



Level 2

Diploma in Barbering

(610/4679/6)

nqual.

SPECIFICATION
PACK

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ABOUT NQUAL

NQual provides high-quality vocational and occupational qualifications designed to meet the needs of learners and employers.

At NQual we are committed to certifying current and relevant qualifications that meet the demands of today's ever-changing industries. Our dedication to staying at the forefront of knowledge ensures that our qualifications reflect the latest trends in your field of interest.

QUALIFICATION SPECIFICATION

Qualification Specifications are used to inform and guide centres to deliver the qualification set out within this document. Information within this specification includes a qualification overview, unit breakdowns, assessment guidance and learning outcomes.

Alongside the specification, you will also find a qualification 'Fact Sheet'. These are used as handy tools to provide an overview of the qualifications.

QUALIFICATION INFORMATION

The NQual Level 2 Diploma in Barbering is regulated by Ofqual.

- Qualification Number: 610/4679/6

Overview

The NQual Level 2 Diploma in Barbering is an occupational qualification designed to provide learners with the skills and knowledge required to work as a barber. The qualification is typically completed through a combination of classroom-based learning and practical experience.

Upon completion of this qualification, learners will be able to perform a variety of barbering services including haircuts, shaves and beard trims, and work safely and effectively in a professional environment.

This qualification can lead to employment opportunities in barber shops and hair salons, it is also a stepping stone to further study, such as the Level 3 Diploma in Barbering.

This qualification has been mapped to the current National Occupational Standards: www.ukstandards.org.uk/en

Entry Requirements

- Minimum age 16

There are no further entry requirements for this qualification.

Unit Guidance

Learners must achieve all mandatory units and at least 6 credits of optional units. The minimum total credit value for this qualification is 52

Mandatory Units

Learners must achieve all mandatory units.

Unit Reference	Title	Level	GLH	Credit Value
A/651/2850	Health and Safety Practices in the Workplace	2	54	6
D/651/2851	Hair Anatomy and Physiology	2	63	7
F/651/2852	Hair Service Consultations	2	45	5
H/651/2853	Cleanse and Condition Hair	2	45	5
J/651/3005	Cut and Clipper hair	2	72	8
K/651/3006	Cut Facial Hair	2	45	5
M/651/2857	Dry Style and Finish Hair	2	45	5
Y/651/2327	Professional Development and Personal Well-being	3	45	5

Optional Units

Learners must achieve at least 6 credits of optional units.

Unit Reference	Title	Level	GLH	Credit Value
L/651/3007	Relax Hair Permanently	2	63	7
M/651/3008	Provide Facial Skincare Treatments	2	54	6
R/651/3009	Assist with Shaving Services	2	36	4
K/651/2855	Colouring Hair	2	99	11
T/651/2859	Perm Hair	2	63	7
J/651/2863	Provide Basic Business Support and Services	3	63	7
K/651/2864	Use Social Media to Promote Services and Products	3	36	4
H/651/3186	Undertake Freelance Work	2	27	3

Guided Learning Hours

These hours are made up of contact time, guidance or supervision from course tutors, trainers, or training providers. The minimum Guided Learning Hours for this qualification is 468.

Total Qualification Time

This is an estimate of the total length of time it is expected that a learner will typically take to achieve and demonstrate the level of understanding required for the award of this qualification. This includes the Guided Learning Hours and time spent completing independent study.

The minimum Total Qualification Time for this qualification is 520.

Delivery Options

NQual allows qualifications to be delivered both online and face-to-face. Please check the additional requirements with your Centre EQA if delivering qualifications online.

Grading and Assessment

Assessment is used to measure a learner's skill or knowledge against the standards set in this qualification. This qualification is internally assessed and externally quality assured.

The assessment consists of:

- An internally assessed Portfolio of Evidence and externally quality assured by NQual.

A Portfolio of Evidence can contain:

- Observation Records
- Professional Discussion and/or Q&A records
- Written answers
- PowerPoint Presentations
- Feedback forms
- Worksheets
- Audio/ video recordings
- Images
- Witness Testimony

Please note this is not an exhaustive list.

Learners should have opportunities to practice skills-based criteria and outcomes, outside of their programme delivery.

Observations are favourable to demonstrate skills-based criteria however we also accept other assessment methods to demonstrate the ability to complete services/treatments.

Approved Centre

To deliver any NQual qualification, each centre must be approved by NQual and meet the qualification approval criteria. The recognition process requires centres to implement policies and procedures to protect learners when undergoing NQual qualifications.

Approved centres must seek approval for each qualification they wish to offer.

The approval process requires centres to demonstrate that they have the resources, including staff, and processes in place to deliver and assess the qualification.

Once approved to offer this qualification, centres must register learners before any assessment takes place. Centres must follow NQual's procedures for registering learners.

Support From NQual

NQual support all new and existing approved centres. We respond to all communication within 48 hours and hold regular information webinars. If you would like to book our next webinar, please visit the 'News & Events' section on our website.

Initial Assessment

It is part of the enrolment process by the approved centre to complete an initial assessment. Approved centres must ensure everyone undertaking an NQual qualification complete some form of initial assessment. This will be used to inform the tutor/trainer of current knowledge and understanding.

Reasonable Adjustment

NQual is committed to providing fair and reasonable adjustments for learners to help reduce the effect of a disability or difficulty that places the learners at a disadvantage during an assessment. For more information on Reasonable Adjustments, please see our Reasonable Adjustments and Fair Access Policy.

Responsibilities

Assessor

It is important to note, that to assess qualification content, the assessor must be occupationally competent to assess skills-based competence and/or occupationally knowledgeable to assess knowledge-based content.

Assessors who deliver NQual qualifications must possess a qualification appropriate for the level they are delivering. Examples of these can include at least one of the following:

- D32 Assess Candidate Performance and D33 Assess Candidate Using Differing Sources of Evidence
- A1 Assess Candidate Performance Using a Range of Methods and A2 Assessing Candidates' Performance through Observation
- Level 3 Award in Assessing Competence in the Work Environment (for competence/skills learning outcomes only)
- Level 3 Award in Assessing Vocationally Related Achievement (for knowledge learning outcomes only)
- Level 3 Certificate in Assessing Vocational Achievement
- HEI Certificate in Education
- Qualified Teacher Status Certificate in Education in Post Compulsory Education (PCE)
- Post Graduate Certificate in Education
- Teaching Certificate in Teaching in the Lifelong Learning Sector (CTLLS)
- Diploma in Teaching in the Lifelong Learning Sector (DTLLS)
- L&D9DI - Assessing workplace competence using Direct and Indirect methods (Scotland)
- L&D9D - Assessing workplace competence using Direct methods (Scotland)
- Level 4 Certificate in Education and Training
- Level 5 Diploma in Education and Training
- Level 3 Learning and Skills Assessor Apprenticeship
- Level 5 Learning and Skills Teacher Apprenticeship

Examples of evidence for subject knowledge can include:

- Qualification at the same level or above, the qualification you are delivering
- Extensive experience at the same level or above, the qualification you are delivering

Internal Quality Assurer

Centre staff who complete Internal Quality Assurance for NQual qualification must possess or be working towards a relevant qualification. Examples of these can include at least one of the following:

- D34 Unit **Internally verify the assessment process**
- V1 Verifiers Award
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice or
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Examples of evidence for subject knowledge must include at least one of the following:

- Qualification at the same level or above, the qualification you are quality assuring
- Extensive experience at the same level or above, the qualification you are quality assuring

MANDATORY UNITS

Unit Breakdown: Level 2 Diploma in Barbering

Learners must complete all mandatory units for this qualification.

Unit: Health and Safety Practices in the Workplace

Unit Code: A/651/2850

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand health and safety practices in the workplace	1.1 Describe your responsibilities for health and safety as defined by any specific legislation covering your job role 1.2 Explain the local authority's rules and conditions, licensing and/or registration requirements for yourself and your premises 1.3 Explain why you must comply with ethical practice and work within legislative requirements 1.4 State the importance to comply with a professional code of conduct in the workplace, in accordance with organisational policies and procedures 1.5 Describe how and when to seek further advice and support outside the practitioner's remit, regarding compliance with data legislation • Compliance with data legislation 1.6 Describe how to carry out a risk assessment and controls to be implemented 1.7 Describe how and why you must comply with infection prevention and control procedures 1.8 State the use of hard surface disinfectants and explain the chemical compositions and associated risks with using them 1.9 Describe how the contact times of hard surface disinfectants impact the effectiveness 1.10 Explain the causes and risks of microbial contamination and methods of infection prevention 1.11 State the use of skin disinfectants, and explain: • The chemical compositions • Associated risks with using • The impact on the pH scale and barrier function • How contact times impact the effectiveness 1.12 Explain the legislative, organisational and manufacturer safety instructions for equipment, materials and products, in relation to: • Storage

	• Handling • Usage • Disposal • Record keeping
2. Understand the importance of a positive work environment	2.1 Identify the legislative requirements For waste disposal 2.2 Explain the causes, hazards of accidental exposure to clinical waste and state how to respond 2.3 Explain the legislative and organisational requirements For the individual's protection, preparation, dignity and privacy 2.4 Describe how safe positioning techniques and working practices can prevent work related injury and ill health 2.5 Explain the importance of ensuring the working environment is in line with legislative requirements, in relation to: • Lighting and illumination • Heating • Ventilation • Fixtures, fittings and equipment • Facilities and amenities • Audit and accountability 2.6 Explain the hazards and risks associated with working environment, equipment, materials, products and the controls to be implemented 2.7 Describe the range of environmental and sustainable working practices 2.8 Describe your current insurance and indemnity requirements, relevant to the procedure 2.9 Describe why you must source equipment and products compliant with legislative requirements and manufacturer instructions, to: • Ensure products sourced are for cosmetic use • Avoid the risk of toxicity 2.10 Outline the legislative requirements for tests prior to procedures, taking into account • The purpose of tests • How and when to carry out tests 2.11 Explain the audit and accountability of working practices and procedures 2.12 Describe the reasons for adhering to the <i>*service protocol</i> 2.13 Explain your responsibility and the reporting procedures for suspected malpractice 2.14 Explain your own physical and psychological wellbeing and how this may impact on being able to provide a procedure safely

