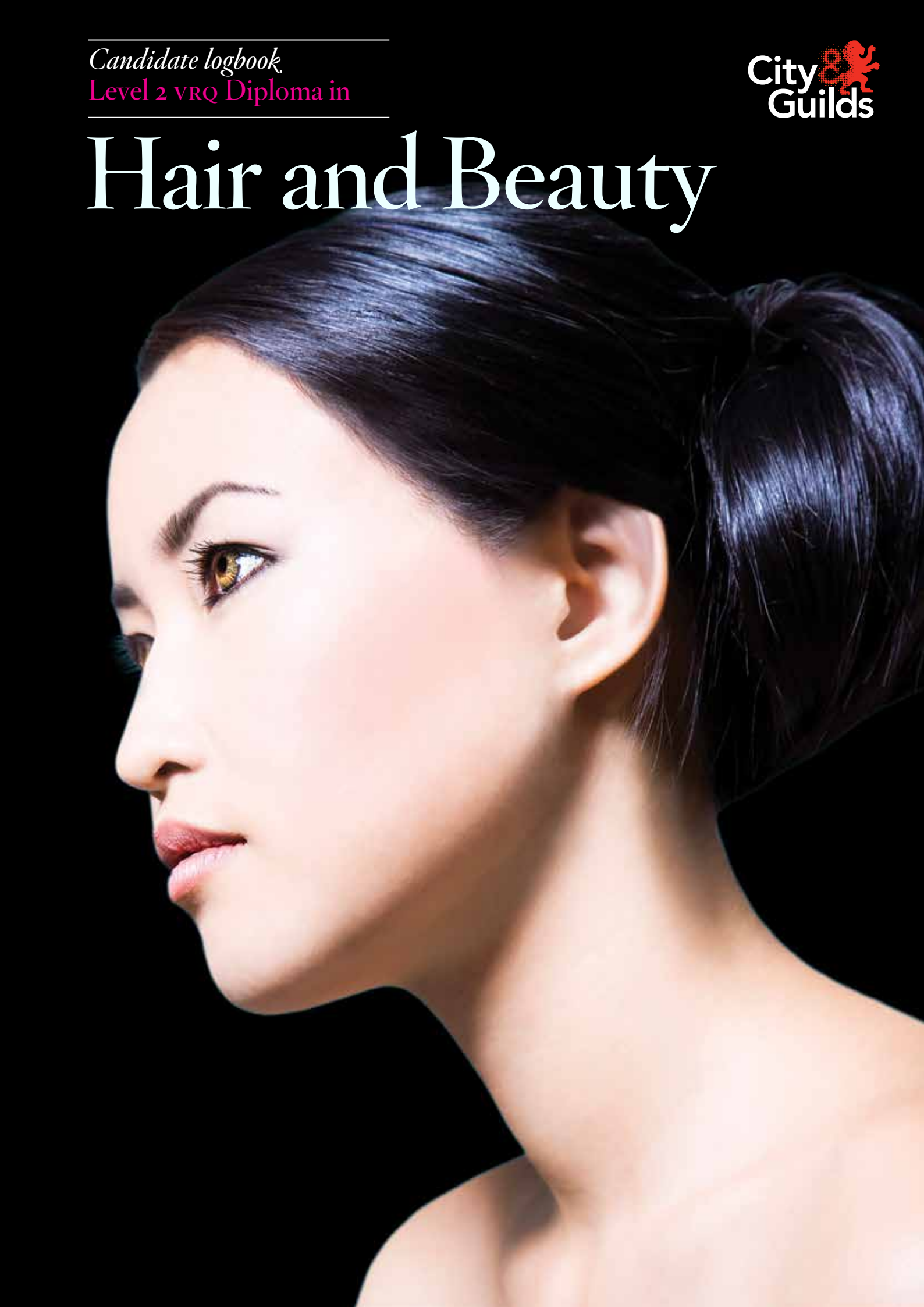
Candidate logbook

Level 2 VRQ Diploma in

Hair and Beauty

City & Guilds



Candidate logbook
Level 2 VRQ Diploma in

Hair and Beauty

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

Assessor name:

Internal Quality Assurer name:

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215 Provide nail art

217 Provide ear piercing

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221 Body art design

224 Facial skin care for men

233 Perm and neutralise hair

227 The art of dressing hair

235 Provide scalp massage services

236 Style and finish African type hair

237 Relax African type hair

Summary of unit achievement

By signing this summary of unit achievement we are confirming that all the performance criteria and essential knowledge and understanding requirements for these units have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Candidate name:

Candidate enrolment number:

Centre name:

Centre number:

Start date:

	Date achieved	Grade	Assessor signature	Candidate signature	IQA signature (if sampled)
Mandatory					
202 Follow health and safety in the salon					
203 Client care and communication in beauty-related industries					
240 Client consultation for hair services					
Group A – Beauty Therapy					
204 Provide facial skin care					
206 Remove hair using waxing techniques					
207 Provide manicure treatments					
208 Provide pedicure treatments					
210 Provide eyelash and brow treatments					
209 Apply make-up					
214 Provide and maintain nail enhancement					
215 Provide nail art					
217 Provide ear piercing					
218 Provide eyelash perming					
219 Provide threading services for hair removal					
222 Head massage					

Continues on next page

	Date achieved	Grade	Assessor signature	Candidate signature	IQA signature (if sampled)
107 Themed face painting					
220 The art of photographic make-up					
221 Body art design					
224 Facial skin care for men					
205 Promote products and services to clients in a salon					
212 Create an image based on a theme within the hair and beauty sector					
213 Display stock to promote sales in salon					
101 Introduction to the hair and beauty sector					
102 Presenting a professional image in a salon					
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230 Shampoo and condition the hair and scalp					
231 Cut women's hair					
232 Colour and lighten hair					
233 Perm and neutralise hair					
227 The art of dressing hair					
235 Provide scalp massage					
236 Style and finish African type hair					
237 Relax African type hair					
105 Plaiting and twisting hair					
205 Promote products and services to clients in a salon					
212 Create an image based on a theme within the hair and beauty sector					
213 Display stock to promote sales in salon					
101 Introduction to the hair and beauty sector					
102 Presenting a professional image in a salon					

A few words from
Anita Crosland and Diane Mitchell

The hair and beauty industry is a fantastic place to work. There are many different pathways you can choose from and this qualification is ideal as it combines the best of hairdressing and beauty therapy and will make you a very versatile employee.

Many salons and freelance therapists and stylists need many different skills to offer to their clients. Choosing this qualification enables you to keep your options open and allows you to decide which area you may want to progress to.

We have both worked in the hair and beauty industry and have over 60 combined years of experience. Throughout our careers we have had some incredible jobs and worked with a wide range of talented people. We can honestly say that every day has been exciting and different and it's not an industry you will get bored in!

We would like to take this opportunity to wish you good luck with your qualification and future career within the hair and beauty industry.

