

## Hairdressing Professional Standard and End - Point Assessment Plan (EPA) consultation draft

### Proposed Standard

**Trailblazer name:** Hair Professional Apprenticeship Steering Group (HPASG), **Standard:** Hairdressing Professional

**Core and options:** yes, **Resubmission:** Review, **Level of occupation:** Level 2 (2.5), **Route:** Hair and beauty, **Typical duration of apprenticeship:** 30 months, minimum of 12 months, **Target date for approval:** June 2021 (IfATE) submission March 2020, **Typical job titles:** Typical job titles used for this occupation: Hair Professional, Hairdresser, Stylist

**Occupational Profile Summary:** A hairdressing professional will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create variety of looks, and colour and lighten hair for ladies and men. Hairdressers must be able to work with all hair types, hair characteristics and hair classifications ranging from straight (type 1) hair to very curly, hair with texture (Type 4 wiry hair). They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills, retail skills alongside safe working practices associated with their role. They must be able to work without supervision to a high level of precision, with exceptional client care skills.

Duty	Knowledge	Skills	Behaviours
D1: Provide a positive impression of yourself, organisation and industry	K8, K9, K10, K11, K12, K13, K14, K15, K16, K30	S5, S6, S10	B2, B3, B4
D2: Adhere to health and safety, infection control, legal and organisational requirements, service protocols and manufacturer instructions	K1, K2, K3, K4, K5, K6, K7,	S1, S2, S3, S4	B1
D3: Advise and consult with clients	K17, K18 K19, K20, K21, K22, K23, K24, K25, K26, K27, K28, K29, K32, K33, K34	S7, S8, S9, S11,	
D4: Shampoo, condition and treat hair and scalp	K35, K36	S13,	
D5: Cut hair using a range of techniques to create a variety of looks	K38	S15, S16	
D6: Style, set, dress and finish hair using a variety of techniques	K37,	S14	
D7: Colour and lighten hair using a range of techniques	K39, K40, K41, K42, K43, K44, K45, K46, K47, K48, K49, K50	S17, S18, S19	
D8: Use, apply and recommend a range of products, tools and equipment	K31, K51,	S12, S20	
D9: Maintain up to date knowledge and skills of new and emerging techniques, equipment.	K52		B5
<b>Hair of Texture option 1</b>			
D10 Provide a variety of semi and permanent chemical rearranging services on hair of texture (type 3 and 4)	K53, K54, K55, K56, K57, K58	S21, S22, S23, S24, S25	
<b>All hair types option 2</b>			
D11: Perform a variety of semi and permanent chemical rearranging services on all hair types (type 1-4)	K59, K60, K61, K62	S26, S27,28, S29	