3. Be able to Follow Health & Safety procedures	3.1 Conduct yourself in the workplace in line with health and safety pre, during and post procedure, in accordance with legislation and other relevant regulations, directives and guidelines 3.2 Carry out risk assessment(s) prior to undertaking the procedure 3.3 Record the outcome of the risk assessments 3.4 Implement control methods and take appropriate action 3.5 Apply infection prevention and control measures in accordance with legislation and other relevant regulations, directives and guidelines, including: • Universal precautions and standard precautions 3.6 Prepare the working environment in accordance with legislative requirements and organisational policies and procedures 3.7 Prepare and protect yourself and others within the working environment according to legislation, organisational policies and procedures, including: • Personal hygiene • Personal presentation • Personal protective equipment 3.8 Position the individual in accordance with the service protocol 3.9 Use working practices that: • Minimise Fatigue and the risk of injury to yourself and others • Use environmental and sustainable working practices • Minimise risk and maintain the individuals' safety 3.10 Source and select equipment, materials and products to meet the individual's needs, area to be treated and are fit for purpose 3.11 Use equipment, materials and products, in accordance with the service plan, legislative requirements and manufacturer guidance 3.12 Carry out tests to establish suitability for the procedure when required 3.13 Assess and dispose of waste to meet legislative requirements
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Unit Overview:

This unit in health and safety practices in the workplace equips individuals with the knowledge and skills to identify, assess, and control health and safety risks within an organisation.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Service Protocol

1. Working environment
2. Health and safety
3. Risk management plan
4. Infection prevention and control
5. Service plan
6. Informed consent
7. Test outcomes
8. Manufacturer instructions
9. Additional advice and support
10. Data management
11. Pre and post instructions and advice
12. Sustainability
13. Waste management
14. Evidence-base practice
15. Reflective practice

Range

	Portfolio Reference
Health and Safety	
Health and safety legislation, regulations, directives and guidelines	
Local authority legislation, licensing and/or registration schemes	
Environmental protection	
Cosmetic products enforcement	
Safeguarding Policy	
Infection Prevention and Control Procedures	
Aseptic techniques	
Single use items	
Universal precautions	
Standard precautions	

Work Related Injury and Ill Health	
Physical injuries	
Disorders	
Diseases	
Mental Health	
Fatigue	
Environmental and Sustainable Working Practices	
Environmental waste management	
Energy use	
Environmental core practices	
Working to commercial times	
Use bio-degradable and compostable options or products	
Aware of your own and business carbon footprint	

Unit: Hair Anatomy and Physiology

Unit Code: D/651/2851

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the structure of the hair and skin	1.1 Explain the structure and function of the hair 1.2 Describe the pathologies of the hair and which are relative or absolute contraindication to hair services 1.3 Explain the role of melanin in determining hair colour 1.4 Explain how the structure of the hair follicle influences hair growth 1.5 Explain the structure of the skin 1.6 Describe the physiological and physical effects of topical products and massage 1.7 Identify the anatomy of the scalp and its role in hair health 1.8 Describe how to recognise trichorrhexis nodosa, the associated risks and necessary action 1.9 Describe how to recognise over processed hair and the associated risks
2. Understand hair growth and hair types	2.1 Explain the stages of hair growth and their duration 2.2 Describe the characteristics of each stage of hair growth 2.3 Explain the factors that can influence the rate of hair growth 2.4 Describe how age can affect hair growth 2.5 State the average rate of hair growth per month 2.6 Identify the differences between straight, wavy and curly hair and explain their characteristics
3. Understand the parts of a hair follicle	3.1 Explain the main function of a hair follicle 3.2 Describe the structure of a hair follicle, including its key components 3.3 Explain how the dermal papilla influences hair growth and development 3.4 Describe how the hair follicle contributes to the different stages of hair growth 3.5 Explain how hair follicles vary in size and shape depending on hair type

Unit Overview:

This unit will provide learners with the understanding of hair anatomy and physiology including the structure of the hair, how it grows and the parts of a hair follicle, preparing them for providing hair services to individuals.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Unit: Hair Service Consultations

Unit Code: F/651/2852

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand how to conduct a hair service consultation	1.1 Explain the importance of collaboration with competent professionals to support effective and safe working practices 1.2 Describe why you must comply with ethical practice and work within the legislative requirements 1.3 Explain the contraindications and presenting conditions and the reasons why medical conditions may contraindicate the service 1.4 Identify the legislative and insurance requirements for obtaining medical diagnosis and referral 1.5 Describe the importance of effective communication when completing a consultation 1.6 Describe the factors to consider when creating a bespoke service plan and why you must develop and agree a service plan, ensuring it includes: • Declared current medical status • Treatment history • Relative and absolute contraindications • Undertake an analysis of the treatment area • Individual's expectations • Considering the individual's physical and psychological wellbeing for the service 1.7 Explain the importance of identifying diverse needs of the individual and adapting the service accordingly 1.8 Describe how pregnancy can impact the service, and the importance of carrying out a risk assessment in accordance with legislative and insurance requirements 1.9 Identify the impact of social influences, the media and trends 1.10 Explain the importance of assessing, discussing, agreeing, reviewing and documenting the consultation outcomes 1.11 Explain the importance of explaining the service process, expected outcomes and associated risks 1.12 Describe the benefits of using visual aids during consultation 1.13 Identify how to manage the individual's expectations 1.14 Explain the legislative requirements of gaining, recording, storing, protecting and retaining the individual's data 1.15 Describe why certain services are prohibited or restricted for minors

	1.16 Explain the legislative, insurance and organisational requirements for taking and storing visual media of individual's treatment area 1.17 Explain the legislative and regulatory requirements of completing and storing the individual's service records 1.18 Describe reasons for providing instructions and advice, pre and post the service
2. Be able to consult and advise clients	2.1 Communicate in a professional manner that creates confidence, trust and build rapport with clients 2.2 Carry out a concise and comprehensive consultation, taking account of: • The individual's declared medical history and current medical status • The individual's service history • The individual's service requirements • The individuals' concerns, expectations and desired outcome's • Considering the individual's physical and psychological wellbeing for the service • Diverse needs • Declared relative and absolute contraindications and restrictions 2.3 Recognise, respond and sign-post appropriately in response to any disclosed conditions in compliance with data legislation 2.4 Discuss the individual's objectives, concerns, expectations and desired outcomes to inform the service plan 2.5 Explain the fee structure 2.6 Discuss and agree pre-treatment instructions and recommendations prior to the service 2.7 Assess, discuss, agree and document the consultation and expected service outcomes and associated risks with the individual 2.8 Inform and provide information to the individual of their rights 2.9 Discuss the physical sensation that may occur during the service with the individual in accordance with the service protocol 2.10 Develop the service plan 2.11 Provide instructions and advice to the individual, pre and post the service

Unit Overview:

This unit will equip learners with the knowledge, skills and behaviours to understand the client's needs and demands for hair services and effectively communicate in a professional manner ensuring client satisfaction.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Service Requirements	
Hair curl classification and condition	
Disclosed Conditions	
Contraindications	
Body dysmorphic disorders	
Physical, and psychological condition	
Rights	
Reflection time/period to make an informed choice	
Informed agreement and consent to the service	
Financial/contractual agreement	
The right to request the subject specific qualifications, training and indemnity insurance	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post service instructions and care	
Future services	

Unit: Cleanse and Condition Hair

Unit Code: H/651/2853

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of cleansing and conditioning hair	1.1 Identify your role and responsibilities in providing cleanse and conditioning treatments and the importance of working within your competence 1.2 Describe why you must comply with ethical practice and work within the legislative requirements including your responsibilities under local authority licensing regulations for yourself and the premises 1.3 Explain the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance 1.4 Explain the relative and absolute contraindications relevant to hair services, including - The legislative and insurance requirements for obtaining medical diagnosis and referral. 1.5 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referring to a relevant healthcare professional 1.6 Explain the importance of carrying out a hair and scalp analysis, including: - Hair curl classification - Hair characteristics - Condition of hair - Scalp condition - Treatment history/chemical build up 1.7 Describe how the hair and scalp analysis affects the choice of products used 1.8 State the tools and equipment used for shampoo and conditioning treatments 1.9 Identify the health risks associated with extreme head positions during hair washing, including the use of alternative hair washing equipment
2. Understand how to cleanse and condition hair	2.1 Summarise the types of shampoo and conditioning products and their effects 2.2 Describe how to adapt shampoo and conditioning massage techniques for each hair curl classification, type, condition and length 2.3 Describe how to carry out a shampoo and conditioning treatment in accordance with the treatment time within your organisational policies and procedures

	2.4 Explain the importance of consulting with the individual throughout the shampoo and conditioning process 2.5 Identify the adverse reactions associated with an shampoo and conditioning treatments and how to respond 2.6 Explain the importance of rinsing products thoroughly from the hair and scalp and identify the associated risks 2.7 Explain the importance of applying gentle pressure when removing excess water from the hair following a chemical treatment 2.8 Identify the effects of water temperature on the scalp and hair structure 2.9 State the scalp conditions that can be treated and their causes 2.10 Describe the chemistry and composition of shampoo and detergents and how they interact with water 2.11 Describe how heat can accelerate the development of conditioning products on the hair 2.12 Describe how products can change the pH of hair 2.13 Explain the importance of using an antioxidant shampoo on the hair to neutralise the active ingredient from hair chemical treatments 2.14 Explain the importance of following manufacturer instructions for shampoo and conditioning products 2.15 Identify the fee structures and treatment options 2.16 Describe the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements 2.17 State the importance of adhering to the shampoo and conditioning treatment protocol 2.18 Identify the expected outcomes of shampoo and conditioning treatments 2.19 Identify the instructions and advice pre and post the shampoo and conditioning treatment
3. Be able to prepare the client for a cleanse and condition	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines 3.3 Carry out a hair and scalp analysis, including: • Hair curl classification • Hair characteristics • State of hair • Hair growth patterns • Partially chemically treated hair

