

Hair and Beauty: Hair, Beauty and Aesthetics

**T Level outline content: draft version for
consultation**

July 2019

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Introduction

Outline content

This outline content has been produced by [T Level panels](#) of employers, professional bodies and providers, and is based on the same standards as those used for apprenticeships. The outline content will form the basis of the specifications for T Level Technical Qualifications, which will be developed by awarding organisations for approval by the Institute for Apprenticeships and Technical Education. One awarding organisation will be appointed to develop and deliver each Technical Qualification following a procurement process.

Colleges and other education and training providers will decide how to structure the T Level courses they offer, based on the qualification specifications. This will enable them to deliver the study programme's mandatory components in the most effective way for students.

A T Level programme consists of a Technical Qualification, substantial industry placement, English and maths, and other occupation-specific requirements where essential for entry to skilled employment. This outline content relates solely to the Technical Qualification part of a T Level programme.

Further information about T Levels is available on the website of the Institute for Apprenticeships and Technical Education here: www.instituteforapprenticeships.org, and at www.education.gov.uk.

Hair and Beauty: Hair, Beauty and Aesthetics

Awarding organisations will need to ensure that students have an up-to-date knowledge of the legal and regulatory obligations relating to employment in the occupations relevant to the T Level, and understand the practical implication of these on their work.

Maths, English and digital skills are set out in a separate annex. Awarding organisations should integrate these within the qualification so that they are applied in occupationally relevant contexts.

Core content

The core content relates to the whole route ‘route core’, and the pathway that the Technical Qualification covers ‘pathway core’. The core knowledge and understanding is assessed through an examination and core skills through a practical employer-set project.

The core knowledge and understanding focuses on the students’ knowledge and understanding of contexts, concepts, theories and principles relevant to the T Level. This could include, where appropriate, assessment of knowledge and understanding relevant to the route and the pathway.

The employer-set project provides the opportunity to develop and apply a minimum range of core skills important for employability. The allocation of content to each type of assessment will need to be approved by the Institute for Apprenticeships and Technical Education.

Core knowledge and understanding across Hair and Beauty Route

| Element | Content |
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| Business Content | <ul style="list-style-type: none"> • How the sector operates, including: <ul style="list-style-type: none"> ○ size and composition; ○ different business types; ○ employment types in the industry; ○ salon structures and the different roles within them; ○ progression routes and career pathways; ○ how to provide information, advice and guidance to junior or new colleagues. • How businesses make money including through selling products and services and the use of commission. • Understanding of: <ul style="list-style-type: none"> ○ salon quality systems and procedures; ○ time management principles; ○ self-management principles; ○ how to work effectively in a team; ○ commercially viable times for the completion of services; ○ the importance of adhering to industry standards of appearance; ○ the importance of continuing professional development. |
| Regulatory environment | <ul style="list-style-type: none"> • Health and safety regulations including: <ul style="list-style-type: none"> ○ the Health and Safety at Work act and associated regulations and directives; ○ legal obligations related to ensuring the health and safety of clients and staff; ○ requirements for the safe handling and storage of goods, materials and equipment including the Control of Substances Hazardous to Health (COSHH); ○ rules governing the safe disposal of waste; ○ those related to Personal Protective Equipment (PPE) for staff and clients. • Work related injury and ill health: <ul style="list-style-type: none"> ○ physical injuries and disorders; ○ diseases - blood, contact or air borne; ○ injuries related to equipment use and posture. • The role of local rules, industry codes of practice and protocols. |

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| | <ul style="list-style-type: none"> • Regulations for the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) and the work-related illnesses most relevant to the sector (for example, dermatitis). • Responsibilities for ensuring adequate insurance for premises, staff and professional cover including for those who are self-employed. • Employment rights and responsibilities. • Responsibilities for paying tax, national insurance and pension contributions, including for those who are self-employed. • The legal responsibilities when using images. • The requirement for the client's consent before taking photographs. • The importance of promoting and respecting equality and diversity. • Awareness of: <ul style="list-style-type: none"> ○ Sale of Goods and Services Act; ○ Local Government (Miscellaneous Provisions) Act; ○ Environmental Protection Act. • How to securely store, maintain and manage, business, colleague and client information in line with Data Protection regulations in relation to confidentiality. |
| Safe working practices | <ul style="list-style-type: none"> • Importance of: <ul style="list-style-type: none"> ○ cleaning, disinfection, sterilisation according to salon, supplier or manufacturer's instructions; ○ client preparation and protection; ○ appropriate posture for both client and self and ways of achieving this; ○ personal hygiene; ○ appropriate personal protective equipment for self and client; ○ being alert to risks and hazards; ○ being vigilant to threats to self and others; ○ reporting risks, threats and hazards appropriately. • Understanding of: <ul style="list-style-type: none"> ○ direct and indirect cross- infection and why working hygienically is important; ○ methods that promote environmental and sustainable working practices; ○ how to reduce risk of injury to self and others; ○ how to conduct a risk assessment; ○ risks of lone working and how to mitigate them; |

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| | <ul style="list-style-type: none"> ○ how to minimise the risk of contact dermatitis; ○ the kinds of accidents that can occur in a salon environment and the actions to take. ● Responsibilities for reporting incidents or concerns. |
| The client journey | <ul style="list-style-type: none"> ● What it is and why it is important. ● What makes for a good client experience. ● The importance and features of client care principles and practices. ● How all those in the salon can contribute to a good client experience. ● The role of the reception area and how it can create a positive first impression. ● How to ensure the reception area meets client needs in terms of environment, hospitality, displays and magazines. ● How to make appointments, including the information needed and common systems used. ● How to meet and greet clients in person or by telephone. ● How to interact with clients through a range of media including digital platforms. ● How to use verbal and non-verbal communication techniques to develop a rapport with clients. ● How to respond to negative feedback. ● How to deal with difficult clients. ● The different types of payment that may be accepted and how to check for validity. ● What to do if difficulties arise such as the client disputing the bill or a card being rejected. ● Who different types of enquiries should be referred to. ● How to evaluate services and the client journey. |
| Client consultation | <ul style="list-style-type: none"> ● What it is and why it is important. ● How to use effective communication methods and strategies to: <ul style="list-style-type: none"> ○ gain accurate, relevant and detailed information; ○ inform treatment or service design; ○ build and maintain the clients trust; ○ explain service or treatment procedure/process; ○ negotiate alternative services or treatments because of testing outcomes. ● The linguistic, cultural and other barriers to effective communication and ways to overcome these. ● How lifestyle factors limit or affect services. |

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| | <ul style="list-style-type: none"> • The meaning of informed consent, why it is important, how to ensure it has been obtained and why it should be in writing. • The types and purposes of tests and the frequency with which they should be carried out. • The importance of following salon procedures, manufacturers' instructions and protocols for conducting tests. • Understand: <ul style="list-style-type: none"> ○ the reasons for record keeping; ○ how to complete records; ○ the importance of maintaining the security of client records; ○ why maintaining confidentiality is important. • The type of visual aids that can assist the client's understanding. |
| Sales and marketing | <ul style="list-style-type: none"> • Why market research is important to a business and ways in which it can be conducted. • Understanding market segmentation – that different types of clients have different needs and how this can impact on a business. • Legislation relating to promotional activities such as the Sale of Goods Act and the Trade Descriptions Act. • Different types of promotional activities including advertising, loyalty and gift cards, special offers, attendance at events and competitions and the features, benefits and potential drawbacks of each. • How to evaluate the effectiveness of a promotional activity. • The importance of creating a positive brand image and ways in which this can be achieved or undermined. • How the sale of products contributes to salon branding, client loyalty and repeat visits. • The role of upselling in salons, including: <ul style="list-style-type: none"> ○ Why it is important for the salon; ○ how to recognise opportunities for upselling at different stages of the client journey; ○ possible commission structures; ○ how to sell effectively while maintaining positive relationships with clients. • How social media can be used to promote a service. • The benefits and drawbacks of using social media for marketing purposes. |

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| | <ul style="list-style-type: none"> • Trends and modern-day approaches to sales and marketing. |
| Business practices | <ul style="list-style-type: none"> • How to develop and maintain salon procedures to safely control work operations. • How to manage salon business systems and processes including: <ul style="list-style-type: none"> ◦ successful business planning and the internal and external factors that should be taken into account, including the local and national labour situation; ◦ financial effectiveness; ◦ team development; ◦ salon operations; ◦ supporting client service improvements; ◦ problem solving; ◦ dealing with disputes; ◦ operating within legislation. • How to develop entrepreneurial skills and why they are important. |
| Self-development | <ul style="list-style-type: none"> • How to maintain personal health and wellbeing. • Why and how to access CPD and the importance of keeping up to date. • The importance and principles of self-management. • Why practice time is important. |

Employer-set project

The employer-set project ensures students have the opportunity to combine core knowledge and skills to develop a substantial piece of work in response to an employer-set brief. The employer-set project forms part of the Technical Qualification and is a separate part of the T Level programme to the Industry Placement.

