



VTCT

EPA SERVICES

END-POINT ASSESSMENT GUIDE

VTCT Level 2 Diploma for Hair Professionals (Hairdressing)

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on our website at: <http://www.vtct.org.uk/the-hair-professional/>



End-point Assessment Guide - content

VTCT Level 2 Diploma for Hair Professionals (Hairdressing)		Page
Purpose		4
End-point Assessment		4
Overview of the End-point Assessment		5
Occupational Standards		7
Entry requirements for End-point Assessment		9
Delivery and location of the End-point Assessment		9
Assessment controls		10
How the End-point Assessment is graded		12
Calculating the overall grade		14
Element 1 Technical skills:	Consultation	16
	Shampoo, condition and treat the hair and scalp	18
	Colour and lighten hair using a range of techniques	20
	Cut hair using a range of techniques to create a variety of looks	24
	Style and finish hair using a range of techniques to create a variety of looks	26
Element 2 - Ways of working		30
Element 3 - Customer service		31
Element 4 - Understanding		32
End-point Assessment overall grade record		37

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 End-point Assessment will be conducted by an Apprenticeship Assessor and the apprentice will be graded either Fail, Pass or Distinction.

The End-point Assessment will be a practical assessment, based on holistic grading criteria, to assess the skills, knowledge and behaviours of the apprentice. The apprentice will demonstrate that they can complete a range of services on a number of clients 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.

The table below provides an overview of the End-point Assessment stage.

Assessment method	Areas assessed	Assessed by	Grading
1. Observation of practical assessment 2. Oral questioning	<ul style="list-style-type: none">• Professionalism and values• Behaviours and communication• Safe working practices• Consultation• Shampoo, condition and treat the hair and scalp• Colour and lighten the hair using a range of techniques• Cut hair using a range of techniques to create a variety of looks• Style and finish using a range of techniques to create a range of looks	Apprenticeship Assessor	Fail/Pass/Distinction

End-point Assessment

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

The skills, knowledge and behaviours set out in the occupational standards will be assessed through practical observation and oral questioning by the Apprenticeship Assessor.

The End-point Assessment will require the apprentice to work on a minimum of two clients. The Apprentice is responsible for providing suitable clients for the End-point Assessment and the employer or training provider should support where necessary.

The clients can be familiar to the apprentice.

The End-point Assessment will take a maximum of six hours excluding breaks.

Overview of the End-point Assessment

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

The End-point Assessment will consist of:

Reference to the standard	Service	Elements reference
Consultation	<p>a. The Apprenticeship Assessor will observe consultations on all services completed during the End-point Assessment</p> <p>b. The apprentice must show that they have:</p> <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 1 - Technical skills (Consultation) Element 2 - Ways of working Element 3 - Customer service Element 4 - Understanding
Shampoo, condition and treat the hair and scalp	<p>a. The Apprenticeship Assessor will observe a shampoo and condition on at least one service during the End-point Assessment</p> <p>b. The apprentice must show that they have:</p> <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 1 - Technical skills (Shampoo, condition and treat the hair and scalp) Element 2 - Ways of working Element 3 - Customer service Element 4 - Understanding
Colour and lighten hair using a range of techniques	<p>a. The Apprenticeship Assessor will observe colouring and lightening techniques. The colour and lightening techniques must cover:</p> <ul style="list-style-type: none"> woven highlights to include a minimum of a T-section of the hair 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 influencing factors given advice and recommendations 	<ul style="list-style-type: none"> Element 1 - 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 apprentice must show that they have:</p> <ul style="list-style-type: none"> • given advice and recommendations 	<ul style="list-style-type: none"> • Element 1 - 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 influencing 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 1 - 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

Occupational Standards

The practical assessment and oral questioning will assess the apprentice's professionalism, values, behaviours, communication, safe working practices and consultation skills.

Core skills	The apprentice will be able to:	The apprentice will know and understand:
Professionalism and values	Demonstrate professionalism and a passion for the industry; have a commitment to quality, a positive attitude and team working; work under pressure; observe time management and self-management; show a willingness to learn; complete services in a commercially viable time and to a high standard; meet organisational and industry standards of appearance; observe professional ethics.	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.
Behaviours and communication	Greet clients 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 clients seeking assistance; establish client expectations and needs; explain clearly any reasons why the client's needs or expectations cannot be met; willingly undertake wider salon duties, including reception duties where appropriate.	Industry standards of behaviour; how to meet and greet clients; verbal and non-verbal communication techniques; client care principles and practices; how to maintain rapport with clients; the role of the reception area; making appointments; taking payments; who to refer to with different types of enquiries; 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.
Safe working practices	Maintain effective, hygienic and safe working methods; adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products; meet legal and organisational requirements; maintain the client's modesty, privacy and comfort; minimise risks of cross-infection, injury or fatigue; promote environmental and sustainable working practices; ensure personal hygiene and protection meets industry, organisational and local authority requirements; and correctly use Personal Protective Equipment.	Legal and organisational requirements; use of tools, equipment, materials and products; adherence to workplace cleaning, disinfection, sterilisation, supplier or manufacturer's instructions; waste disposal; client preparation and protection; direct and indirect cross-infection; methods that promote environmental and sustainable working practices; reducing risk of injury to self and others; posture, personal hygiene, protection; health and safety legislation and practice.
Consultation	Creatively assess the client's requirements; examine the hair, skin and scalp; facial characteristics including face shape, skin tone, hair colour, lifestyle and suitability; conduct visual checks and any necessary tests on the hair, skin and scalp; advise clients on services or products; identify the client's hair characteristics and hair classification; advise clients on hair maintenance and management.	Visual aids for client consultation; salon procedures and manufacturers' instructions for conducting tests; the types and purposes of tests; how lifestyle factors limit or affect services; incompatibility of previous services and products used; hair, skin and scalp problems; suspected infections or infestations; hair characteristics and classifications; basic structure of hair and skin; the growth cycle of hair; services or products available for use in the salon or for retail; legal responsibilities; salon pricing structures.