202

Follow health and safety in the salon

This may not seem like the most exciting unit, but it's essential for everyone who enters a salon. You'll learn about health and safety legislation and how it relates to your everyday work. You need to understand your own responsibilities, be aware of hazards, and play a part in reducing risks. Soon you'll be able to support the salon in maintaining a professional, safe and hygienic environment, for you and your colleagues to work in, and for the clients that visit.

Assignment mark sheet
Unit 202 Follow health and safety in the salon

This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to pass the unit. There are no practical tasks in this unit.

What you must know	Tick when complete
Task 1a: produce a chart	
Task 1b: produce a poster	
Task 1c: produce a leaflet	
Task 1d: produce a chart	
Or tick if covered by an online test	

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Image courtesy of Ellisons

Autoclave
A device for sterilising beauty therapy tools in very hot pressurised steam.

COSHH
Standing for Control of Substances Hazardous to Health, this legislation covers the storage, handling, use and disposal of chemicals.

Cross-infection
The passing of infection from one individual to another.

Image courtesy of Mundo

Disinfectant
Chemical solutions used to kill bacteria when cleaning and sterilising tools, equipment and the salon.

HASAWA
Standing for Health and Safety at Work Act, it states the responsibilities of the employer and employee. All the other health and safety acts come under this one.

Image courtesy of Ellisons

Hazard
Something that may cause risk of an accident occurring, eg a cable trailing on the floor.

Health and safety legislation
Laws in place to protect people It is essential to follow all health and safety legislation.

Health and safety policy
The manager of a salon is required by law to draw up a health and safety policy for their business. This must be accessible to all employees, who must read and understand the requirements of the policy.

Image courtesy of Champneys

Legal requirements
These affect the way the salon operates, how it is set up and maintained, the staff employed in the salon, and their working practice.

Personal protective equipment (PPE)
Equipment available for use in the workplace to protect you, your skin and clothes from damage. For example, aprons, uniforms or gloves.

Risk
The likelihood of harm: a water spillage in the middle of the floor has a high risk, whereas one in a corner where nobody walks has a low risk.

Workplace policy
Rules and procedures relating to health and safety and other salon requirements. These minimise the risk of harm or injury to yourself and others.

What you must know
You must be able to:

1. Explain the difference between legislation, codes of practice and workplace policies
2. Outline the main provisions of health and safety legislation
3. State the employers' and employees' health and safety responsibilities
4. State the difference between a hazard and a risk
5. Describe hazards that may occur in a salon
6. State the hazards which need to be referred
7. State the purpose of personal protective equipment (PPE) used in a salon during different services
8. State the importance of personal presentation, hygiene and conduct in maintaining health and safety in the salon

Continues on next page

Revision tip

PPE regulations state that the employer must provide suitable protective clothing and equipment for the employee to use when handling chemicals in the salon. The employee must use the PPE provided.

Follow in the footsteps of... *Emma Piper*

Emma has just qualified as a Beauty Therapist at the Folkestone Academy. During her training she won a make-up competition and was awarded Student Make-up Artist of the Year. Emma thinks health and safety is important as beauty therapists must be adaptable, consistent and capable of following treatment procedures. She now works in a salon called 'Emma's', where she follows all health and safety policies correctly. Look for the pink quote marks to see what she has to say to you!

Protecting the client's clothes is important to avoid damage.

9 State the importance of maintaining the security of belongings

10 Outline the principles of hygiene and infection control

11 Describe the methods used in the salon to ensure hygiene

12 Describe the effectiveness and limitations of different infection control techniques

13 Describe how to dispose of different types of salon waste

14 Outline the correct use of firefighting equipment for different types of fires

15 State the dangers of the incorrect use of firefighting equipment on different types of fires

16 State the importance of reporting and recording accidents

17 Describe the procedure for reporting and recording accidents

18 Describe procedures for dealing with emergencies

Revision tip

All fire extinguishers are coloured red, with a different coloured label to identify the contents. For example, an extinguisher with a red label contains water, and should not be used on electrical equipment.

Personal hygiene is important for preventing cross-infection. Ensure your uniform, hair and nails are clean. Present a professional appearance, even if you're not treating clients. You are still representing your industry!

Image courtesy of Carlton Professional

Comment form
Unit 202 Follow health and safety in the salon

This form can be used to record comments by you, your client, or your assessor.

Wearing the correct PPE prepares you for the treatment ahead.

Always read the labels on products, and concentrate when you're mixing chemicals. Wear rubber gloves to protect your hands, and plastic aprons to protect against spills.