To ensure consistency in project scope and demand, awarding organisations will develop assessment objectives, which require students to:

- plan their approach to meeting the brief
- apply core knowledge and skills as appropriate
- select relevant techniques and resources to meet the brief
- use maths, English and digital skills as appropriate
- realise a project outcome and review how well the outcome meets the brief

The awarding organisation will work with a relevant employer or employers, to devise a set brief that:

- ensures a motivating starting point for students' projects, for example, a real-world problem to solve
- ensures students can generate evidence that covers the assessment objectives
- is manageable for providers to deliver
- is officially approved by the awarding organisation and employer

For Hair, Beauty and Aesthetics in achieving the assessment objectives and meeting the brief, students must demonstrate the following core skills:

- **Communication**
 - e.g. providing advice and guidance to clients; managing their expectations; having difficult conversation; adapting behaviour according to client feedback and characteristics; gaining informed consent. Using a range of media, including in person, telephone, digital communications.
- **Working as part of a team**
 - e.g. to support a positive client journey; creating a successful business; working within own responsibility, escalating where appropriate.
- **Undertaking research**
 - to develop a quality business; new and emerging trends and business opportunities.
- **Reflective practice**
 - e.g. review performance, identifying ways for improvement.
- **Business and commercial awareness recognising how this impacts on solutions**
 - e.g. promote sales and additional treatments to enhance the client experience and improve sales and retention; promoting and building up a business using a range of marketing techniques; costing and pricing of services; day-to-day running of a business; presenting self (e.g. as a brand ambassador).

- **Demonstrate compliance with appropriate regulations.**
 - e.g. develop solutions that concur with legal and industry requirements and appropriate business context.

Occupational Specialist Content

Specialist content is structured into different occupational specialisms, which correspond to the apprenticeship standards listed on the relevant occupational map. Occupational specialisms ensure students develop the knowledge and skills necessary to achieve a level of competence needed to enter employment in the occupational specialism, and are organised around ‘performance outcomes’ that indicate what the student will be able to do, as a result of learning and applying the specified knowledge and skills.

Occupational Specialist Content

Occupational Specialism: Barbering

Performance Outcome 1: Analyse, shampoo, treat and condition hair and scalp

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">How to maintain effective and safe methods of working and effective communication when completing shampoo and conditioning treatments for the hair and scalp.How to carry out in-depth complex analysis of the client's hair and scalp for shampoo and/or conditioning treatments.The different factors or contraindications that may limit or affect the barbering service:<ul style="list-style-type: none">adverse hair, skin and scalp conditions;infectious and non-infectious conditions;incompatibility of previous services and products used;client's lifestyle;test results;hair characteristics;hair classifications;build up of products.How to shampoo, treat and condition hair and scalp including: | <ul style="list-style-type: none">Maintain effective and safe methods of working and effective communication when completing shampoo and conditioning treatments for the hair and scalp.Carry out an in-depth complex analysis of the client's hair and scalp for a shampoo and/or conditioning treatment, identifying any factors or contraindications that may limit or affect the hair service.Conduct any necessary tests on the hair, skin and scalp.Shampoo, treat and condition hair and scalp including:<ul style="list-style-type: none">use massage techniques that meet the needs of the client's hair length and density and the hair and scalp condition;adapt massage techniques and water temperature and flow to ensure the client's comfort;comb through the client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp; |

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| <ul style="list-style-type: none"> ○ when and how to use and remove different types of shampooing and conditioning products and equipment including surface and penetrating treatment; ○ different massage techniques and their benefits for different lengths and densities of hair including: rotary, effleurage, petrissage, friction; ○ the importance of removing excess water from the hair at the end of the service; ○ the importance of de-tangling the hair from point to root; ○ how heat affects the hair during the conditioning treatment. <ul style="list-style-type: none"> ● The basic structure of hair and skin. ● The growth cycle of hair. ● The science behind shampoo, tonics and conditioning products and how they affect the hair and scalp. ● The different types of hair and scalp conditions including: <ul style="list-style-type: none"> ○ damaged; ○ product build up; ○ normal; ○ oily; ○ dry; ○ dandruff affected. | <ul style="list-style-type: none"> ○ apply tonics and conditioning products to meet the needs of the client's hair and scalp, following the salon's and manufacturers' instructions; ○ remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle, leaves the client's hair and scalp clean and free from conditioning products, and free of excess water. <ul style="list-style-type: none"> ● Use products, tools and equipment suitable for the client's hair condition and scalp condition. ● Evaluate the results of the service and provide advice on future services and products. ● Give the client advice and recommendations on the products and services provided in the salon. |
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- How different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products.
- How shampoo and water act together to cleanse the hair.
- The importance providing aftercare maintenance advice and recommendations on the products and services provided in the salon.

Performance Outcome 2: Use a range of creative and precision barbering techniques to create a variety of styles, including fashion forward trends

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • How to carry out in-depth consultations and complex analysis of the client to create a variety of creative and precision barbering styles. • The importance of confirming with the client the look agreed at consultation and during service. • How to maintain effective and safe methods of working and effective communication when completing a range of creative and precision barbering techniques to create a variety of styles. • How to prepare the client's hair prior to cutting to include removing products from the hair and combing out. • The importance of confirming with the client the agreed look before commencing the cut or style. • The factors or contraindications that must be taken into consideration prior to and during cutting and how these may impact on the cutting service including: <ul style="list-style-type: none"> ○ hair characteristics; ○ hair classifications; ○ head and face shape; ○ hair length; ○ hair style; ○ presence of male pattern baldness; | <ul style="list-style-type: none"> • Carry out in-depth consultation and complex analysis to create a variety of creative and precision barbering styles. • Maintain effective and safe methods of working and effective communication when completing a range of creative and precision barbering techniques to create a variety of styles. • Able to research a portfolio of creative and precision barbering techniques suitable for use with the clients. • Prepare the client's hair prior to cutting. • Confirm with the client the look agreed during consultation prior to commencement. • Use relevant visual aids to explore a variety of designs and possibilities with the client. • Give the client time and encouragement to put forward their own ideas on design/image they wish to create. • Able to confirm the understanding of the client's requirements. • Ensure the client is aware of what the agreed service will entail and its likely duration. |

