



VTCT

END-POINT ASSESSMENT GUIDE

VTCT Level 2 Diploma for Hair Professionals (Hairdressing)

(For Apprenticeship Assessors)



End-point Assessment guide - content

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End-point Assessment

Purpose

This End-point Assessment guide sets out the format and requirements of the End-point Assessment for the Hair Professional Standard (Hairdressing). The skills, knowledge and behaviours required will be assessed through observation of practical assessment and oral questioning by the Assessor.

The End-point Assessment will be conducted by an Apprenticeship Assessor and apprentices will be graded either fail, pass or distinction; based on holistic grading criteria.

Overview of the End-point Assessment

The End-point Assessment is carried out by an Apprenticeship Assessor who assess the apprentice's skills, knowledge and behaviours through practical observations and oral questions.

The End-point Assessment will take a maximum of six hours excluding breaks and will consist of:

Reference to the Standard	Service	Elements reference
Consultation	a. The Apprenticeship Assessor will observe consultations on all services completed during the End-point Assessment b. The apprentice must show they have: <ul style="list-style-type: none"> used all means of identifying clients' wishes adapted their advice to take into account the factors limiting or affecting services have identified or can describe any problems have taken into account all hair characteristics given advice and recommendations 	<ul style="list-style-type: none"> Element 1A - Technical skills (Consultation) Element 2 - Ways of working Element 3 - Customer service Element 4 - Understanding
Shampoo, condition and treat the hair and scalp	a. The Apprenticeship Assessor will observe a shampoo and condition on at least one service during the End-point Assessment b. The apprentices must show that they have: <ul style="list-style-type: none"> adapted their shampooing techniques used shampooing massage techniques used a conditioning product used conditioning massage techniques given advice and recommendations 	<ul style="list-style-type: none"> Element 1A - Technical skills (Shampoo, condition and treat the hair and scalp) Element 2 - Ways of working Element 3 - Customer service Element 4 - Understanding

<p>Colour and lighten hair using a range of techniques</p>	<p>a. The Apprenticeship Assessor will observe a colouring and a lightening technique. The colour and lightening techniques must cover:</p> <ul style="list-style-type: none"> • woven highlights • a minimum of a “T” section of the head which includes a change in depth and tone • 1 other colouring technique <p>b. The apprentices must show that they have:</p> <ul style="list-style-type: none"> • used a minimum of 2 types of products • carried out all the tests • taken into account all the factors • given advice and recommendations 	<ul style="list-style-type: none"> • Element 1B - Technical skills (Colour and lighten hair using a range of techniques) • Element 2 - Ways of working • Element 3 - Customer service • Element 4 - Understanding
<p>Cut hair using a range of techniques to create a variety of looks</p>	<p>a. The Apprenticeship Assessor will observe a minimum of 1 creative restyle</p> <p>b. The apprentice must use a minimum of 3 techniques from the range:</p> <ul style="list-style-type: none"> • club cutting • freehand • scissor over comb • texturising (may include razoring) • precision cutting techniques (including disconnection) • fringe cutting • clipper work <p>c. The apprentices must show that they have:</p> <ul style="list-style-type: none"> • given advice and recommendations 	<ul style="list-style-type: none"> • Element 1B - Technical skills (Cut hair using a range of techniques to create a variety of looks) • Element 2 - Ways of working • Element 3 - Customer service • Element 4 - Understanding
<p>Style and finish hair using a range of techniques to create a variety of looks</p>	<p>a. The Apprenticeship Assessor will observe a minimum of:</p> <ul style="list-style-type: none"> • 1 blow dry which must create volume, movement and curl • a hair up style, 80% of the hair should be taken up <p>b. The apprentice must show that they have:</p> <ul style="list-style-type: none"> • used a minimum of 4 techniques • used a minimum of 2 products • used a minimum of 1 setting technique • taken into account all factors • used a minimum of 3 dressing techniques and effects • styled above and below shoulder length hair • used a minimum of 2 tools and equipment • given advice and recommendations 	<ul style="list-style-type: none"> • Element 1B - Technical skills (Style and finish hair using a range of techniques to create a variety of looks) • Element 2 - Ways of working • Element 3 - Customer service • Element 4 - Understanding

Assessment controls

An overview of the assessment controls which apply to the End-point Assessment are detailed in the table below:

Control Description	Conditions
Dress code	Apprentices are expected to look professional and wear their usual salon/barbershop/training academy uniform on the day of the End-point Assessment. This must be in accordance with health and safety requirements (No open toe shoes).
Health & Safety	Apprentices must comply with health and safety legislation and are responsible to ensure the safety of themselves and their models during the End-point Assessment. Where the Apprenticeship Assessor identifies a high risk of harm, the End-point Assessment will be stopped. If this happens, the Apprenticeship Assessor will explain their reason(s) and use their judgment as to whether or not the apprentice should continue with the assessment. In cases where the assessment cannot continue, then this will result in a fail grade for the apprentice.
Punctuality and Timing	<p>All apprentices must be on time for the start of their EPA. It is recommended that apprentices arrive at least 30 minutes before the start of the End-point Assessment. In instances where the apprentice may arrive late they must inform their Training Provider as soon as possible so the Apprenticeship Assessor is aware. Where possible, the Apprenticeship Assessor will aim to accommodate the apprentice but not at the cost of disrupting other apprentices' End-point Assessment.</p> <p>All services must be completed in a commercially acceptable timeframe and in accordance with the Assessment Plan (6 hours for hairdressing, 3 hours for Barbering) excluding breaks.</p>
Environment	End-point Assessments must take place in a previously approved realistic work environment under controlled exam conditions. The apprentice must be able to work independently on their models in a dedicated working space, without visible distractions. If on arrival the Apprenticeship Assessor deems the environment unsuitable because it does not meet the requirements, the End-point assessment may be delayed or cancelled.
Exam assistant	The End-point Assessment venue will supply an exam assistant to be on hand before, during and after the End-point Assessment. The exam assistant must not be familiar to the apprentice, collaboration controls apply.
Mobile phones and tablets	<p>Apprentices, and their models are permitted to use mobile phones and tablets during the consultation process only for purposes of imagery.</p> <p>The use of mobile phones and other electronic devices outside of the consultation are prohibited for both the apprentice and models.</p> <p>For unique circumstances where a model is likely to need access to their mobile phone, the apprentice must communicate the circumstances to the Apprenticeship Assessor who will then make suitable arrangements.</p>