Image courtesy of Bedford College

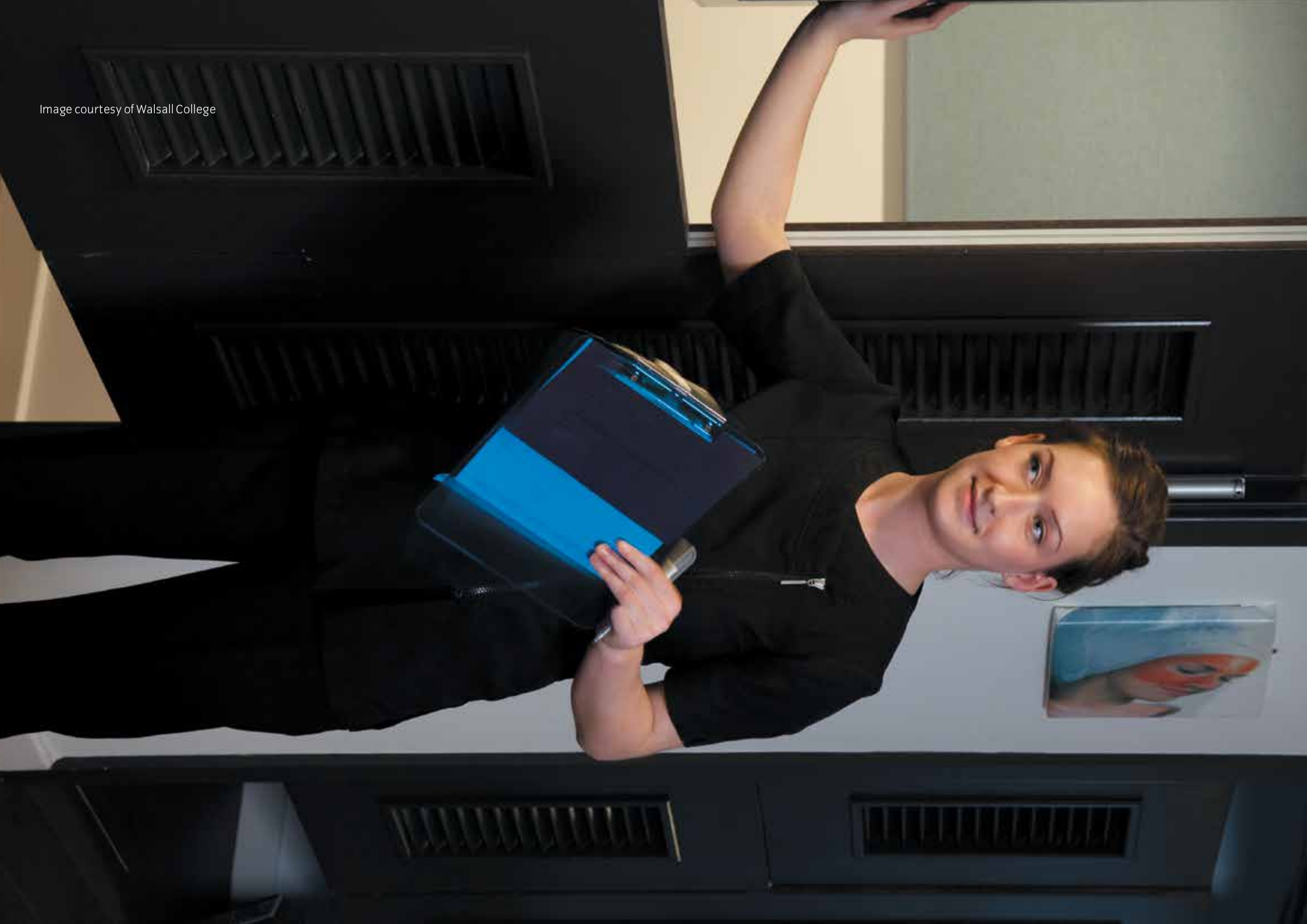


Image courtesy of Walsall College

Image courtesy of Walsall College

203

Client care and communication in beauty-related industries

This unit introduces you to the important area of client care and communication – first impressions count, and this is the basic groundwork for all treatments and salon work. You will learn how to communicate in a professional manner with clients in relation to treatment enquiries, which will include advice and recommendations, consultation techniques and client complaints. You will also learn how to provide the best client care possible so your client will be totally satisfied and book further treatments. Selling retail products is an added bonus for any salon and this unit also includes ways of communicating product information to a client in an informative yet straightforward manner.

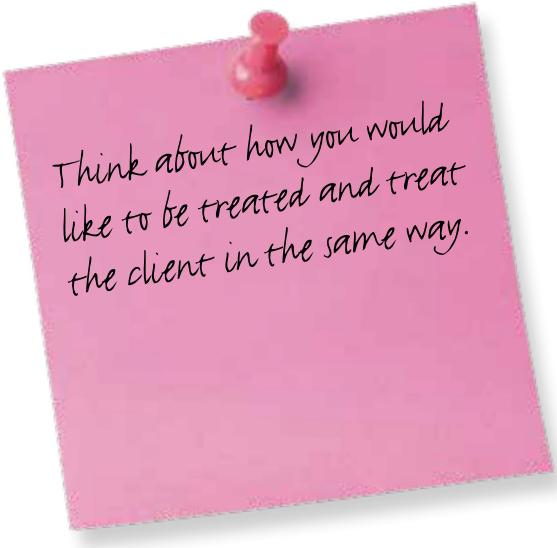
Assignment mark sheet
Unit 203 Client care and communication in beauty-related industries

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For the practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1: produce a fact sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: consultation		

Overall grade	



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Client
A person, sometimes referred to as customer, who visits the salon for treatments.

Image courtesy of Walsall College

Consultation
A one-to-one discussion with the client to find out background information and develop an appropriate treatment plan.

Data Protection Act
This states how the salon must deal with the personal information of clients and employees.

Legislation
Laws, in this case relating to the sale of goods and client protection, that you will need to be aware of.

Non-verbal
Use of body language and writing to communicate with the client.

Personal space
The space or 'aura' around a person. Many people feel uncomfortable if this space is invaded, so take care not to get too close, as appropriate to the situation. For example, you will obviously be touching your client's face while giving a facial, but that doesn't mean they'd be comfortable with you doing this in the reception area!

Receptionist
A person who deals with clients at the reception via telephone bookings, retail sales and personal enquiries.

Relevant person
This is usually a senior therapist, manager or salon owner who deals with issues such as complaints and stock ordering.

Images courtesy of Champneys

Sale of Goods Act
Retail products must be of good quality, do what they claim to do, and fit their description.

Verbal
Use of the voice to communicate with the client.

The receptionist is the first person the client will meet when they enter the salon. They must be welcoming.

Image courtesy of iStockphoto.com/Shoots

What you must know
You must be able to:

1. outline different forms of communication used to deal with clients
2. describe how to use consultation techniques to identify treatment objectives
3. state the importance of using effective communication to identify the client's needs and expectations
4. describe the term 'personal space'
5. state the importance of providing the client with clear advice and recommendations
6. describe client confidentiality in line with the Data Protection Act
7. explain the importance of communication techniques to support retail opportunities
8. state the importance of client feedback and responding constructively
9. outline how to refer and assist in client complaints

Revision tip

Take a salon brochure or price list home and learn all the treatments on offer then ask members of your family or friends to challenge you with enquiries.

Follow in the footsteps of... *Charlotte Burford*

Charlotte studied NVQ Levels 2 and 3 in Beauty Therapy at South Staffordshire College. She competed in the World Skills UK competitions in Advanced Beauty Therapy and in later competitions she was chosen to represent the UK in Beauty Therapy. Charlotte went on to win a Bronze medal in Canada. She is now a Skills Ambassador, encouraging students to enter competitions and further their careers. Charlotte is also a judge for the World Skills UK competitions. Look for the pink quote marks to see what she has to say to you!

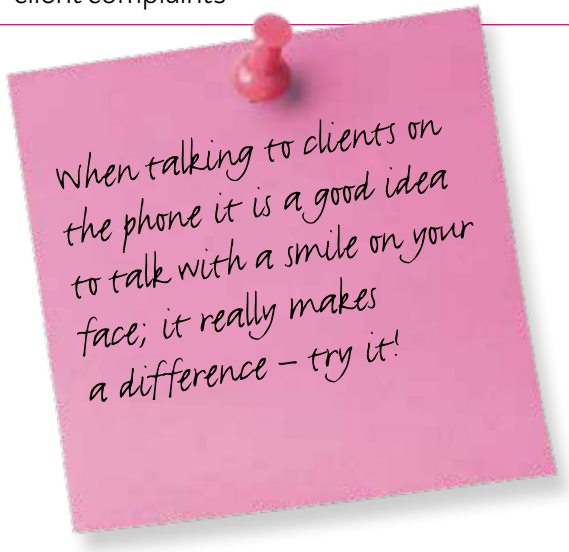


Image courtesy of Walsall College

Treat your customers as you would like to be treated if you were receiving a service.

Image courtesy of Walsall College

Clien

Make sure price lists/ brochures are always available on reception and in treatment rooms.

"

Always give your client advice on their treatments and how she can make the effects of the treament last longer.

