

Our Apprenticeship Programme

Hairdressing

Associated qualifications	Level 2 City & Guilds NVQ Diploma in Hairdressing Level 3 City & Guilds NVQ Diploma in Hairdressing
Duration	3 years

Off-the-job training, assessment and apprentice reviews:

This details what training the apprentice will receive, principally through qualification unit delivery with the learner outcomes attached. It also includes estimated assessment dates.

On-the-job support for learning, competency and behaviour:

This summarises the broad timetable of tasks that can take place in the workplace, where possible, to support the off-the-job training.

It should focus on duties that include:

- Competencies - activities and practical tasks gained through on-the-job exercises with opportunities to practise
- Behaviours - actions, attitudes and beliefs embedded through the employer's organisational code of conduct

Key:

Training/support to be delivered

Assessments

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
Year 1	Level 2 City & Guilds NVQ Diploma in Hairdressing	
Ongoing	<p>For units 201, 202, 203, 204, 206 and 214 the following learning outcomes all apply:</p> <ul style="list-style-type: none"> - Know how health and safety policies and procedures affect the service being provided - Understand the factors that influence the service being provided: <ul style="list-style-type: none"> - hair characteristics, hair classifications, haircut, hair growth patterns, head and face shape - Understand the science of the service being provided - Understand the tools, equipment, products and techniques used to provide the hair service - Give advice and recommendations on: <ul style="list-style-type: none"> - how to maintain their look, time interval between services, present and future products and services 	
Ongoing	<p>For all units, knowledge is required of:</p> <ul style="list-style-type: none"> - the health and safety responsibilities of the job role in line with current health and safety legislation, standards and guidance - good personal hygiene, protection and appearance at all times - the different types of working methods that promote environmental and sustainable working practices - the range of protective clothing that should be available for clients - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury - your salon's requirements for client preparation - the correct methods of waste disposal - why it is important to keep your work area clean and tidy - methods of cleaning, disinfecting and sterilisation used in salons - methods of working safely and hygienically and which minimise the risk of cross-Infection and cross-Infestation - the importance of questioning clients prior to and during services 	
Ongoing	<p>Units 201, 202, 203, 204, 205, 206, 207, 214 Formative practical assessments Portfolio of evidence</p>	
September	<p>Advise and consult with clients (Unit 205) This unit is about the important skill of consulting with your clients to determine their ideas and requirements. Making suitable recommendations for services and products based on this information and the results of your examination of their hair, skin and scalp is an essential part of this unit. <u>Outcomes:</u> Be able to consult with and advise clients Understand the relevant policies and procedures when carrying out consultation services Types of client:</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - the importance of not discriminating against clients with illnesses and disabilities and why - the salon rules for maintaining confidentiality and privacy - your legal responsibilities for describing the features and benefits of products and services - the questioning and listening skills you need in order to find out information - how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender - why it is important to encourage and allow time for clients to ask questions

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p>- <i>new, regular</i></p> <p>Factors that limit or affect services:</p> <ul style="list-style-type: none"> - <i>adverse hair, skin and scalp conditions, incompatibility of previous services and products used, client's lifestyle, test results</i> <p>Problems:</p> <ul style="list-style-type: none"> - <i>suspected infections, suspected infestations</i> <p>How to identify problems:</p> <ul style="list-style-type: none"> - <i>question, observation</i> <p>Hair characteristics:</p> <ul style="list-style-type: none"> - <i>hair density, hair texture, hair elasticity, hair porosity, hair condition, hair growth patterns</i> <p>Hair classification:</p> <ul style="list-style-type: none"> - <i>Type 1 –Straight Hair, Type 2 –Wavy Hair, Type 3 –Curly Hair, Type 4 – Very Curly Hair</i> <p>How to recognise hair, skin and scalp problems:</p> <ul style="list-style-type: none"> - <i>ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, keloid scarring, in-growing hair, head lice</i> 	<ul style="list-style-type: none"> - the different types of visual aids that can support client consultation - your salon's pricing structure - how to calculate the likely charge for services - how test results influence services - the importance of giving the client realistic expectations - the importance of providing advice and recommendations on the products and services provided in the salon - how lifestyle, adverse hair, skin and scalp conditions, incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients - how and when tests are carried out on hair <p>Be able to complete the client records used in your organisation and the importance and reasons for gaining client consent</p>
September	<p>Shampoo, condition and treat the hair and scalp (Unit 206)</p> <p>This unit is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included.</p> <p><u>Outcomes:</u></p> <p>Be able to shampoo, condition and treat the hair and scalp</p> <p>Hair condition assessment:</p> <ul style="list-style-type: none"> - <i>damaged, product build up, normal, oily, dry</i> <p>Scalp condition:</p> <ul style="list-style-type: none"> - <i>dandruff affected, oily, dry, product build up, normal</i> <p>Shampooing massage techniques:</p> <ul style="list-style-type: none"> - <i>effleurage, rotary, friction</i> <p>Conditioning products:</p> <ul style="list-style-type: none"> - <i>surface, penetrating, scalp treatment</i> <p>Conditioning massage techniques:</p> <ul style="list-style-type: none"> - <i>effleurage, petrissage</i> 	<p>Knowledge of:</p> <ul style="list-style-type: none"> - why it is important to ask your client questions to identify if they have contra-indications to hair and scalp treatment services - the use of products, tools and equipment suitable for your client's hair condition and scalp condition - when carrying out shampooing, conditioning and treatment services: <ul style="list-style-type: none"> - protect your client's clothing throughout the service - use working methods that make effective use of your working time - use working methods that promote environmental and sustainable working practices - complete the service within a commercially viable time - adapt your shampooing massage techniques to meet the needs of your client's hair length and density and hair condition and scalp condition - adapt your shampooing massage techniques to ensure your client's comfort - adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp - apply conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions - adapt your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions - monitoring and timing the development of the conditioning product and apply heat at the correct temperature, if required - removing the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle - leaving your client's hair and scalp clean and free from conditioning products, if required, and free of excess water - comb through your client's hair without causing damage to the hair and scalp
October	<p>Style and finish hair (Unit 201) This unit is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required to work on different hair lengths.</p> <p><u>Outcomes:</u> Be able to style and finish hair</p> <p>Products to use: - <i>heat protectors, sprays, mousse, creams, gels, serums, wax</i></p> <p>Heated styling equipment: - <i>straighteners, tongs</i></p> <p>Hair length: - <i>above shoulder, below shoulder, one length, layered</i></p> <p>Tools and equipment: - <i>hand dryer, attachments, round brush, flat brush</i></p> <p>Blow dry finish: - <i>straightening, smoothing, creating volume, creating movement, creating curl</i></p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - how different factors affect the styling process and the finished look - your salon's expected service times for styling and finishing hair - why it is important to check electrical equipment used to aid the styling and finishing processes - why and how to use the different types of: <ul style="list-style-type: none"> - styling brushes when blow drying - attachments when blow drying - heated styling equipment when styling and finishing - products and when to apply them - what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing services - the effects of humidity on hair - the physical effects of styling on the hair structure - the physical effects of the blow drying, finger drying and heated styling processes on the hair structure - why hair should be kept damp during blow drying and finger drying - the types of products and equipment used for styling and finishing hair - the correct use and maintenance of tools and equipment - how to manage different hair lengths when styling the hair