Resources and preparation	<p>A full range of professional products, tools and equipment are required for the End-point Assessment and must be available for the apprentice to use.</p> <p>All preparation of the work area, tools and equipment should be undertaken by the apprentice. Preparation of foils for the 'T' section can take place prior to the End-point Assessment.</p>
Requirements for models	<p>Models must meet the following requirements:</p> <ul style="list-style-type: none"> • Be 16 years old or older • Be willing to accept a physical and visible change to existing hair • Provide signed consent to participate • Meet relevant skin test requirements (for colouring services) and provide a signed declaration • Not be contra-indicated for any service <p>The training provider and employer should support and advise the apprentice on model choice. Models can be familiar to the apprentice.</p>
Collaboration	<p>Whilst apprentices can work with their training providers in groups as part of the on-programme stage of the apprenticeship; the End-point Assessment itself is an assessment of individual performance and does not allow collaboration between apprentices.</p> <p>The model is not to discuss the apprentice's performance or provide any advice during the End-point Assessment. If the Apprenticeship Assessor feels collaboration rules are breached then the apprentices' End-point Assessment will be ended.</p>
Breaks	<p>Apprentices are allowed a maximum of a 15 minute break every two hours and this must be agreed between the apprentice and Apprenticeship Assessor. The apprentice will plan their breaks on the Apprentice EPA Schedule. Collaboration controls will apply during break periods.</p>

Grading

The holistic grading rubric, which has been shaped by employers, contains three levels of performance (Fail/Pass/Distinction) which each contain a broad description of the characteristics that define each grade. Using the holistic grading rubric, all criteria are considered together against the description provided for the given grade. The Apprenticeship Assessor evaluates the performance based on overall quality and an impressionistic judgement on which grade description most closely matches the observed performance.

In this holistic, standards-based assessment, the Apprenticeship Assessor responds to apprentice performance as a whole, and then directly maps its quality to a notional point on the grade scale (Fail/Pass/Distinction). Although the Apprenticeship Assessor may note specific features, which may stand out while appraising, arriving at a global judgement on each element of the End-point Assessment is foremost.

Holistic grading is by its nature compensatory and relies on the ability of expert Apprenticeship Assessor to make assessment and grading decisions against a shared understanding of the standard.

The final grade for the End-point Assessment will be based on a holistic judgement made by the Apprenticeship Assessor across the apprentice's performance in both the practical and oral questioning in line with the grade profiles outlined:

- A **pass candidate** is capable of managing and running a column within expected service times, works safely and hygienically at all times and has a professional approach to work. They can competently use a range of techniques, methods, tools and products to achieve accurate finished looks. Their product and service advice is sound, evidences a good understanding that includes how to use products and maintain style. Client comfort is maintained throughout all services. They are able to respond to any questions accurately.
- A **distinction candidate**, in addition to meeting the pass criteria, are confident, organised and proactive in their approach to work. They continually manage and use time effectively and demonstrate a constant attention to detail in all aspects of their work. They are capable of combining and adapting a full range of techniques, methods, tools and products to maximize the effects of all finished looks, consistently taking into consideration all factors whilst thinking about both the immediate effects and the longer term maintenance and management. Their product and service advice goes beyond the basic, is backed up with evidence of a full depth of understanding that is used to shape and influence service outcomes appropriately. Client comfort is considered throughout all services, continually going the extra mile to meet customers' needs so that the service experience is as good as possible. They are consistently able to respond to any questions asked with full justification for any decisions made or advice given, further evidencing a full depth of understanding.

There are four weighted elements of the end-point assessment which contribute to the overall grade:

- **Element 1:** Technical Skills (70% contribution to overall grade). The holistic grading criteria related to this element of the assessment is based on the grade profiles contained within the Hair Professional Assessment Plan and is weighted according to the relative importance of technical skills in terms of employer requirements.
- **Element 2:** Ways of working (5% contribution to overall grade). The holistic grading criteria relating to this element of the assessment is based on the professional behaviours specified in the Hair Professional Standard and the Apprenticeship Employer Brief and represents the grade profiles stated in the Hair Professional Assessment Plan. The grade allocated to this aspect of the End-point Assessment will be determined as a result of the Apprenticeship Assessor holistic judgement on the apprentice's performance throughout the service.