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| <ul style="list-style-type: none"> ○ adverse skin conditions; ○ scarring. <ul style="list-style-type: none"> • Why it is important to complete accurate evaluation of the client's hair and its potential to achieve the style and any influencing factors. • How and when to use and adapt a range of precision and personalised cutting techniques to create a variety of styles including: <ul style="list-style-type: none"> ○ how to prepare the client's hair prior to cutting; ○ understand why hair products should be removed from the hair prior to cutting; ○ know the importance of correctly combing out the hair prior to cutting; ○ know the importance of confirming with the client the look agreed during consultation prior to commencing the service; ○ understand the factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service; ○ how and when to use different cutting techniques and relevant tools and the effects achieved; ○ the importance of changing own position and that of the client to help ensure the accuracy of the cut; ○ cutting techniques: <ul style="list-style-type: none"> ■ club cutting; | <ul style="list-style-type: none"> • Agree the style with the client which takes into account factors influencing the service and an accurate evaluation of the client's hair and its potential to achieve the style including: <ul style="list-style-type: none"> ○ hair characteristics ○ hair classifications; ○ head and face shape; ○ hair length; ○ hair style; ○ presence of male pattern baldness; ○ adverse skin conditions; ○ scarring. • Use and adapt a range of precision and personalised cutting techniques to create a variety of styles including: <ul style="list-style-type: none"> ○ prepare the client's hair prior to cutting; ○ consult with the client during the cutting process to confirm the desired look and confirm satisfaction with the finished look; ○ sectioning and cutting guidelines; ○ establishing accurate distribution of weight balance and shape of the hair; ○ creating neckline shapes, taking account of the natural hairline; ○ achieving outlines that are accurate, including removing unwanted hair outside the desired outline shape; |
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| <ul style="list-style-type: none"> ▪ scissor over comb; ▪ clipper over comb; ▪ texturizing; ▪ freehand; ▪ razor cutting; ▪ tapering; ▪ graduating; ▪ layering; ▪ fading; ▪ disconnecting; ▪ eyebrow trim. <ul style="list-style-type: none"> ○ the importance of keeping the hair damp when wet cutting; ○ the factors which should be considered when cutting wet hair and dry hair; ○ the importance of establishing accurate distribution of weight, balance and shape by regularly cross-checking the cut; ○ how to create different neckline and outline shapes, cutting to the natural neckline; ○ when to remove unwanted hair outside the desired outline shape; ○ the importance of balancing and shaping sideburns to suit the hair style and to meet the client's requirements; ○ the visual checks required to ensure the finished cut and outlines are accurate; ○ how to ensure the look is symmetrical and balanced; ○ hair growth patterns and characteristics; | <ul style="list-style-type: none"> ○ balancing and shaping sideburns to suit the hair style and to meet the client's requirements; ○ create a range of looks, neck shapes and outline shapes to include: <ul style="list-style-type: none"> ▪ square layer; ▪ uniformed layer; ▪ graduation; ▪ with fringe; ▪ with a parting; ▪ around the ear; ▪ over the ear; ▪ with a fade; ▪ flat top; ▪ tapered neckline; ▪ squared neckline; ▪ full neck line; ▪ skin fade; ▪ natural outline; ▪ created outline; ▪ tapered outline. <ul style="list-style-type: none"> ○ adapt the cutting techniques to take account of factors likely to influence the service; ○ change the own position and that of the client to help ensure the accuracy of the cut; ○ make a final visual check to ensure that the finished cut and outlines are accurate; |
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| <ul style="list-style-type: none"> ○ applying the correct degree of tension to the hair when cutting; ○ sectioning and cutting guidelines; ○ sectioning patterns to create round, square, triangular shapes; ○ weight distribution and working with the natural growth patterns of the hair; ○ cutting angles and resulting weight distribution; ○ balance and the degree of graduation; ○ the types of clippers, clipper blades and attachments available and the effects that these achieve. <p>● How to design and create patterns, outlines and detailing in hair including:</p> <ul style="list-style-type: none"> ○ how to create simple repeated designs from lines and curves; ○ the factors that might impact on design and cutting including: <ul style="list-style-type: none"> ■ hair growth patterns; ■ characteristics; ■ whether the haircut provides a suitable foundation. ○ know how to create the shapes and patterns in hair using and adapting cutting guidelines and techniques to achieve the desired look; | <ul style="list-style-type: none"> ○ ensure the finished restyled look meets the client's requirements. <p>● Design and create patterns, outlines and detailing in hair:</p> <ul style="list-style-type: none"> ○ consult with the client during the cutting process to confirm the desired outline and detailing design and overall effect being created; ○ take suitable action to resolve any problems arising during the design process; ○ explore a variety of outlines and detailing designs and possibilities with the client using relevant visual aids; ○ base any recommendations on an accurate evaluation of the client's hair and its suitability for the proposed outline and detailing design and the client's desired image; ○ brush or comb the client's hair in the direction of the natural growth throughout the service; ○ agree services outcomes and likely duration and costs; ○ confirm any hair outlines and detailing design; ○ use cutting techniques to achieve the definition, shape and depth of outline and detailing design required including clippering and fading; ○ position the outline and detailing design to meet the agreed design plan; ○ adapt the size of the outline and detailing design to suit the client's head size, shape and existing haircut to include the following outlines and detailing designs: |
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| <ul style="list-style-type: none"> ○ the different factors that must be taken into consideration prior to clippering and cutting and how these may limit on the designs; ○ how to adapt outlines and detailing designs to suit different head shapes; ○ understand the design possibilities and limitations when working with linear outlines and detailing designs in hair; ○ the types of haircut which form a suitable foundation for cutting straight and curved lines and repeated designs into the hair; ○ how and when to use different cutting techniques when creating designs in hair; ○ understand equipment handling techniques for achieving accurate outlines and detailing designs in hair; ○ the importance of visually checking outline, detailing designs and cut; ○ the types of problem that can commonly arise when creating outlines and detailing designs in hair and ways in which they can be resolved, if possible; ○ how to use a range of products, tools and equipment in accordance with legal requirements and manufacturers' instructions. <ul style="list-style-type: none"> ● The effect of heat on the hair. ● The average rate of hair growth. ● The effects of continual close clippering on skin. | <ul style="list-style-type: none"> ■ straight lines; ■ curved lines; ■ repeated; ■ hair line. <ul style="list-style-type: none"> ○ use a range of products, tools and equipment including: <ul style="list-style-type: none"> ■ razor; ■ clippers; ■ clipper attachments; ■ trimmers. ○ change own position and that of the client to help ensure the accuracy of the cut; ○ ensure the finished look meets the design agreed and confirm the client's satisfaction. <ul style="list-style-type: none"> ● Use a range of products, tools and equipment in accordance with legal requirements and manufacturers' instructions. ● Use creative finishing techniques e.g. styling; blow drying and product application that complement the cut and meet the client's requirements. ● Evaluate the results of the service and provide advice on future services and products. ● Give the client advice and recommendations on the products and services provided in the salon including: how to |
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| <ul style="list-style-type: none"> • Preparation, fashion styling, dressing and finishing techniques that can be used to create the look including: <ul style="list-style-type: none"> ○ drying and finishing products; ○ tools and equipment available for drying and finishing men's hair; ○ the importance of leaving hair ready for the next part of the service or finish to meet the client's requirements. • The importance of evaluating the results of the service and providing aftercare maintenance advice and recommendations on the products and services provided in the salon. | <p>maintain their look; time interval between services; products and services available.</p> |
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Performance Outcome 3: Cut facial hair into shape using precision techniques

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • How to carry out in-depth consultation and complex analysis of the client hair before cutting facial hair into shape using precision techniques. • How to maintain effective and safe methods of working and effective communication when while cutting facial hair into shape using precision techniques. • The importance of confirming with the client the look agreed at consultation and during service. • How to identify factors or contraindications likely to influence the service, such as: <ul style="list-style-type: none"> ○ the client's hair characteristics and hair classification; ○ hair style; ○ skin conditions; ○ facial piercing; ○ ingrowing hair; ○ skin elasticity; ○ scarring. • How to design and create a range of facial hair shapes e.g. full beard; tapered beardline; partial beard; outlines; removing bulk; and moustache, using precision techniques including: <ul style="list-style-type: none"> ○ the importance of exploring and confirming the looks with the client using relevant visual aids; | <ul style="list-style-type: none"> • Carry out in-depth consultation and complex analysis of the client hair before cutting facial hair into shape using precision techniques. • Identify factors likely to influence the service prior to cutting including: <ul style="list-style-type: none"> ○ head and face shape; ○ hair characteristics; ○ hair classification; ○ hair style; ○ skin conditions; ○ facial piercing; ○ ingrowing hair; ○ skin elasticity; ○ scarring. • Maintain effective and safe methods of working and effective communication when while cutting facial hair into shape using precision techniques. • Prepare the client's facial hair prior to the service. • Design and create a range of facial hair shapes e.g. full beard; tapered beardline; partial beard; outlines; removing bulk; and moustache, using precision techniques including: |

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| <ul style="list-style-type: none"> ○ how to match beard shapes and styles to facial characteristics; ○ the importance of preparing the client's facial hair prior to the service; ○ how to cut facial hair using different cutting techniques including: <ul style="list-style-type: none"> ■ scissor over comb; ■ clipper with attachment; ■ clipper over comb; ■ freehand; ■ fading. ○ basic beard and moustache shapes that do not require the use of razors; ○ how to create and follow a guideline for tapered beard lines, beard outlines and moustaches; ○ the importance of cross checking the facial hair cut; ○ how to cut facial hair into shape whilst establishing and following the cutting guideline(s) to achieve the required effect, ensuring the finished look is even, symmetrical and balanced in relation to the client's head and face shape; ○ how the angle at which the cutting tools and the head are positioned will affect the weight distribution, balance and degree of graduation of the facial hair. <p>• The average rate of hair growth.</p> | <ul style="list-style-type: none"> ○ establishing and following the cutting guideline(s) to achieve the required look; ○ adapting the cutting techniques to take account of factors influencing the service and to achieve the desired look; ○ using a range of cutting techniques including: <ul style="list-style-type: none"> ■ scissor over comb; ■ clipper with attachment; ■ clipper over comb; ■ freehand; ■ fading. ○ using the relevant tools and equipment including scissors, clippers, clipper attachments and trimmers; ○ changing own position and that of the client to help ensure the accuracy of the cut; ○ regularly checking the client's comfort throughout the service; ○ ensuring the finished look is even, symmetrical and balanced in relation to the client's facial contour; ○ ensuring the finished look is of even density throughout the shape; ○ removing any unwanted hair outside the desired outline shape; ○ using a range of finishing products including oil and wax; |
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| <ul style="list-style-type: none"> • The effects of continual close cutting to the skin including the risk of ingrowing hair. • The size and type of clippers, clipper blades and attachments available and the effects that these achieve. • How to level and test clippers. • The importance of ensuring the finished look is even, symmetrical and balanced in relation to the client's facial contour. • The importance of evaluating the results of the service of providing aftercare maintenance advice and recommendations on the products and services provided in the salon. | <ul style="list-style-type: none"> ○ making a final visual check to ensure the finished cut is accurate. • Confirm the client's satisfaction with the finished cut. • Give the client advice and recommendations on the products and services provided in the salon including: how to maintain their look; time interval between services; equipment; products and services. |
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Performance Outcome 4: Provide shaving, bespoke skin analysis and treatments