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Skills	Knowledge
<p>S1 Apply safe, hygienic and effective methods of working by:</p> <ul style="list-style-type: none"> <li>• maintaining personal hygiene, protection and presentation</li> <li>• maintaining client confidentiality and discretion before, during and after the therapy treatments and experiences</li> <li>• positioning the client to meet the needs of the schedule</li> <li>• ensuring own posture and working methods minimise fatigue and the risk of injury to self and client</li> <li>• ensuring environmental conditions are suitable for the client and the treatment</li> <li>• keeping work area clean and tidy (products, tools and equipment)</li> <li>• using working methods that minimise the risk of cross-infection</li> <li>• promoting environmental and sustainable working practices</li> <li>• disposal of waste materials to meet legal requirements</li> <li>• infection control</li> <li>• Maintain effective, hygienic and safe working methods</li> <li>• Protect the client's clothing throughout the service</li> <li>• Correctly use Personal Protective Equipment (PPE)</li> </ul>	<p>K1 Legal, organisational and health and safety requirements relevant to this occupation including:</p> <ul style="list-style-type: none"> <li>• Health and Safety at Work Act 1974</li> <li>• The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995</li> <li>• The Health and Safety (First Aid) Regulations 1981</li> <li>• The Regulatory Reform (Fire Safety) Order 2005</li> <li>• The Manual Handling Operations Regulations 1992</li> <li>• The Control of Substances Hazardous to Health Regulations (COSHH) 2002</li> <li>• The Electricity at Work Regulations 1989</li> <li>• The Environmental Protection Act 1990</li> <li>• The Management of Health and Safety at Work Regulations 1999</li> <li>• The Health and Safety (Information for Employees) Regulations 1989</li> <li>• The Local Government (Miscellaneous Provisions) Act 1982</li> <li>• Working Time Directives</li> <li>• Cosmetic Products Regulations</li> <li>• Sale of Goods and service Act</li> <li>• Distance Selling Act</li> <li>• Trade Descriptions Act</li> <li>• GDPR legislation</li> </ul> <p>K2 the safety considerations which must be considered when completing a range of hairdressing services</p> <p>K3 adherence to infection control, workplace cleaning, disinfection, sterilisation, supplier or manufacturer's instructions</p> <p>K4 methods which minimise the risk of cross- infection and cross-infestation</p> <p>K5 How to recognise and deal with suspected infections and infestations</p>
<p>S2 adhere to workplace, suppliers', or, manufacturers' protocols and instructions for the safe use of equipment, materials and products</p>	<p>K6 Legal and organisational requirements, industry and government guidelines</p> <p>K7 Legal and organisational requirements for the use and sale of tools, equipment, materials and products</p> <p>K8 Professionalism, values, Industry codes of practice, diversity and ethics</p>
<p>S3 ensure personal hygiene and protection meets industry, organisational and local authority requirements</p>	<p>K9 industry and organisational standards of appearance</p> <p>K10 reducing risk of injury to self and others; posture</p> <p>K11 personal hygiene, protection</p>
<p>S4 carry out wider salon duties</p>	<p>K12 How to carry out wider salon duties, including reception, housekeeping, front of house skills, social media and retailing</p>

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S5	work as part of a team to support the salon businesses	K13	team working principles and practice
S6	Use and apply salon etiquette and communication skills that meet industry and salon requirements	K14	what is salon etiquette
		K15	client care principles and practices including how to communicate, behave, meet and greet clients and the client journey
		K16	why effective communication is important for your salon's business, verbal, written, body luggage, social media
S7	Complete and maintain client records	K17	how to complete the client records used in your organisation and the importance and reasons for gaining client consent salon, client confidentiality and GDPR
S8	Consult with your client to determine their requirements by questioning and observation including previous records/history, lifestyle, any influencing factors likely to affect services, relevant tests, adaptations	K18	How to consult with client to identify their requirements using questioning and observation techniques to identify the client requirements
		K19	the influencing factors that are likely to affect services
		K20	The types of visual aids and their uses to support client consultation
		K21	Procedures, protocols and manufacturers' instructions for conducting tests; the types and purposes of tests/ sensitivity/allergy/strand/ incompatibility or tactile test,
		K22	how and when tests are carried out on hair, the importance of carrying out tests and the potential consequences of failing to do so
S9	examine and analyse the hair, skin and scalp including hair characteristics and hair classifications	K23	How to complete hair skin and scalp analysis including the identification of adverse hair and scalp conditions and influencing factors
		K24	hair characteristics:
		K25	Hair classifications
		K26	direct and indirect cross- infection /How to recognise contra-indications that would prevent or restrict a service and the implications of hairdressing services
S10	maintain the client's confidentiality and comfort (modesty, privacy and comfort) at the start and during the service	K27	client preparation and protection including PPE
		K28	how to maintain the client's modesty, privacy and comfort
S11	advise and confirm clients on services duration, products and costs	K29	The types of advice that should be provided to clients (new and regular) on products, services, duration and costs
		K30	the types of problems that can occur that should be reported and the person to whom they should be reported and when to seek advice
S12	Provide aftercare recommendations and guidance including hair maintenance, influencing factors, management and long-term implications of services for their hair	K31	The types of aftercare recommendations and guidance Information to give to clients (new and regular) including: Hair maintenance, management and long-term implications and benefits of services on their hair, products and services, home care, influencing factors damage prevention
		K32	Basic science including the basic structure of hair and skin, the growth cycle of hair
		K33	the potential consequences of excessive tension on the hair and scalp including how to identify the first signs of traction alopecia and the types and causes of alopecia
		K34	the hair and scalp conditions that require referral to a general practitioner and or trichologist