Image courtesy of Champneys

Remember, the treatment doesn't end when the client leaves the salon. Retail products will further enhance the benefits.

t care

Be friendly to all of your clients but always remain professional. Smile and be polite!

Image courtesy of Walsall College

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria. You can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	9
Merit	10–11
Distinction	12–13

		Client care and communication in beauty-related industries		
1	Use effective communication techniques	1		
2	Use client consultation techniques to identify treatment objectives *	1	2	3
3	Provide the client with clear advice and recommendations *	1	2	3
4	Gain feedback from clients on client care	1		
5	Respond to feedback in a constructive way	1		
6	Maintain client confidentiality in accordance with legislation	1		
7	Recommend and agree a treatment plan	1		
8	Complete the client's treatment records to meet with salon policy	1		
9	Use safe working methods	1		
	Totals			
	Grade			
	Candidate signature and date			
	Assessor signature and date			

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use client consultation techniques to identify treatment objectives	Basic consultation is carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation is carried out. Examples: candidate introduces themselves by name, open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation is carried out. Examples: candidate introduces themselves by name and uses client's name; open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
3 Provide the client with clear advice and recommendations	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin/hair/nail type/condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin/hair/nail type/condition, general health, medication, client lifestyle, expectations, adaptations, previous records.

Give every client your all – aim to give the best treatment you can every time.

Comment form

Unit 203 Client care and communication in beauty-related industries

This form can be used to record comments by you, your client, or your assessor.

Be confident with your treatments as this will show your client that you are competent, and will help them relax.

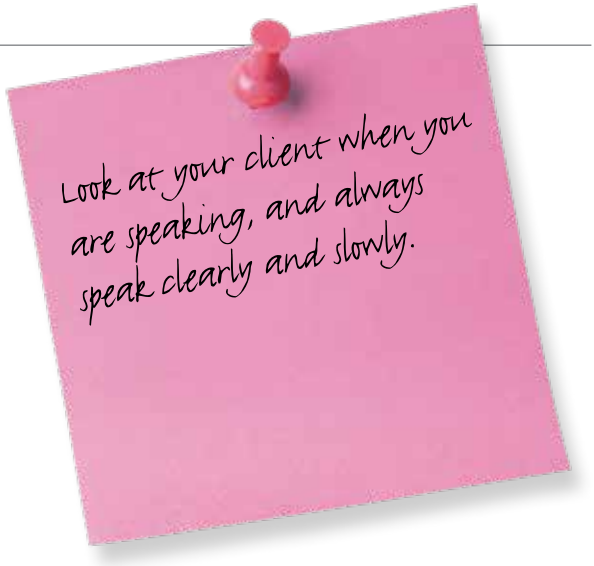


Image courtesy of Walsall College

Image courtesy of iStockphoto.com/kantapat

Client consultation for hair services

Consulting with clients is an essential part of all hairdressing services. You should always be offering advice on clients' needs for services, products and aftercare maintenance. This unit is about developing different methods of communication used to identify client needs, the skills and knowledge to analyse the hair and scalp, and the ability to match appropriate products and services. You will look into a range of common hair and scalp problems, and the actions required to solve them. You will gain a sound understanding of the basic structure of the hair and skin, which you can build on throughout your hairdressing career.

Assignment mark sheet
Unit 240 Client consultation for hair services

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

What you must know	Tick when complete
Task 1a: chart	
Task 1b: chart	
Task 1c: guide	
Task 1d: fact sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: consultation service 1		
Task 2b: consultation service 2		
Task 2c: consultation service 3		

Total points for graded tasks	
Divided by	÷ 3
=	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Aftercare advice
Information given to the client to help with style and hair maintenance.

Adverse skin and scalp conditions
Factors of the skin or scalp that may limit which services clients can have, for example a history of skin allergies.

Chemically treated hair
Hair that has been permed, relaxed, coloured, bleached, or had any other chemical treatment.

Image courtesy of iStockphoto.com/AllievanNiekerk

Client lifestyle
Factors within the client's life that influence the choice of hairstyle, for example a client who works in the fashion industry may wish to reflect the latest trends, whereas an athlete may prefer short hair that doesn't get in the way.

Image courtesy of iStockphoto.com/yurok aleksandrovich

Confidential information
Private information that must not be passed on. It may include personal aspects of conversations with clients or colleagues, client details held on record cards, staff personal details, or financial aspects of the business.

Image courtesy of iStockphoto.com/Agnieszka Gaul

Contra-indication
Something that may cause an adverse reaction to a hairdressing product, service or chemical.

Cuticle scales
The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.

Hair bulb
The base of the follicle containing active growing cells; this is where new hair develops.

Incompatibility
When a previous service or product is present in the hair, and will cause a reaction with any chemicals added to the hair.

Infection of the skin
A condition that may involve visible signs of swelling or redness on the skin, and may spread.

Infestations
A condition whereby parasites such as headlice or scabies live on a person's head or skin, feeding off nutrients found in their blood and body tissue. The parasites spread very easily from one person to another.

Keratin
The principle protein of the hair, skin and nails.

Referral
When a client is advised to seek further advice on something from a person more knowledgeable in the subject; for example if a client had visible signs of headlice, you would refer them to a pharmacist.

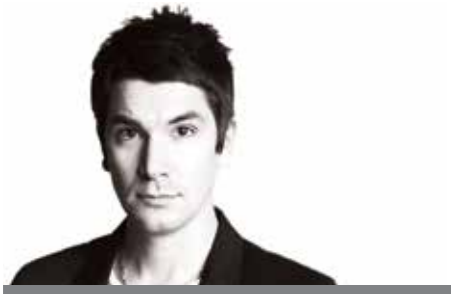
What you must know
You must be able to:

1. Explain how to communicate effectively
2. Outline communication techniques used during client consultation
3. State the importance of consulting client records
4. Describe the tests carried out for different services
5. State the importance of following manufacturers' instructions, salon policy and legal requirements
6. State the importance of identifying factors that may limit, prevent or affect the service
7. State the importance of identifying and recording contra-indications

Continues on next page

Revision tip

Every hair is attached to a muscle called the arrector pili. When the muscle contracts, it pulls the hair upright, making it stand on end.



Be the next ...
Leo Rizzo

Leo Rizzo is a young, creative stylist who has cut a great figure for himself in the hairdressing industry. Wins in the L'Oréal Colour Trophy, Fellowship for British Hairdressing's FAME team membership and five nominations for the industry Oscars, the British Hairdressing Awards, already mark him out as one to watch. He heads up the Sanrizz International Artistic Team, creating beautiful photographic shoots and styles, as well as acting as the salon group's international educator, teaching cutting and colour techniques all over the planet. Look for the pink quote marks to see what he has to say to you!

Clients are often nervous about colour decisions – make the process as enjoyable and stress-free as possible!