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • How to carry out an in-depth consultation and complex analysis of the client hair for shaving, bespoke skin analysis and treatments. • How to maintain effective and safe methods of working and effective communication when providing shaving, bespoke skin analysis and treatments. • The factors and contraindications that must be taken into consideration prior to and during the shaving service including: <ul style="list-style-type: none"> ○ head and face shape; ○ hair characteristics; ○ hair classification; ○ adverse skin conditions; ○ unusual features; ○ skin elasticity; ○ facial contour; ○ facial piercing; ○ client wishes. • The importance of preparing the clients facial hair prior to the service. • The importance of confirming with the client the look agreed at consultation and during service. | <ul style="list-style-type: none"> • Carry out in-depth consultation and complex analysis of the client hair for shaving, bespoke skin analysis and treatments. • Maintain effective and safe methods of working and effective communication when providing shaving, bespoke skin analysis and treatments. • Identify factors and contraindications likely to influence the service prior to and during the shaving service including: <ul style="list-style-type: none"> ○ head and face shape; ○ hair characteristics; ○ hair classification; ○ adverse skin conditions; ○ unusual features; ○ skin elasticity; ○ facial contour; ○ facial piercing; ○ client wishes. • Confirm with the client the look agreed at consultation and during service. • Maintain effective and safe methods of working. • Prepare the hair and skin for shaving by: |

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| <ul style="list-style-type: none"> • The structure and function of the skin, the scalp and facial skin disorders commonly affecting men and how to recognise them. • How the natural ageing process affects facial skin and muscle tone. • How environmental and lifestyle factors affect the condition of the skin. • The effect of heat on the hair and skin. • The potential risk of ingrowing hair resulting from continual close shaving. • How to prepare the hair and skin for shaving. • The types of open blade razors with disposable blades available to professionals and how to prepare them for use. • The importance of lathering and the function it performs on the skin and the hair. • How to shave hair and apply finishing products, including: <ul style="list-style-type: none"> ○ the types of gloves that can be used and the consequences of using the incorrect gloves; ○ when and why it is necessary to reduce beard length prior to shaving; ○ how to carry out different shaving techniques skin tensioning, forehand razoring, backhand razoring; ○ why skin needs to be tensioned during shaving; | <ul style="list-style-type: none"> ○ choosing products, tools and equipment based on the results of consultation with the client; ○ prepare, apply and adapt the use of hot towels to suit the needs of the service and the comfort of the client; ○ cleanse and/or exfoliate the skin when necessary; ○ use a pre shave product prior to lathering the client including: cleanser, scrub/ exfoliator, cream, oil; ○ prepare lathering products so they are fit for use in time for the shaving service; ○ apply lathering products (creams, oils, gel, soap) in a way that minimises the risk of the product being spread to the client's eyes, clothes and surrounding area; ○ use lathering techniques (application by brush, application by massage) which achieve an even coverage of product to the areas to be shaved. • Deliver full shave, partial shave and beard outline including: <ul style="list-style-type: none"> ○ adapting the shaving techniques to take account of factors identified as affecting the service; ○ adapting the shaving techniques and the client's position throughout the service to ensure safety and the effective removal of hair to include: skin tensioning, forehand stroke, backhand stroke; ○ maintaining or replacing the cutting edge of razors during the shaving service, when required; ○ taking suitable remedial action to resolve any problems arising during the shaving service; |
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| <ul style="list-style-type: none"> ○ the importance of working in a way which maintains the right skin temperature throughout the shaving process; ○ the importance of adapting shaving techniques in relation to the direction of hair growth; ○ when and why to use brush and massage techniques to apply lathering products; ○ the reasons for and effects of using cool towels after shaving; ○ the types of finishing products available for use and their effects on the skin; ○ the benefits and effects of facial massage; ○ how and why massage techniques should vary on the different areas of the face; ○ how to carry out the massage techniques including: effleurage, petrissage, tapotement. <p>• The different types of shaving products, tools and equipment including:</p> <ul style="list-style-type: none"> ○ hot towels; ○ lathering products; ○ face massage; ○ finishing products. <p>• Problems which may arise during the shaving process such as shaving hair too close, damage to the client's and the own skin and ways of resolving such problems.</p> | <ul style="list-style-type: none"> ○ leaving the client's skin free from lathering products after shaving; ○ applying facial massage techniques in a way that avoids discomfort, when required including: effleurage, petrissage, tapotement; ○ applying finishing products to achieve the desired effect including: astringents, moisturising cream, aftershave balm, powder; ○ leaving the client's skin free from excess moisture at the end of the service. <ul style="list-style-type: none"> • Use a range of shaving products, tools and equipment and finishing products' • Confirm the completed service is to the satisfaction of the client' • Give the client advice and recommendations on the products and services provided in the salon including: how to maintain their look, time intervals between services, products and services, skin care. |
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- The importance of evaluating the results of the service and providing aftercare maintenance advice and recommendations on the products and services provided in the salon.

Performance Outcome 5: Provide bleaching, toning and colouring grey hair services

| Knowledge specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • How to maintain effective and safe methods of working and effective communication when carrying out a colour service on men's hair. • The scientific principles of hair colour services. • The effect of different colouring and lightening products on the hair structure. • The principles of colour selection. • How to complete consultation for a colour service on men's hair including: <ul style="list-style-type: none"> ○ why it is important to consider the effects of the client's hair and scalp health and condition when deciding on products, techniques and services to use; ○ the influencing factors to be considered when planning and agreeing the colour service and course of action; ○ how the natural pigment within the hair affects the choice of colour and colouring products; ○ the effect of different colouring and lightening products on the hair structure; ○ how and when to complete relevant tests for colour services and record the findings. | <ul style="list-style-type: none"> • Maintain effective and safe methods of working and effective communication when carrying out a colour service on men's hair. • Carry out a consultation of the client's hair and scalp to plan and agree the colour service on men's hair: <ul style="list-style-type: none"> ○ identifying any contra-indications to colour service on men's hair; ○ conducting all necessary tests following manufacturers' instructions and recognised industry procedures; ○ recording the outcome of tests on the clients record card; ○ informing the client of the likely cost, duration and expected outcome of the service. • Colour, lighten and tone men's hair to change the depth and tone of hair and cover grey hair, using a range of techniques including: <ul style="list-style-type: none"> ○ slices, guy lights, shoeshine, free hand, brolayage; ○ creative sectioning to the colour result and overall look. • Colour, lighten and tone men's hair to change the depth and tone of hair and cover grey hair, using a range of products including: |

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| <ul style="list-style-type: none"> • How and why pre and post treatments should be used when carrying out a colour service on men's hair. • The importance of confirming the required colour and effect with the client prior to application. • The types of tools, materials and equipment used in a colour service on men's hair and how and when to use them. • When and how to use different types of lighters and toners. • Bespoke sectioning and application techniques for men's hair. • The factors to consider when colouring grey hair such as the hair characteristics and hair classifications, and products which can be used such as: temporary; semi-permanent; quasi-permanent (mildly oxidising colour); and bleaching products. • How to use creative sectioning techniques to personalise the colour result and to enhance the finished look. • Methods of applying and removing colour products. • The importance of monitoring lightening products during development/processing time. • The problems that may occur and how to rectify them. • How and when to seek advice. | <ul style="list-style-type: none"> ○ temporary, semi-permanent, quasi-permanent (mildly oxidising colour) and bleach colour application; ○ toning to create natural and creative looks; ○ applying semi-permanent and quasi-permanent colour to grey hair achieving a natural look. • Use, apply and dispose of products tools and equipment in accordance with legal requirements and manufacturers' instructions to include: <ul style="list-style-type: none"> ○ temporary; ○ semi-permanent; ○ quasi-permanent (mildly oxidising colour); ○ toners; ○ bleaching products. • Accurately time the development of products to manufacturers' instructions • Remove colour or lightening products from the hair with minimum discomfort to the client leaving the hair and scalp free of products after the desired effect is achieved. • Identify any problems during the service and resolve them within the limits of own authority, referring problems which cannot be resolved to the relevant person. • Evaluate the results of the service and provide advice and recommendations on future services and products, how to |
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| <ul style="list-style-type: none">The importance of evaluating the results of the service, confirming client satisfaction, providing aftercare, maintenance advice and recommendations about the products and services provided in the salon. | maintain their look and suggested time interval between services. |
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Performance Outcome 6: Plan, create and promote a collection of barbering looks

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • The principles and stages of planning, researching and developing fashion forward trends, different media types and platforms. • How to promote a fashion forward collection of barbering looks using a choice of media to target a specific market, individuals or groups. • How a collection of barbering looks can be used to promote individuals and salons. • How to create the collection of barbering looks using a range of models and methods of recording the collection. • Research ideas for the collection of barbering looks using sources of information on fashion cycles and trends such as magazines, internet or film. • Methods of creating a mood board and creating design plans for different looks. • How to create a collection of barbering looks using: <ul style="list-style-type: none"> ○ sectioning and cutting guidelines required to achieve the required look; ○ precision and personalised cutting techniques tailored to suit individual characteristics; ○ creative finishing and dressing techniques. | <ul style="list-style-type: none"> • Research past and current fashion trends, using the results to plan, design, create, produce and present a fashion forward barbering collection, identifying the purpose and message of the given collection. • Create a mood board to reflect the thought processes and the resulting collection. • Develop a design plan for each look from the mood board. • Identify all resources and any information required • Create a collection of barbering looks using: <ul style="list-style-type: none"> ○ sectioning and cutting guidelines required to achieve the required look; ○ precision and personalised cutting techniques tailored to suit individual characteristics; ○ creative finishing and dressing techniques. • Find and select appropriate models to present the collection effectively. • Present and promote the collection internally using a visual medium. • Evaluate the results of the collection against the research results to improve further practice. |

- How to document the resources and any information used to create the collection.
- The importance of identifying the purpose and message of the collection.
- Why it is important to use the right models to represent the collection.
- Creative and appropriate ways to find potential models and persuade them to be involved.
- The influencing factors and individual characteristics which need to be considered when creating a collection of barbering looks.
- The importance of evaluating the results of the collection against the research results to improve further practice.