- **Element 3:** Customer Service (5% contribution to overall grade). The holistic grading criteria relating to this element of the assessment is based on the professional behaviours specified in the Hair Professional Standard and the Apprenticeship Employer Brief and represents the grade profiles stated in the Hair Professional Assessment Plan. The grade allocated to this aspect of the End-point Assessment will be determined as a result of the Apprenticeship Assessor holistic judgement on the apprentice's performance throughout the service.
- **Element 4:** Understanding – Oral Questioning (20% contribution to overall grade). Each apprentice will be asked 3 oral questions related to each technical skill as specified in the Hair Professional Assessment Plan. Apprentice's responses will be graded either Fail/Pass/Distinction.

The table below illustrates the assessment method for each element:

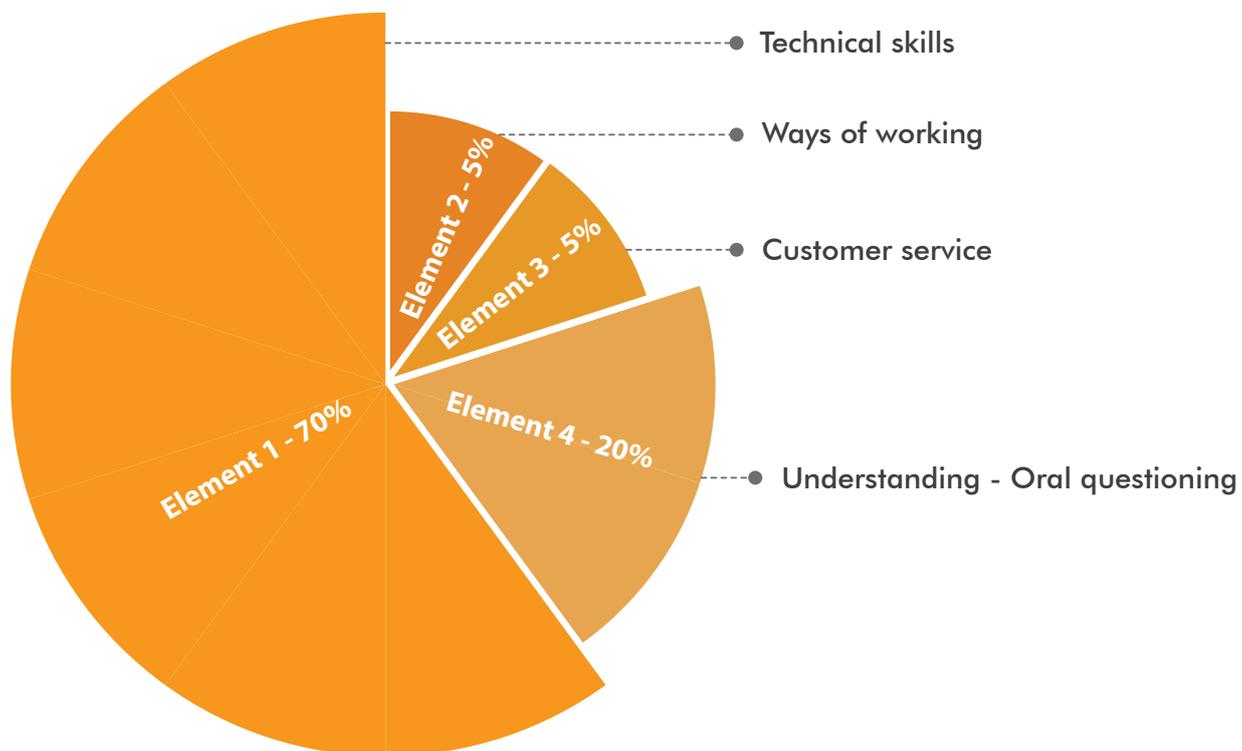
Element	Observation	Oral Questioning
1 - Technical skills	✓	
2 - Ways of working	✓	
3 - Customer service	✓	
4 - Understanding		✓

End-point Assessment structure

Apprentice must achieve a Pass grade or higher in all of the four elements to achieve at least a Pass overall, for the End-point Assessment. Performance in each element will be graded Fail, Pass or Distinction. Each element grade carries points, which are used to calculate the overall grade.

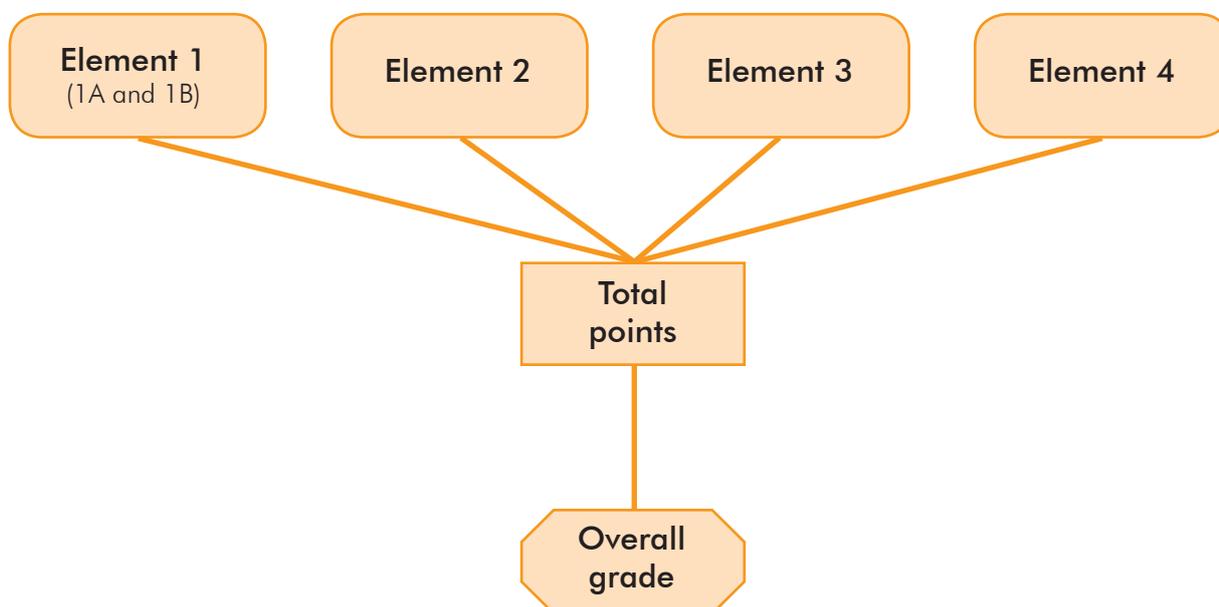
Apprentices must gain a Distinction in at least 2 out of the 3 technical skills in element 1B and at least 634 points overall to achieve a Distinction in the End-point Assessment.