Hairdressing skills	The apprentice will be able to:	The apprentice will know and understand:
Shampoo, condition and treat the hair and scalp	Use products and tools, massage techniques, shampoo and conditioning products.	How shampoos and conditioning products affect the hair and scalp, when and how to use different massage techniques, and the various effects of conditioning treatments.
Cut hair using a range of techniques to create a variety of looks	Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering techniques, graduation and clipper work.	How and when to use different cutting techniques and relevant tools and the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution, and balance and the degree of graduation.
Style and finish hair using a range of techniques to create a variety of looks	Use a range of styling tools and equipment to create a look including blow drying, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting and using additional hair.	Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men and women's hair, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting, and using additional hair.
Colour and lighten hair using a range of techniques	Complete a range of woven highlights including T-section, half head. Full head using temporary, semi-permanent, quasi-permanent, permanent colour application, and basic colour change (depth and tone) techniques.	The principles of colour selection, how the natural pigment within hair affects the choice of colour and colouring products, the effect of different colouring and lightening products on the hair structure, and when to use the different types of lighteners and toners available.

Entry requirements for End-point Assessment

To be eligible for the End-point Assessment the apprentice must meet following Gateway requirements:

- Meet the minimum duration for the apprenticeship programme, which is 12 months
- Complete the on-programme part of the Level 2 Diploma for Hair Professionals (Hairdressing)
- Achieve Level 1 mathematics and Level 1 English qualifications (or relevant equivalent) either during or before their apprenticeship
- Take the assessment for Level 2 qualification (or equivalent) in maths and English, however they do not have to achieve maths and English at this level prior to completing their apprenticeship

Delivery and location of the End-point Assessment

The End-point Assessment can take place at the employer's or training provider's venue. As far as reasonably practicable the employer's or training provider's venue for the End-point Assessment should match conditions of a realistic working environment.

The realistic working environment must meet the following principles:

- All End-point Assessments must be carried out under realistic commercial conditions
- Any potential conflicts of interest must be declared
- The space per working area conforms to current health and safety legislation and commercial practice
- The range of services, professional salon products, tools, materials and equipment must be current and available for use
- All bye-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account
- The employer or training provider is responsible for providing large items of equipment, e.g. chairs, salon basins and towels. The apprentice is responsible for providing tools and equipment such as scissors, clippers, hairdryers, brushes and the professional salon products they will be using. All equipment must be in good working order
- The End-point Assessment will require the apprentice to work on a minimum of two clients. The apprentice is responsible for providing suitable clients for the End-point Assessment and the employer or training provider should support where necessary

In addition, the following must be adhered to:

- A maximum of eight apprentices can be assessed at any one time by the Apprenticeship Assessor
- Only the Apprenticeship Assessor and clients can speak to the apprentice during the End-point Assessment

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/ 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 and safety	Apprentices must comply with health and safety legislation and are responsible to ensure the safety of themselves and their client's 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.
Punctuality and timing	<p>All apprentices must be on time for the start of their End-point Assessment. Apprentices must 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, six hours for hairdressing excluding breaks.</p>
Environment	End-point Assessments must take place in a realistic working environment under controlled assessment conditions. The apprentice must be able to work independently on their client's in a dedicated working space, without visible distractions. If on arrival the Apprenticeship Assessor deems the environment unsuitable because it does not meet the specified venue requirements, the End-point assessment maybe delayed or cancelled.
Exam Assistant	The training provider will supply an Exam Assistant to be on hand before, during and after the End-point Assessment. The Exam Assistant can be familiar to the apprentice however collaboration controls apply.
Mobile phones and tablets	<p>Apprentices and their client's are permitted to use mobile phones and tablets during the consultation process only for the 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 client's.</p> <p>For exceptional circumstances where a client 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 salon 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 clients	<p>Client's 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 - this will cover a creative restyle and a colour change to the hair • Provide signed consent to participate • Be prepared for the colouring service by having a skin test 24 - 48 hours prior to the End-point Assessment, following manufacturer's instructions • Not be contra-indicated for any service <p>The employer and training provider should support and advise the apprentice on client choice. Clients can be familiar to the apprentice.</p>
Collaboration	<p>Whilst apprentices can work in groups with their training providers 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 client shall not 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 apprentice's End-point Assessment may be terminated.</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 their End-point Assessment schedule. Collaboration controls will apply during break periods.</p>
Oral questioning	<p>The oral questions for the <i>Understanding</i> element will be asked by the Apprenticeship Assessor and will take place during the End-Point Assessment. This element is an assessment of the apprentice's technical knowledge and does not allow for collaboration with peers or clients. Clients must not provide any advice or give prompts to the apprentice at any time during the assessment. The Exam Assistant must only speak with the Apprenticeship Assessor and remain impartial throughout the assessment.</p>