Occupational Specialism: Hairdressing

Performance Outcome 1: Analyse, shampoo, treat and condition hair and scalp

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• How to maintain effective and safe methods of working and effective communication when completing shampoo and conditioning treatments for the hair and scalp.• How to carry out in-depth complex analysis of the client's hair and scalp for shampoo and conditioning treatments.• The different factors or contraindications that may limit or affect the hairdressing service:<ul style="list-style-type: none">○ adverse hair, skin and scalp conditions;○ infectious and non-infectious conditions;○ incompatibility of previous services and products used;○ client's lifestyle;○ test results;○ hair characteristics;○ hair classifications;○ build up of products.• How to shampoo, treat and condition hair and scalp including:<ul style="list-style-type: none">○ when and how to use and remove different types of shampooing and conditioning products and equipment including surface and penetrating treatment; | <ul style="list-style-type: none">• Maintain effective and safe methods of working and effective communication when completing shampoo and conditioning treatments for the hair and scalp.• Consult with the client to determine their requirements.• Carry out an in-depth complex analysis of the client's hair and scalp for a shampoo and/or conditioning treatment, identifying any factors or contraindications that may limit or affect the hair service.• Conduct any necessary tests on the hair, skin and scalp.• Shampoo, treat and condition hair and scalp including through:<ul style="list-style-type: none">○ using massage techniques that meet the needs of the client's hair length and density and the hair and scalp condition;○ adapting massage techniques and water temperature and flow to ensure the client's comfort;○ combing through the client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp; |

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| <ul style="list-style-type: none"> ○ different massage techniques and their benefits for different lengths and densities of hair including: rotary, effleurage, petrissage, friction; ○ the importance of removing excess water from the hair at the end of the service; ○ the importance of de-tangling the hair from point to root; ○ how heat affects the hair during the conditioning treatment. <ul style="list-style-type: none"> • The basic structure of hair and skin. • The growth cycle of hair. • The science behind shampoo and conditioning products and how they affect the hair and scalp. • The different types of hair and scalp conditions including: damaged, product build up, normal, oily, dry, dandruff affected. • How different hair and scalp conditions can affect the selection of shampooing, conditioning and treatment products. • How shampoo and water act together to cleanse the hair. • The importance of providing aftercare maintenance advice and recommendations on products and services provided. | <ul style="list-style-type: none"> ○ applying conditioning products to meet the needs of the client's hair and scalp, following: <ul style="list-style-type: none"> ▪ manufacturers' instructions; ▪ removing the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle, leaves the client's hair and scalp clean and free from conditioning products and excess water. <ul style="list-style-type: none"> • Use products, tools and equipment suitable for the client's hair condition and scalp condition. • Evaluate the results of the service and provide advice on future services and products. |
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Performance Outcome 2: Use technical, precision and bespoke cutting techniques to create a variety of fashionable looks

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• How to complete an in-depth, complex analysis of the client hair, face shape and life-style to plan and create a variety of fashionable looks.• How to maintain effective and safe methods of working and effective communication when completing technical, precision and bespoke cutting techniques to create a variety of fashionable looks.• How and when to use different cutting techniques and relevant tools when creating a variety of fashionable looks including:<ul style="list-style-type: none">○ sectioning and cutting guidelines;○ sectioning patterns to create round, square, triangular shapes;○ the different cutting techniques to achieve a range of effects;○ weight distribution and working with the natural growth patterns of the hair;○ cutting angles and resulting weight distribution;○ balance and the degree of graduation;○ precision and personalised cutting techniques. | <ul style="list-style-type: none">• Carry out in-depth consultation and complex analysis of the client's hair to plan and create a variety of fashionable looks.• Maintain effective and safe methods of working and effective communication when completing technical, precision and bespoke cutting techniques to create a variety of fashionable looks.• Advise clients on appropriate looks based on influencing factors and individual characteristics such as head and face shape, life-style, hair classifications, hair characteristics.• Use and adapt a range of technical skills whilst creating a variety of fashionable looks including:<ul style="list-style-type: none">○ sectioning and cutting guidelines;○ cutting techniques to include:<ul style="list-style-type: none">▪ graduating;▪ layering;▪ thinning;▪ tapering;▪ club cutting;▪ freehand;▪ advanced texturizing;▪ undercutting;▪ disconnecting razor cutting; |

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| <ul style="list-style-type: none"> The importance of evaluating the results of the service and of providing aftercare maintenance advice and recommendations on products and services provided. | <ul style="list-style-type: none"> close cutting precision cutting (solid edge and zero elevation); clipper work. precision and personalised cutting techniques. Use a range of products, tools and equipment in accordance with legal requirements and manufacturers' instructions. Evaluate the results of the service and provide advice and recommendations on future services and products, how to maintain their look and suggested time interval between services. |
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Performance Outcome 3: Use a range of styling and finishing techniques to create a variety of fashionable looks

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• Preparation, fashion styling, dressing and finishing techniques that can be used to create the look including:<ul style="list-style-type: none">○ hair-up styles;○ setting and dressing;○ blow drying;○ finger drying;○ plaiting/braiding;○ twisting;○ using additional hair.• How to maintain effective and safe methods of working and effective communication when completing a range of styling and finishing techniques to create a variety of fashionable looks.• The science of drying and finishing hair.• Current techniques for drying and finishing hair and when to use them including:<ul style="list-style-type: none">○ drying and finishing products;○ tools and equipment;○ different types of styling equipment. | <ul style="list-style-type: none">• Carry out in-depth consultation and complex analysis of the client's hair.• Maintain effective and safe methods of working and effective communication when completing a range of styling and finishing techniques to create a variety of fashionable looks.• Style and finish hair using a range of styling tools and equipment to create a look including:<ul style="list-style-type: none">○ hair-up styles;○ setting and dressing;○ blow drying;○ finger drying;○ plaiting/braiding;○ twisting;○ using additional hair.• Apply suitable products following manufacturers' instructions.• Dry and finish hair to create a variety of fashionable looks, including through: |

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| <ul style="list-style-type: none"> • The factors that affect the styling process and the finished look. • The effects of temperature on different hair classifications. • Current tools and techniques for setting and dressing hair and how and when to use them, including: <ul style="list-style-type: none"> ◦ different types of tools and equipment; ◦ setting and dressing products; ◦ sectioning and winding. • Methods of applying temporary hair and how the intended style can affect the choice and placement of temporary hair. • The importance of evaluating the results of the service and of providing aftercare maintenance advice and recommendations on products and services. | <ul style="list-style-type: none"> ◦ controlling the styling tools to minimise the risk of damage to the hair length, client discomfort and to achieve the desired look; ◦ testing the temperature of heated styling equipment throughout the service; ◦ taking sections of hair which suit the size of the styling tools; ◦ maintaining an even tension throughout the blow drying process; ◦ keeping the hair evenly damp throughout the blow drying process; ◦ controlling the hair length during the blow drying process. • Use current setting and dressing techniques to create a range of looks including: <ul style="list-style-type: none"> ◦ classic and on-trend fashionable up-dos; ◦ those using plaiting, braiding, rolls and curls twisting and knotting techniques. • Control clients' hair throughout the setting process taking account of factors influencing the service including through: <ul style="list-style-type: none"> ◦ taking sections of hair cleanly and evenly, which suit the size of the tools and equipment; ◦ keeping the hair evenly damp throughout the setting process, when necessary. • Apply and use suitable products. |
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| | <ul style="list-style-type: none">• Use heated styling equipment at the correct temperature for the client's hair and the desired look.• Select and use temporary added hair which is of a suitable texture, a suitable colour and a suitable length.• Ensure the finished look takes into account relevant styling factors influencing the service.• Ensure the finished look meets the intended shape, direction, balance and volume agreed with the client.• Evaluate the results of the service and provide advice and recommendations on future services and products, how to maintain their look and suggested time interval between services. |
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Performance Outcome 4: Colour hair and carry out bespoke colour conversions