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - how the finished result of blow drying is affected by tension, size of hair mesh, size of brush, the angle at which the brush is held, not allowing the hair to cool before removing the hair mesh from the brush - why the direction of the air flow when drying is important to achieve the desired look - why hair needs to be sectioned for styling - how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement - the effects that can be achieved by curling on and off base - why temperature of equipment should be adapted to suit different hair types - how the incorrect application of heat can affect the hair and scalp - why hair should be allowed to cool prior to finishing - when and how to apply different back combing and back brushing techniques to achieve the desired look
October	Shampoo, condition and treat the hair and scalp (Unit 206) Online test theory	
November	Set and dress hair (Unit 202) This unit is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required. <u>Outcomes:</u> Be able to set and dress hair Products to use: - <i>heat protectors, sprays, mousse, creams, gels, serums, setting lotions, wax</i> Tools and equipment: - <i>rollers, combs, pin curl clips, brushes, grips and pins, heated equipment</i> Setting techniques: - <i>rollering, spiral curling, wrap setting, pin curling to give volume, pin curling to give flat movement</i> Section and wind: - <i>point to root, root to point, on base, off base, directional, brick</i> Dressing techniques and effects: - <i>curls, rolls, smoothing, back-combing, back-brushing</i>	Knowledge of: <ul style="list-style-type: none"> - the importance of questioning clients prior to and during services - the importance of confirming the required style requirements with the client - your salon's expected service times for setting and dressing - the physical effects of setting on the hair structure - what contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing services - how different factors affect the setting and dressing processes and the finished look - the effects of humidity on hair - the physical effects of setting on the hair structure - why hair should be kept damp during setting - why hair should be kept damp during the setting process - the range of tools, equipment and products available for setting and dressing - why and how to use the different types of tools and equipment for setting and dressing - the correct use and maintenance of tools and equipment - why and when to use different types of setting techniques - how to wrap-set hair to ensure it lays smooth and flat against the scalp and in

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<p>the direction to achieve the desired look</p> <ul style="list-style-type: none"> - why and how to use the different types of sectioning and winding techniques - why and how to use different dressing techniques - how the angle of winding influences the volume and direction of the hair - why set hair sections need to be brushed out thoroughly - methods to handle, control and secure hair to achieve curls and rolls - the importance of maintaining the correct tension throughout the setting process - how the incorrect application of heat can affect the hair and scalp - how heat protectors act to protect the hair - the removal and/or take-down requirements for the hairstyle
December	Advise and consult with clients (Unit 205) Online test	
January	Style and finish hair (Unit 201) Set and dress hair (Unit 202) Online theory test	
January	Hair and make-up show preparation	
February	Colour and lighten hair (Unit 204) This unit is about changing hair colour using semi-permanent, quasi-permanent, permanent and lightening products. This unit covers the ability to colour a full head, regrowth and the creation of highlight and lowlight effects. The ability to take into account a variety of factors and any contra-indications is required. <u>Outcomes:</u> Be able to colour and lighten hair Products to use: - <i>semi-permanent, quasi-permanent, permanent, lighteners, toners</i> Tests to perform: - <i>skin, incompatibility, porosity, elasticity, colour</i> Extra factors to consider: - <i>temperature, existing colour of hair, percentage of white hair, test results, strength of hydrogen peroxide, hair length, skin tone, time interval from last perm or relaxer, recent removal of hair extensions</i> Colouring and lightening techniques: - <i>full head application of quasi-permanent, regrowth application of</i>	Knowledge of: <ul style="list-style-type: none"> - the current legal requirements and guidance relating to age restrictions for colouring and lightening services - why it is important to use personal protective equipment - which colouring and lightening services should not be carried out on minors under 16 years of age - the dangers associated with the inhalation of powder lighteners - the importance of preparing your client's hair and protect their skin prior to service - the importance of applying products in a way that minimises the risk of the product being spread to your client's skin, clothes and surrounding area - the precautions that must be taken when using powder and other lighteners - contact dermatitis, how it can be prevented and how to avoid developing it whilst carrying out colouring services - your salon's expected service times for basic colouring and lightening work - the factors that must be taken into account to judge the quantity of hair to be woven to achieve a balanced look - how different factors may impact on your colouring and lightening service