Image courtesy of iStockphoto.com/Fatih

8 State who to refer clients to for different contra-indications

9 State the importance of not naming referable contra-indications

10 Describe the information that should be on a record card

11 Describe how client records should be held and maintained

12 State the importance of client confidentiality

13 Outline legislation that affects how information is used during client consultation

14 Describe visual signs of suspected infections, infestations and disorders visible to the naked eye

15 Describe the basic structure of the skin and hair

16 Describe the characteristics of the hair structure with the different hair types

17 Describe the hair growth cycle

18 State the average hair growth rate

19 Describe the general factors that contribute to healthy hair

Consultation is key! Listening to the client is the most important aspect of an appointment.

Image courtesy of Walsall College

Consu

Remember to record all client information accurately on a record card at the time of the service.

Image courtesy of Central Training Group

Image courtesy of Schwarzkopf (left)

It often helps to involve an experienced colleague in the consultation process.

Image courtesy of Walsall College (right)

Images courtesy of Walsall College

Take time to make sure your client understands and agrees to the service you are about to carry out.

ltation

"

You don't know how to cut a client's hair until you talk to them!

If unsure of which chemicals have previously been used, always carry out an incompatibility test.

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	9–10
Merit	11–13
Distinction	14–15

	Consultation service								
	1 Shampooing and conditioning			2 Styling service			3 One other service (please state)		
1 Communicate in a manner that creates confidence, trust and maintains good will *	1	2	3	1	2	3	1	2	3
2 Establish client requirements for products and services using appropriate communication techniques *	1	2	3	1	2	3	1	2	3
3 Consult client records	1			1			1		
4 Identify factors that may limit or prevent the choice of services or products	1			1			1		
5 Advise the client on any factors which may limit, prevent or affect their choice of service or product	1			1			1		
6 Provide the client with clear recommendations for referral when required	1			1			1		
7 Recommend and agree a service or product *	1	2	3	1	2	3	1	2	3
8 Complete client records	1			1			1		
9 Follow safe and hygienic working practices	1			1			1		
Totals									
Grade									
Candidate signature and date									
Assessor signature and date									

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
1 Communicate in a manner that creates confidence, trust and maintains good will	Minimal communication Examples: verbal – being polite, non-verbal – friendly, open stance	Good communication Example: shows respect for sensitivity of information	Excellent communication Examples: shows a reassuring and confident manner, responds accordingly to client
2 Establish client requirements for products and services using appropriate communication techniques	Minimal communication – uses basic techniques to obtain information Examples: uses closed questions, uses appropriate language	Good communication techniques used to obtain and offer information Examples: uses open and closed questions, aware of body language, uses visual aids	Excellent professional communication using a variety of techniques throughout Examples: effective use of body language, appropriate tone of voice used, kept the client informed at all times
7 Recommend and agree a service or product	Basic recommendations provided Example: recommends a service and/or a product	Good recommendation provided Example: recommends a service and/or a product outlining the benefits to the client	Excellent level of advice provided Example: recommends a service and products outlining the benefits to the client based on the influencing factors

When talking to your client, ask open-ended questions such as 'how do you feel about your hair?', 'what do you like most about your style?' or 'what would you like to change?'

Comment form
Unit 240 Client consultation for hair services

This form can be used to record comments by you, your client, or your assessor.

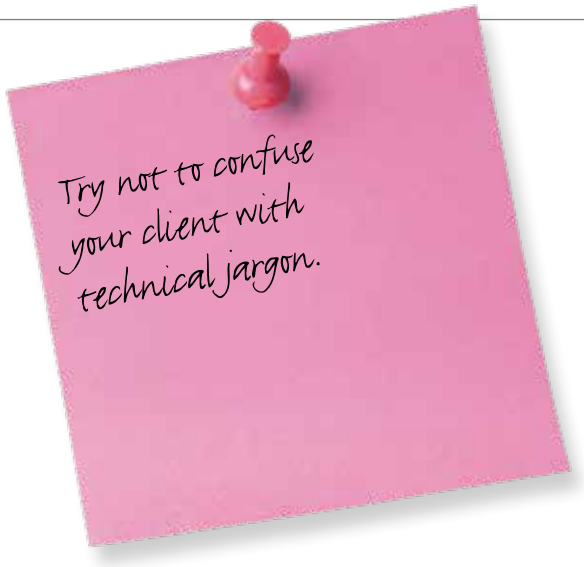


Image courtesy of iStockphoto.com/A-Motion Media Productions

Image courtesy of Pevonia

204

Provide facial skin care

Facial skin care is one of the most popular treatments carried out in the salon, with both female and male clients. As well as improving the condition of the client's skin, it is a totally relaxing treatment and your client will leave the salon feeling on top of the world and thoroughly pampered. This unit is the foundation of all facial work and you will learn how to cleanse and carry out various methods of exfoliation, skin warming and comedone extraction, along with massage techniques and mask therapy. You will also learn about different skin types and conditions and how to match them to appropriate skin products.

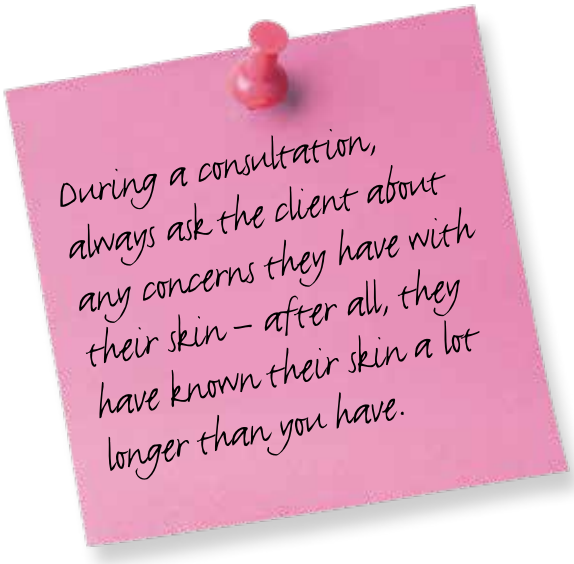
Assignment mark sheet
Unit 204 Provide facial skin care

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide a facial skin care treatment		

Overall grade



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Aftercare advice
Advice given following a facial in order for the client to benefit from the effectiveness of the treatment.

Body language
A way of communicating to our clients or colleagues using our gestures; not using speech.

Comedone
A spot with a black plug; may be found singularly or in clusters and is common on greasy/combination skin types.

Contra-action
An unfavourable reaction that may occur either during or after a treatment, for example skin swelling.

Contra-indication
A condition that will prevent a facial being carried out, such as conjunctivitis.

Dilated capillaries
Fine red lines that show through the skin, often found on sensitive fine skin on the cheeks or around the nostrils.

Exfoliation
A process to remove dead skin that can be done manually (with the hands and product) or mechanically (using a hand-held or electric brush).

Extraction
A term used to refer to the removal of comedones or milia.

Eye creams/gels
Products used around the eye area; ingredients used for specific effects may include moisturising, tightening or line reducing.

Image courtesy of Pevonia

Lip creams/balms
Products used around the lip area; ingredients used for specific effects may include lip plumping, line reducing or nourishing.