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S13 Shampoo, condition and treat the hair and scalp	K35 How shampoos and conditioning products affect the hair and scalp including when and how to use different massage techniques, the various effects of conditioning treatments K36 The factors that affect shampooing and treating the hair
S14 Style hair using a range of techniques and equipment to create a variety of finishes	K37 Current techniques for drying and finishing hair including drying and finishing products, tools and equipment available, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting, and using additional hair
S15 Cut hair using a range of techniques to create a variety of looks including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, disconnection, layering techniques, razor cutting, graduation and clipper work	K38 How and when to use different cutting techniques and relevant tools including the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution, and balance and the degree of graduation
S16 Creatively restyle changing the shape and style hair using a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, disconnection, layering techniques, razor cutting, graduation and clipper work	
S17 Colour and lighten hair using a range of techniques including full head using temporary, semi-permanent, quasi-permanent, permanent colour application, and basic colour change (depth and tone) techniques	K39 how to prepare for colouring and lightening K40 How to colour and lighten hair K41 The principles of colour selection, how the natural pigment within hair affects the choice of colour and colouring products, the effect of different colouring and lightening products on the hair structure, and when to use the different types of lighteners and toners available K42 the principles of colour selection, including the International Colour Chart (ICC) K43 how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten K44 the effect of different colouring and lightening products on the hair structure K45 when to use the different types of lighteners and toners available K46 how porosity levels can affect the choice and application of products and the final results effects of temperatures on the application and development of colouring and lightening products
S18 Complete a range of hair styles using lighteners and toners including half head woven highlights including T-section	K47 How to complete a range of woven highlights K48 how the different strengths of hydrogen peroxide influence colouring and lightening
S19 Resolve basic colouring problems	K49 How to resolve basic colouring problems
S20 use a range of products, tools and equipment	K50 the range of products, tools and equipment used in hairdressing services
	K51 How and where to find information on maintaining up to date knowledge and skills of new and emerging techniques, equipment.

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Option 1 -Provide a variety of semi and permanent chemical rearranging services on hair of texture (type 3 and 4)	
S21 analyse the hair and prepare for semi and permanent chemical rearranging services	K52 How to analyse the hair and prepare for semi and permanent chemical rearranging services
S22 provide a variety of semi and permanent chemical rearranging services on hair of texture such as: relaxing, smoothing systems S23 Use a range of products and techniques, taking into account critical influencing factors	K53 basic science of related to relaxing services on hair of texture (type 4) K54 the types of products Sodium, professional, lithium, calcium, texturizer, keratin, pre treatments K55 how to provide a variety of semi and permanent chemical rearranging services on hair of texture such as: relaxing, smoothing systems
S24 Resolve problems that may occur when completing a variety of semi and permanent chemical rearranging	K56 How to resolve problems that may occur when completing a variety of semi and permanent chemical rearranging
S25 use a range of tools and equipment used in completing a variety of semi and permanent chemical rearranging	K57 the range of tools and equipment used in completing a variety of semi and permanent chemical rearranging
Option 2 - Provide a variety of semi and permanent chemical rearranging services on all hair types (types 1 -4)	
S26 analyse the hair and prepare for semi and permanent chemical rearranging services	
S27 Provide a variety of semi and permanent chemical rearranging services on all hair types including smoothing system, perm (1 in portfolio)	K58 basic science of related to chemical services
S28 Resolve problems that may occur when completing a variety of semi and permanent chemical rearranging	K59 How to resolve problems that may occur when completing a variety of semi and permanent chemical rearranging
S29 Use a range of products and techniques including sectioning and winding, taking into account critical influencing factors	K60 The types and uses of chemical services
S30 use a range of tools and equipment used in completing a variety of semi and permanent chemical rearranging	K61 the range of tools and equipment used in completing a variety of semi and permanent chemical rearranging