How the End-point Assessment is graded

The holistic grading rubric, which has been shaped by employers, contains three levels of performance (Fail/Pass/Distinction). Employers developed a broad description of the characteristics that define each grade which have been further amplified into grade descriptors for each element of the End-point Assessment. The Apprenticeship Assessor evaluates the performance of the apprentice for each element, based on the overall quality and impressionistic judgement on which grade descriptor most closely matches the observed performance.

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

The four elements which form the End-Point Assessment have been weighted according to the priority professional behaviours, knowledge and technical skills required of the apprentice and expected by employers.

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 are based on the grade profiles contained within the Hair Professional Assessment Plan. Each technical component within the element has been 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 are based on the professional behaviours specified in the Hair Professional Standard and represent 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's holistic judgement on the apprentice's performance throughout the End-point Assessment.

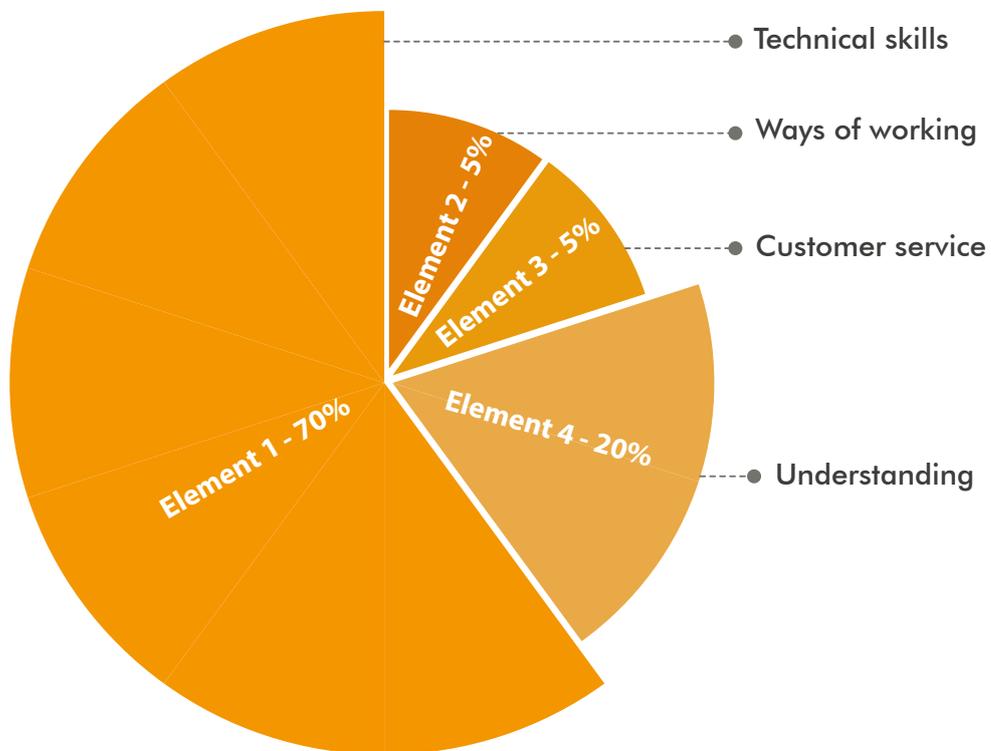
Element 3: Customer service (5% contribution to overall grade). The holistic grading criteria relating to this element of the assessment are based on the professional behaviours specified in the Hair Professional Standard and represent the grade profiles stated in the Hair Professional Assessment Plan. The grade allocated to this aspect of the End-point Assessment will be determined as a result of the Apprenticeship Assessor's holistic judgement on the apprentice's performance throughout the End-point Assessment.

Element 4: Understanding (20% contribution to overall grade). Each apprentice will be asked three oral questions related to each technical skill as specified in the Hair Professional Assessment Plan. Apprentice's responses to each question will be graded either Fail/Pass/Distinction which will result in the awarding of set values, which will be combined to give an overall grade for the *Understanding* element.

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		✓

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



Calculating the overall End-point Assessment grade

There are four elements to the End-point Assessment that each contain holistic grading criteria:

- Technical skills
- Ways of working
- Customer service
- Understanding

The *Technical Skills* element is further broken down into the following components:

- Consultation
- Shampoo, condition and treat the hair and scalp
- Colour and lighten hair using a range of techniques
- Cut hair using a range of techniques to create a variety of looks
- Style and finish hair using a range of techniques to create a variety of looks

All elements and components must be passed in order for the apprentice to achieve the End-point Assessment.