	- Scalp condition - Alternative treatment options 3.4 Confirm and agree with the individual, they have understood the proposed shampoo and conditioning treatment, to include: - Contra-actions - Adverse reactions 3.5 Obtain the individual's informed consent for the shampoo and conditioning treatment
4. Be able to cleanse and condition the hair and scalp	4.1 Detangle the hair using combs and brushes from point to root 4.2 Select products and tools in accordance with the shampoo and conditioning treatment protocol 4.3 Adapting the water pressure and temperature in accordance with the treatment plan and rinse the individual's hair to prepare the hair for further treatment 4.4 Apply shampoo using adapted shampoo massage techniques in accordance with the shampoo and conditioning treatment protocol, to include: - Rinsing the shampoo root to tip - Gently remove excess water avoiding pressure on the scalp - Repeating the process if necessary - Comb through the individual's hair - Prepare the individual for further hair services 4.5 Apply suitable conditioning and treatment products using adapted conditioning massage techniques in accordance with the shampoo and conditioning treatment protocol 4.6 Comb through the hair 4.7 Apply a heat treatment in accordance with the manufacturer instructions and shampoo and conditioning treatment protocol 4.8 Rinse the condition root to tip 4.9 Remove excess water from the hair using a towel 4.10 Comb through the individual's hair 4.11 Prepare the individual for further hair services 4.12 Conclude the treatment in accordance with the shampoo and conditioning treatment protocol 4.13 Confirm with the individual they are satisfied with the treatment. 4.14 Monitor the individual's health and wellbeing throughout the treatment 4.15 Implement the correct course of action in the event of an adverse reaction

	4.16 Complete the individual's treatment records and store in accordance with data legislation 4.17 Use reflective practice to evaluate the treatment and take appropriate action 4.18 Provide instructions and advice to the individual, pre and post the treatment 4.19 Record the outcome and evaluation of the treatment
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Unit Overview:

This unit will provide learners with the knowledge and skills required to confidently cleanse, condition and treat the hair and scalp including removing products and preparing for treatment.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Cleanse and Condition Treatment Protocol:

1. Work environment
2. Health and Safety
3. Infection prevention and control
4. Treatment plan
5. Informed consent
6. Manufacturer instructions
7. Test outcomes
8. Data Management
9. Audit and Accountability
10. Instructions and advice
11. Sustainability
12. Waste Management
13. Evidence-based practice
14. Reflective practice

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	
Hair Characteristics	
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair growth pattern	
Condition of Hair	
Non-chemically treated hair	
Partially chemically treated hair	
Chemically treated hair	
Shampoo Massage Techniques	
Effleurage	
Rotary	
Friction	
Conditioning and Treatment Products (at Least 3 Products to be Chosen)	
Surface	
Penetrating	
Reconstructors	
Moisturising	

Scalp treatments	
Leave in treatments	
Conditioning Massage Techniques	
Effleurage	
Petrissage	
Given all Types of Advice	
Correct combing and brushing techniques	
Frequency of use of shampoos and conditioning products	
Suitability of shampoos and conditioning products and how to use them	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Cut and Clipper Hair

Unit Code: J/651/3005

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of cutting hair	1.1 Identify your role and responsibilities in providing cutting services and the importance of working within your competence 1.2 Identify the relative absolute contraindication relevant to cutting and clipping hair 1.3 State the tools and equipment used in cutting services 1.4 Identify the limitations of cutting techniques and explain the adaptations required for: • Hair curl classification • Hair condition • Condition of hair • Scalp condition • Individual preferences • Individual expectations • Hair service history 1.5 Describe the importance of identifying the anatomical head and facial structure to choose the appropriate haircut and finish 1.6 Explain the adverse reactions associated with a cutting service and how to respond 1.7 Explain the differences between cutting wet and dry hair and how it impacts the degree of tension used
2. Understand the process of cutting hair	2.1 Identify why you should comb and section the hair prior to cutting 2.2 Describe the associated risks from hair cuttings in close proximity of exposed skin 2.3 Explain how and when to use club, freehand, texturising, clipper over comb and scissor over comb cutting techniques 2.4 Explain how to use, level and test clippers 2.5 Describe the type and size of clippers, clipper blades and attachments available and the effects that these achieve 2.6 Identify how the angle at which the hair is held affects the weight distribution, balance and degree of the graduation of the cut 2.7 Identify the reasons for establishing and following guidelines 2.8 Describe how to follow fading guidelines

	2.9 Identify the traditional and current hair shapes 2.10 Describe how to cross-check and balance the cut 2.11 Identify hair growth patterns and describe how they impact the hair cutting service 2.12 Explain the importance of consulting with the individual throughout the cutting process 2.13 Identify the adverse reactions associated with a cutting service and explain how to respond 2.14 Identify the fee structures and treatment options 2.15 Identify the service time in accordance with your organisational policies and procedures 2.16 State the expected outcomes of cutting services 2.17 Identify the typical instructions and advice, pre and post the cutting service
3. Be able to prepare individuals for hair cutting services	3.1 Carry out a comprehensive consultation with the individual, discuss objectives and desired outcomes 3.2 Carry out a hair and scalp analysis, including: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition 3.3 Consider the anatomical head and face structures 3.4 Explain alternative treatment options if required 3.5 Confirm and agree with the individual they have understood the proposed cutting service, including: • Contra-actions • Adverse reactions 3.6 Obtain the individuals informed consent for the cutting service
4. Be able to complete hair cutting services	4.1 Comb and section the hair in accordance with the cutting service protocol 4.2 Remove excess hair cuttings from the individual's skin throughout the service 4.3 Remove excess hair from flooring to avoid injury 4.4 Use cutting techniques suitable for the individual's condition of hair and hair curl classification to achieve the desired look, including: • Select and use of tools and equipment to avoid damage to the hair and scalp 4.5 Create and cut the initial guideline in accordance with the cutting service plan and confirm the individual wants to proceed with the cut 4.6 Cut the hair using guidelines to ensure weight, balance and shape is achieved, including:

	- Rotating your position around the individual to ensure accuracy of cut 4.7 Adapt your cutting techniques in accordance with the cutting service protocol, including: - Outline shapes - Neckline shapes - Outline and detailing design 4.8 Cross-check the cut to establish accurate distribution of weight, balance and shape 4.9 Shape visible hair perimeters using cutting or clipping techniques, considering: - The natural hair line - Hair growth patterns - Hair curl classification 4.10 Conclude the cutting service ensuring the individual is left free from hair cuttings 4.11 Confirm with the individual they are satisfied with the final result 4.12 Implement the correct course of action in the event of an adverse reaction 4.13 Complete the individual's service records and store in accordance with data legislation 4.14 Provide instructions and advice to the individual, pre and post the service
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Unit Overview:

This unit will provide learners with knowledge and skills around cutting hair using club cutting, freehand, clipper over comb, scissor over comb and texturising techniques. Learners will be required to use various tools and equipment such as scissors, clipper and trimmer to complete looks such as; one length, uniform layer, graduation and fringe.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Cutting and clipper service protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan
5. Informed consent
6. Data management
7. Audit and accountability
8. Instructions and advice

9. Sustainability
10. Waste management
11. Evidence-based practice
12. Reflective practice

	Observation 1	Observation 2	Observation 3	Observation 4
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	
Hair Characteristics	
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair growth pattern	
Condition of Hair	
Non-chemically treated hair	
Partially chemically treated hair	

Chemically treated hair	
Cutting and Clipper Techniques	
Club cutting	
Freehand	
Scissor over comb	
Clipper over comb	
Texturising	
Fading	
Tools and Equipment	
Scissors	
Clipper	
Trimmer	
Detailer	
Foil	
Look	
Layered	
Graduated	
With a Fringe	
With a parting	
Around the ear outline	
Over the ear	
With a Fade	
Additional Services	
Eyebrow trim	
Ear trim	
Neckline Shapes	
Tapered	

Squared	
Full neckline	
Outline Shapes	
Natural	
Created	
Tapered	
Outlines and Detailing Design	
Straight lines	
Curved lines	
Repeated	
Hair line	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Cut Facial Hair

Unit Code: K/651/3006

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of cutting facial hair	1.1 Identify your role and responsibilities in providing facial hair cutting services and the importance of working within your competence 1.2 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referring as necessary 1.3 Identify the relative and absolute contraindication relevant to the hair service 1.4 Identify the limitations of Facial hair cutting techniques and the adaptations required in relation to: • Skin and hair classification • Hair characteristics • Skin condition • Facial hair growth patterns • Anatomical head and face structures • Facial piercings • Individual's expectations 1.5 Describe the anatomical head and facial structures and how they impact the facial hair cutting service 1.6 Identify how to assess facial contours and features to confirm the appropriate facial hair shape
2. Understand how to cut facial hair	2.1 Describe when and why the skin and hair is cleansed prior to a facial cutting service 2.2 Explain why you should comb the hair prior to the facial hair cutting service 2.3 Identify the types of traditional and current facial hair shapes and neckline shapes, including: • How to identify suitable facial hair shapes • How facial hair growth patterns impact the choice of the facial hair shape 2.4 Explain the types, how and when to use facial hair cutting techniques for each hair curl classification, including: • The overall shape and depth • The outline trimming required 2.5 Describe the importance of considering natural growth patterns to create even weight distribution 2.6 Explain how to create and follow a guideline for the facial shape, and explain the importance of cross checking the symmetry and balance of the cut