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p><i>permanent colour, full head application of permanent colour, woven highlights and or lowlights, pulled through highlights and or lowlights</i></p>	<ul style="list-style-type: none"> - how to recognise contra-Indications and how they affect colouring and lightening services - why it is important to test the hair and scalp prior to and during colouring and lightening - the importance of constantly monitoring the development of lightening products - when and how colouring and lightening tests are carried out - how test results influence colouring and lightening services - the courses of action to take in the event of adverse reactions to tests - the effects on the hair structure when colouring and lightening hair - the different strengths of hydrogen peroxide influence colouring and lightening - porosity levels and how they can affect the choice and application of products and the final results - the importance of restoring the hair's ph balance after the colouring and lightening process - the effects of natural and artificial light on the appearance of hair colour - the principles of colour selection, including the international colour chart (icc) - the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-Lighten - the effects that temperature has on the colouring and lightening process - when to use the different types of lighteners and toners available - the types of colouring, lightening and toning products available, including temporary colours - the types of tools, materials and equipment used for colouring and lightening - the different methods of applying and removing colouring and lightening products - the different colour, lowlighting and highlighting techniques - the importance of sectioning hair accurately when colouring and lightening - why it is important to avoid disturbing areas still processing when removing products from developed areas - the importance of following salon and manufacturers' instructions during colouring and lightening services - the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the importance of following manufacturers' instructions when measuring, mixing and timing colouring and lightening products - why it is important to emulsify colour prior to removal - the types and causes of colouring and lightening problems that may occur during processing - the potential risks of using lightening products on previously chemically treated hair - when and why to carry out colour refreshing techniques on the mid-Lengths and ends - ways of resolving simple colouring and lightening problems that may occur during processing - the limits of your authority for resolving colouring and lightening problems - the importance of informing your client of the likely cost, duration and expected outcome of the service
March	<p>Cut hair using basic techniques (Unit 203) This unit is about creating a variety of basic looks using club cutting, freehand, texturising and scissor over comb techniques. You are required to use these techniques to produce uniform layers, short and long graduations and one length cuts.</p> <p><u>Outcomes:</u> Be able to cut hair using basic techniques Looks to achieve: - <i>one length, uniform layer, short graduation, long graduation, with a fringe</i> Techniques to use: - <i>club cutting, freehand, scissor over comb, texturising</i></p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - why it is important to protect clients from hair clippings - the importance of consulting with clients throughout the cutting process - the factors that influence cutting services - your salon's expected service times for different cutting looks - the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service - the factors which should be considered when cutting wet hair and dry hair - understand the tools, equipment, products and techniques used for cutting services - why it is important to prepare the hair prior to cutting - the correct use and maintenance of cutting tools - the importance of controlling your tools and equipment to reduce the risk of damage to your client's hair and scalp - the importance of applying the correct degree of tension to the hair when cutting - how and why to use club, freehand, texturising and scissor over comb cutting techniques - how different cutting angles will impact on weight distribution, balance and the degree of graduation

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - how to create the different looks - how to crosscheck and balance the cut
March	<p>Develop and maintain your effectiveness at work (Unit 207) This unit is about taking responsibility for improving your performance at work and working well with your colleagues so as to make a positive contribution to the overall effectiveness of your salon.</p> <p><u>Outcomes:</u> Be able to work effectively as part of a team</p> <p>Assistance: - <i>on a one-to-one basis, in a group</i></p> <p>Be able to improve own performance at work</p> <p>Opportunities to learn: - <i>from colleagues and other relevant people, active participation in training and development activities, active participation in salon activities</i></p> <p>Targets: - <i>productivity personal development</i></p> <p>Know how to work effectively as part of a team</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - yours and other team members roles and responsibilities - your job role and responsibilities and how this relates to the role of other team members - how to get information about your job, your work responsibilities and the standards expected of you - how to find out relevant information about other people's areas of responsibility - why it is important to work within your job responsibilities and what might happen if you do not do so - the limits of your own authority and that of others in relation to giving assistance - your salon's appeals and grievance procedures - describe how to improve your own performance at work - how to identify your own strengths and weaknesses - who can help you identify and obtain opportunities for your development and training - the standards of behaviour that are expected of you when working in the salon - how using the national occupational standards can help you identify your development needs - describe the importance of effectively working with others - why harmonious working relationships are important - how to react positively to reviews and feedback and why this is important - support co-operative ways of working such as anticipating the needs of others for information and support and showing that you are willing to help resolve disagreements - who to report to when you have difficulties in working with others - how to deal with relationship difficulties and conflicts when working with others - the questioning and listening skills you need in order to find out information - describe the importance of target setting and improving your own performance