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • How to maintain effective and safe methods of working and effective communication when carrying out bespoke colour conversions. • The scientific principles of hair colour conversion services. • The effect of different colouring and lightening products on the hair structure. • The principles of colour selection. • How to complete an in-depth complex consultation for colouring and advanced and creative colour conversion services including: <ul style="list-style-type: none"> ○ why it is important to consider the effects of the client's hair and scalp health and condition when deciding on products, techniques and services to use; ○ the influencing factors to be taken into account when planning and agreeing the colour service and course of action; ○ how the natural pigment within hair affects the choice of colour and colouring products; ○ how and when to complete the relevant tests for colour services and record the findings. • How and why pre and post treatments should be used when carrying out colour conversion services. | <ul style="list-style-type: none"> • Maintain effective and safe methods of working and effective communication when carrying out bespoke colour conversions. • Carry out an in-depth complex consultation of the client hair and scalp to plan and agree the creative colour conversion service including: <ul style="list-style-type: none"> ○ identifying any contra-indications to colouring and or lightening services; ○ conducting all necessary tests following manufacturers' instructions and recognised industry procedures; ○ recording the outcomes of tests on the client's record card; ○ informing the client of the likely cost, duration and expected outcome of the service. • Colour and lighten hair to change the depth and tone of the hair using a range of current techniques including: <ul style="list-style-type: none"> ○ woven highlights such as T-section, half head; ○ temporary, semi-permanent, quasi-permanent, permanent colour application to full-heads; ○ creative sectioning to personalise the colour result and enhance the finished look; |

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| <ul style="list-style-type: none"> • The reasons for pre-softening and pre-pigmenting hair. • Methods of pre-softening and pre-pigmenting hair. • The types of tools, materials and equipment used in hair colour and colour correction services and how and when to use them. • When to use the different types of lighteners and toners available. • Bespoke creative colour formulation, sectioning and application techniques. • Methods of applying and removing colour products. • How to create tone, shading and blending. • How to remove artificial colour or bands of colour. • How to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour. • How to correct highlights and lowlights whilst retaining a highlight and lowlight effect. • How to use creative sectioning techniques to personalise the colour result and enhance the finished look. • The types and causes of colour correction problems that may occur during processing and how to rectify them. • How and when to seek advice. • The considerations to be taken into account when using advanced colour conversion techniques. | <ul style="list-style-type: none"> ○ toning through bespoke creative formulation, colour blending/shading. • Resolve problems that may occur during the creative colour conversion service. • Complete advanced colour conversion (correction) to include: <ul style="list-style-type: none"> ○ removing artificial colour; ○ recolouring hair that has had artificial colour removed; ○ removing bands of colour; ○ recolouring hair treated with lightener; ○ using pre-pigmentation and colour; ○ correcting highlights and lowlights. • Use, apply and dispose of products, tools and equipment in accordance with legal requirements and manufacturers' instructions to include: <ul style="list-style-type: none"> ○ semi-permanent, quasi (mildly oxidising) and permanent colour; ○ pre-lighteners; ○ colour removers for artificial colour. • Evaluate the results of the service and provide advice and recommendations on future services and products, how to maintain their look and suggested time interval between services. |
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- The importance of restoring the hair's pH balance after the colour correction service.
- The importance of evaluating the results of the service and of providing aftercare maintenance advice and recommendations on products and services.

Performance Outcome 5: Plan, create and promote a collection of hair looks

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • The principles and stages of planning, researching and developing fashion forward trends, different media types and platforms. • How to promote a fashion forward collection of hairstyle looks using a choice of media to target a specific market, individuals or groups. • How a collection of hairstyle looks can be used to promote individuals and salons. • How to create the collection of hairstyle looks using a range of models and methods of recording the collection. • Research ideas for the collection of hairstyle looks using sources of information on fashion cycles and trends such as magazines, internet or film. • Methods of creating a mood board and creating design plans for different looks. • How to create a collection of hairdressing looks using: <ul style="list-style-type: none"> ○ sectioning and cutting guidelines required to achieve the required look; ○ precision and personalised cutting techniques tailored to suit individual characteristics; ○ creative colouring techniques to enhance the look; | <ul style="list-style-type: none"> • Research past and current fashion trends, using the results to plan, design, create, produce and present a fashion forward hairstyle collection, identifying the purpose and message of the given collection. • Create a mood board to reflect the thought processes and the resulting collection. • Develop a design plan for each look from the mood board. • Identify all resources and any information required. • Create a collection of hairstyle looks showcasing: <ul style="list-style-type: none"> ○ sectioning and cutting guidelines required to achieve the required look; ○ precision and personalised cutting techniques tailored to suit individual characteristics; ○ creative finishing and dressing techniques; ○ creative colouring enhance the look; ○ advanced creative colouring. • Find and select appropriate models to present the collection effectively. • Present and promote the collection internally using a visual medium. |

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| <ul style="list-style-type: none"> ○ creative finishing and dressing techniques. • How to document the resources and any information used to create the collection. • The importance of identifying the purpose and message of the collection. • Why it is important to use the right models to represent the collection. • Creative and appropriate ways to find potential models and persuade them to be involved. • The influencing factors and individual characteristics which need to be considered when creating a collection of hairstyle looks. • Methods of presenting showcasing and promoting the collection of hairstyle looks via a variety of media types and platforms. • The importance of evaluating the results of the collection against the research results to improve further practice. | <ul style="list-style-type: none"> • Evaluate the results of the collection against the research results to improve further practice. |
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Occupational Specialism: Beauty Therapy

Performance Outcome 1: Develop and recommend bespoke treatment plans and experiences.

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• How to perform consultations for advanced manual and technical therapies to design bespoke treatment plans which include:<ul style="list-style-type: none">○ the factors that can affect the treatment;○ completion of an in-depth client lifestyle profile;○ body and skin analysis including type, condition and characteristics;○ how to establish and agree time intervals between treatments;○ postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance;○ solutions for improving the condition of the clients' physical appearance and emotional welfare;○ specific client risk assessment to establish suitability and indicators for treatment;○ recognition and management of contra-indications that would prevent or restrict the treatment, the associated risks and the necessary action to take;○ the types of advice that needs to be provided on expected and possible expected and adverse contra-actions during or after the treatment; | <ul style="list-style-type: none">• Complete consultations to design bespoke treatment plans to include:<ul style="list-style-type: none">○ factors that affect the treatment;○ in-depth client lifestyle profiling;○ explaining aftercare and post treatment plans such as: costs, time, number and frequency of treatments and necessary client commitment;○ body and skin analysis including type, condition and characteristics;○ postural analysis and the identification of any postural faults, characteristics, body shapes, lifestyle and health guidance;○ solutions for improving the condition of the clients' physical appearance and emotional welfare;○ specific client risk assessment to establish suitability and indicators for treatment;○ the recognition of any contra-indications and agree the necessary action;○ advice on expected and adverse contra-actions during or after the treatment. |

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| <ul style="list-style-type: none"> ○ referral of clients to other non-health care and health care practitioners and the situations in which this would be required. ● The types of treatments that could be given before, in conjunction with or after other treatments. ● The procedures and reasons for establishing suitability for treatment by using appropriate testing methods. ● When and how to carry out, interpret and record tests (pre-treatment, post treatment and during treatment), for example for allergies and sensitivities. ● How to create an advanced treatment plan that meets legal requirements. ● Types of post treatment advice and recommendations to include: <ul style="list-style-type: none"> ○ post treatment and follow-up procedures; ○ aftercare products; ○ avoidance of activities that may cause contra-actions or that reduce treatment benefits; ○ present and future products and homecare routines/ treatments. | <ul style="list-style-type: none"> ● Communicate and collate accurate and relevant information, explaining the treatment process, procedure/protocol, aftercare and post treatment instructions including client commitment and frequency of treatments, to gain the client's informed consent. ● Take into account clients' diverse needs, including their psychological state, when designing a treatment plan. ● Provide advice to maximise the benefits of the treatment and reduce the risk of adverse effects or contra-actions. ● Build and maintain clients' trust by providing and collating accurate and relevant information to support client retention. ● Communicate the need for referral of clients to other non-health care and health care practitioners when required. |
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Performance Outcome 2: Provide hand, nail and foot services to meet current trends