The percentage contribution of each element to the overall End-point Assessment grade is shown in the graph below:



The diagram below gives a high level overview of the structure of the End-point Assessment. Points from each of the four elements will be added together to calculate the overall grade.

The overall grade will be calculated by the VTCT system.



Calculating the overall grade

Element title	Component of the element	Points per grade
Element 1A – Technical skills	Consultation 10% Contribution of overall grade	Fail = 0 Pass = 50 Distinction = 70
	Shampoo, condition and treat the hair and scalp 0% Contribution of overall grade	Fail = 0 Pass = 0 Distinction = 0
Element 1B – Technical skills Apprentices must gain a Distinction in at least 2 out of the 3 technical skills in element 1B and at least 634 points overall to achieve a Distinction overall.	Colour and lighten hair using a range of techniques 25% Contribution of overall grade	Fail = 0 Pass = 125 Distinction = 175
	Cut hair using a range of techniques to create a variety of looks 20% Contribution of overall grade	Fail = 0 Pass = 100 Distinction = 140
	Style and finish hair using a range of techniques to create a variety of looks 15% Contribution of overall grade	Fail = 0 Pass = 75 Distinction = 105
Element 2 – Ways of working	Holistic grading throughout all services 5% Contribution of overall grade	Fail = 0 Pass = 25 Distinction = 35
Element 3 – Customer service	Holistic grading throughout all services 5% Contribution of overall grade	Fail = 0 Pass = 25 Distinction = 35
Element 4 – Understanding	Oral questioning throughout all services 20% Contribution of overall grade	Fail = 0 Pass = 100 Distinction = 140

The overall grade for the assessment will be calculated based on the aggregation of apprentice achievement from the four elements of the End-point Assessment.

The grades will be uploaded to the VTCT system to calculate the apprentice's overall grade. The overall grade will be based on the conversion table below:

Points range	Overall qualification grade
0 to 499	Fail
500 to 633	Pass
634 to 700	Distinction

The overall grade will be determined by the grades achieved in the four elements of the End-point Assessment. All elements **must** be achieved at a minimum of a Pass for the apprentice to be awarded an overall Pass in the End-point Assessment. Apprentices who fail to reach the minimum standard of Pass for an element, will fail the End-point Assessment.

Element 1 - Technical Skills

1A - Consultation

The apprentice will be assessed carrying out consultation for all services completed during assessment.

The Apprenticeship Assessor will observe consultations on all services completed during the End-point Assessment

- Observed consultation

The apprentice must show they have:

Used all means of identifying clients' wishes

- Question
- Observation

Adapted their advice to take into account the factors limiting or affecting services

- Adverse hair, skin and scalp conditions
- Incompatibility of previous services and products used
- Client's lifestyle
- Test results
- Hair classification

Have identified or can describe any problems

- Suspected infections
- Suspected infestations

Have taken into account all hair characteristics

- Hair density
- Hair texture
- Hair elasticity
- Hair porosity
- Hair condition
- Hair growth patterns

Given advice and recommendations

- Advised and recommended

Element 1 - Holistic grading criteria

1A - Consultation

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Consultation	
Fail <input type="checkbox"/>	The apprentice used poor communication skills and was not able to identify client needs and requirements. The apprentice did not fully identify factors that may influence the services, a thorough manual and visual inspection was not carried out and relevant patch tests were not undertaken and records were not available. Hair type, classification, characteristics, test results and any hair or scalp conditions (such as infections or infestations which could present a risk to cross-infection), were not discussed or considered, when selecting the most appropriate service for the client. The apprentice did not give their client the correct advice or recommendations and client records were not fully completed.
Pass <input type="checkbox"/>	The apprentice used a range of effective verbal and non-verbal communication techniques to identify client needs and requirements. The apprentice identified, discussed and considered factors that may influence selection of the most appropriate services for the client; such as hair type, classification, characteristics and any hair or scalp conditions (such as infections or infestations which could present a risk to cross-infection). The apprentice carried out a manual and visual inspection and relevant patch test records were reviewed and available for inspection. The apprentice provided the client with sound advice and appropriate recommendations and maintained client records in accordance with minimum salon requirements.
Distinction <input type="checkbox"/>	The apprentice was able to adapt and tailor their interpersonal verbal and non-verbal communication techniques to identify client needs and requirements. The apprentice was confident and friendly and appeared to build a positive and well-received rapport with the client. The apprentice precisely identified factors which may prevent, limit or affect the desired outcome. The apprentice was able to give full explanations of the services to be provided, including demonstrating an ability to manage client expectations. The apprentice provided the client with detailed and thorough advice and recommendations demonstrating a high level of product and service knowledge. The apprentice maintained thorough, accurate and detailed client records.