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the importance of meeting your personal development and productivity targets and timescales - the importance of continuous professional development and how it affects your job role - how to maintain awareness of current and emerging trends and developments within the industry and why this is important - the importance of continually using and updating your own personal plan - how to manage your time effectively
March	Colour and lighten hair (Unit 204) Online theory test	
April	Cut hair using basic techniques (Unit 203) Online test and Written exam	
April	Cut men's hair using basic techniques (Unit 214) This unit is about the precision cutting skills involved in barbering to achieve a variety of looks and neckline finishes for men using club cutting, scissor over comb, clipper over comb, thinning and freehand techniques. <u>Outcomes:</u> Be able to cut hair using basic barbering techniques Hair - <i>wet, dry</i> Tools and equipment - <i>scissors, clippers, clipper attachments, trimmers, razors</i> Look - <i>uniform layer, square layer, graduation. flat top, with a fringe, with a parting, around the ear outline, over the ear, with a fade, eyebrow trim</i> Techniques - <i>club cutting, scissor over comb, clipper over comb, freehand, thinning, fading</i> Additional factors - <i>presence of male pattern baldness, piercings, adverse skin conditions</i> Neckline shapes - <i>tapered, squared, full neck line</i> Outline shapes - <i>natural, created, tapered</i>	Knowledge of: <ul style="list-style-type: none"> - why it is important to use gloves when using a razor - why it is important to protect clients from hair cuttings - why it is important to position your cutting tools for ease of use - the safety considerations which must be taken into account when cutting hair - the importance of confirming with your client the look agreed during consultation prior to commencing the cut - the importance of consulting with clients throughout the cutting process - the importance of confirming your client's satisfaction with the finished cut - your salon's expected service times for different cutting looks - the factors which should be considered when cutting wet hair and dry hair - why hair products should be removed from the hair prior to cutting - the importance of correctly combing out the hair prior to cutting - which tools can be used on either wet or dry hair or both - the types of clippers, clipper blades and attachments available and the effects that these achieve - how to create and follow guidelines for different cutting looks - how and when to use different cutting techniques and the effects achieved - the importance of considering weight distribution and working with the natural growth patterns of the hair - how different cutting angles will impact on weight distribution, balance and the degree of graduation - the importance of applying the correct degree of tension to hair when cutting

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - how to safely carry out an eyebrow trim - the importance of changing your own position and that of your client to help you ensure the accuracy of the cut - the importance of keeping the hair damp when wet cutting - how to create different neckline and outline shapes - the importance of cutting to the natural neckline in barbering - how to achieve outlines that are accurate and remove unwanted hair outside the desired outline shape - the importance of balance and shape sideburns to suit the hair style and to meet your client's requirements - the visual checks required to ensure the finished cut and outlines are accurate - the importance of leaving hair ready for the next part of the service or finish to meet your client's requirements
June	Develop and maintain your effectiveness at work (Unit 207) Online test	
May / June	Hair and make-up show	
June	Cut men's hair using basic techniques (Unit 214) Online test	
Year 2	College Salon practice and assessment for Level 2 City & Guilds NVQ Diploma in Hairdressing	
September	2 week refresher All units from Level 2 City & Guilds NVQ Diploma in Hairdressing	Continuous training and practice of all Level 2 units
September - June	Client appointments in Visions Salon	
Ongoing	Practical assessments for all units	
May / June	Hair and make-up show	
Year 3	Level 3 City & Guilds NVQ Diploma in Hairdressing	
Ongoing	Units 301, 302, 303, 304, 401, 404 Portfolio of evidence	
September	Provide client consultation services (Unit 304) This unit is about providing a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services ensuring that you fully engage with your client to meet their needs and expectations.	Knowledge of: <ul style="list-style-type: none"> - your responsibilities under current relevant health and safety legislation and any other relevant legislation - your responsibilities and reasons for maintaining your own personal hygiene, protection and appearance

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p><u>Outcomes:</u> Be able to provide consultation for hair services</p> <p>Consultation techniques: - <i>questioning, observation</i></p> <p>Client: - <i>new, regular</i></p> <p>Factors limiting or affecting services: - <i>adverse hair, skin and scalp conditions, incompatibility of previous services and products used, client's lifestyle, test results</i></p> <p>Implications: - <i>cost and frequency of maintenance, limitations to other services, changes to their existing hair and scalp care regime</i></p> <p>Courses of action: - <i>offering information, advice and guidance, referral to sources of support in line with your salons procedure</i></p> <p>Hair characteristics: - <i>hair density, hair texture, hair elasticity, hair porosity, hair condition, hair growth patterns</i></p> <p>Hair classification: - <i>Type 1 –straight hair, Type 2 –wavy hair, Type 3 –curly hair, Type 4 – very curly hair</i></p> <p>How to recognise hair, skin and scalp problems: - <i>ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, keloid scarring, in-growing hair, head lice</i></p>	<ul style="list-style-type: none"> - salon procedures and manufacturer's instructions in relation to conducting tests - the importance of not discriminating against clients with illnesses and disabilities and why - your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services - the importance of confirming and recording the course of action that is to be taken for the client - how to complete the client records used in your organisation and the importance and reasons for gaining client consent - the importance of the correct completion, storage and security of client records - the importance of confidentiality and what might happen if this is not maintained - the importance of creating a setting in which clients feel comfortable - how to explore clients' expectations, concerns and needs and explain any service limitations - the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit - how to use effective consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender - the importance of engaging in conversation and making openings in conversations to encourage clients to speak - the different types of visual aids that can support client consultation - the cost and frequency of maintenance for all services - the duration, commitment and time required to carry out and maintain services - the implications of changes to their existing hair and scalp regime - the basic structure of hair and skin - the growth cycle of hair - how different factors limit or affect the services and products that can be offered to clients - the types and purposes of tests