	2.7 Identify the associated risks of: • Facial hair cuttings in close proximity of exposed skin • Ingrowing hairs resulting from continual close cutting 2.8 Identify the causes of keloid scarring 2.9 Explain how to use, level and test clippers 2.10 Identify the size and type of clippers, clipper blades, trimmers and attachment available and the effects that these achieve 2.11 Identify the types of problems that can occur when cutting facial hair and explain ways in which they can be remedied 2.12 Identify the adverse reactions associated with a facial hair cutting service and how to respond 2.13 Identify the fee structure and treatment options 2.14 Identify the service time in accordance with your organisational policies and procedures 2.15 Describe the expected outcomes from facial hair cutting services 2.16 Identify the instructions and advice, pre and post the facial hair cutting service
3. Be able to prepare individuals for cutting facial hair	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Discuss and establish the individual's objectives and desired outcomes to inform the facial hair cutting service plan, to include: • Treatment history that will affect the service • Alternative treatment option 3.3 Carry out a hair and scalp analysis, to include: • Hair curl classification • Hair characteristics • Facial hair growth patterns • Skin classification • Skin condition • In-growing hair 3.4 Discuss with the individual, the achievable effects using relevant visual aids to inform the selection of products to be used, to include: • Fees, duration and maintenance 3.5 Confirm and agree with the individual, they have understood the proposed service, to include: • Contra-actions • Adverse reactions 3.6 Prepare the skin and hair in accordance with the facial hair cutting service protocol

4. Be able to cut Facial hair	4.1 Select and prepare the products, tools and equipment in accordance with the service protocol, demonstrating safe handling and use of tools and equipment to avoid damage to the skin and hair 4.2 Create and cut the initial guideline using facial hair cutting techniques and confirm with the individual they want to proceed 4.3 Cut the individual's facial hair using the guidelines to ensure weight, symmetry, balance and shape is achieved, including: • Rotating your position around the individual to ensure accuracy of cut • Adapting your hair cutting techniques 4.4 Cross-check the cut to establish accurate distribution of weight, symmetry, balance and shape 4.5 Shape the hair perimeters using facial hair cutting techniques, taking into account: • The natural hair line • The hair growth patterns 4.6 Conclude the facial hair cutting service ensuring the individual is left free from hair cuttings 4.7 Apply a post-treatment product 4.8 Implement the correct course of action in the event of an adverse reaction 4.9 Confirm with the individual they are satisfied with the final result 4.10 Complete the individual's service records and store in accordance with data legislation 4.11 Provide instructions and advice to the individual, pre and post the service
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Unit Overview:

This unit will provide learners with understanding and skills in how to cut facial hair, this includes how to trim a moustache, beard, partial beard and moustache and time a full beard and moustache. This unit also includes trimming eyebrows to support a wider range of service offered.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Facial Hair Cutting Service Protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan

5. Informed consent
6. Manufacturer instructions
7. Data management
8. Audit and accountability
9. Instructions and advice
10. Sustainability
11. Waste management
12. Evidence-based practice
13. Reflective practice

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Facial Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	
Facial Hair Characteristics	
Hair density	
Hair texture	
Facial hair growth patterns	

Tools and Equipment	
Scissors	
Clipper	
Trimmer	
Foil	
Facial Hair Cutting Techniques	
Freehand	
Scissor over comb	
Clipper over comb	
Clipper with attachment	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Dry, Style and Finish Hair

Unit Code: M/651/2857

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of drying, styling and Finishing hair services	1.1 Identify your role and responsibilities in providing hair drying, styling and Finish services and the importance of working within your competence 1.2 Explain the types of products, tools and equipment used for drying, styling and finishing hair the physical effects of the blow drying and heated styling processes on the hair structure 1.3 Describe the physical effects of the blow drying and heated styling processes on the hair structure 1.4 Identify the types and limitations of hair drying, styling and Finish techniques, to include adaptations required, in relation to: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition • Treatment history 1.5 Explain the importance of carrying out a hair and scalp analysis and how it effects the choice of hair drying, styling and Finish services and techniques to be used 1.6 Explain the importance of carrying out tests and how the test outcomes can affect the hair drying, styling and Finish service 1.7 Explain the importance of shampooing the hair and scalp prior to the hair drying, styling and Finish service, including: • Why hair should be evenly wet prior to a hair drying service
2. Understand how to dry, style and Finish hair	2.1 Describe the techniques and thermal equipment used to carry out drying, styling and Finishing services 2.2 Identify the service time in accordance with your organisational policies and procedures 2.3 Describe how excessive tension and incorrect techniques during a hair drying, styling and Finish can damage the hair and scalp 2.4 Describe how to identify first signs of traction alopecia 2.5 Identify the types and causes of hair loss 2.6 Identify the types of pre-treatment, styling and Finishing products available for drying, styling and Finishing services

	2.7 Describe how to maintain the agreed style and ensure its longevity 2.8 Explain the importance of consulting with the individual throughout the hair drying, styling and finishing service 2.9 Identify the adverse reactions associated with hair drying, styling and finish services and explain how to respond 2.10 Summarise the health and safety responsibilities in line with legislation before, during and after the service 2.11 Explain the legal requirements for providing hair services to minors and vulnerable adults 2.12 Explain why it is important to discuss and establish the individual's objectives, concerns, desired outcomes and agree the hair drying, styling and finish service plan 2.13 Identify the fee structures and treatment options 2.14 State the importance of adhering to the hair drying, styling and finish service protocol 2.15 Identify the expected outcomes of hair drying, styling and finish service 2.16 Identify the instructions and advice, pre and post the hair drying, styling and finish services
3. Be able to prepare individuals for drying, styling and finishing service	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines 3.3 Discuss and establish the individual's objectives and desired outcomes to inform the hair drying, styling and finish service plan, considering: • Treatment history • Alternative treatment options 3.4 Carry out a hair and scalp analysis, to include: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition 3.5 Carry out tests to determine suitability for service 3.6 discuss the thermal styling techniques and equipment to be used in accordance with the service plan 3.6 Confirm and agree with the individual, they have understood the proposed hair drying, styling and finish service, including: • Contra-actions • Adverse reactions 3.7 Obtain the individual's informed consent for the hair drying, styling and finish service

	3.8 Prepare the individual and shampoo the hair and scalp in accordance with the hair drying, styling and finish service protocol 3.9 Comb the wet hair in preparation for the blow-drying service in accordance with the blow-drying service protocol, including: • Ensure even level of moisture in the hair • Select and apply styling products
4. Be able to dry, style and finish hair	4.1 Comb, section and secure hair in accordance with the blow drying service plan 4.2 Blow dry the hair from root to tip using drying techniques, minimising the risk of damage to the hair, including: • Maintaining even tension throughout the drying process when using tools 4.3 Select and prepare thermal styling tool suitable for achieving the style agreed with the individual 4.4 Set the thermal styling tool at the recommended operating temperature for the hair curl classification and characteristics 4.5 Section and secure hair in accordance with the hair styling service plan 4.6 Style the hair using thermal styling techniques and tools, minimising the risk of damage to the hair, including: • Selecting meshes of hair suitable for the size of thermal equipment used. 4.7 Conclude the service in accordance with the drying, styling and finish service protocol and select and apply the finishing products 4.8 Confirm with the individual they are satisfied with the final result 4.9 Implement the correct course of action in the event of an adverse reaction 4.10 Complete the individual's service records and store in accordance with data legislation 4.11 Provide instructions and advice to the individual

Unit Overview:

The unit will provide learners with knowledge and skills around drying, styling and finishing services.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Hair Drying, Styling and Finish Service Protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan
5. Informed consent
6. Test outcomes
7. Data management
8. Audit and accountability
9. Instructions and advice
10. Sustainability
11. Waste management
12. Evidence-based practice
13. Reflective practice

	Observation 1	Observation 2	Observation 3	Observation 4
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	

Hair Characteristics	
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair growth pattern	
Condition of Hair	
Non-chemically treated hair	
Partially chemically treated hair	
Chemically treated hair	
Test	
Elasticity	
Porosity	
Thermal Styling Techniques	
Curling	
Waving	
Straightening	
Drying Techniques	
Blow drying	
Enhance natural movement	
Styling and Finishing Products	
Heat protectors	
Mousse	
Creams	
Gel	
Hair spray	
Serums	

Oil	
Pomades	
Texture enhancing spray	
Setting lotions	
Wax	
Tools	
Round brush	
Flat brush	
Thermal styling tool	
Tools to enhance natural movement	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Professional Development and Personal Well-being

Unit Code: Y/651/2327

Level: 3

Learning Outcomes <i>To achieve this unit a learner will:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of professional development within the beauty industry	1.1 Identify your current skillset and areas for improvements, including your strengths and weaknesses 1.2 Produce a professional development plan including SMART targets 1.3 Research and identify career development opportunities 1.4 Stay up to date with industry trends and technological advancements by producing a CPD log
2. Understand how to manage personal well-being when working within the beauty industry	2.1 Define the term 'personal well-being' 2.2 Identify common workplace stressors in the beauty industry 2.3 Explain the impact of stress on well-being and professional performance 2.4 Describe various stress management techniques 2.5 Explain healthy coping mechanisms for workplace stress 2.6 Explain the importance of a healthy lifestyle including, balanced diet, physical activity and healthy sleep habits 2.7 Identify the benefits of good posture 2.8 Describe the impacts of poor posture on the body
3. Understand the importance of evaluation and self-reflection	3.1 Define the term 'reflective practice' 3.2 Explain different ways in which you can reflect on your practice 3.3 State the purpose of reflective practice and evaluation and how it informs future services
4. Be able to use reflective practice	4.1 Use reflective practice to evaluate different treatments and services and take appropriate action to improve in the future

OPTIONAL UNITS

Learners must reflect and evaluate the outcome of at least one service provided for each unit.