Element 1 - Technical Skills

1A - Shampoo, condition and treat the hair and scalp

The apprentice must shampoo and condition hair as part of at least one service during the End-point Assessment, this may be more as appropriate.

The Apprenticeship Assessor will observe consultations on all services completed during the End-point Assessment

- Observed shampoo and condition

The apprentice must show they have:

Adapted their shampooing techniques

- Adapted their shampooing techniques

Used shampooing massage techniques

- Effleurage
- Rotary
- Friction

Used a conditioning product

- Used a conditioning product

Used conditioning massage techniques

- Effleurage
- Petrissage

Given advice and recommendations

- Advised and recommended

Element 1 - Holistic grading criteria

1A - Shampoo, condition and treat the hair and scalp

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Shampoo, condition and treat the hair and scalp	
Fail <input type="checkbox"/>	The apprentice selected the incorrect products and used shampooing, conditioning and massage techniques were inappropriate for the client's hair length, density or hair and scalp condition. The water-flow and temperature were not checked with the client. The apprentice used incorrect and ineffective shampooing, conditioning and massage techniques, resulting in residue being left in the hair, or caused client discomfort.
Pass <input type="checkbox"/>	The apprentice selected the appropriate shampoo and conditioning products for the client's hair length, density and hair and scalp condition. The apprentice checked the water-flow and temperature with the client. The apprentice used effective shampooing, conditioning and massaging techniques, resulting in no residue being left in the hair and client comfort maintained.
Distinction <input type="checkbox"/>	The apprentice selected products and used shampooing techniques to proactively protect against damage to the cuticle and achieves an optimal result for the client. Conditioner was applied using a systematic method to ensure appropriate hair coverage was achieved. Massage techniques were applied using an even pressure with a consistent flow of movements, to achieve enhanced client relaxation and to ensure client comfort was maintained consistently throughout the service.

Element 1 - Technical Skills

1B - Colour and lighten hair using a range of techniques

The apprentice must perform colour and lighten services utilising a range of products and techniques in the End-point Assessment.

The Apprenticeship Assessor will observe a colouring and a lightening technique

The colour and lightening techniques must cover:

- Woven highlights
- A minimum of a "T" section of the head which includes a change in depth and tone
- One other colouring technique

The apprentice must show they have:

Used a minimum of 2 types of products

- Semi-permanent
- Quasi-permanent
- Permanent
- Lighteners
- Toners

Carried out all the tests

- Skin
- Incompatibility
- Porosity
- Elasticity
- Colour

Element 1 - Technical Skills

Taken into account all the factors

- Hair classifications
- Hair characteristics
- Temperature
- Existing colour of hair
- Percentage of white hair
- Test results
- Strength of hydrogen peroxide
- Hair length
- Skin tone
- Time interval from last perm or relaxer
- Recent removal of hair extensions