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the importance of carrying out tests and the potential consequences of failing to do so - how to visually recognise adverse hair and scalp conditions - the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist - the limits and boundaries of your duties and responsibilities, and why it is important to explain these to the client - the importance of providing advice and recommendations on the products and services provided in the salon - how to maintain their agreed style - the types of additional sources of services, treatments and support that may be of interest to clients - your salon's policy for referring clients to other salons, sources and professionals - the role of other professionals such as pharmacists, trichologists, general practitioners, and the specialist services that they can offer - how different types of hair characteristics impact on products and services - how different types of hair classification impact on products and services
October	Cross Unit Knowledge Online test	
October	Provide client consultation services (Unit 304) Online test	
November	<p>Creatively cut hair using a combination of techniques (Unit 302) This unit is about the use of advanced cutting skills to create a personalised and individual restyled look to enhance personal image.</p> <p><u>Outcomes:</u> Be able to cut hair using a combination of techniques</p> <p>Tools and equipment: - <i>scissors, clippers, razors</i></p> <p>Hair: - <i>wet, dry</i></p> <p>Cutting techniques and effects: - <i>graduating, layering, tapering, club cutting, scissors over comb, clipper over comb, thinning, freehand, texturising, disconnecting</i></p> <p>Additional Factors:</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - your responsibilities for health and safety as defined by any specific legislation covering your job role - the range of protective clothing that should be available for clients - the importance of personal hygiene and presentation in maintaining health and safety in your workplace - the hazards and risks which exist in your workplace and the safe working practices which you must follow - your salon's requirements for client preparation - why it is important to protect clients from hair clippings - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p>- head, face and body shape, hair length, client requirements, client lifestyle</p> <p>Creative finishing techniques:</p> <p>- styling, product application</p> <p>Advice and recommendations:</p> <p>- how to maintain their look, time interval between services, present and future products and services</p>	<ul style="list-style-type: none"> - the different types of working methods that promote environmental and sustainable working practices - the correct methods of waste disposal - why it is important to keep your work area clean and tidy - why it is important to avoid cross-infection and infestation - methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation - methods of cleaning, disinfecting and sterilisation used in salons - your salon's expected service times for different cutting looks - the different factors that must be taken into consideration prior to and during cutting and how these may impact on the cutting service - the factors which should be considered when cutting wet hair and dry hair - why hair products should be removed from the hair prior to cutting knowledge - Describe the range of tools, equipment and products available, and the creative effects they achieve - which tools can be used on either wet or dry hair or both - the size of clipper blades and attachments available and the effects that these achieve - the types of products available for finishing women's hair - the correct use and maintenance of cutting tools - suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow knowledge - how to level and test clippers - how and why to use different cutting techniques - how to create and follow guidelines - how to personalise and adapt cutting techniques - the effects that can be created by combining and adapting different cutting techniques - the importance of considering weight distribution and working with the natural growth patterns of the hair - the importance of applying the correct degree of tension to the hair when cutting - the importance of keeping the hair damp throughout the wet cutting process - how to cross-check and balance the cut

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the types of problems that can commonly arise when cutting hair and ways in which they can be remedied, if possible - sources of creative information such as magazines, internet and film - how to obtain and interpret inspiration such as historical, cultural and fashion - the importance of providing advice and recommendations on the products and services provided in the salon
November	Creatively cut hair using a combination of techniques (Unit 302) Online test	
December	<p>Creatively style and dress hair (Unit 301) This unit is about using a variety of conventional and non-conventional styling and dressing techniques to produce innovative, fashionable, creative and personalised looks. The ability to combine and adapt a variety of styling and dressing techniques incorporating accessories and or added hair is required in this unit.</p> <p><u>Outcomes:</u> Be able to creatively style and dress hair Creative styling and dressing techniques: - <i>conventional, non-conventional</i></p> <p>Additional Factors: - <i>desired look, the occasion for which the style is required, hair length</i></p> <p>Preparation procedures: - <i>sources of creative information such as magazines, internet and film, how to obtain and interpret inspiration such as historical, cultural and fashion, how to design, plan and achieve a creative look, current fashion hair looks</i></p> <p>Conventional styling techniques: - <i>setting, pin curling, finger waving, use of heated styling equipment, rolls, plaits, twists, curls, woven</i></p> <p>Non-conventional styling techniques: - <i>rags, straws, plastic, ribbons, net, paper/tissue, hair grips, chopsticks, rik-raks, wadding, added hair</i></p> <p>Advice and recommendations: - <i>additional services, additional products</i></p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - your responsibilities for health and safety as defined by any specific legislation covering your job role - the types of protective clothing that should be available for clients - the importance of personal hygiene and presentation in maintaining health and safety in your workplace - the hazards and risks which exist in your workplace and the safe working practices which you must follow - your salon's requirements for client preparation - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury - the different types of working methods that promote environmental and sustainable working practices - the correct methods of waste disposal - what contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing services - why it is important to keep your work area clean and tidy - why it is important to avoid cross-infection and cross-infestation - methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation - methods of cleaning, disinfecting and sterilisation used in salons - your salon's expected service times for styling and dressing - how different factors affect the styling and dressing process and the finished look - the potential consequences of excessive tension on the hair and scalp - the effects of humidity on hair