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• Health and safety to maintain effective, safe and hygienic working methods while providing hand, nail and foot services such as: single-use items to reduce cross-infection, ventilation requirements, curing methods including the use of UV and LED lamps.• The contra-indications that would prevent or restrict hand, nail and foot services including life-threatening or life-limiting conditions.• The techniques, products, tools and equipment used in providing hand, foot and nail services and how and when to use them.• The factors to consider when performing services and treatments, including nail shape and skin condition.• Different types of massage techniques and products and their effects on the nails, skin, muscles and underlying structures.• The anatomy and physiology of hands, lower arms, lower leg, foot, nails and skin including:<ul style="list-style-type: none">○ the structure of the nail;○ the process of nail growth and the lifestyle and health factors that affect nail growth;○ the functions and structure of the skin; | <ul style="list-style-type: none">• Maintain safe, hygienic and effective methods of working while providing hand, nail and foot services.• Consult, plan, prepare and perform hand and nail treatments to suit the client's skin and nail condition to include:<ul style="list-style-type: none">○ manicure, cuticle and nail care;○ hand and nail treatments to improve skin and nail health and appearance including massage;○ the application and removal of a range of suitable nail finishes including natural (buffed), dark and french finish enamel.• Consult, plan, prepare and perform foot and nail treatments to suit the client's foot, nail and skin condition to include:<ul style="list-style-type: none">○ pedicure, foot and nail care;○ foot and nail treatments to improve skin and nail health and appearance including massage;○ the application and removal of a range of suitable nail finishes including natural, dark and french finish enamel.• Apply and remove on-trend nail finishes (for example, gel) to the nails of the hands and feet, giving the client advice and recommendations of how to maintain and maximise the life of the application and future removal. |

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| <ul style="list-style-type: none"> ○ the contra-actions that could occur, how to deal with them and what advice to give to clients. • How to adapt hand, nail and foot services to treat adverse conditions. • The techniques and equipment for the application, maintenance and removal of on-trend finishes (for example, gel polish) and how and when to use them, including the different types of light and chemical based curing methods. • The nature of advice and recommendations to give to clients on products and future treatments. | <ul style="list-style-type: none"> • Complete the service/treatment to industry standards in a commercially viable time. • Ensure that the nail finish is to the client's satisfaction and meets the agreed treatment plan. • Give the client advice and recommendations on the treatment provided and future treatments. |
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Performance Outcome 3: Provide a range of temporary and permanent hair removal services

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none"> • Health and safety to maintain safe, hygienic and effective methods of working while providing temporary and permanent hair removal services such as: single use items, waste procedures, PPE requirements and inoculations in relation to personal protection (blood and air). • Specific legislation and responsibilities to meet legal, local rules, industry requirements and guidance related to temporary and permanent hair removal. • The reasons for conducting an allergy, thermal, sensitivity or tolerance test when providing temporary and permanent hair removal services. • The reasons and procedure for trimming over long hair prior to the waxing treatment. • How to assess the skin condition and hair growth pattern for waxing services. • The types of equipment and products used for waxing. • The function and purpose of pre-wax and after-wax products. • The ingredients and composition of different waxing products. | <ul style="list-style-type: none"> • Maintain safe, hygienic and effective methods of working when providing temporary hair removal services. • Position self and client to meet the needs of the service, ensuring posture and working methods minimise fatigue and the risk of injury. • Ensure environmental conditions are suitable for the client and the treatment. • Keep work area clean and tidy (products, tools and equipment). • Use working methods that minimise the risk of cross-infection. • Promote environmental and sustainable working practices. • Dispose of waste materials to meet legal requirements. • Consult plan, prepare and complete waxing services using warm and hot waxing methods for the: <ul style="list-style-type: none"> ○ eyebrows; ○ upper lip; ○ chin; |

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| <ul style="list-style-type: none"> • The various techniques associated with and working temperatures for the different waxing products. • How to match waxing products to different hair types. • Product application methods and removal requirements in relation to the direction of hair growth. • The precautions which need to be taken when removing hair around conditions which restrict the treatment. • The advantages, disadvantages and limitations of waxing treatments. • Other methods of hair removal and the effect of these methods on the waxing process, inclusive of permanent methods of hair removal. • How to apply different working techniques to ensure client comfort. • The expected skin reaction to waxing. • The contra-actions that may occur, how to deal with them and what advice to give to clients. • The structure and functions of the skin and hair. • The hair growth cycle, the different types of hair growth, and the factors that affect normal and abnormal hair growth. • The activities to avoid after waxing and why these are important. • The advice and recommendations on products and further/future treatments for waxing. | <ul style="list-style-type: none"> ◦ full leg; ◦ half leg; ◦ underarm; ◦ bikini line (non-intimate). • Conduct an allergy, thermal, sensitivity or tolerance test when providing temporary hair removal services. • Select and prepare products, tools and equipment to meet the treatment objectives • Use an illuminated magnifying lamp to illuminate the treatment area if required. • Apply pre-wax products to the treatment area. • Conduct a thermal patch immediately prior to the waxing treatment. • Establish the hair growth pattern and trim over long hair prior to the application of the wax. • Apply wax using a range of methods including the single-dip spatula technique, minimising the risk of cross-infection and contamination. • Apply and remove the wax according to the requirements of the hair removal method and hair growth patterns. |
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| <ul style="list-style-type: none"> • How to select, use and adapt the products, tools, equipment and treatment duration and frequency to suit the client's skin type and sensitivity and tolerance. • The possible expected or adverse contra-actions which may occur, how to deal with them and what advice to give to clients. • Aftercare and post treatment restrictions and why these are important. • How to recognise the difference between contra-actions and those which are a result of poor practice. • How to evaluate the treatment outcome in order to inform further treatment recommendations. • The anatomical systems, their interdependence and the effects on each of the systems independently and combined when completing hair removal. • The anatomical physiology and factors that affect normal and abnormal hair growth inclusive of the hair growth cycle and hair type. | <ul style="list-style-type: none"> • Ensure working techniques minimise discomfort to the client. • Check the client's wellbeing throughout the waxing treatment. • Ensure the skin is left free of wax and hair and treated with an after-wax product. • Ensure that the finished result is to the client's satisfaction. • Apply aftercare products to the treatment area. • Complete treatments in a commercially viable time to industry standard. • Give the client homecare advice, post treatments restrictions and recommendations on the treatment provided. • Ensure the client's records are completed and signed to confirm aftercare commitment. |
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Performance Outcome 4: Perform manual and technical treatments using basic and advanced therapy techniques and equipment

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• How to maintain safe, hygienic and effective methods of working in relation to:<ul style="list-style-type: none">○ specific legislation and responsibilities for health and safety to meet legal, local rules, industry codes of practice and insurance requirements or guidance related to manual and technical therapies;○ the position of the client and therapist and how this can affect the desired outcome and reduce fatigue and the risk of injury;○ the different types of work-related injuries associated with manual and technical therapies;○ the necessary environmental conditions for treatments, such as ambience, heating and ventilation and why these are important;○ methods of cleaning, disinfection and sterilisation for specific manual and technical therapy tools and equipment;○ the hazards and risks associated with manual and technical therapies and how these can be minimised;○ inoculations in relation to personal protection (blood and air). | <ul style="list-style-type: none">• Maintain safe, hygienic and effective methods of working when performing manual and technical treatments in relation to:<ul style="list-style-type: none">○ maintaining personal hygiene, protection and presentation, including PPE (personal protective equipment);○ ensuring own posture and working methods minimise fatigue and the risk of injury to yourself and client;○ ensuring environmental conditions are suitable for the client and the treatment to maximise the treatment outcome;○ keeping work area clean and tidy (products, tools and equipment).• Consult, plan, perform and adapt advanced manual therapies, inclusive of Swedish Massage (face, scalp and body), singularly or as a course to meet client's physical and psychological characteristics, treatment objectives (relaxing, wellbeing, uplifting, detoxifying and stimulating) needs and expectations. To include:<ul style="list-style-type: none">○ effleurage;○ petrissage;○ tapotement;○ vibration and friction; |