Unit: Relax Hair Permanently

Unit Code: L/651/3007

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of relaxing hair	1.1 Identify your role and responsibilities in providing hair relaxing services and the importance of working within your competence 1.2 Explain the importance of recognising suspicious skin irregularities and scalp lesions and referring as necessary 1.3 Identify the types of sodium and non-sodium relaxing products and their effects and explain the associated risks of permanent relaxing products linked with toxicity 1.4 Identify the limitation of facial hair cutting techniques and the adaptations required in relation to: • Hair curl classification • Hair condition • Condition of hair • Scalp condition • Length of re-growth on transition hair • Percentage of white hair • Service history / chemical build up 1.5 Explain the importance of carrying out a hair and scalp analysis and how it effects the choice of products used and the service offered 1.6 Explain the importance of carrying out tests and how the test outcomes can affect the permanent hair relaxing service 1.7 Describe how to recognise over processed hair, the associated risks and action to take 1.8 Explain the importance of assessing under processed and over processed relaxed hair and explain the appropriate actions to take 1.9 Summarise the importance of following manufacturer instructions for products used in relaxing services 1.10 Identify how to adapt permanent hair relaxing techniques for curly hair classifications 1.11 Explain the physiological effects of permanent hair relaxing products on the hair structure, including the adaptations required for white hair

	1.12 Explain the physiological effects of neutralising products have on the hair structure 1.13 State the active agents found in permanent hair relaxing products 1.14 Explain the importance of using a pH restoring treatment on the hair to counteract the active agents in permanent hair relaxing products, including the physiological effects of neutralising products have on the hair structure 1.15 Identify the type of products used to restore the hair's pH post treatment
2. Understand how to relax hair permanently	2.1 Describe why hair can require cutting prior to a permanent hair relaxing service 2.2 Explain the importance of explaining the physical sensation of relaxing products on the skin 2.3 Explain the importance of using a scalp protecting product to protect the individual's skin and scalp from the permanent relaxing products 2.4 Identify how to safely apply permanent relaxing products to the hair to avoid exposure of chemicals to the skin and scalp 2.5 State how to safely apply permanent relaxing products to the hair to avoid exposure of chemicals on the skin and scalp 2.6 Identify the types and use of pre and post relaxing products including the physiological effects on the hair structure 2.7 Describe how temperature of the scalp can accelerate the development of relaxing products 2.8 Describe why hair should be of an even porosity prior to treatment 2.9 Describe why you should comb and section the hair prior to treatment 2.10 Explain how to carry out a permanent hair relaxing service 2.11 Identify the service time in accordance with your organisational policies and procedures 2.12 Identify the products, tools and equipment used for permanent hair relaxing services for all hair curl classification, condition of hair and conditions 2.13 Identify reason why you may need to troubleshoot problems that can commonly arise, and explain ways in which they can be remedied 2.14 State the adverse reactions associated with permanent hair relaxing services and explain how to respond 2.15 Identify the feed structures and service options

	2.16 Describe the expected outcomes of permanent hair relaxing services 2.17 Identify key instructions and advice, pre and post permanent hair relaxing service
3. Be able to prepare individuals to relaxing hair services	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Discuss and establish the individual's objectives and desired curl reduction to inform the hair relaxing service plan, to include: • Service history • Alternative service options 3.3 Carry out a hair and scalp analysis, to include: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition • Lengths of re-growth on partially chemically treated hair • Degree of relaxation achievable • Percentage of white hair • When to cut hair • Previous hair relaxing history 3.4 Carry out tests to determine suitability for the permanent hair relaxing service 3.5 Assess whether a pre-relaxing treatment is required to even out the porosity prior to the permanent relaxing service 3.6 Discuss with the individual, the achievable effects using relevant visual aids to inform the selection of products to be used, to include: • Fees, duration and maintenance 3.6 Confirm and agree with the individual, they have understood the proposed service, to include: • Contra-actions • Adverse reactions 3.7 Protect the individual's hair and scalp in accordance with the permanent hair relaxing service 3.8 Comb and section the hair in accordance with the permanent hair relaxing service 3.9 Select and prepare the products, tools and equipment in accordance with the service protocol
4. Be able to provide relaxing hair services	Pre-Relaxing Treatment 4.1 Apply the pre-treatment product in accordance with the permanent hair relaxing service protocol

	Relaxing Service 4.2 Apply the relaxing product in accordance with the permanent hair relaxing service 4.3 Use application technique to minimise product exposure to the individual's skin and clothes 4.4 Carry out development tests Frequently to check adequate curl reduction 4.5 Check For scalp sensitivity. Removal 4.6 Remove the product From the hair and scalp 4.7 Apply a post-relaxing product to restore the hairs Ph 4.8 Conclude the service in accordance with the permanent hair relaxing service 4.9 Confirm with the individual they are satisfied with the final result 4.10 Implement the correct course of action in the event of an adverse reaction 4.11 Complete the individual's service records and store in accordance with data legislation 4.12 Provide instructions and advice to the individual, pre and post the service
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Unit Overview:

This unit will provide learners with the understanding and skills For providing permanent hair relaxing services, it will include relaxing non-chemically treated hair, relaxing chemically treated hair and relaxing partially chemically treated hair.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Permanent Hair Relaxing Service Protocol

1. Working environment
2. Health and safety
3. Infection prevention and control
4. Service plan
5. Informed consent
6. Manufacturer instructions
7. Test outcomes
8. Data management
9. Audit and accountability
10. Instructions and advice

11. Sustainability
12. Waste management
13. Evidence-based practice
14. Reflective practice

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	
Hair Characteristics	
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair growth pattern	
Condition of Hair	
Non-chemically treated hair	
Partially chemically treated hair	

Chemically treated hair	
Test	
Elasticity	
Porosity	
Strand	
Development	
Skin test	
Products	
Scalp protector	
Sodium relaxer	
Non-sodium relaxer	
Pre-relaxing treatment	
Post-relaxing treatment	
pH balancing treatment	
Tools	
Non-metal tail combs	
Non-metal wide tooth combs	
Tint brushes	
Spatula	
Hands (with PPE)	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Provide Facial Skincare Treatments

Unit Code: M/651/3008

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of providing facial skincare treatments	1.1 Identify your role and responsibilities in providing facial treatments and the importance of working within your competence 1.2 Explain the relative and absolute contraindications relevant to the treatment 1.3 Explain the purpose, use and limitation of facial treatments, relating to: • Skin condition • Past and current medical history • Relevant lifestyle factors • Medication and medical conditions • Individual's expectation 1.4 Identify the adverse reactions associated with a facial treatment and how to respond 1.5 Explain the importance of discussing and establishing the individual's objectives, concerns, expectations, desired outcomes and agreeing the facial treatment place 1.6 Identify the fee structure and treatment options 1.7 Describe the manual techniques used in facial treatments 1.8 Explain the importance of magnification, illumination and preparation of the individual's treatment area when carrying out a skin analysis 1.9 State the types of hygiene products for your skin and the importance of following manufacturer instructions 1.10 Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health
2. Understand how to provide facial skincare treatments	2.1 Explain the importance of carrying out a skin analysis to determine the treatment plan 2.2 Describe the types, benefits and limitation of skincare products and equipment used in facial treatments 2.3 Describe how to prepare and use products and equipment in accordance with the facial treatment protocol 2.4 Identify the risks and limitations associated with self-heating masks 2.5 Identify the risks and restrictions associated with very superficial skin peels

	2.6 Explain the pH scale and its relevance to skin sensitivity 2.7 Identify the action of acid and alkaline concentrations on the skin 2.8 Describe how and why it is importance to carry out a skin test 2.9 Identify the expected outcomes of a Facial treatment 2.10 Identify the instructions and advice, pre and post the Facial treatment
3. Be able to prepare individuals For Facial skincare treatments	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Discuss and establish the individual's objectives, skin concerns, expectations and desired outcomes to inform the Facial treatment plan, including: • Treatment history • Skincare regime • Lifestyle • Alternative treatment options 3.3 Confirm and agree with the individual, they have understood the proposed Facial treatment, including: • Expected outcomes • Contra-actions • Adverse reactions • Physical sensation 3.4 Obtain and record the individual informed consent 3.5 Prepare and superficial cleanse the individual's treatment area 3.6 Illuminate and magnify the individual's treatment area 3.7 Carry out a skin analysis, including: • Skin classification • Skin condition • Skin type
4. Be able to provide Facial skincare treatments	4.1 Select and use skincare products in accordance with the treatment protocol, including: • Deep cleanse • Exfoliation 4.2 Select skin warming technique, including the use of: • Hot towel • Steam 4.3 Carry out safe and effective manual extraction 4.4 Select an appropriate massage medium 4.5 Apply the massage medium and carry out massage techniques as agreed, including: • Relaxation techniques

	Therapeutic massage techniques 4.6 Select, apply and remove a mask product in accordance with the treatment protocol 4.7 Implement the correct course of action in the event of an adverse reactions 4.8 Complete the individual's treatment records and store in accordance with data legislation 4.9 Provide instructions and advice to the individual pre and post treatment
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Unit Overview:

This unit will provide learners with the understanding and skills required to provide facial skincare treatments to improve and maintain skin condition.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Facial Treatment Protocol

- Working environment
- Health and safety
- Infection prevention and control
- Treatment plan
- Informed consent
- Data management
- Test outcomes
- Manufacturer instructions
- Audit and accountability
- Instructions and advice
- Sustainability
- Waste management
- Evidence-based practice
- Reflective practice