The contribution of the assessments towards the End-point Assessment grade and the values available for each grade are as follows:

Calculation of the overall grade for the End-point Assessment				
Hurdle rule: All elements and components must be passed to achieve an overall pass for the End-point Assessment				
Elements	Components	% weighted contribution to grade	Grade achieved	Grade value
1	Consultation	10%	Pass	50
			Distinction	70
	Shampoo, condition and treat the hair and scalp	0%	Pass	0
			Distinction	0
	Colour and lighten hair using a range of techniques	25%	Pass	125
			Distinction	175
Cut hair using a range of techniques to create a variety of looks	20%	Pass	100	
		Distinction	140	
Style and finish hair using a range of techniques to create a variety of looks	15%	Pass	75	
		Distinction	105	
2	Ways of working	5%	Pass	25
			Distinction	35
3	Customer service	5%	Pass	25
			Distinction	35
4	Understanding	20%	Pass	100
			Distinction	140

The grade values for each element are added together, and the overall grade determined using the following apprenticeship grade boundaries.

Values range	Overall End-point Assessment grade
0 to 499	Fail
500 to 633	Pass
634 to 700	Distinction

At the request of employers, apprentices are required to perform the *Shampoo, condition and treat the hair and scalp* component to a minimum of a pass standard to ensure safe working practices. This is a component of the other technical skills within Element 1 of the End-point Assessment. Therefore, there are no specific distinction grade descriptors for this component. The *Shampoo, condition and treat the hair and scalp* component does not contribute to the overall grade of the End-point Assessment.

Element 1 - Technical skills

1- Consultation

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

The Apprenticeship Assessor will observe

- Consultation on all services

The apprentice must show they have:

Used all means of identifying client's wishes

- Question
- Observation

Adapted advice to take into account influencing factors

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

Identified or described any problems

- Suspected infections
- Suspected infestations

Taken into account all hair characteristics

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

Given advice and recommendations

- Advise and recommend

Element 1 - Holistic grading criteria

1- Consultation

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Hair Professional Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

Consultation	
Fail <input type="checkbox"/>	The apprentice did not identify or consider the factors that may influence services; such as hair types, hair classifications, hair characteristics, test results, hair and scalp conditions, and suspected infections or infestations which could increase the risk of cross-infection whilst selecting the most appropriate services for the client. Thorough manual and visual inspections were not carried out; relevant patch tests were not undertaken and records were not available or not checked by the apprentice. The apprentice used poor communication skills and was unable to identify the client's needs and requirements. The apprentice did not provide the client with the correct advice or recommendations, and the client's record was not completed.
Pass <input type="checkbox"/>	The apprentice identified factors that may influence the selection of the most appropriate services for the client. The apprentice carried out manual and visual inspections, performed all appropriate tests and reviewed the relevant patch test records. The apprentice used verbal and non-verbal communication techniques to identify the client's needs and requirements. The apprentice provided the client with appropriate advice and recommendations, and maintained the client's record in accordance with salon requirements.
Distinction <input type="checkbox"/>	<i>In addition to the pass criteria:</i> The apprentice considered the influencing factors to create bespoke service plans, and provided a comprehensive explanation of how the client's individual needs would be met. The apprentice adapted and tailored their interpersonal verbal and non-verbal communication techniques. A positive rapport was built with the client using a confident and friendly approach. The apprentice considered and effectively managed the client's expectations and provided justifications to support the advice and recommendations given to the client. The apprentice worked autonomously and demonstrated critical thinking skills by independently making decisions.

Element 1 - Technical skills

1- 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 a shampoo and condition on all services completed during the End-point Assessment

- Shampoo and condition

The apprentice must show they have:

Adapted their shampooing techniques

- Shampooing techniques

Used shampooing massage techniques

- Effleurage
- Rotary
- Friction

Used a conditioning product

- Conditioning product

Used conditioning massage techniques

- Effleurage
- Petrissage

Given advice and recommendations

- Advise and recommend

Element 1 - Holistic grading criteria

1- Shampoo, condition and treat the hair and scalp

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Hair Professional Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

Shampoo, condition and treat the hair and scalp	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice displayed an unsafe working practice which had a significant impact on the shampooing and conditioning services. Examples include, but are not limited to, the apprentice being unable to identify suspected infections or infestations which could increase the risk of cross-infection, ineffective control of the water-flow and its temperature, and failing to deal with spillages from shampooing and conditioning products. The apprentice did not identify or consider the factors that may influence the shampooing and conditioning services, such as: hair types, hair classifications and hair, skin and scalp conditions when selecting appropriate shampooing and conditioning services for the client. The apprentice selected the incorrect shampoo and conditioning products to suit the individual client's hair and scalp conditions, and hair classifications. The shampooing and conditioning massage techniques that were used were inappropriate for the client's hair length, hair density or hair and scalp conditions and caused client discomfort or product residue being left in the client's hair. The apprentice did not meet the minimum service standard expected by employers and client satisfaction was not achieved, whilst carrying out shampooing and conditioning services.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice identified and considered factors that may influence the shampooing and conditioning services. The apprentice carried out manual and visual inspections of the hair, skin and scalp, where applicable. The apprentice selected appropriate shampoo and conditioning products that suited the individual client's hair and scalp conditions and hair classifications. The apprentice checked and adjusted the water-flow and temperature where required. The apprentice used and adapted the shampooing and conditioning massaging techniques to suit the client's needs such as hair length, hair density, hair and scalp conditions and hair classifications. All of the shampoo and conditioning products were removed appropriately, resulting in there being no residue left in the hair. The client's comfort was maintained throughout all shampooing and conditioning services.</p>