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the physical effects of styling and finishing products on the hair and how they work to maintain the look - the effects of backcombing and back brushing on the hair structure - the potential effects on the hair structure of using and securing added hair and accessories - the preparation procedures required for the different styling and dressing techniques - the types of products, tools and equipment available for styling and dressing hair and how to use them - the suitability of specific products and equipment for use with different hair types and for achieving different effects - the types of conventional and non-conventional items that may be used when styling hair and the effects they create - the types of non-conventional items that may be used as accessories when dressing hair - the manufacturers' instructions on the use of the styling and finishing products in your salon - how the incorrect application of heat can affect the hair and scalp - when, why and how to use the different types of: <ul style="list-style-type: none"> - securing equipment - accessories - added hair - methods of handling, controlling and securing hair during the styling and dressing process - the type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved - the importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure - the importance of providing advice and recommendations on the products and services provided in the salon
January	Creatively style and dress hair (Unit 301) Online test	
January	Creatively colour and lighten hair (Unit 303) This unit is about combining, adapting and personalising a range of	Knowledge of:

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p>colouring and lightening techniques to achieve a variety of fashion effects. The use of weaving and colouring techniques based on slicing and block colouring is required, as is the ability to carry out a full head and regrowth application of lightener. The ability to restore depth and tone of colour, neutralise colour tone and to colour resistant hair is also required.</p> <p><u>Outcomes:</u> Be able to creatively colour and lighten hair Products to use: - <i>semi-permanent, quasi-permanent, permanent, lighteners, toners</i> Tests to perform: - <i>skin, incompatibility, porosity, elasticity, colour</i> Extra factors to consider: - <i>temperature, existing colour of hair, percentage of white hair, test results, strength of hydrogen peroxide, hair length, skin tone, time interval from last perm or relaxer, recent removal of hair extensions</i> Colour correction products: - <i>semi-permanent colour, quasi permanent colour, permanent colour</i> Colour correction techniques: - <i>restoring depth and tone, neutralising colour tone, colouring resistant hair</i> Colouring and lightening effects: - <i>slicing, block colour, weaving</i> Lightening application techniques: - <i>full head, regrowth application, block lightening on a partial head</i> Advice and recommendations: - <i>how to maintain their colour, time interval between services, present and future products and services</i> Contra-indications (examples only): The importance of recognising any contra-indications to colouring and lightening services - <i>history of previous allergic reaction to colouring products, other known allergies, skin disorders, incompatible products, medical advice or instructions, evident hair damage, age restrictions</i></p>	<ul style="list-style-type: none"> - your responsibilities for health and safety as defined by any specific legislation covering your job role - the range of protective clothing and products that should be available to yourself and clients - why it is important to use personal protective equipment - the importance of personal hygiene and presentation in maintaining health and safety in your workplace - which colouring and lightening services should not be carried out on minors under 16 years of age - the hazards and risks which exist in your workplace and the safe working practices which you must follow - your salon's requirements for client preparation - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury - the different types of working methods that promote environmental and sustainable working practices - the correct methods of waste disposal - the importance of preparing your client's hair and protecting their skin, where necessary, prior to service - the importance of using techniques that minimise the risk of products being spread to your client's skin, clothes and surrounding areas - what contact dermatitis is, and how to avoid developing it whilst carrying out colouring services - the legal significance of client questioning and the recording of client's responses to questioning - why it is important to keep your work area clean and tidy - methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation - the different methods of cleaning, disinfecting and sterilisation used in salons - your salon's expected service times for creative colouring and lightening services - how different factors may impact on your colouring and lightening service - how and why to adapt the sequence of application to take account of the relevant factors

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the importance of recognising any contra-indications to colouring and lightening services - the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests - the importance of constantly monitoring the development of lightening products - the importance of constantly monitoring colouring and lightening processes - the types and purposes of tests - when and how tests should be carried out and the importance of recording test results - how the results of tests can influence the colouring and lightening services - the courses of action to take in the event of adverse reactions to tests - the effects on the hair of different colouring products and lighteners - what is meant by the term 'oxidation' - how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair - the importance of restoring the hair's pH balance after the colouring or lightening process - the effects on the hair of different colouring products and lighteners - the effects of light and artificial lighting on the appearance of hair colour - the principles of colour selection, including the International Colour Chart (ICC) - how the natural pigmentation of hair affects the colouring and lightening process - how the type and distribution of melanin creates natural hair colour - effects of temperature on the application and development of colouring products and lighteners - the pH values of different colouring products and lighteners - the types of colouring, lightening and toning products available, including temporary colours - the colouring and lightening effects that can be achieved using slicing, block colour and weaving techniques - how to use lightening application techniques suitable for achieving the desired look