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Skin Classification	
Fitzpatrick scale	
Phenotype and genotype	
Lancer scale	
Skin Condition	
Lax elasticity	
Hyper and hypo pigmentation	
Congested	
Pustular	
Fragile	
Vascular	
Sensitised	
Sensitive	
Dehydrated	
Photo-sensitive	
Photo-aged	
Dehydrated	
Lack lustre	

Skin Type	
Dry	
Oily	
Combination	
Balanced	
ExFoliation	
Very superficial skin peels as per the stratum corneum	
Physical exFoliation	
Chemical exFoliation	
Massage Medium	
Oil	
Cream	
Serum	
Oil Free	
Massage Techniques	
Effleurage	
Petrissage	
Tapotement	
Friction	
Vibrations	
Pressure point	
Lymphatic drainage	
Therapeutic Massage Techniques	
Detoxifying	
Stimulating	
Toning	

Mask Product	
Self-heating	
Cooling	
Setting	
Non-setting	
Manual Techniques	
Skin analysis	
Cleansing	
Exfoliating	
Comedone extraction	
Massage	
Mask application	
Moisturizer application	
Sun protection Factor protection application	
Equipment	
Magnifying light	
Equipment	
Magnifying light	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Assist with Shaving Services

Unit Code: R/651/3009

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand how to assist with shaving services	1.1 Identify your role and responsibilities in assisting with shaving services 1.2 Describe why skin and hair should be cleansed with a pre-treatment prior to the service 1.3 Summarise the types of hygiene products for the skin and the importance of following manufacturer instructions 1.4 State the type of shaving products used in shaving services 1.5 Explain how to prepare products, tools and equipment in accordance with the service 1.6 Explain when, why and how to use lathering techniques when applying lathering products 1.7 Describe how to remove products effectively from the skin 1.8 Identify the massage mediums and massage techniques used in shaving services 1.9 Identify the types, benefits and use of post-treatment products 1.10 Explain the importance of consulting with the individual throughout the service 1.11 Describe the expected outcomes from shaving services 1.12 Explain the key instructions and advice post the shaving service
2. Be able to assist with shaving services	2.1 Explain your role in assisting with shaving services to the individual when carrying out: • A hot towel • Facial massage service • A cold towel 2.1 Confirm and agree with the individual, they have understood the proposed services, including: • Contra-actions • Adverse reactions 2.2 Obtain the individual's informed consent for the services 2.3 Prepare the individual's treatment area in accordance with the service plan, including: • A pre-treatment cleaning product for the skin type

	Hot Towel Service 2.4 Prepare a towel in accordance with the service plan, carry out a temperature check before applying the towel to the individual 2.5 Place the towel on the individual's treatment areas, avoiding blocking the nostril area 2.6 Remove the hot towel Assisting in the Shaving Service 2.7 Apply a shaving product on the individual's treatment area 2.8 Observe the senior barber carrying out the shaving service to improve your own knowledge of procedures and techniques 2.9 Continue with the service and remove any residue on the skin in accordance with the service plan Massage Service 2.10 Apply a massage medium on the individual's treatment area 2.11 Carry out a massage treatment using massage techniques 2.12 Remove any residue on the skin Cold Towel Service 2.13 Prepare the towel and carry out a temperature check prior to applying on the individual's treatment area 2.14 Place the towel on the individual's treatment area and avoid blocking the nostril area 2.15 Remove the cold towel 2.16 Conclude the shaving service with a post-treatment product 2.17 Implement the correct course of action in the event of an adverse reaction 2.18 Provide instructions and advice to the individual post the service
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Unit Overview:

This unit will provide learners with understanding and skills of how to assist with hair shaving services, directed and under supervision of a senior barber. The main outcomes include, preparing the individual for a shaving service, carrying out a hot towel service, carrying out a facial massage, carrying out a cold towel service and conclude the shaving service.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

	Observation 1	Observation 2	Observation 3
Date Achieved			
Portfolio Reference			
Assessor Signature			
Learner Signature			

Range

	Portfolio Reference
Skin Type	
Oily	
Dry	
Combination	
Balanced	
Massage Techniques	
Effleurage	
Petrissage	
Tapotement	
Post-Treatment Product	
Astringents	
Moisturising cream	
Aftershave balm	
Powder	
Oils	
Shaving Products	
Cream	
Gel	
Oil	

Soap	
Lathering Techniques	
Apply with a brush	
Apply using massage techniques	
Tools and Equipment	
Lathering brush	
Single use items	
Towels	
Bowl	
Instructions	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Colouring Hair

Unit Code: K/651/2855

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of colouring hair	1.1 Identify your role and responsibilities in providing colouring and/or lightening services and the importance of working within your competence 1.2 Explain the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional 1.3 Identify the types and limitations of products used in colouring and lightening services, and the adaptations required, in relation to: • Hair curl classification • Hair condition • Condition of hair • Scalp condition • Resistant hair • Chemically treated hair 1.4 Summarise the physiological effects of colour and lightening products have on the hair structure 1.5 Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health 1.6 Identify the principles of colour selection, including the international colour chart 1.7 Describe how natural pigment and undertones affects the choice of product colour, to include the choice of: • Lightening • Darkening • Changing tone 1.8 Explain the types of peroxide strengths used in colouring and lightening services, to include: • When and why various peroxide strengths are used 1.9 Explain why poor hair porosity influences the choices of product and service 1.10 Describe the effects temperature has on the application and development of colouring and lightening products 1.11 Explain the importance of carrying out a hair and scalp analysis and how it effects the choice of products and equipment used 1.12 Describe how hair growth patterns can determine the position and placement of highlights and lowlights

	1.13 Explain the importance of carrying out tests and how the test outcomes can affect the colouring and lightening service 1.14 Identify the tools, materials and equipment used for colouring and lightening services for all hair curl classification, types and conditions 1.15 Describe the risks associated with colouring and lightening hair 1.16 Explain the importance of protecting the individual's skin and scalp from the colour and lightening products 1.17 Explain the importance of adhering to the manufacturer instructions for the safe use and development times of colour and lightening products, including: • The importance to explain the physical sensation on the scalp
2. Understand the process of colouring hair	2.1 Explain why you should comb and section the hair prior to the colour and lightening products 2.2 Describe how to carry out a colouring and lightening service, including: • Weaving the hair • Applying and removing foils • Safely apply colour and lightening products to the hair to avoid exposure of chemicals to the skin and scalp • The service times in accordance with your organisational policies and procedures 2.3 Explain the importance of carrying out a development test during the hair service in accordance with manufacturer instructions 2.4 Explain the importance of restoring the hair's pH following the colouring and lightening service 2.5 State the reasons why you may need to troubleshoot problems that can commonly arise when colouring and lightening hair and identify ways in which they can be remedied 2.6 Explain the importance of consulting with the individual throughout the colouring and lightening service 2.7 Describe the adverse reactions associated with a colouring and lightening service and how to respond 2.8 Identify the fee structures and service options 2.9 State the importance of adhering to the colouring and lightening service protocol 2.10 Describe the expected outcomes of colouring and lightening service 2.11 Identify the instructions and advice, pre and post the colouring and lightening service

3. Be able to prepare for colouring hair	3.1 Carry out a concise and comprehensive consultation with the individual 3.2 Maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines 3.3 Discuss and establish the individual's objectives and desired outcomes to inform the colouring and/or lightening service plan, including: • Treatment history • Alternative treatment options 3.4 Carry out a hair and scalp analysis, to include: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition • Percentage of white hair • Length of re-growth on partially chemically treated hair • Hair length 3.5 Carry out tests to determine suitability for the colouring and/or lightening service, including: • Record the outcome and store in accordance with data legislation 3.6 Evaluate the consultation outcomes, the individual's objectives and hair and scalp analysis collectively 3.7 Discuss with the individual the achievable effects using relevant visual aids to inform the selection of products to be used, to include: • Fees and duration 3.8 Confirm and agree with the individual, they have understood the proposed colouring and/or lightening service, to include: • Contra-actions • Adverse reactions 3.9 Obtain the individual's informed consent for the colouring and/or lightening service
4. Be able to provide a colouring service	4.1 Comb and section the hair and protect the surrounding skin in accordance with the colouring and/or lightening service protocol 4.2 Select and prepare the products, tools, materials and equipment in accordance with the colouring and/or lightening service protocol 4.3 Apply the products and use colouring and/or lightening techniques in accordance with the colouring and/or lightening service protocol, including:

	- Weaving the hair, applying foils and securing the foils post product application 4.4 Set and monitor the process time in accordance with the manufacturer instructions 4.5 Carry out a development test to confirm the process times to include the assessment of: - Condition of the hair - Condition of the lightener - Scalp sensitivity 4.6 Remove the product from the hair and scalp in accordance with the manufacturer instructions 4.7 Conclude the service in accordance with the colouring and/or lightening service protocol 4.8 Confirm with the individual they are satisfied with the final result 4.9 Implement the correct course of action in the event of an adverse reaction 4.10 Complete the individual's service records and store in accordance with data legislation 4.11 Provide instructions and advice to the individual, pre and post the service
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Unit Overview:

This unit provides the learner with knowledge and skills in colouring hair, including semi-permanent, demi-permanent/quasi-permanent, and permanent colours. Additionally, it will provide learners with the knowledge and skills in using colours and lighteners to create lowlights and highlights using different techniques.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Colouring Service Protocol

- Working environment
- Health and Safety
- Infection prevention and control
- Service plan
- Informed consent
- Test outcomes
- Manufacturer instructions
- Data management
- Audit and accountability
- Instructions and advice
- Sustainability