Given advice and recommendations

- Advised and recommended

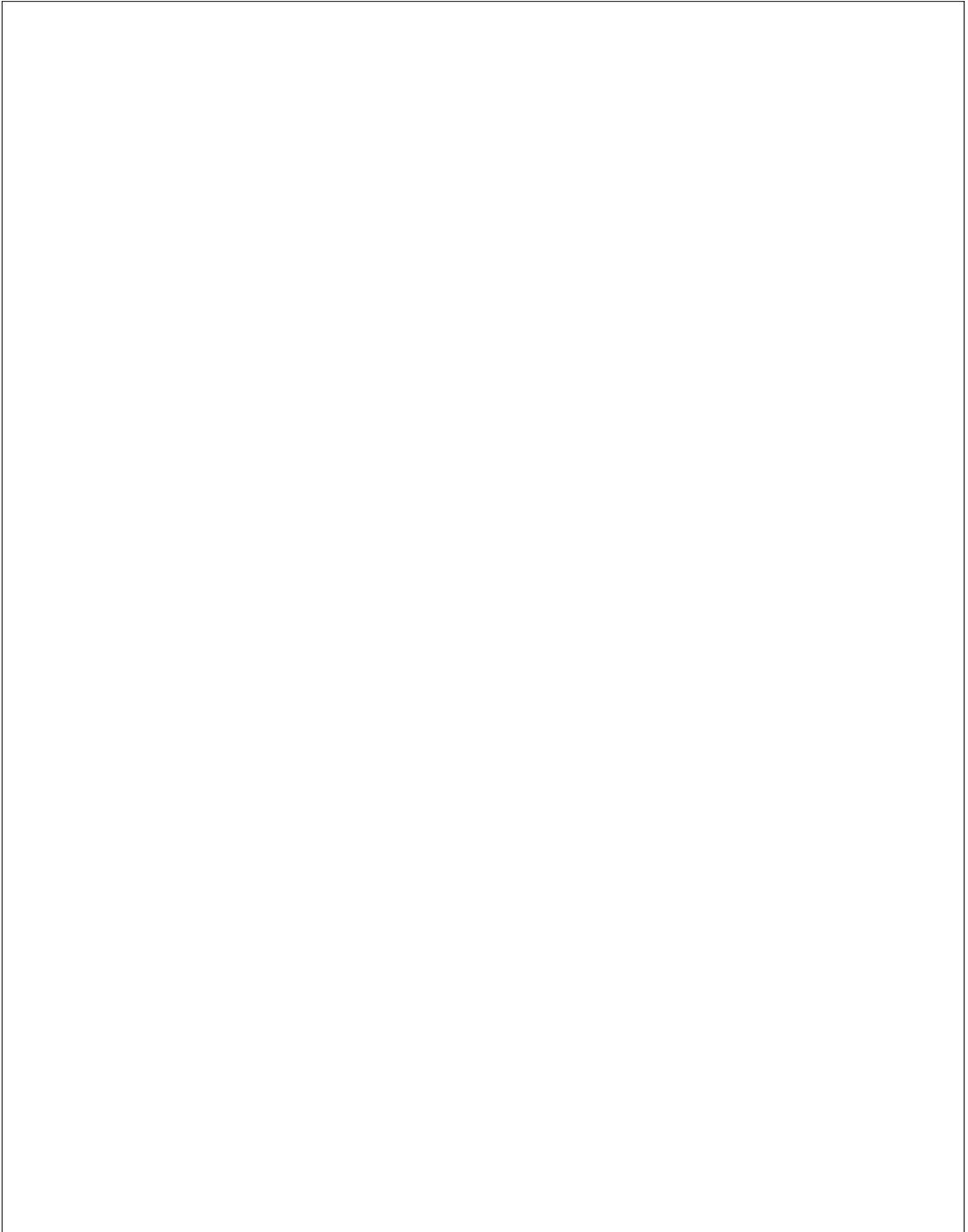
Element 1 - Holistic grading criteria

1B - Colour and lighten hair using a range of techniques

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Colour and lighten hair using a range of techniques	
Fail <input type="checkbox"/>	The apprentice did not use colour and lightening techniques which included woven highlights or a "T" section and did not achieve a change in depth and tone. The apprentice did not show suitable application of one additional colouring technique and at least two types of product. The apprentice used sectioning patterns that were inappropriate for the desired look or colour was not applied evenly. Colour seepage was visible in the finished result or woven highlights were not applied to the roots of the hair. The colour development time was not adhered to and this affected the finished colour result. The placement of colour was not in line with the desired result, or the finished result was visibly patchy. Residue from the colouring products was still visible in the hair.
Pass <input type="checkbox"/>	The apprentice used colouring and lightening techniques which included woven highlights or a "T" section, which achieved a change in depth and tone of the hair. The apprentice showed suitable application of one other colouring technique and at least two types of product. The apprentice used sectioning patterns that were appropriate for the desired look and colour was applied evenly to the relevant areas. All products and development times were checked in accordance with the manufacturer's instructions. Colour placement was in line with the desired result and the hair and scalp were emulsified and left free from product residue. The overall desired result was achieved to a satisfactory standard.
Distinction <input type="checkbox"/>	The apprentice used colouring and lightening techniques which included woven highlights or a "T" section and achieved a change in depth and tone of the hair. The apprentice showed suitable application of one other colouring technique and at least two types of product. The apprentice used precise sectioning techniques and the colouring products were applied methodically, with controlled use of products and tools, ensuring even coverage to achieve a balanced look. Product development times were checked and managed efficiently throughout the service, in consideration of relevant influencing factors. The client's hair and scalp were left free from product residue. Colour placement was personalised to the client and the finished result reflected a mastery of professional colouring techniques.

Notes



Element 1 - Technical Skills

1B - Cut hair using a range of techniques to create a variety of looks

The apprentice needs to achieve a creative restyle utilising a range of cutting techniques.

The Apprenticeship Assessor will observe a minimum of 1 creative restyle

- Observed creative style

The apprentice must show they have:

Used a minimum of 3 techniques from the range

- Club cutting
- Freehand
- Scissor over comb
- Texturising (may include razoring)
- Precision cutting techniques (including disconnection)
- Fringe cutting
- Clipper work

Given advice and recommendations

- Advised and recommended

Element 1 - Holistic grading criteria

1B - Cut hair using a range of techniques to create a variety of looks

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Cut hair using a range of techniques to create a variety of looks	
Fail <input type="checkbox"/>	The apprentice did not use a minimum of three cutting techniques. The apprentice used cutting angles and techniques which were not correct for the desired look. Tension and moisture of the hair were not maintained throughout the service. No cross-checking was performed during cutting services. The cutting process was not methodical and inappropriate cutting techniques were used to achieve the final look, which was not satisfactory.
Pass <input type="checkbox"/>	The apprentice achieved a restyle for the client, using a minimum of three cutting techniques. Tension and moisture of the hair was maintained. Cross-checking of the hair was performed to suit the desired look. The apprentice used a methodical process and cutting angles and techniques which were appropriate to achieve the desired restyle which was satisfactory.
Distinction <input type="checkbox"/>	The apprentice achieved a creative restyle for the client, using a minimum of three cutting techniques. Constant tension and moisture of the hair was evenly maintained throughout the service. Precise cross-checking was performed to assess the desired look, density and texture of the hair, establishing accurate distribution of weight, balance and shape. Creative and innovative combinations of cutting techniques were used to create personalisation for the finished look, which reflected mastery of professional haircutting techniques.

Element 1 - Technical Skills

1B - Style and finish hair using a range of techniques to create a variety of looks

The apprentice must demonstrate practical ability in the versatility of styling and finishing techniques.