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| <ul style="list-style-type: none"> • How to complete bespoke advanced manual therapy treatment plans. • How to prepare a client for advanced manual and technical therapies and why it is important to maintain client's discretion, modesty and privacy. • Treatment protocols for advanced manual and technical therapies. • The different types of products, tools and equipment that can be used for advanced manual and technical therapies, their uses, benefits, purpose, effects, suitability, limitations and restrictions. • The importance of adhering to manufacturers' instructions. • The correct use and adaptation of advanced manual therapy techniques, inclusive of Swedish massage, to meet a variety of treatment objectives, including those with life threatening or life limiting conditions. • How to select and utilise advanced manual therapies equipment, media (products) and techniques to achieve maximum benefits for the client. • How other parts of the body can be utilised for advanced manual therapies and the benefits of incorporating those techniques in treatment applications. | <ul style="list-style-type: none"> ○ deep tissue; ○ light touch; ○ lymphatic drainage and pressure point massage; ○ advanced techniques using the forearm, wrist and elbow; ○ choice of massage mediums. • Consult, plan, perform and adapt advanced facial and body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial and body contour and muscle condition, increase lymphatic drainage and improve facial and body skin condition. To include the following advanced facial and body technical electrical or mechanical techniques/current types: <ul style="list-style-type: none"> ○ galvanic; ○ micro-current; ○ microdermabrasion; ○ low intensity LED light, (below 500mW); ○ skin warming devices; ○ high frequency (frequency range 3khz – 30mhz); ○ radio frequency (frequency range 3khz – 300GHz); ○ lymphatic drainage equipment; ○ electric muscle stimulation (body only). • Perform, implement and complete risk assessment protocols in relation to the environment, treatment and client risk. • Liaise with non-health care and health care practitioners when required. |
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| <ul style="list-style-type: none"> • The physical and psychological effects of advanced manual therapies. • The effects of advanced manual therapies on individual systems and the body as a whole. • How the advanced manual therapies techniques, sequence, depth and pressure can be adapted to suit different client physical characteristics. • How to design, implement, perform and adapt advanced facial and body technical (electrical or mechanical) therapy treatments, singularly or as a course to improve and maintain facial and body contour and muscle condition, increase lymphatic drainage and improve facial and body skin condition. To include the following advanced facial and body technical electrical or mechanical techniques/current types: <ul style="list-style-type: none"> ○ galvanic; ○ micro-current; ○ microdermabrasion; ○ low intensity LED light, below 500mW); ○ skin warming devices; ○ high frequency; ○ radio frequency; ○ lymphatic drainage equipment; ○ electric muscle stimulation (body only). | <ul style="list-style-type: none"> • Establish suitability for treatment by completing appropriate tests including: allergy, sensitivity. • Ascertain the client's tactile sensitivity and tolerance regarding pressure, heat, sensation and treatment reaction. • Prepare the client for treatment, whilst maintaining client's discretion, modesty and privacy. • Explain any physical/equipment sensation and noise. • Select and prepare the relevant face and body products, tools and equipment to suit the treatment objectives and plan. • Use and adapt the products, tools, equipment and treatment duration to suit the client's skin type, condition, characteristics, body type, body condition, sensitivity and tolerance when performing advanced manual and technical therapies. • Build and maintain clients' trust by explaining the treatment procedure at each stage in the process. • Advise on the environmental and lifestyle factors that impact the skin, human body, systems and their effects on the ageing process. • Resolve problems that may occur during treatments, and refer when required. • Maintain client comfort and care by checking the client's wellbeing before, during and after the treatment and allowing sufficient post-treatment recovery time. |
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| <ul style="list-style-type: none"> • The areas of the face, scalp and body characteristics needing particular care when undertaking advanced manual therapy treatments. • The principles of electrical current types used in the facial and body technical therapies, inclusive of the electromagnetic spectrum and wavelength, its boundaries, limitations and uses. • The effects of different technical therapy equipment, their uses, restrictions and benefits when used individually or in combination (singular or as courses of treatment). • How to select, use and adapt the products, tools, equipment and treatment duration to suit the client's skin type, body type, body condition, sensitivity and tolerance. • The possible expected or adverse contra-actions which may occur, how to deal with them and what advice to give to clients. • How to recognise the difference between contra-actions and those which are a result of poor practice. • How to evaluate the treatment outcome in order to inform further treatment recommendations. • Problems that may occur during treatment, how to resolve them, when and who to approach for advice and support. • The environmental and lifestyle factors that impact the human body, systems and their effects on the ageing process. | <ul style="list-style-type: none"> • Ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives. • Provide detailed, written, post treatment advice and recommendations to include: <ul style="list-style-type: none"> ○ post treatment and follow- up procedures; ○ aftercare products; ○ avoidance of activities that may cause contra-actions or that reduce treatment benefits; ○ time intervals between treatments; ○ present and future products; ○ homecare routines / treatments. • Ensure the client's records are completed and signed to confirm aftercare commitment. • Complete the treatment in a commercially viable time and to an industry standard. • Evaluate the treatment outcome in order to inform further treatment recommendations. |
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- How to ensure the finished result is to the client's satisfaction and meets the agreed treatment objectives.
- Post treatment restrictions and aftercare advice following advance manual and technical therapy treatments.
- The organisation of the body and the structure and functions of cells, tissues, organs and systems including:
 - anatomical regions and related terms;
 - structure of a cell and division;
 - functions of a cell;
 - structure and types of tissues and pathologies related to the cells and tissues;
 - organs and systems of the human body.
- The structure and function of the skin, nails and hair including:
 - anatomical structure and functions of the skin, nail and hair;
 - pathologies related to the skin, nails and hair.
- The structure and functions of the skeletal system:
 - classification and structure of the skeletal system;
 - functions of the skeletal system;
 - location of bones of the skeleton;
 - types of joints and movement;
 - pathologies of the skeletal system.
- The structure and functions of the muscular system:
 - classification and structure of the muscular system;

- functions of the muscular system;
 - location and action of the primary muscles of the face and body;
 - pathologies of the muscular system.
- The structure and functions of the cardiovascular system:
 - structure of the cardiovascular system;
 - composition and functions of the blood;
 - primary blood vessels of the body;
 - pathologies of the cardiovascular system.
- The structure and functions of the lymphatic system:
 - structure and functions of the lymphatic system;
 - structure and functions of the lymphatic organs;
 - location of lymphatic nodes and ducts;
 - pathologies related to the lymphatic system.
- The structure and functions of the nervous system:
 - structure and functions of the central and autonomic nervous systems;
 - pathologies of the nervous systems.
- The structure and functions of the respiratory system:
 - structure and functions of the respiratory system;
 - pathologies of the respiratory system.
- The structure and functions of the digestive system:
 - structure and functions of digestive system;
 - processes of digestion;

- pathologies of the digestive system.
- The structure and functions of the endocrine system:
 - structure and functions of the endocrine system;
 - common pathologies of the endocrine system.
- The structure and functions of the renal and reproductive systems:
 - structure and functions of the renal system;
 - structure and functions of the reproductive system;
 - key stages of the human reproductive cycle.
- The anatomical systems, their interdependence and the effects on each of the systems independently and combined when completing advanced manual and technical therapies.

Performance Outcome 5: Create and demonstrate a range of make-up looks including the enhancement of eyelashes and eyebrows

| Knowledge Specific to Performance Outcome | Skills |
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| <ul style="list-style-type: none">• How to maintain safe, hygienic and effective methods of working while creating a range of make-up looks, including the enhancement of the eyelashes and eyebrows, to include single-use items to reduce cross-infection.• The techniques, products, tools and equipment used for eyebrow artistry, eyelash tinting, semi-permanent and temporary eyelashes and their effects.• How to select and apply different eyebrow artistry and eyelash techniques and select products to suit the client's hair colour characteristics and their requirements.• The different types of products used for eyebrow artistry and their effects.• The techniques, products, tools and equipment used to create different make-up effects for different occasions.• How to select skin preparation and skin care products based on client's skin type, condition and desired look.• How to select complexion products based on customers skin type, condition, colour and desired look to include primers, foundations, concealers, correctors and powders. | <ul style="list-style-type: none">• Maintain safe, hygienic and effective methods of working while creating and demonstrating a range of make-up looks including the enhancement of the eyelashes and eyebrows, to include single-use items to reduce cross-infection.• Positioning the client to meet the needs of the service, ensuring own posture and working methods minimise fatigue and the risk of injury.• Consult, plan, prepare and perform enhancements to the appearance of the eyebrows and lashes on clients to include eyelash tinting, eyebrow shaping and enhancement, eyelash enhancements, including through:<ul style="list-style-type: none">○ carrying out a skin sensitivity test prior to the treatment recording the results;○ recognising contra-indications and restrictions and making appropriate recommendations;○ agreeing the treatment and outcomes that meet the client's needs;○ selecting, colouring and defining the eyebrow using eyebrow artistry techniques;○ selecting, colouring and defining the eyelashes using tinting techniques; |

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| <ul style="list-style-type: none"> • How and when to choose products including liquids, gels, creams, pencils, powders and the correct application techniques and textures. • The features and benefits of products and formulations used to perform make-up services to create a variety of looks. • How to recognise and adapt the service to different face shapes and features, using the relevant products to enhance, disguise define or the facial features. • Current make up trends and influences. • How to interpret the clients desired look. • The impact of lighting on the appearance and intensity of make up. • Colour theory: primary, secondary, tertiary, complementary and contrasting. • The aftercare to maximise the benefits of make-up, eyelash and eyebrow enhancements. | <ul style="list-style-type: none"> ○ selecting, attaching, maintaining and removing eyelash semi-permanent and temporary enhancements; ○ recognising and dealing appropriately with expected and unexpected contra-actions; ○ Provide post treatment advice and aftercare for eyebrow artistry, maintenance and removal of eyelash enhancements; ○ ensuring the client's records are completed and signed to confirm understanding of required aftercare. • Consult, plan, prepare and perform make-up services on clients to achieve a variety of looks including: <ul style="list-style-type: none"> ○ minimal, natural and intense; ○ special occasion (for example wedding, red carpet); ○ fashion and photographic. • Use different techniques and products to create a variety of looks including skin preparation and skin care products, complexion products, liquids, gels, creams, pencils, and powders. • Use different products and techniques to define, enhance and disguise different facial features. • Complete the service to industry standards in a commercially viable time. |
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