Element 1 - Technical skills

1- 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 colouring and lightening techniques

The colour and lightening techniques must cover:

- Woven highlights to include 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 influencing 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

- Advise and recommend

Element 1 - Holistic grading criteria

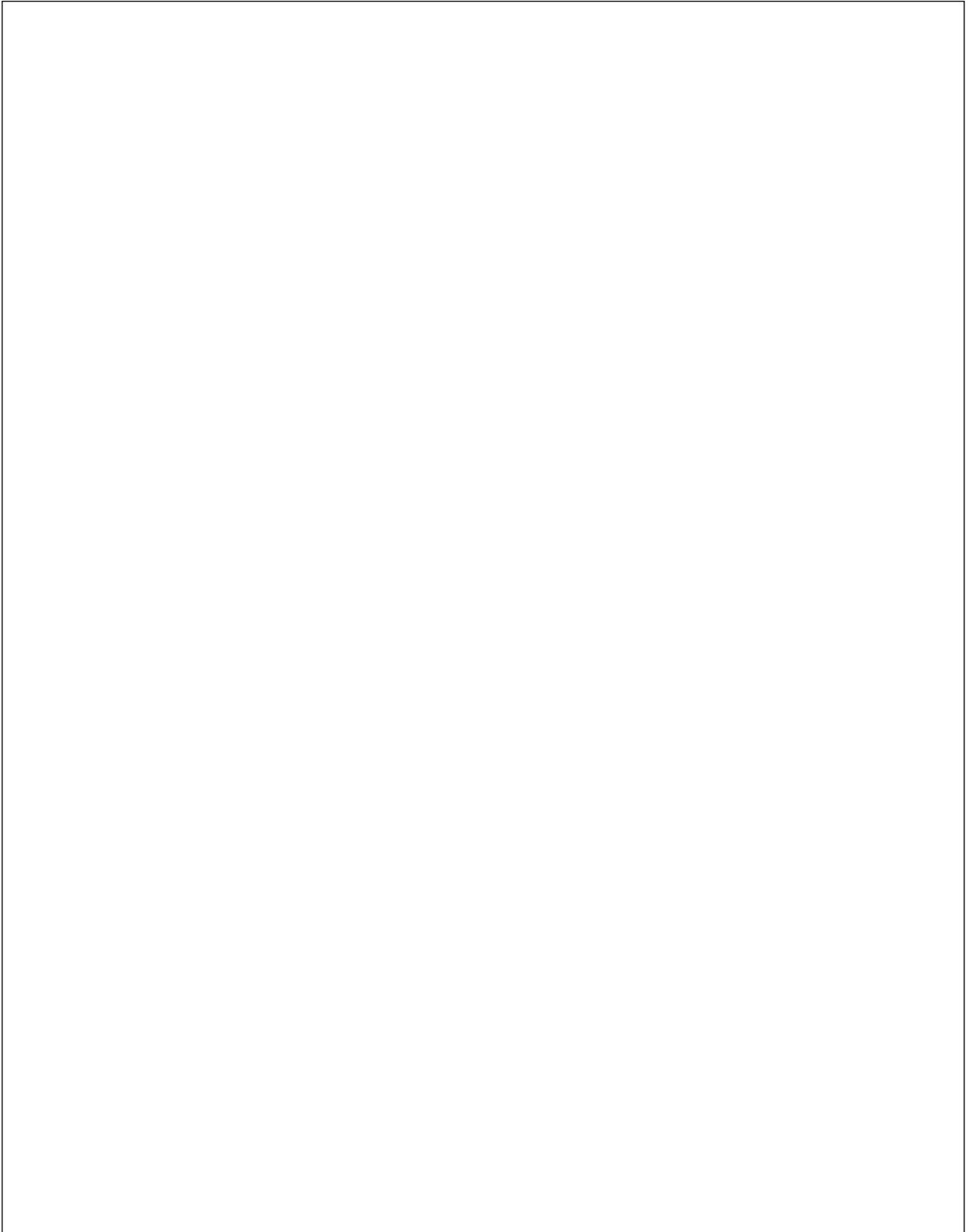
1- Colour and lighten hair using a range of techniques

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Hair Professional Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