12. Waste management
13. Evidence-based practice
14. Reflective practice

	Observation 1	Observation 2	Observation 3	Observation 4
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Hair Curl Classification	
Straight	
Wavy	
Curly	
Tight curls	
Combination	
Hair Characteristics	
Hair density	
Hair texture	
Hair elasticity	
Hair porosity	
Hair growth pattern	
Condition of Hair	
Non-chemically treated hair	
Partially chemically treated hair	
Chemically treated hair	

Tests	
Elasticity	
Porosity	
Strand	
Incompatibility	
Development	
Skin test	
Products	
Barrier cream	
Semi-permanent	
Demi-permanent / quasi-permanent	
Permanent	
Lighteners	
Toners	
Colour and lightener protectors	
Used All Colouring Techniques	
Full head colouring	
Regrowth colouring	
Woven Foil highlights and lowlights	
Instructions	
The individual and practitioner's legal rights and responsibilities	
Pre and post treatment instructions and care	
Restrictions and associated risks	
Future treatments	

Unit: Perm Hair

Unit Code: T/651/2859

Level: 2

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand the principles of perming, neutralising hair	1.1 Identify the physiological effects of perming solutions and neutralisers have on the hair structure 1.2 Describe the chemical composition and pH of perming and neutralising products 1.3 Describe the effects of alkaline and acid has on the hair cuticle 1.4 Explain the importance of adhering to manufacturer instructions to prevent product incompatibilities and risks to health 1.5 Identify the absolute contraindication relevant to drying, styling and finishing services 1.6 Describe the importance of recognising suspicious skin irregularities and scalp lesions, and how to refer individuals appropriately 1.7 Identify the limitations of hair drying, styling and finishing techniques and explain the adaptations required for: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition • Percentage of white hair • Hair length • Direction of curl required • Degree of curl achievable 1.8 Explain the importance of carrying out a hair and scalp analysis and how it affects the choice of products and sectioning and winding techniques to be used 1.9 Describe how hair growth patterns can determine the section and winding techniques 1.10 Explain why and when a pre-perm test curl is carried out 1.11 Identify the tools and equipment used for perming services for all hair curl classification, condition of hair and conditions 1.12 Explain the importance of adhering to manufacturer instructions for the safe use and development times of perming and neutralising products

2. Understand the process of perming and neutralising hair	2.1 Explain the importance and use of: • A pre-perming treatment • A post-perming treatment • An antioxidant treatment 2.2 Describe how the temperature of water used during the removal of perming solution can determine the level of curl achieved 2.3 State the purpose of a chemical rearranger and when and how to use it 2.4 Describe the importance of restoring the pH balance after the perming and neutralising processes 2.5 Explain why perming and neutralising should be done in a particular sequence 2.6 Describe the risks associated with perming and neutralising hair 2.7 Explain the adverse effects of failing to restore the pH value of the hair 2.8 Summarise how to adapt hair perming techniques for each hair curl classification 2.9 Identify the adverse reactions associated with a perming service and how to respond
3. Be able to prepare individuals for perming and neutralising treatments	3.1 Carry out a comprehensive consultation with the individual, discuss objectives and desired outcomes 3.2 Carry out a hair and scalp analysis, including: • Hair curl classification • Hair characteristics • Condition of hair • Scalp condition • Percentage of white hair • Hair length • Direction of curl required • Degree of curl achievable 3.3 Determine whether pre-perming treatment is required to even out the porosity prior to the perming service 3.4 Determine whether a chemical rearranger is required to pre-soften hair prior to perming service 3.5 Discuss the permed effects using relevant visual aids, to inform: • The section and winding techniques • The products to be used 3.6 Confirm and agree with the individual they have understood the proposed drying, styling and finish service, including: • Contra-actions • Adverse reactions

	3.7 Obtain the individuals informed consent for the perming service 3.8 Prepare the individual and cleanse the hair and scalp in accordance with the hair drying, styling and finish service protocol
4. Be able to perm and neutralise hair	Pre-Perming Treatment 4.1 Comb and section the hair in preparation for the pre-perming treatment 4.2 Apply the pre-perming treatment in accordance with the perming service protocol Perming Service 4.3 Comb and section the hair in accordance with the perming service treatment 4.4 Select the size of perm rods and end papers and apply them using sectioning and winding techniques 4.5 Protect the hair and scalp accordingly 4.6 Saturate each perming rod with perming solution and monitor development time 4.7 Adapt methods of working and use of products to meet the needs of the individual 4.8 Carry out periodic perm tests to affirm development time 4.8 Remove the perming solution from the hair in accordance with the manufacturer instructions 4.9 Prepare the neutralising product in accordance with the manufacturer's instructions 4.10 Saturate each perming rod with neutralising solution and monitor development time 4.11 Remove the neutralising solution from the hair and scalp Post-Perming 4.12 Apply an antioxidant conditioner to the hair and scalp to restore pH balance and stop the oxidation of the neutralising solution 4.13 Apply a post-perming treatment to restore the hair's pH 4.14 Use finishing techniques to achieve the desired permed effect and ensure individual satisfaction with the final result 4.15 Complete the individual's service records in accordance with GDPR 4.16 Provide instructions and advice to the individual pre and post the service

Unit Overview:

Learners who completed this unit will gain knowledge and skills in perming and neutralising hair.

	Observation 1	Observation 2	Observation 3	Optional
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Used All Products	
Barrier creams	
Pre-perm treatments	
Perm lotions	
Neutralisers	
Post-perm treatments	
Considered All Contra-Indications	
History of previous allergic reaction	
Allergies	
Skin disorders	
Performed Hair Tests	
Elasticity	
Porosity	
Incompatibility	
Pre-perming test curl	

Curl test	
Skin test	
Considered All Factors	
Temperature	
Hair curl classification	
Direction and movement required	
Hair condition	
Hair length	
Used Sectioning Techniques	
Directional	
Basic	
Brick	

Unit: Provide Basic Business Support and Services

Unit Code: J/651/2863

Level: 3

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand and be able to assist in promoting products and services	1.1 Explain the importance of providing clear information when dealing with customer enquiries 1.2 Describe how to plan a promotional event/display/social media post 1.3 Describe how to promote and inform customers of promotions 1.4 Carry out stock take, re-stocking, stock rotation and maintenance 1.5 Record orders following the organisation's policies and procedures 1.6 Identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action 1.7 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines 1.8 Check off a delivery ensuring all items have been received and are of good condition
2. Understand and be able to maintain the reception and attend to customers	2.1 Identify your organisation's procedures for: - Maintaining the reception/virtual reception - Customer care 2.2 Explain the limits of your authority when maintaining the reception/virtual reception 2.3 Describe how to maintain and rotate stock to meet the organisational requirements 2.4 Explain manual and digital booking services and technologies and who to refer software issues too 2.5 Explain the importance of maintaining customer confidentiality and data protection in accordance with legislative requirements 2.6 Explain the cyber security required in accordance with data legislation 2.7 Describe how to follow requirements set out within risk assessments 2.8 Describe how to update social media accounts and create promotional posts 2.9 Explain the importance of effective communication has on the business reputation and success

	2.10 Describe how and when to ask questions 2.11 Explain the importance of speaking clearly in a way that promotes understanding 2.12 Describe how to show you are listening closely to what people are saying to you 2.13 Describe how to adapt what you say to suit different situations 2.14 Describe how to show positive body language 2.15 Identify the organisation's procedures and limits of authority for: • Maintaining confidentiality • Taking messages • Making and recording appointments • Carrying out tests • Authorising non-cash payments when these are 'over limit' • Personal safety • Dealing with suspected fraud • Dealing with payments and discrepancies • Reconcile credit notes and purchase ledger 2.16 Explain the importance of confirming and making appointments correctly 2.17 Identify the types of information required to make an appointment 2.18 Explain the importance of taking messages and passing them on to the right person in a timely manner 2.19 Describe who to refer to with different types of enquiries 2.20 State the person in your organisation to whom you should refer problems or issues that arise 2.21 Explain the importance of checking that customers have had tests for specific services 2.22 State the services available and their duration and cost 2.23 State the products available for sale and their cost 2.24 Explain the importance of maintaining customer interest through promotional activities and new technologies 2.25 Describe how to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods 2.26 Update social media accounts under the direction of a senior member of staff 2.27 Follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures
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	2.28 Explain the digital payment portals, associated risks in accordance with legislative requirements and organisational policies and procedures 2.29 Explain the common methods of calculating payments including point of sale technology and physical calculations 2.30 Describe how to keep cash and other payments safe and secure 2.31 Identify the types of payment that you are authorised to accept 2.32 Describe how to gain electronic authorisation for payment cards 2.33 Explain how to identify and deal with discrepancies 2.34 Describe how to deal with customers offering suspect tender or suspect non-cash payments 2.35 Explain the consequences of failure to handle payments correctly 2.36 Attend to people in a polite manner 2.37 Identify the purpose of enquiries 2.38 Confirm appointments informing the relevant person 2.39 Refer enquiries which cannot be dealt with to the relevant person for action 2.40 Record messages and pass them to the relevant person in a timely manner 2.41 Provide clear information 2.42 Give confidential information only to authorised people 2.43 Balance the need to give attention to individuals whilst ensuring others are not left without attention 2.44 Update social media accounts under the direction of a senior member of staff 2.45 In accordance with cyber security and organisational policies and procedures 2.46 Follow/carry out risk assessments in accordance with legislative requirements and organisational policies and procedures 2.47 Deal with all requests for appointments 2.48 Identify customer requirements for the service requested 2.49 Confirm the customer has had relevant tests when scheduling appointments 2.50 Arrange for the customer to have relevant tests, when necessary, within the limits of your own authority 2.51 Schedule appointments in a way that satisfies the customer, the practitioner and ensure the most productive use of commercial time
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	2.52 Confirm that the appointment details are acceptable to the customer 2.53 Record appointment details to meet your organisation's requirements 2.54 Calculate total charges for the customer 2.55 Inform customers of charges 2.56 Visually inspect purchases for condition and quality as they are processed for payment 2.57 Establish the customer's method of payment and acknowledge receipt of payments 2.58 Ensure accepted payments are correct 2.59 Record information about the sale to meet the organisation's requirements 2.60 Gain authorisation for accepting non-cash payments when the value exceeds the limit you are able to accept 2.61 Inform customers when authorisation cannot be obtained for non-cash payments 2.62 Identify and resolve, where possible, any discrepancies in payments within the limits of your own authority 2.63 Refer payment discrepancies which you cannot resolve to the relevant person for action 2.64 Give the correct change and issue receipts when required by customers 2.65 Follow cash point security procedures at all times 2.66 Identify and report low levels of change in time to avoid shortages
3. Understand and be able to assist with restocking, stock take, ordering and deliveries	3.1 Explain the principles on restocking, maintaining appropriate stock levels, rotating and managing stock, including shelf life and/or expiry dates 3.2 Describe how to record orders following the organisation's policies and procedures 3.3 Describe how to identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action 3.4 Explain the importance of researching and purchasing products, tools and equipment in accordance with legislation and regulatory guidelines 3.5 Describe how to check off a delivery ensuring all items have been received and are of good condition 3.6 Describe how to carry out stationery stock take and order including consultations and customer record cards 3.7 Carry out stock take, re-stocking, stock rotation and maintenance