The Apprenticeship Assessor will observe a minimum of

- 1 blow dry which must create volume, movement and curl
- A hair up style, 80% of the hair should be taken up

The apprentice must show they have:

Used a minimum of 4 techniques

- Blow drying with a round brush
- Blow drying with a paddle brush
- Setting
- Finger drying
- Plaiting/braiding/ knots and twisting
- Dressing hair
- Adding hair to enhance a style

Used a minimum of 2 products

- Heat protectors
- Sprays
- Mousse
- Creams
- Gels
- Serums
- Setting lotions
- Wax

Element 1 - Technical Skills

Used a minimum of 1 setting technique

- Rolling
- Wrap setting
- Pin curling to give volume
- Pin curling to give flat movement

Taken into account all factors

- Hair characteristics
- Hair classification
- Test results
- Client's own hair length
- Quantity of added hair
- Finished look
- Hair length
- Head and face shape
- The occasion for which the style is required

Used a minimum of 3 dressing techniques and effects

- Curls
- Rolls
- Smoothing
- Back-combing
- Back-brushing
- Twists
- Plaits
- Braids

Element 1 - Technical Skills

Styled above and below shoulder length hair

- Styled above and below shoulder length hair

Used a minimum of 2 tools and equipment

- Hand dryer
- Attachments
- Round brush
- Flat brush
- Hood dryer
- Rollers
- Combs
- Pin curl clips
- Brushes
- Grips and pins
- Heated equipment

Given advice and recommendations

- Advised and recommended

Element 1 - Holistic grading criteria

1 B - Style and finish hair using a range of techniques to create a variety of looks

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Style and finish hair using a range of techniques to create a variety of looks	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice did not create a blow dry which created volume, movement and curl. The hair up style contained less than 80% of the hair and the apprentice did not demonstrate at least four techniques, including a minimum of one setting technique and a minimum of two products, tools and equipment. The factors that influence styling services were not considered, resulting in angles, sections and styling techniques being incorrectly applied. The hair was not controlled and appropriate tension was not applied. The styling and dressing process was not methodical and appropriate styling and dressing techniques were not used. Styling hair was limited to either above or below shoulder length hair but not both. The finished look was not satisfactory.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice created a blow dry which created volume, movement and curl. The hair up style contained at least 80% of the hair and the apprentice demonstrated at least four techniques, including a minimum of one setting technique and a minimum of two products, tools and equipment. Styling hair for both above and below shoulder length hair was sufficient. The apprentice considered factors that may influence styling and finishing services and used appropriate styling and finishing techniques including making some appropriate adaptations to angles and sectioning techniques. Tools and equipment were used in a methodical way and the hair was controlled with appropriate tension to achieve the desired look, which was satisfactory.</p>
<p>Distinction</p> <input type="checkbox"/>	<p>The apprentice created a high quality blow dry creating volume, movement and curl. The hair up style contained at least 80% of the hair, including a minimum of one setting technique and a minimum of two products, tools and equipment. The apprentice was equally adept at styling hair for both above and below shoulder length hair. The hair was expertly controlled and manipulated with an appropriate tension and the apprentice adapted angles, sections and styling techniques to achieve a creative, innovative and personalised result for the client's desired look.</p>

Element 2 - Ways of Working

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Ways of working - Link to Technicals Skills	
Consulation	Element 1A
Shampoo, condition and treat the hair and scalp	
Cut hair using a range of techniques to create a variety of looks	Element 1B
Style and finish hair using a range of techniques to create a variety of looks	
Colour and lighten hair using a range of techniques	

Ways of working	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice did not demonstrate safe and hygienic working practices. Products, tools and equipment were not used correctly or were not stored appropriately. Waste was not disposed of in a safe manner. Manufacturer's recommendations and instructions were not followed. The apprentice demonstrated inadequate planning and organisation skills, including time management which had an impact on the services provided and the finished results.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice demonstrated safe and hygienic working practices which were adhered to in accordance with health and safety requirements and manufacturer's instructions and recommendations. All products, tools and equipment were used in a safe and hygienic manner. All remaining products and consumables were disposed of in a safe and economic way. The apprentice demonstrated appropriate planning and organisation skills, including time management during the provision of services.</p>
<p>Distinction</p> <input type="checkbox"/>	<p>The apprentice consistently maintained safe and hygienic working practices throughout all services. The apprentice prepared for the service efficiently and products, tools and equipment were neatly laid out in logical order in advance of all services. The apprentice demonstrated ergonomic working methods consistently throughout the services. Safe and hygienic use of products, tools and equipment was demonstrated consistently throughout the service. All products tools and equipment were used and any waste disposed of, in strict compliance with manufacturer's instructions. Consistently throughout all services, the apprentice demonstrated attention to detail and excellent planning, organisational and time management skills.</p>

Element 3 - Customer Service

Following observation of the apprentice's performance in each component of the assessment, the Apprenticeship Assessor makes a 'best-fit' judgement to decide which holistic grading criteria description most closely matches the observed performance.

Customer Service - Link to Technicals Skills	
Consultation	Element 1A
Shampoo, condition and treat the hair and scalp	
Cut hair using a range of techniques to create a variety of looks	Element 1B
Style and finish hair using a range of techniques to create a variety of looks	
Colour and lighten hair using a range of techniques	

Customer Service	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice did not conduct themselves in a professional manner and communication used was not appropriate. Questioning techniques were not suitable and inappropriate verbal or non-verbal communication techniques were used. Client comfort was not checked or maintained during the services. The agreed services and finished results did not meet with reasonable expectations of the client.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice displayed good communication skills both verbally and with appropriate body language. The apprentice communicated in a professional manner. The apprentice ensured that client comfort and client needs were actively addressed. The client was satisfied with the service outcome, which met the service objective and desired result agreed during the consultation.</p>
<p>Distinction</p> <input type="checkbox"/>	<p>The apprentice displayed excellent communication skills both verbally and with positive body language. The apprentice was courteous, considerate and attuned to the client's responses consistently throughout all the services. The modification of questioning techniques and use of language were skilfully tailored to ensure client understanding and a positive rapport was established with the client. Client comfort needs were anticipated attentively and adaptations made to ensure client comfort was maintained consistently throughout all the services. The service outcomes met and exceeded client expectations.</p>

Element 4 - Understanding

The Apprenticeship Assessor will ask the apprentice three oral questions relating to each technical skill performed in the End-point Assessment. The Apprenticeship Assessor will make a holistic 'best-fit' judgement, to decide which response grade descriptor most closely matches the apprentice's response to the oral questions.