Colour and lighten hair using a range of techniques	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice displayed an unsafe working practice which had a significant impact on the colour and lighten service. Examples include, but are not limited to, the apprentice being unable to identify suspected infections or infestations which could increase the risk of cross-infection, failing to deal with spillages from colouring products and not adhering to the manufacturer's instructions, resulting in a potential risk to the client. The apprentice did not identify or consider the factors that may influence the colour and lighten service such as hair types, hair classifications and hair characteristics, when selecting the appropriate colour and lighten service for the client. The apprentice used sectioning patterns that were inappropriate for the desired look. The colouring products were not applied evenly and colour seepage was visible in the finished result. The 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 and the finished result was visibly patchy. Residue from the colouring products was still visible in the hair. The apprentice did not meet the minimum service standard expected by employers and client satisfaction was not achieved whilst carrying out the colour and lighten service.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice identified and considered the factors that may influence the colour and lighten service. The apprentice worked methodically, using sectioning techniques that were appropriate, the colour placement was in line with the desired result and was applied evenly to the relevant areas. The apprentice followed the manufacturer's instructions when mixing colouring and lightening products and the suggested development times. The client's hair and scalp were left free from any product residue. The apprentice responded promptly to any identified problems during the colour and lighten service and resolved them within the limits of their own authority. The overall desired result was achieved to a satisfactory standard.</p>
<p>Distinction</p> <input type="checkbox"/>	<p><i>In addition to the pass criteria:</i></p> <p>The apprentice used precise sectioning techniques; the colouring products were applied with effective dexterity, whilst controlling the use of the colouring products and tools. The development times were regularly checked and managed efficiently throughout the service. The colour placement was personalised and justified to the client with the relevant influencing factors considered. The finished result reflected a mastery of professional colouring techniques. The apprentice worked autonomously and demonstrated critical thinking skills by independently making decisions.</p>

Notes



Element 1 - Technical skills

1- 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

The apprentice must show they have:

Used a minimum of 3 cutting techniques

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

Given advice and recommendations

- Advise and recommend

Element 1 - Holistic grading criteria

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

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Hair Professional Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

Cut hair using a range of techniques to create a variety of looks	
<p>Fail</p> <input type="checkbox"/>	<p>The apprentice displayed an unsafe working practice which had a significant impact on the cutting service. Examples include, but are not limited to, the apprentice being unable to identify suspected infections or infestations which could increase the risk of cross-infection, failing to deal with hair cuttings on the floor and the unsafe use of scissors resulting in potential risk to the apprentice or the client. The apprentice did not identify or consider the factors that may influence the cutting service; such as hair types, hair classifications, hair characteristics, hair growth patterns and hair, skin and scalp when selecting the appropriate cutting service for the client. Inaccurate sections and uneven guidelines were used throughout the haircut. The correct tension and moisture in the hair were not maintained throughout the cutting service. Cross-checking of the haircut was not performed during the service. The cutting process was not methodical and inappropriate cutting angles and techniques were used to achieve the final look. The apprentice did not meet the minimum service standard expected by employers and client satisfaction was not achieved whilst carrying out the cutting service.</p>
<p>Pass</p> <input type="checkbox"/>	<p>The apprentice identified and considered the factors that may influence the cutting service. The apprentice sectioned the hair accurately with appropriate sized sections taken. Guidelines for the haircut were established and followed throughout the cutting service. The apprentice used the correct tension and maintained suitable moisture of the hair. Appropriate cross-checking of the haircut was performed. The apprentice worked methodically throughout the haircut, using the correct cutting angles to achieve suitable weight distribution and balance for the desired creative restyle. The finished result was satisfactory.</p>
<p>Distinction</p> <input type="checkbox"/>	<p><i>In addition to the pass criteria:</i></p> <p>Combinations of cutting techniques were used in a creative way and were adapted and refined to achieve personalisation for the client, maximising the overall finished look. The finished look demonstrated precision and attention to detail which reflected a mastery of professional haircutting techniques. The apprentice worked autonomously and demonstrated critical thinking skills by independently making decisions.</p>

Element 1 - Technical skills

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

The requirements for this component include:

The Apprenticeship Assessor will observe 2 style and finish services

- A 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

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

Taken into account all influencing factors

- Hair characteristics
- Hair classifications
- 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 different hair lengths

- Above shoulder
- Below shoulder

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

- Advise and recommend

Element 1 - Holistic grading criteria

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

The apprentice must practically demonstrate that they meet all of the requirements of the End-point Assessment as set out in the Hair Professional Assessment Plan.

The holistic grading criteria should be used by the Apprenticeship Assessor to determine one overall grade for each technical component when more than one client is required.

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

Fail



The apprentice displayed an unsafe working practice which had a significant impact on the styling and finishing services. Examples include, but are not limited to, failing to deal with spillages of styling products on the floor and unsafe use of electrical equipment resulting in potential risk to the apprentice or the client. The apprentice did not identify or consider the factors that may influence styling and finishing services such as hair types, hair classifications, hair characteristics, hair growth patterns and hair, skin and scalp conditions when selecting appropriate styling and finishing services for the client. Inaccurate angles, sections and styling and finishing techniques were used. The hair was not controlled and appropriate tension was not applied to the hair. The styling and finishing processes were not methodical and appropriate styling and finishing techniques were not used. The finished looks did not meet the client's requirements. The apprentice did not meet the minimum service standard expected by employers and client satisfaction was not achieved whilst carrying out styling and finishing services.

Pass



The apprentice identified and considered the factors that may influence styling and finishing services. The apprentice used appropriate styling and finishing products, tools and equipment across the styling and finishing services. Suitable styling and finishing techniques were used and the apprentice demonstrated appropriate adaptations to angles and sectioning techniques. The apprentice used tools and equipment in a methodical way, the hair was controlled with appropriate tension and the correct moisture in the hair was maintained throughout all of the styling and finishing services to achieve the desired results, which were satisfactory.