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - how to place colour in a way to compliment a hairstyle - how to carry out a full head and regrowth application using lighteners - the importance of sectioning hair accurately when colouring and lightening - methods of applying and removing colouring products and lighteners - the importance of applying lightener quickly and accurately, taking into account relevant factors influencing the service - how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage - why it is important to avoid disturbing areas still processing when removing products from developed areas - why toners are used after lightening products - the importance of measuring and mixing colours and lighteners following manufacturers' instructions - the types and causes of colouring and lightening problems and how to rectify them - the reasons for pre-softening and pre-pigmenting hair - how and why to neutralise colour tone - methods of pre-softening and pre-pigmenting hair - how to minimise the waste of products - the importance of using products economically - the importance of informing your client of the likely cost, duration and expected outcome of the service - sources of creative information and inspiration such as historical, cultural and fashion - the importance of basing your recommendations on an evaluation of your client's hair - the importance of providing advice and recommendations on the products and services provided in the salon
March	Creatively colour and lighten hair (Unit 303) Online test	
March	Hair colour correction services (Unit 401) This unit is about the advanced skills necessary to determine and correct more complex colouring problems. To achieve this unit, you must be able to remove artificial colour, remove bands of colour,	Knowledge of: <ul style="list-style-type: none"> - your responsibilities for health and safety as defined by any specific legislation covering your job role - the types of protective clothing that should be available for clients

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p>recolour lightened hair, recolour hair that has had artificial colour removed and correct highlights and lowlights</p> <p><i>Outcomes:</i> Be able to carry out hair colour correction services</p> <p>Colour correction techniques: - <i>removing artificial colour, removing bands of colour, recolouring hair treated with lightener using pre-pigmentation and colour, recolouring hair that has had artificial colour removed, correcting highlights and lowlights</i></p> <p>Tests to carry out: - <i>skin, colour test, incompatibility, porosity, elasticity</i></p> <p>Additional factors to consider: - <i>temperature, existing colour of hair, test results, strength of hydrogen peroxide, hair length, percentage of white hair, sequence of application, scalp sensitivity</i></p> <p>Products to use: - <i>semi-permanent, quasi-permanent, permanent, lighteners, colour removers for artificial colour</i></p> <p>Advice and recommendations: - <i>how to maintain their colour, time interval between services, present and future products and services</i></p> <p>Contra-indications (examples only) - the importance of recognising any contra-indications to colour correction services: - <i>history of previous allergic reaction to colouring products, other known allergies, skin disorders, incompatible products, medical advice or instructions, evident hair damage, age restrictions</i></p>	<ul style="list-style-type: none"> - the importance of personal hygiene and presentation in maintaining health and safety in your workplace - the hazards and risks which exist in your workplace and the safe working practices which you must follow - your salon's requirements for client preparation - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury - the different types of working methods that promote environmental and sustainable working practices - the correct methods of waste disposal - what contact dermatitis is, and how to avoid developing it whilst carrying out styling and dressing services - why it is important to keep your work area clean and tidy - why it is important to avoid cross-infection and cross-infestation - methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation - methods of cleaning, disinfecting and sterilisation used in salons - your salon's expected service times for styling and dressing - how different factors affect the styling and dressing process and the finished look - the potential consequences of excessive tension on the hair and scalp - the effects of humidity on hair - the physical effects of styling and finishing products on the hair and how they work to maintain the look - the effects of backcombing and back brushing on the hair structure - the potential effects on the hair structure of using and securing added hair and accessories - the preparation procedures required for the different styling and dressing techniques - the types of products, tools and equipment available for styling and dressing hair and how to use them - the suitability of specific products and equipment for use with different hair types and for achieving different effects - the types of conventional and non-conventional items that may be used when styling hair and the effects

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<p>they create</p> <ul style="list-style-type: none"> - the types of non-conventional items that may be used as accessories when dressing hair - the manufacturers' instructions on the use of the styling and finishing products in your salon - how the incorrect application of heat can affect the hair and scalp - when, why and how to use the different types of: <ul style="list-style-type: none"> - securing equipment - accessories - added hair - methods of handling, controlling and securing hair during the styling and dressing process - the type of checks needed during styling, dressing and finishing services to ensure the intended shape, direction, balance and volume is achieved - the importance of ensuring the intended shape, direction, balance and volume is achieved and the finished look is secure - the importance of providing advice and recommendations on the products and services provided in the salon - your responsibilities for health and safety as defined by any specific legislation covering your job role - the range of protective clothing and products that should be available to yourself and clients - why it is important to use personal protective equipment the current legal requirements and guidance relating to age restrictions for colour correction services - the importance of personal hygiene and presentation in maintaining health and safety in your workplace - the hazards and risks which exist in your workplace and the safe working practices which you must follow - your salon's requirements for client preparation - how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury - the different types of working methods that promote environmental and sustainable working practices

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the safety considerations which must be taken into account when colour correcting hair - the correct methods of waste disposal - the importance of using application techniques that minimise the risk of colour being spread to the client's skin, clothes and surrounding areas - what is contact dermatitis and how to avoid developing it whilst carrying out colouring services - the importance of determining the nature and extent of the colouring problem - the legal significance of client questioning and the recording of client's responses to questioning - the importance of reviewing and updating client's records with their hair colouring and/or lightening history, and how this may affect the colour correction service - the importance of gaining and recording your client's agreement to the service, products and anticipated outcome - why it is important to keep your work area clean and tidy - why it is important methods of cleaning, disinfecting and or sterilisation are used in salons - methods of working safely and hygienically, and which minimise the risk of cross-infection and cross-infestation - your salon's expected service times for colour correction services - how different factors may impact on colour correction services - the importance of recognising any contra-indications and why the contra-indications can affect the delivery of the colour correction service - the importance of following manufacturers' instructions for skin sensitivity tests and the potential consequences of failing to carry out these tests - the types and purposes of tests - when and how tests should be carried out and the importance of recording test results - how the results of tests can influence the colour correction services - the courses of action to take in the event of adverse reactions to tests