### Behaviours

- B1 Facilitates safe working practices ensures safety of self and others, challenges safety issues
- B2 Maintains professional ethics: integrity, respect, empathy, client confidence, confidentiality and discretion /meet organisational and industry standards of appearance/ observe professional ethics
- B3 Communicates and behaviour appropriately, is helpful and courteous at all times and adapts behaviour in response to each client and situation
- B4 Demonstrate professionalism and a passion for the industry, have a commitment to quality, a positive attitude and team working, work under pressure; observe time management and self-management; complete services in a commercially viable time and to a high standard.
- B5 show a willingness to learn

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### Proposed Hairdressing Professional End-point Assessment summary

Assessment Method 1 – Computer based, multi choice written test (online)	
<p>The Knowledge Test is an accurate way to test the apprentice’s underpinning knowledge that may not naturally occur in other assessment methods. These questions will consist of closed response questions (multiple-choice questions). The multiple-choice questions will have four options of which one will be correct. The questions must be varied to avoid the text becoming too predictable yet allow assessment of the relevant knowledge. <b>Apprentices must have 80 minutes to complete the test</b></p> <p><b>Duties covered (knowledge only):</b>            D2: Adhere to health and safety, infection control, legal and organisational requirements, service protocols and manufacturer instructions (industry and legal requirements)            D3: Advise and consult with clients (tests and science)            D4: Shampoo, condition and treat hair and scalp (science)            D7: Colour and lighten hair using a range of techniques (science)</p>	
Assessment method 2 – Observation with questions (only 3 apprentices at any one time)	
<p><b>Observation 1 - Colour and lighten hair using a range of techniques (D7)</b></p> <ul style="list-style-type: none"> <li>• Consultation, hair analysis, tests and client records, health and safety, legal and organisational requirements, treatment protocols and manufacturer instructions</li> <li>• Woven highlights on a minimum of a T-section of the head (lightening product)</li> <li>• one other colouring technique to change in depth and tone of the hair</li> <li>• Provide aftercare</li> </ul>	2 hours (including mixing, application and development time)
<p><b>Observation 2 - Restyle hair (D2, D3, D4, D5) on short hair, changing the shape and style hair, above the nape to include: internal graduation, taking into account influencing factors, a minimum of three cutting techniques, including shampoo and condition</b></p>	1 hour 15 minutes
<p><b>Observation 3 - Cut, style and finish hair (D5, D6, D8) on medium or longer length hair to include volume, movement or curl, a minimum of three cutting techniques, range styling techniques and equipment</b></p>	1 hour 15 minutes
<p>Questions may be asked both during and after the observation. Activities not observed by the independent assessor during the observation can instead be covered by questioning after the observation, but these questions must be asked within the time period for each service.</p>	
<b>Total time for observation and questioning</b>	4 hours 30 minutes
Assessment methods 3 - Presentation with questions, underpinned by a portfolio of evidence 45 Minutes	
<p>The rationale for this assessment method is the occupation involves extensive practical activity; a presentation with questions (1:1 conversation with no one else involved) will allow some KSBs which may not naturally occur in every workplace or may take too long to observe to be assessed and the assessment of a disparate set of KSBs. The portfolio which will underpin this assessment method will be developed during the on-programme stage. The portfolio of evidence is not directly assessed. It underpins the Presentation with questions and therefore should not be marked by the EPAO. EPAOs should review the portfolio of evidence in preparation for the Presentation with questions but are not required to provide feedback after this review of the portfolio.</p> <p>This assessment method will include:</p> <p>D1: Provide a positive impression of yourself, organisation and industry (part)            D6: Style, set, dress, finish hair and extend hair using a variety of techniques (part)            D9: Maintain up to date knowledge and skills of new and emerging techniques, equipment</p> <p><b>Hair of Texture option 1</b>            D10 Provide a variety of semi and permanent chemical rearranging services on hair of texture (type 3 and 4)</p> <p><b>All hair type option 2</b>            D11: Perform a variety of semi and permanent chemical rearranging services on all hair types (type 1-4)</p>	
<b>Total End-point Assessment time</b>	<b>5 hours 15 minutes (+10% IEPA discretion)</b>
<b>Grading Fail, Pass, Merit, distinction</b>	