Image courtesy of Thalgo

Mask
A skin-cleansing product that will contain different ingredients; it can be stimulating, moisturising and toning and may be classed as either a setting mask or a non-setting mask.

Skin analysis
The process of looking closely at the client's skin after cleansing, using a magnifier with a light. This is an important part of the facial, as the findings are used to create a suitable treatment plan.

Skin texture
A term used to describe whether the skin is thin or thick – sometimes referred to as fine or coarse.

Image courtesy of Capital Hair & Beauty

Skin warming
Methods used to warm the skin; may be done using electrical steamers or damp, hot towels. Skin warming will cleanse, stimulate and soften the skin in preparation for extraction.

Revision tip

PPE (Personal Protective Equipment) is available in the workplace to protect you. Always wear disposable gloves for any extraction work that is carried out.

Follow in the footsteps of... *Catherine Foster*

Catherine is a Level 3 NVQ Beauty Therapy student at South Tyneside College. She has won several awards, including the Tallow Chandler Award for Excellence in Beauty, World Skills Gold in Intermediate Beauty and the Medal of Excellence. Catherine was also the Level 2 NVQ City & Guilds Make-up Competition winner 2009. Facials are one of Catherine's favourite treatments. Follow the pink quote marks to read what Catherine has to say.

What you must know
You must be able to:

1. describe salon requirements for preparing yourself, the client and work area
2. state the environmental conditions suitable for facial skin care treatments
3. describe different consultation techniques used to identify treatment objectives
4. state the importance of carrying out a detailed skin analysis
5. describe how to select products, tools and equipment to suit client treatment needs, skin types and conditions
6. identify skin types, conditions and characteristics
7. describe the contra-indications which prevent or restrict facial treatments
8. state how to communicate and behave in a professional manner
9. describe health and safety working practices
10. state the importance of positioning yourself and the client correctly throughout the treatment
11. state the importance of using products, tools, equipment and techniques to suit clients' treatment needs, skin type and conditions
12. describe how treatments can be adapted to suit clients' treatment needs, skin types and conditions

Continues on next page

13 state the contra-actions that may occur during and following treatments and how to respond

14 state the importance of completing the treatment to the satisfaction of the client

15 state the importance of completing treatment records

16 state the aftercare advice that should be provided

17 describe the structure and functions of the skin

18 describe diseases and disorders of the skin

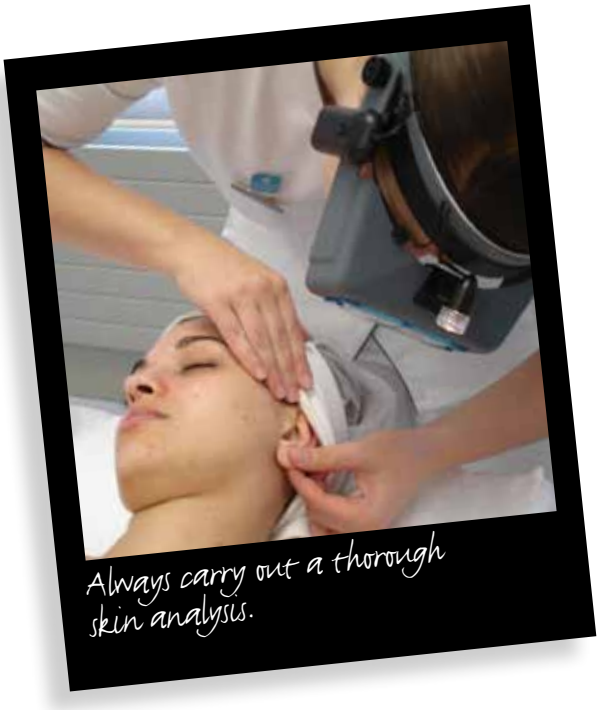
19 explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone

20 state the position and action of the muscles of the head, neck and shoulders

21 state the names and position of the bones of the head, neck and shoulders

22 describe the structure and function of the blood and lymphatic system for the head, neck and shoulders

Fingernails must be kept short with smooth edges to avoid catching any delicate skin on the client's face.



Always carry out a thorough skin analysis.

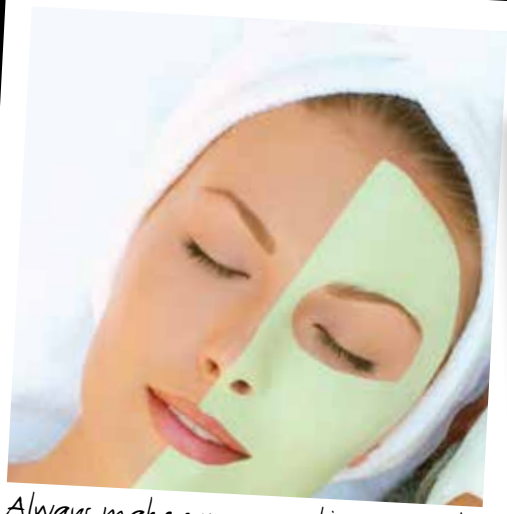
Image courtesy of Dermalogica

Skin

Recommend appropriate products from the salon's retail stock – this is not only professional, but boosts the salon's revenue.

Image courtesy of Pevonia

Images courtesy of Pevonia (left) and HoF (right)



Always make sure your client is either wearing a head band or towel to cover their hair.

care

Aftercare advice is essential to the treatment, enabling the client to continue to benefit from the effects of their facial at home.

"

Clients with low blood pressure sometimes need their head and lower legs to be slightly raised during a facial. If the couch is not adjustable, a rolled towel or a pillow underneath the head and lower legs or knees will give the same result.

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	16–19
Merit	20–26
Distinction	27–30

○ Please tick when all pre-observation requirements have been met.

	Facial treatment		
1 Prepare yourself, the client and the work area for facial skin care treatment	1		
2 Use suitable consultation techniques to identify treatment objectives *	1	2	3
3 Carry out a skin analysis *	1	2	3
4 Provide clear recommendations to the client *	1	2	3
5 Position yourself and the client correctly throughout the treatment	1		
6 Select and use appropriate cleansing products	1		
7 Select and use appropriate exfoliating and skin warming techniques	1		
8 Apply a suitable massage medium	1		
9 Use and adapt appropriate massage techniques *	1	2	3
10 Select and use appropriate mask product to suit client skin type and condition *	1	2	3
11 Complete the treatment using toning, moisturising and specialist products	1		
12 Complete the treatment to the satisfaction of the client	1		
13 Provide suitable aftercare advice *	1	2	3
14 Record the results of the treatment	1		
15 Follow health and safety working practices	1		
16 Communicate and behave in a professional manner *	1	2	3
Totals			
Grade			
Candidate signature and date			
Assessor signature and date			