Distinction



In addition to the pass criteria:

Creative and innovative combinations of styling and finishing techniques were used and adapted to create personalisation for the client, and to maximise the overall finished styles. The finished styles demonstrated attention to detail and reflected a mastery of professional styling and finishing techniques. The apprentice worked autonomously and demonstrated critical thinking skills by independently making decisions.

Element 2 - Ways of working

The holistic grading criteria should be used by the Apprenticeship Assessor to determine an overall grade across the technical components.

Ways of working – Assessed throughout all End-point Assessment Services

Consultation
Shampoo, condition and treat the hair and scalp
Cut hair using a range of techniques to create a variety of looks
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

Fail <input type="checkbox"/>	<p>The apprentice displayed unsafe working practices which had a significant impact on the services provided. The apprentice demonstrated inadequate planning and organisational skills, including time management, which had an impact on the services provided and the finished results. The manufacturer's instructions and recommendations were not followed. Products, tools and equipment were not used correctly and were not stored appropriately. Waste materials were not disposed of in a safe manner.</p>
Pass <input type="checkbox"/>	<p>The apprentice demonstrated safe and hygienic working practices, which were adhered to in accordance with health and safety requirements and the manufacturer's instructions and recommendations. The apprentice demonstrated appropriate planning and organisational skills, including time management, during the provision of services. All products, tools and equipment were used in a safe and hygienic manner. All waste materials were disposed of in a safe and economical way. The apprentice responded promptly to any identified problems during the service and resolved them within the limits of their own authority.</p>
Distinction <input type="checkbox"/>	<p><i>In addition to the pass criteria:</i></p> <p>The apprentice consistently demonstrated attention to detail, and excellent planning, organisational and time management skills. The apprentice effectively planned and prepared for the services with the products, tools and equipment neatly laid out in a logical order in advance of all of the services. The apprentice consistently used products and resources efficiently and economically to demonstrate environmental sustainability. The apprentice demonstrated ergonomic working methods throughout the services. Potential problems were anticipated by the apprentice and necessary actions were taken to minimise any impact on the services.</p>

Element 3 - Customer service

The holistic grading criteria should be used by the Apprenticeship Assessor to determine an overall grade across the technical components.

Customer Service - Assessed throughout all End-point Assessment Services

Consultation
Shampoo, condition and treat the hair and scalp
Cut hair using a range of techniques to create a variety of looks
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

Fail <input type="checkbox"/>	<p>The apprentice did not conduct themselves in a professional manner throughout the services. Inappropriate and unprofessional 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 the reasonable expectations of the client. The apprentice did not provide advice and recommendations to the client. The apprentice did not meet the minimum customer service standard expected by employers and client satisfaction was not achieved.</p>
Pass <input type="checkbox"/>	<p>The apprentice used a professional, friendly manner to put each client at ease and ensured that client comfort and the client's needs were actively addressed throughout all of the services. The apprentice used a range of non-verbal and verbal communication techniques in a professional manner. The agreed services and finished results were in line with the client's expectations. The service outcomes and the client's satisfaction were achieved in line with the service plans that were agreed during the consultations. The apprentice provided suitable advice and recommendations to the client.</p>
Distinction <input type="checkbox"/>	<p><i>In addition to the pass criteria:</i></p> <p>The apprentice was courteous, considerate and attuned to the client's responses throughout all of the services. A positive rapport was established with the client, using a confident and friendly approach. The apprentice adapted and tailored both verbal and non-verbal communication techniques. The client's comfort needs were anticipated and the apprentice was attentive whilst ensuring that client comfort was maintained consistently throughout all of the services. The service outcomes were met and exceeded the client's expectations. The apprentice justified the tailored advice and recommendations that were provided to the client to support the maintenance of all of the services performed.</p>

Element 4 - Understanding

Element 4, *Understanding*, has been split into three components each containing three questions. These questions relate to the technical skills performed throughout the End-point Assessment to test the apprentice's understanding and will be asked by the Apprenticeship Assessor. VTCT has weighted the three components according to the technical challenge of the topic being tested and is consistent with the weighted contribution of the practical services assessed during the End-point Assessment.

Each question will be allocated an individual grade based on the apprentice's response judged against the grade descriptors. The Apprenticeship Assessor will use the grade calculator in order to award an overall grade for the *Understanding* element of the End-point Assessment. The assessment for the *Understanding* element allows for compensation; the overall element scoring means that an apprentice may fail one or more questions but still achieve an overall pass for the *Understanding* element.

Oral Questioning Record

Colour and lighten hair using a range of techniques		F	P	D
1. Explain your reasons for the selection of hair colouring products that were used within the colour and lighten service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	25	30
2. Explain any factors which you considered that may have influenced the colour and lighten service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	15	18
3. Explain the advice and recommendations that you provided to your client throughout the colour and lighten service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	10	12
Total value				

Element 4 - Understanding

Response grade descriptors:

Areas the apprentice may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response provided by the apprentice. The apprentice did not explain the reasons for the selection of the hair colouring products used within the colour and lighten service or the reasons were not a valid explanation of the choice.	The apprentice provided an explanation of the reason(s) for the selection of hair colouring products used within the colour and lighten service, which demonstrated that the apprentice considered the products.	The apprentice provided a detailed explanation which demonstrated a comprehensive understanding of the reasons for the selection of colouring products used within the colour and lighten service, by comparing and disregarding alternative options.
2	No valid response provided by the apprentice. The influencing factors were not considered for the colour and lighten service or the reasons were not a valid explanation of the choice.	The apprentice provided an outline of the factor(s) that may have influenced the colour and lighten service, which demonstrated that the apprentice considered the influencing factor(s).	The apprentice provided a detailed explanation of how they considered or disregarded factors that may have influenced the colour and lighten service, which demonstrated a comprehensive understanding.
3	No valid response provided by the apprentice. No valid reasons given for the advice provided. No personalisation of advice or recommendations provided for the client(s).	The apprentice provided an explanation of the advice and recommendations that would be appropriate for the client(s). No personalisation of advice or recommendations provided for the client(s).	The apprentice gave a detailed explanation and justification of the advice provided for the client(s). The apprentice demonstrated their knowledge of products and services to explain personalisation recommendations for the client(s).

Element 4 - Understanding

Cut hair using a range of techniques to create a variety of looks		F	P	D
1. Explain your reasons for the cutting techniques that were used within the service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	15	18
2. Explain any factors which you considered that may have influenced the cutting service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	9	11
3. Explain the advice and recommendations that you provided to your client throughout and after the cutting service		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	6	7
Total value				

Response grade descriptors:

Areas the apprentice may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response provided by the apprentice. The apprentice did not explain the reasons for the chosen cutting techniques used or the reasons were not a valid explanation of the choice.	The apprentice provided an explanation of the reason(s) for the chosen cutting techniques used to create the look, which demonstrated that the apprentice considered the chosen techniques.	The apprentice provided a detailed explanation which demonstrated a comprehensive understanding of the reasons for chosen cutting techniques used to create the look, by comparing and disregarding alternative options.
2	No valid response provided by the apprentice. The influencing factors were not considered for the cutting service or the reasons were not a valid explanation of the choice.	The apprentice provided an outline of the factor(s) that may have influenced the cutting service, which demonstrated that the apprentice considered the influencing factor(s).	The apprentice provided a detailed explanation of how they considered or disregarded factors that may have influenced the cutting service, which demonstrated a comprehensive understanding.
3	No valid response provided by the apprentice. No valid reasons given for the advice provided. No personalisation of advice or recommendations provided for the client.	The apprentice provided an explanation of the advice and recommendations that would be appropriate for the client. No personalisation of advice or recommendations provided for the client.	The apprentice gave a detailed explanation and justification of the advice provided for the client. The apprentice demonstrated their knowledge of products and services to explain personalisation recommendations for the client.

Element 4 - Understanding

Style and finish hair using a range of techniques to create a variety of looks		F	P	D
1. Explain your reasons for the chosen styling techniques that were used to create the finished looks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	10	12
2. Explain any factors which you considered that may have influenced the style and finish services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	6	7
3. Explain the advice and recommendations that you provided to your client throughout and after the style and finish services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	0	4	5
Total value				

Response grade descriptors:

Areas the apprentice may discuss within their response.			
Question	Fail	Pass	Distinction
1	No valid response provided by the apprentice. The apprentice did not explain the reasons for the chosen styling techniques used or the reasons were not a valid explanation of the choice.	The apprentice provided an explanation of the reason(s) for the chosen styling techniques used to create the looks, which demonstrated that the apprentice considered the chosen techniques.	The apprentice provided a detailed explanation which demonstrated a comprehensive understanding of the reasons for chosen styling techniques used to create the looks, by comparing and disregarding alternative options.
2	No valid response provided by the apprentice. The influencing factors were not considered for the style and finish services or the reasons were not a valid explanation of the choice.	The apprentice provided an outline of the factor(s) that may have influenced the style and finish services, which demonstrated that the apprentice considered the influencing factor(s).	The apprentice provided a detailed explanation of how they considered or disregarded factors that may have influenced the style and finish services, which demonstrated a comprehensive understanding.
3	No valid response provided by the apprentice. No valid reasons for the advice provided. No personalisation of advice or recommendations provided for the clients.	The apprentice provided an explanation of the advice and recommendations that would be appropriate for the clients. No personalisation of advice or recommendations provided for the clients.	The apprentice gave a detailed explanation and justification of the advice provided for the clients. The apprentice demonstrated their knowledge of products and services to explain personalisation recommendations for the clients.

Element 4 - Understanding

Overall grade for Element 4 - Understanding

0 to 69 = Fail

70 to 104 = Pass

105 to 120 = Distinction

Comments

End-point Assessment overall grade record

Element 1		F	P	D
Consultation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shampoo, condition and treat the hair and scalp		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Values	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Colour and lighten hair using a range of techniques		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	<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"/>
	Values	<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"/>
	Values	<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"/>
	Values	<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"/>
	Values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Element 4		F	P	D
Understanding		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Values	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total value

Hurdle rule: All elements and components must be passed to achieve an overall pass for the End-point Assessment.

Value range	Overall End-point Assessment grade
0 to 499	Fail
500 to 633	Pass
634 to 700	Distinction

This page is intentionally blank



VTCT | Aspire House | Annealing Close | Eastleigh | Hampshire | SO50 9PX

Email: customersupport@vtct.org.uk | Tel: +44(0)23 8068 4500