any reasons why the client's needs or expectations cannot be met
- Give clients information about services or products offered by the salon
- Willingly undertake wider salon duties, including sales and reception duties when required
- Demonstrate good verbal and non-verbal communication skills
- Provide a positive impression of yourself and your organisation
- Meets the salon's standards of behaviour
- Communicate with the client politely and courteously keep the client informed and reassured
- Quickly locate information that will help the client
- Deal with problems within the scope of your responsibilities and job role
- Show clients and colleagues respect at all times and in all circumstances
- Quickly seek assistance from a senior member of staff when required

The apprentice will know and understand:

- Industry and salon standards of behaviour
- How to meet and greet clients respectfully and in a friendly manner
- How to communicate with the client politely and courteously
- How to identify and confirm the client's expectations
- Client care, principles and practices
- How to maintain a rapport with clients
- Who to refer to with different types of enquiries or problems and when to seek advice
- The Sale of Goods and Services Act and the Data Protection Act
- How to provide advice and recommendations on the products and services provided in the salon
- Salon business systems and processes (this would include: front of house skills, housekeeping, the client journey, the reception area, making appointments, taking payments, basic business, selling and recommendations (retail), teamwork, flexible working and how to adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials)
- How to communicate (this would include: providing a positive impression of yourself and your organisation, customer care and the client journey, including reception, basic communication skills, how to communicate with the general public and colleagues, verbal and non-verbal communication techniques)

Safe working practices

The apprentice will be able to:

- Maintain effective, hygienic and safe working methods
- Take health and safety considerations into account
- Maintain responsibilities for health and safety throughout the service
- Observe legal and industry requirements;
- Adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Prepare your client and yourself to meet legal and organisational requirements
- Maintain the client's modesty, privacy and comfort at all times
- Protect the client's clothing and accessories throughout the service
- Promote environmental and sustainable working practices
- Ensure personal hygiene and protection meets industry, organisational and local authority requirements
- Demonstrate correct use of Personal Protective Equipment (PPE)
- Maintain posture and position whilst working to minimise fatigue and the risk of injury to self and others
- Use work methods that: minimise the wastage of products, minimise the risk of cross-infection, make effective use of working time, keep work area and resources clean and tidy throughout the service, dispose of waste materials to meet legal requirements, complete services in a commercially viable time

The apprentice will know and understand:

- Legal and organisational requirements
- How to use tools, equipment, materials and products correctly
- How to adhere to workplace cleaning, disinfection, sterilisation, supplier or manufacturers' instructions
- Current legal requirements and guidance relating to age restrictions for colouring and lightening services
- How to reduce and manage waste (recycle, reuse, safe disposal, clinical waste)
- Client preparation and protection, protective clothing and products for self and clients
- How to reduce and minimise direct and indirect cross-infection
- How to reduce risk of injury to self and others
- How to maintain posture and position whilst working to minimise fatigue and the risk of injury
- Standards of personal hygiene and protection to meet industry, organisational and local authority requirements
- The importance of using personal protective equipment (PPE)
- What contact dermatitis is and how to avoid developing it
- Why it is important to keep work areas and resources clean and tidy
- Hazards and risks which exist in the workplace and the safe working practices to follow
- Different working methods that promote environmental and sustainable working practices, e.g., reducing energy usage (energy efficient equipment, low energy lighting, utilising solar panels), reducing water usage and other resources, preventing pollution

- The necessary environmental conditions for services, such as heating and ventilation and why these are important
- Health and safety legislation and practice relevant to Consultation including:
 - Health and Safety at Work Act
 - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Health and Safety (First Aid) Regulations
 - The Regulatory Reform (Fire Safety) Order
 - The Manual Handling Operations Regulations
 - The Control of Substances Hazardous to Health Regulations (COSHH)
 - The Electricity at Work Regulations
 - The Environmental Protection Act
 - The Management of Health and Safety at Work Regulations
 - The Health and Safety (Information for Employees) Regulations
 - Data Protection Act
 - Working Time Directives
 - Cosmetic Products Regulations
 - Sale of Goods Act
 - Distance Selling Act
 - Trade Descriptions Act
 - Consumer Protection legislation

Professionalism and values

The apprentice will be able to:

- Demonstrate professionalism to a high standard of personal and professional conduct requirements, to a high level of technical skills and ability, to complete services in a commercially viable time and to a high standard, to show a willingness to learn, to meet organisational and industry standards of appearance, to maintain effective, hygienic and safe working methods, when adhering to workplace health, safety and security measures
- Demonstrate a passion for the industry and industry knowledge
- Demonstrate commitment to quality
- Display a positive attitude
- Work in a team
- Work under pressure
- Observe time management and self-management
- Observe professional ethics and conduct
- Ensure personal hygiene and protection meets accepted industry and organisational requirements
- Adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- Demonstrate a flexible working attitude
- maintain customer care
- Demonstrate good verbal and non-verbal communication skills

The apprentice will know and understand:

- Industry codes of practice and ethics
- Quality assurance systems
- Time management principles
- Self-management principles
- Commercially viable times for the completion of services
- Industry and organisational standards of appearance
- The importance of continuing professional development, equality and diversity
- Employer Rights and Responsibilities and industry knowledge