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out Examples: closed questions used throughout, questioning covered contra-indications	Good consultation carried out Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations	Thorough consultation carried out Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations, confirm understanding of treatment objectives with the client
3 Carry out skin analysis	Skin cleansed, magnifier and light used. Some recording of skin characteristics.	Skin cleansed, magnifier and light used, good observations of skin characteristics recorded	Skin cleansed thoroughly, magnifier and light used, detailed observations of skin characteristics recorded
4 Provide clear recommendations to the client	A basic treatment plan is recommended Examples: objectives of the treatment identified. A treatment plan is recommended.	A good treatment plan is recommended Examples: objectives of the treatment, and products used	A thorough treatment plan is recommended Examples: objectives of the treatment taking into account skin type/ condition, products to be used and their specific effects; how the treatment will feel and benefits of each process
9 Use and adapt massage techniques to meet the needs of the client	Adapts the massage to suit skin type and skin condition	Adapts the massage to suit the skin type, skin condition, varies the rate and rhythm according to treatment objectives identified	Adapts the massage to suit the skin type, skin condition, varies the rate, rhythm, pressure, sequence and time according to treatment objectives identified

Continues on next page

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
10 Select and use mask products to suit client's skin type and condition	Mask is suitable for skin type and is removed without causing any discomfort to the client	Mask is suitable for skin type and condition, is applied to neck and face and removed without leaving any residue or causing any discomfort to the client	Mask is suitable for skin type and condition, applied evenly to neck, face and along hairline, removed without leaving any residue or causing any discomfort to the client
13 Provide suitable aftercare advice	Basic aftercare advice to include possible contra-actions	Good level of aftercare advice to include possible contra-actions, homecare products, advice on homecare routine and further treatments	Excellent aftercare advice to include possible contra-actions, homecare products, advice on homecare routine, recommended lifestyle changes and further treatments
16 Communicate and behave in a professional manner	Satisfactory communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client needs	Excellent communication and behaviour throughout the treatment Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's need, shows a reassuring and confident manner

Cleansing products should be warmed in the therapist's hands before application.

Comment form
Unit 204 Provide facial skin care

This form can be used to record comments by you, your client, or your assessor.

The facial massage is the client's time to relax and unwind. Avoid talking to them during the treatment, unless they want to have a conversation.

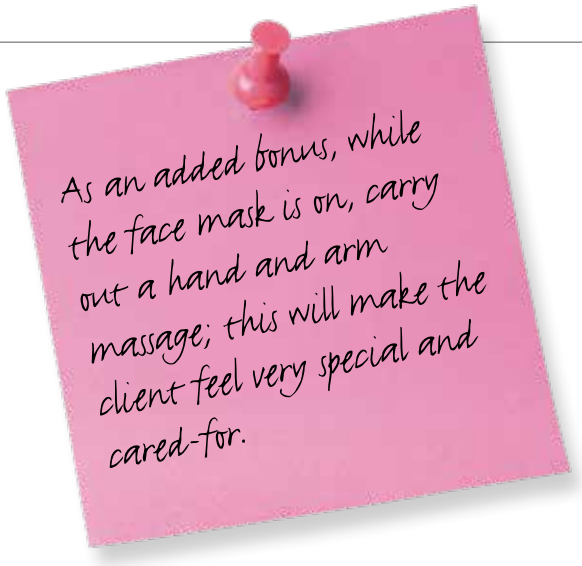


Image courtesy of Creative Nail Design

207

Provide manicure treatments

Manicures can instantly improve the appearance of the nails and skin of the hands and is a popular treatment for both female and male clients. Techniques include shaping the nails, treating the cuticles, massaging the hands and applying nail enamel. The hand and arm massage carried out during the manicure is nourishing to the skin and relaxing for the client. You will also learn about specialised treatments that can be used to further enhance the condition of the client's nails and skin. These treatments are chosen to target your client's needs and can include hand exfoliation, paraffin wax, hand masks and even heat treatments such as hot oil and thermal mitts.

Assignment mark sheet
Unit 207 Provide manicure treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide a manicure treatment		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

Image courtesy of iStockphoto.com/Factoria Singular

What does it mean?

Some useful words are explained below

Aftercare advice
Advice given following a manicure in order for the client to benefit from the effectiveness of the treatment.

Contra-action
An unfavourable reaction that may occur either during or after the manicure treatment, eg skin swelling.

Contra-indication
A condition that will stop the manicure being carried out, eg paronychia.

Crystalline coloured enamel
This gives a slightly pearlised, shimmery or iridescent appearance; you may need to apply additional coats.

Cuticle
The flexible fold of skin around the base of the nail.

Disinfection
The process of destroying some but not all micro-organisms.

Exfoliators
Slightly abrasive products used to remove the uppermost layer of dead skin cells.

Hand masks
Nourishing, moisturising products applied to the hands for a period of time. To increase absorption hands are often placed in hot mitts.

Heat treatments
Products such as hot oil or paraffin wax, or equipment such as thermal mitts used to heat the hands and aid absorption of products.

Manicure tools
A variety of tools used during a manicure to reduce nail length, carry out cuticle work and shine the nail plate.

Nail plate
The pink-coloured part of the nail.

Paraffin wax treatment
Covering the hands in a warm paraffin wax liquid, building up several layers to retain the heat and wrapping in towels for a period of time. This will moisturise, soften and nourish the hands.

Sterilisation
The process of destroying all micro-organisms and their spores.

Practise on friends and family to unleash your creative side!

Recommending retail products and having them available to sell will enhance the manicure treatment once the client is home.

Image courtesy of iStockphoto.com/Floortje

Image courtesy of iStockphoto.com/firebrandphotography

Image courtesy of iStockphoto.com/DomenicoGelermo

What you must know
You must be able to:

1. describe salon requirements for preparing yourself, the client and the work area
2. describe the environmental conditions suitable for manicure treatments
3. describe different consultation techniques used to identify treatment objectives
4. explain the importance of carrying out a nail and skin analysis
5. describe how to select products, tools and equipment to suit the client's treatment needs, skin and nail conditions
6. identify nail and skin conditions
7. describe the contra-indications which prevent or restrict manicure treatments
8. state how to communicate and behave in a professional manner
9. describe health and safety working practices

Continues on next page

Revision tip

Practise applying dark enamels to the nail plate, as once you have mastered this technique all other colours will be easy.

Follow in the footsteps of... *Sezen Diyenli*

Sezen is currently studying her NVQ Level 2 Beauty Therapy at the London College of Beauty Therapy. She has gained good experience from the events she has attended there, such as the Guinness World Record attempt for the highest number of files and varnishes performed in eight hours. This experience helped her to win the LCBT Manicurist of the Year 2009-10 at the LCBT annual student awards. In the future, Sezen hopes to work for a top London spa and to own her own beauty company.
Look for the pink quote marks to see what she has to say to you!

Practising painting nails on family and friends at home will improve your skills.

