

# HAIR PROFESSIONAL

Hairdressers will be able to shampoo and condition hair, cut hair using a range of techniques, style and finish hair to create variety of looks. They will also be able to colour and lighten hair for ladies and men. Hairdressers must be able to work with all hair types ranging from straight hair to very curly, wiry hair. They also need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role.

 Level 2

 24 months

 £7,000

## Entry requirements

None

## English & Maths

Apprentices without level 1 English and Maths will need to achieve this level and take the test for level 2 English and Maths prior to taking the end-point assessment.

## Qualifications

Level 2 Diploma for Hair Professionals (Hairdressing).

Achievement of the standard makes you eligible for State Registration with the Hair Council.

## Delivery method

The apprenticeship will be delivered via day release attendance at Heart of Worcestershire College. Apprentices will also be visited in the workplace every 5-6 weeks by a College Learning and Skills Development Officer (LSDO). Every 10-12 weeks the LSDO will arrange a progress review with the employer mentor and the apprentice.

To comply with funding rules apprentices will need to commit 20% of their agreed apprenticeship duration to learning which must be off-the-job.

## What apprentices will learn

### Skills

<b>Professionalism and values</b>	Demonstrate professionalism and a passion for the industry, have a commitment to quality, a positive attitude and team working, work under pressure, observe time management and self-management, show a willingness to learn, complete services in a commercially viable time and to a high standard, meet organisational and industry standards of appearance, observe professional ethics.
<b>Behaviours and communication</b>	Greet clients in a friendly manner, choose the most appropriate way of communicating with clients, be helpful and courteous at all times, adapt behaviour in response to each client, respond promptly to clients seeking assistance, establish client expectations and needs, explain clearly any reasons why the client's needs or expectations cannot be met and willingly undertake wider salon duties, including reception duties where appropriate.
<b>Safe working practices</b>	Maintain effective, hygienic and safe working methods, adhere to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products, meet legal and organisational requirements, maintain the client's modesty, privacy and comfort, minimise risks of cross-infection, injury or fatigue, promote environmental and sustainable working practices, ensure personal hygiene and protection meets industry, organisational and local authority requirements, and correctly use Personal Protective Equipment.
<b>Consultation</b>	Creatively assess the client's requirements, examine the hair, skin and scalp, facial characteristics including face shape, skin tone, hair colour, lifestyle and suitability, conduct visual checks and any necessary tests on the hair, skin and scalp, advise clients on services or products, identify the client's hair characteristics and hair classification and advise clients on hair maintenance and management.

### Hairdressing skills

<b>Shampoo, condition and treat the hair and scalp</b>	Use products and tools, use massage techniques, use shampoo and conditioning products.
<b>Cut hair using a range of techniques to create a variety of looks</b>	Use a range of cutting techniques including one length, fringe cutting, precision cutting techniques, scissor over comb, texturising, layering techniques, graduation and clipper work.

## What apprentices will learn

### Skills continued

#### Route 1 - Hairdressing skills continued

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

Use a range of styling tools and equipment to create a look including blow drying, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting and using additional hair.

**Colour and lighten hair using a range of techniques**

Complete a range of woven highlights including T-section, half head. Full head using temporary, semi-permanent, quasi-permanent, permanent colour application and basic colour change (depth and tone) techniques.

#### Options (choose one)

**Perming hair**

Use a range of products and techniques including sectioning and winding, taking into account critical influencing factors.

**Hair relaxing treatments and techniques**

Use a range of products and techniques including sectioning, winding, relaxing and post relaxing products.

**Hair extension services**

Attach a range of extensions, cutting and finishing extensions, maintaining and removing extensions.

## What apprentices will learn

### Knowledge

<b>Professionalism and values</b>	Industry codes of practice and ethics, quality assurance systems, time management principles, self-management principles, commercially viable times for the completion of services, industry and organisational standards of appearance, the importance of continuing professional development and equality and diversity.
<b>Behaviours and communication</b>	Industry standards of behaviour, how to meet and greet clients, verbal and non-verbal communication techniques, client care principles and practices, how to maintain rapport with clients, the role of the reception area, making appointments, taking payments, who to refer to with different types of enquiries, Sale of Goods and Services Act and the Data Protection Act and how to provide advice and recommendations on the products and services provided in the salon.
<b>Safe working practices</b>	Legal and organisational requirements, use of tools, equipment, materials and products, adherence to workplace cleaning, disinfection, sterilisation, supplier or manufacturer's instructions, waste disposal, client preparation and protection, direct and indirect cross-infection, methods that promote environmental and sustainable working practices, reducing risk of injury to self and others, posture, personal hygiene, protection and health and safety legislation and practice.
<b>Consultation</b>	Visual aids for client consultation, salon procedures and manufacturers' instructions for conducting tests, the types and purposes of tests, how lifestyle factors limit or affect services, incompatibility of previous services and products used, hair, skin and scalp problems, suspected infections or infestations, hair characteristics and classifications, basic structure of hair and skin, the growth cycle of hair, services or products available for use in the salon or for retail and legal responsibilities, salon pricing structures.

### Hairdressing knowledge

<b>Shampoo, condition and treat the hair and scalp</b>	How shampoos and conditioning products affect the hair and scalp, when and how to use different massage techniques and the various effects of conditioning treatments.
<b>Cut hair using a range of techniques to create a variety of looks</b>	How and when to use different cutting techniques and relevant tools and the effects achieved, weight distribution and working with the natural growth patterns of the hair, cutting angles and resulting weight distribution and balance and the degree of graduation.

## What apprentices will learn

### Knowledge

#### Route 1 - Hairdressing knowledge continued

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

Current techniques for drying and finishing hair, drying and finishing products, tools and equipment available for drying and finishing men and women's hair, hair-up styles, setting and dressing, finger drying, plaiting/braiding and twisting and using additional hair.

**Colour and lighten hair using a range of techniques**

The principles of colour selection, how the natural pigment within hair affects the choice of colour and colouring products, the effect of different colouring and lightening products on the hair structure and when to use the different types of lighteners and toners available.

#### Options (choose one)

**Perming hair**

The effects of perms and neutralisers on the hair structure, products and equipment, contra-indications to perming hair and tests required throughout the perming and neutralising processes.

**Hair relaxing treatments and techniques**

The effects of relaxers on the hair structure, products and equipment, application and development of relaxers and post relaxing products, contra-indications to relaxing hair and tests required before and throughout the relaxing and post relaxing processes.

**Hair extension services**

Hair growth, influencing factors and contra-indications, types of hair extensions and products, application and removal techniques and principles for blending hair.

## End point assessment

The End Point Assessment (EPA) can only be triggered after 12 months of starting the apprenticeship and is dependent on when the employer and training provider decide the apprentice is ready. EPA is typically expected to conclude within 3 months. The employer has the final decision to progress the apprentice to EPA. The apprentice and training provider should feel confident the learning outcomes have been achieved.

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed. Each assessment method should directly assess the knowledge, skills and behaviours of the Standard. The assessor has the final decision.



### Knowledge Test

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.



### Project Presentation:

The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- How have you improved a process or operating practice?
- What were the steps you took to implement the project?
- What worked well and how would you improve the results in future?



### Portfolio-based Interview

The interview is for 30-45 minutes and scored out of 100 by the Independent Endpoint Assessment Organisation. The interview assesses:

- Understanding of the portfolio to validate competence shown.
- Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied.
- Judgement and understanding to explain appropriate examples.