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - the principles of colour selection, including the International Colour Chart (ICC) - the principles of colour correction - how the type and distribution of melanin creates natural hair colour - the effects on the hair of different colour correction products - what is meant by the term 'oxidation' - how oxidation agents affect the natural and artificial colour pigments - how the different strengths of hydrogen peroxide affect colouring and lightening - the importance of restoring the hair's pH balance after the colour correction service - the reasons for pre-softening and pre-pigmenting hair - the effects of light and artificial lighting on the appearance of hair colour - the effects of temperature on the application and development of colour correction products - the range available, service options and products for resolving client's colouring and or lightening problem(s) - the pH values of differing colouring products and lighteners - the types of tools, materials and equipment used for colour correction and how and when to use them - the different types of colour correction products available and when to use them - methods of applying and removing colour correction products - how and why pre- and post-treatments should be used when carrying out colour correction services - why it is important to avoid disturbing areas still processing when removing products from developed areas - the importance of sectioning hair accurately for the colour correction service - methods of pre-softening and pre-pigmenting hair - how to remove artificial colour - how to remove bands of colour - how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour - how to recolour hair that has had artificial colour removed

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
		<ul style="list-style-type: none"> - how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage - why it is important to leave the hair and scalp free of colour correction products, suppliers and manufacturers' instructions for the safe use of equipment, materials and products which you must follow - the importance of following manufacturers' instructions when measuring and mixing colour correction products - how to remove artificial colour - how to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour - how to recolour hair that has had artificial colour removed - the types and causes of colour correction problems that may occur during processing and how to rectify them - how to correct highlights and lowlights whilst retaining a highlight and lowlight effect - the importance of using products economically - methods of presenting options for a course of action based on your analysis in a way the client will understand - the importance of explaining the likelihood of achieving and maintaining the colour change to the client - the importance of informing your client of the likely cost, duration and expected outcome of the colour correction service and any restrictions your recommendations may place on further hairdressing services - the importance of providing advice and recommendations on the products and services provided in the salon
April	Hair colour correction services (Unit 401) Online test	
May	Contribute to the planning, implementation and evaluation of promotional activities (Unit 404) This unit is about working with others to plan, implement and evaluate promotional activities. The ability to competently present information and interact with the public whilst demonstrating skills is a particularly important aspect of this unit. <u>Outcomes:</u>	This is a predominately college-based unit. Any exposure to the planning and implementing of your salons promotional activities would be advantageous.

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<p>Be able to plan, implement and evaluate promotional activities</p> <ul style="list-style-type: none"> - identify and agree products and/or services for promotional activities <ul style="list-style-type: none"> - Demonstrations, Displays, Advertising campaigns - identify resource requirements for promotional activities - produce SMART business plans to promote activities - implement promotional activities in line with agreed plans, adapting where necessary - use a variety of communication methods throughout promotional activities - evaluate promotional activities - provide recommendations for improvement <p>Knowledge of:</p> <ul style="list-style-type: none"> - how the nature of the target group can influence the choice of promotional activity - how to match types of promotional activities to objectives - how to write objectives that are SMART; Specific, Measurable, Achievable, Realistic and Time-bound - how to present a plan for promotional activities - how to tailor your presentation of the benefits of products and/or services to meet individual needs and interests - how and when to participate in discussions - how to give a short presentation taking into account timing, pace, use of voice and use of graphics - methods of presenting information such as pictorially, graphically, verbally - methods of creating a visual impact - how and when to make openings to encourage others to ask questions - how to answer questions and manage queries in a way likely to maintain goodwill - the practical requirements and restrictions of any venue - the contract requirements, local by-laws and legislation which could restrict your promotional activity in any venue used 	

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
	<ul style="list-style-type: none"> - the importance of considering health and safety and other legal requirements - the health and safety procedures applicable to any venue you use - the potential hazards you must consider when working at any venue - the steps that should be taken to minimise risks when working at an external venue - the purpose and value of detailed and accurate planning - the type of resourcing requirements necessary for promotional activities such as individuals, tools and equipment, materials, time, venue - the importance of working to a budget - where and how to obtain resources - the importance of clearly defining the roles and responsibilities of those involved in promotional activities - the importance of allocating roles and responsibilities to match an individual's competence levels - the importance of gaining an individual's commitment and agreement to undertake a role in the promotional activity - the features and benefits of the products and/or services being promoted - the difference between the features of a product or service and the benefits of a product or service - how to recognise buying signals and to close sales - the types of foreseeable problems that occur and ways of resolving them - why it is important to consider methods of evaluation at the planning stage - the most suitable methods of gaining feedback for the promotional activities in the range - the purpose of evaluation activities - the areas of the promotional activity which should be evaluated - how to collate, analyse and summarise evaluation feedback in a clear and concise way - suitable ways of formatting and producing an evaluation report 	
October	Target setting and portfolio of work workshop	

Estimated Start date Month	Off-the-job training, assessment and apprentice reviews	On-the-job support for learning, competency and behaviour
June	Hair and make-up show rehearsals	
June	Contribute to the planning, implementation and evaluation of promotional activities (Unit 404) Assignment	
May - June	Open Salon Practical assessment	
End	Successful completion of the attached qualifications	