Oral Questioning Record

Colour and lighten hair using a range of techniques	F	P	D
1. Explain the reasons for and the benefits of selecting the products and techniques to create the look	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. State the factors that have influenced the finished look <ul style="list-style-type: none"> • As a guide, the apprentice should make reference to the list below: <ul style="list-style-type: none"> - consultation - hair classification - hair characteristics - client requirements - colour/product selection - contra-indications - skin and other diagnostic tests results 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Explain the advice given to the client throughout and after the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Response Grade Descriptors:

Areas the candidate may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response provided by the apprentice. The apprentice could not state the reasons and benefits for selecting colour and lighten products and techniques.	The apprentice discussed appropriate reasons and benefits for the chosen colour and lighten techniques required to create the look.	The apprentice gave a detailed explanation and demonstrated a comprehensive understanding of colouring services and how to personalise for the client.
2	No valid response provided by the apprentice. Influencing factors were not considered appropriately or discussed for colour and lighten services.	The apprentice accurately identified the factors that influenced colour and lighten services, and demonstrated accurate technical knowledge of the application and chemical processing required to create the finished look.	The apprentice gave a detailed explanation and demonstrated a full understanding of colour and lighten services. The response included comparisons between colour services to show the decision making behind product choice for the finished look.
3	No valid response provided by the apprentice. No advice given. No personalisation of advice or recommendations for the client.	The apprentice discussed homecare advice and recommendations that would be appropriate for the client.	The apprentice gave a detailed explanation and justifications for client advice. The apprentice used their knowledge of products and services to explain the benefits and provide highly personalised recommendations to the client.

Element 4 - Understanding

Cut hair using a range of techniques to create a variety of looks		F	P	D
1. Explain the reasons for and the benefits of using a range of techniques to create the look		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. State the factors that have influenced the finished look		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> • As a guide, the apprentice should make reference to the list below: <ul style="list-style-type: none"> - consultation - hair classification - hair characteristics - client requirements - contra-indications - lifestyle - adaptations 				
3. Explain the advice given to the client throughout and after the service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Response Grade Descriptors:

Areas the candidate may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response was provided by the apprentice. No reasons or benefits stated. Lack of explanation for the chosen cutting techniques.	The apprentice discussed reasons and benefits for the chosen cutting techniques required to create the look.	The apprentice gave a detailed explanation and justifications for the cutting techniques utilised.
2	No valid response provided by the apprentice. Influencing factors not appropriately considered or discussed for cutting services.	The apprentice accurately identified the factors that influenced the finished look.	The apprentice gave a detailed explanation of factors that influenced the cutting service.
3	No valid response was provided by the apprentice. No advice given. No personalisation of advice or recommendations for the client.	The apprentice discussed the correct advice and recommendations for homecare advice and products were included.	The apprentice gave a detailed explanation of appropriate advice and recommendations for the client, demonstrating a high level of technical knowledge.

Element 4 - Understanding

Style and finish hair using a range of techniques to create a variety of looks	F	P	D
1. Explain the reasons for and the benefits of using a range of techniques to create the look	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. State the factors that have influenced the finished look <ul style="list-style-type: none"> • As a guide, the apprentice should make reference to the list below: <ul style="list-style-type: none"> - consultation - hair classification - hair characteristics - client requirements - contra-indications - lifestyle - adaptations 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Explain the advice given to the client throughout and after the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Response Grade Descriptors:

Areas the candidate may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response provided by the apprentice. The apprentice could not state the reasons and benefits for selecting appropriate style and finish products and techniques.	The apprentice could describe the selection of style and finish products and state the benefits of each products including the application technique.	The apprentice gave a detailed explanation and a comparison of the properties of style and finish products and suitability for their individual client.
2	No valid response provided by the apprentice. Influencing factors were not considered appropriately or discussed for styling and finishing.	The apprentice accurately identified and discussed the factors that influence colour and lighten services, and the process to create the finished look.	The apprentice gave a detailed explanation and used examples to analyse the style and finish products against the factors influencing the finished look.
3	No valid response provided by the apprentice. No advice given. No personalisation of advice or recommendations for the client.	The apprentice discussed homecare advice and recommendations that would be appropriate for the client.	The apprentice gave a detailed explanation and justifications for client advice. The apprentice used their knowledge of products and services to explain the benefits and provide highly personalised recommendations to the client.

Overall grade record

Element 1A	F	P	D
Consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shampoo, condition and treat the hair and scalp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 1B	F	P	D
Colour and lighten hair using a range of techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cut hair using a range of techniques to create a variety of looks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Style and finish hair using a range of techniques to create a variety of looks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 2	F	P	D
Ways of working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 3	F	P	D
Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Element 4	F	P	D
Understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Points range	Overall qualification grade
0 to 499	Fail
500 to 633	Pass
634 to 700	Distinction