	3.8 Record orders following the organisation's policies and procedures 3.9 Identify and resolve, where possible, any discrepancies which you cannot resolve to the relevant person for action 3.10 Research and assist with purchasing products, tools and equipment in accordance with legislation and regulatory guidelines 3.11 Check off a delivery ensuring all items have been received and are of good condition 3.12 Carry out stationery stock take and order including consultations and customer record cards
4. Understand and be able to liaise with the team	4.1 Explain the importance of adhering to scheduled activities, rooming and equipment 4.2 Explain how to deal with problems and who to refer too 4.3 Explain the importance of taking part in meetings 4.4 Describe how to take the minutes for a meeting 4.5 Describe how and when to inform staff members of customer arrival and assist in greeting and completing necessary paperwork 4.6 Explain the importance of being proactive and undertaking duties to help the smooth running of the business, including housekeeping duties. 4.7 Take part in meetings 4.8 Take minutes of meetings 4.9 Inform staff members of customer arrival and assist in greeting and completing necessary paperwork 4.10 Undertake duties to help the smooth running of the business including housekeeping duties

Unit Overview:

This unit will provide the learner with the knowledge and skills to be able to provide basic business support and services. The main outcomes for this unit are:

- Assisting with promoting products and services
- Attending and responding to customer enquiries
- Making appointments for services
- Handling payments from customers
- Assisting with stock takes, ordering and deliveries
- Liaising with the team
- Handling paperwork and administrative tasks

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

	Observation 1	Observation 2	Observation 3	Optional
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Enquiries	
In person	
By telephone	
Digitally	
Appointments	
In person	
By telephone	
Digitally	
Mobile apps	
Social media	

Appointments	
Cash	
Card	
Banking portal	
Mobile apps	
Social media	
Non-cash payments	
Credit notes	

Unit: Use Social Media to Promote Services and Products

Unit Code: K/651/2864

Level: 3

Learning Outcomes <i>To achieve this unit a learner must be able to:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand your target audience and how to engage	1.1 Explain who your target audience is 1.2 Explain the products and services that you offer 1.3 Outline the different social media platforms available 1.4 Explain which social media platforms would be the most suitable to promote your products and services 1.5 Outline the legislations and regulations which must be considered when advertising products and services 1.6 Explain how being present on social media may enhance your number of clients 1.7 Describe the difference between a personal and business social media profile
2. Understand how to promote services and products	2.1 Describe the different kinds of content that can make up a social media post 2.2 Explain why you may use client testimonials to promote services 2.3 Describe the potential issues with having a business social media account 2.4 Explain the importance of remaining professional whilst replying to messages or comments on social media 2.5 Explain how to use hashtags to increase post visibility 2.6 Explain the importance of responding promptly and professionally to messages/ comments on social media 2.7 Describe the benefits of paid advertising on social media 2.8 Explain how you may use social media analytics to measure performance and identify trends
3. Be able to promote services using social media	3.1 Create a business social media profile 3.2 Ensure you follow all business regulation and legislation in creation of this profile 3.3 Identify the aim of your social media post 3.4 Create an image to use to promote products or services 3.5 Use the appropriate social media platform for the content of the post 3.6 Demonstrate the use of hashtags to enhance the audience of the post 3.7 Follow all legislation and regulation in the creation of the post

	3.8 Demonstrate the ability to check the analytics of the social media post 3.9 Reply to a comment or message on social media professionally 3.10 Evaluate how you could improve the engagement of your posts in the future
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Unit Overview:

This unit will equip learners with the skills to create and implement effective social media strategies to build a strong online presence, attract new clients, and enhance brand reputation.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

Range**Portfolio Reference****Created Posts on at Least Two Platforms**

Instagram	
Facebook	
TikTok	
Pinterest	

Promoted at Least Two of the Following

Products	
Colour service	
Cutting service	
Availability	
Client testimonial/review	

Used All Types of Content

Text	
Video	
Image	

Unit: Undertake Freelance Work

Unit Code: H/651/3186

Level: 2

Learning Outcomes <i>To achieve this unit a learner will:</i>	Assessment Criteria <i>Assessment of these outcomes demonstrates a learner can:</i>
1. Understand where to find advice and information for freelance work	1.1 State where to find the relevant sources of advice and information on: • Self-employment or employment legislative requirements and rights • The insurance relevant to your business • Value Added Tax regulations • Business legislation • Local authority licensing regulations for yourself and working environments
2. Understand how to market and network for freelance work	2.1 Outline the strategies and tools used to promote your services and business and their effects 2.2 Explain how to identify and choose suitable strategies and tools to achieve your business objectives 2.3 Explain the importance of maintaining a positive reputation for yourself and how it impacts the success of your business 2.4 Explain the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance. to include: • How this impacts the reputation and success of your business 2.5 Describe how networking effectively can increase your customer contacts and promote work opportunities
3. Understand how to plan for freelance work	3.1 Explain the importance to maintain a work and life balance 3.2 Explain the reasons for forecasting and planning business income objectives, to include: • The time duration to complete the work • Resources required 3.3 Explain how to implement time management strategies and how this will benefit your wellbeing and business 3.4 Describe the common environmental working conditions and how to adapt your ways of working in accordance with legislative requirements 3.5 Outline the importance of maintaining customer satisfaction and how it impacts the success of your business

	3.6 Explain how to carry out contingency planning, scheduling and future planning to maintain a viable and stable business
4. Understand Financing with regards to Freelance work	4.1 Explain how to keep accounts manually and digitally 4.2 Explain how to budget for resources and overheads if required 4.3 Explain how to forecast and calculate business income objectives, to include: • Business development costs • Business promotion • Resources • Expenses
5. Understand how to negotiate contracts for Freelance work	5.1 Explain how to negotiate and agree contracts in accordance with relevant employer legislation, income forecasts, time available and expected outcomes 5.2 Explain how to communicate, agree and construct contractual requirements, to include: • Expected outcomes • Expected completion date • Agreed fees and payment terms 5.3 Explain the relevance and understanding of using an agent to find work and promote your 'brand'
6. Understand how to work with customers in a Freelance capacity	6.1 Describe how to maintain professional standards of behaviour, to include: • Quality standards of yourself and work • Effective time management • Sustainability • Customer relations 6.2 Explain how to adapt ways of working to meet environmental working conditions in accordance with legislative requirements and organisational policies and procedures 6.3 Explain the importance of carrying out services in accordance with contractual obligations, to include: • Providing further estimate of fees should an unforeseeable problem occur
7. Be able to work in a Freelance capacity	7.1 Maintain your responsibilities for health and safety in accordance with legislative requirements, to include: • Carry out risk assessment(s) to generate a lone working policy 7.2 Identify and use appropriate strategies and tools to enhance your professional reputation and promote yourself to potential customers 7.3 Create a personal 'brand'

	7.4 Make, Follow up and maintain contacts with potential customers 7.5 Make, Follow up and maintain appropriate networks to support you and your work, to include: • Digital networking platforms 7.6 Assess the value of your services and estimate fees to consider: • Competition • Market • Economy 7.7 Negotiate and agree fees, timescales, outcomes and completion criteria that meet your own and the customers' requirements 7.8 Calculate realistic schedules of work allowing time for contingencies and minor changes 7.9 Plan, organise and maintain your work schedules to promote a work and life balance, to include: • Provide services to meet legislative requirements and regulatory guidelines • Adapting ways of working to meet environmental working conditions in accordance with legislative requirements • Maintain customer satisfaction • Implementing time management strategies • Calculating and achieving income objectives 7.10 Prepare and update your financial records and accounts for audit and accountability, to include: • Legislative and regulatory requirements 7.11 Maintain professional standards of behaviour and work within your specialism in accordance with the service objectives and environmental conditions 7.12 Use the variety of social media platforms to promote your 'brand'
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Unit Overview:

This unit is designed to equip learners with the skills and knowledge necessary to establish and manage a successful Freelance beauty business, covering a range of business management, and marketing strategies.

This unit was developed by Subject Knowledge Experts and is mapped to the current National Occupational Standard.

	Observation 1	Observation 2	Optional	Optional
Date Achieved				
Portfolio Reference				
Assessor Signature				
Learner Signature				

Range

	Portfolio Reference
Strategies and Tools	
Social media platforms (Instagram, LinkedIn, Facebook, Twitter)	
Media advertising (tv, radio, news, podcasts)	
Literature (business cards, price lists, posters)	
Curriculum vitae	
Biography	
Blogs and websites	



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