Image courtesy of The London College of Beauty Therapy

10 explain the importance of positioning yourself and the client correctly throughout the treatment

11 explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions

12 describe how treatments can be adapted to suit the client's treatment needs, nail and skin conditions

13 describe the different massage techniques and their benefits

14 state the contra-actions that may occur during and following treatments and how to respond

15 state the importance of completing the treatment to the satisfaction of the client

16 state the importance of completing treatment records

17 state the aftercare advice that should be provided

18 describe diseases and disorders of the nail and skin

19 describe the structure and functions of the nail and skin

20 describe the structure and function of the muscles of the lower arm and hand

21 describe the structure and function of the bones of the lower arm and hand

22 describe the structure and function of the arteries and veins of the arm and hand

23 describe the structure and function of the lymphatic vessels of the arm and hand

Practise your French polish over and over again! A perfect French polish will guarantee your client's return.

Sealing the top coat under the free edge of the nail will make sure the polish lasts for an extra long time and will give added protection to the manicure.

Manicure treatments are a chance to have a chat with your client and show an interest in them.

Image courtesy of The London College of Beauty Therapy

Man

Recommend a course of manicure treatments to maximise results.

Image courtesy of The London College of Beauty Therapy

Image courtesy of Professionails

icure

"

For shorter nails, choose pale, neutral colours. Leave the dark, dramatic colours for long, strong nails.

Your client will remember the finished result of enamelling, so make sure it is perfect.

Image courtesy of Orly

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	13–15
Merit	16–21
Distinction	22–25

○ Please tick when all pre-observation requirements have been met.

	Provide manicure treatments		
1 Prepare yourself, the client and the work area for manicure treatment	1		
2 Use suitable consultation techniques to identify treatment objectives *	1	2	3
3 Carry out a nail and skin analysis	1		
4 Provide clear recommendations to the client *	1	2	3
5 Position yourself, the client and the equipment correctly throughout the treatment	1		
6 Follow health and safety working practices	1		
7 Communicate and behave in a professional manner	1		
8 Select and use products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions *	1	2	3
9 Use and adapt correct massage techniques *	1	2	3
10 Apply base coat, varnish and top coat evenly without flooding the cuticles and nail wall	1		
11 Complete the treatment to the satisfaction of the client *	1	2	3
12 Record the results of the treatment with the client	1		
13 Provide suitable aftercare advice *	1	2	3
Totals			
Grade			
Candidate signature and date			
Assessor signature and date			

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and nail condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of manicure products.
8 Select and use products, tools and equipment to suit client's treatment needs, skin and nail conditions	Selected and used products, tools and equipment to suit treatment objectives. Examples: Product choice adapted to suit skin and nail conditions.	Selected and used products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, communicated with the client throughout to confirm satisfaction at every stage.	Selected and used products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, provided explanation to client about products, tools and equipment selected and confirmed client's satisfaction at every stage.

Continues on next page

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Use and adapt massage techniques to meet the needs of the client	Adapted the massage to suit skin type and skin and nail condition.	Adapted the massage to suit skin type and skin and nail condition. Examples: Varied the rate, rhythm and time.	Adapted the massage to suit skin type and skin and nail condition. Examples: Varied the rate, rhythm, time and pressure.
11 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result is adapted if necessary, client is assisted where necessary.
13 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future treatments.	Excellent aftercare advice includes homecare products, application and removal techniques and future treatment and recommendations.

Make sure the client's nails are clean before applying the polish. This ensures all oils and creams are removed from the nail plate to guarantee the polish adheres to the nail, and lasts.

Comment form
Unit 207 Provide manicure treatments

This form can be used to record comments by you, your client, or your assessor.

Image courtesy of The London College of Beauty Therapy

Image courtesy of iStockphoto.com/Osuleo

208

Provide pedicure treatments

Pedicures are popular treatments that can instantly improve the appearance of the nails and skin of the feet. Techniques include shaping the nails, treating the cuticles, massaging the feet and applying nail enamel. The leg and foot massage carried out during the pedicure is softening and nourishing to the skin as well as totally relaxing for the client. In this unit you will also learn about specialised treatments, which are a hit with clients and can be used to further enhance the condition of the nails and skin. These treatments can be chosen to target your client's needs and can include foot exfoliation, paraffin wax, foot masks and may even include heat treatments such as hot oil and thermal booties. The client's lower legs and feet will feel cared for, fresh and luxuriously soft.

Assignment mark sheet
Unit 208 Provide pedicure treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: provide a pedicure treatment		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

Image courtesy of iStockphoto.com/GavinD

What does it mean?
Some useful words are explained below

Aftercare advice
Advice given to the client following a manicure in order for the client to benefit from the effectiveness of the treatment.

Contra-action
An unfavourable reaction that may occur either during or after the manicure treatment, eg skin swelling.

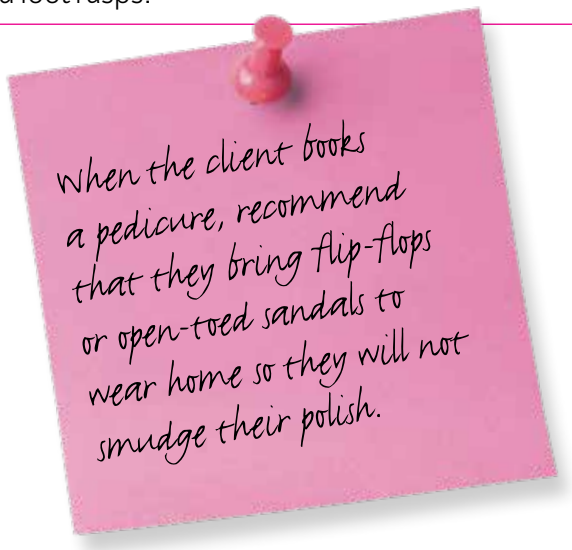
Contra-indication
A condition that will prevent the pedicure being carried out, eg tinea pedis.

Disinfection
The process of destroying some but not all micro-organisms.

Exfoliators
Slightly abrasive products used to remove the uppermost layer of skin cells.

Foot masks
Nourishing, moisturising products applied to the feet for a period of time. To increase absorption, feet are placed in hot booties.

Hard skin
Thick, yellow-coloured skin usually found on the soles of the feet around the heel and under the ball of the foot; can be treated with exfoliators, soaking and foot rasps.



Heat treatments
Products such as hot oil or paraffin wax, or equipment such as thermal booties, used to heat the feet and aid absorption of products.

Horizontal ridges
Ridges that run from side to side across the nails. Sometimes they are so deep they form furrows.

Ingrowing toenail
A common condition where the corners of the nail plate grow into the nail walls, causing swelling and pain.

Longitudinal ridges
Ridges that run from the cuticle to the free edge of the nail; very common on the toenails.

Paraffin wax treatment
Covering the feet in a warm paraffin wax liquid, building up several layers to retain the heat and wrapping in towels for a period of time. This will moisturise, soften and nourish the feet.

Pedicure tools
A variety of tools used during a pedicure to reduce nail length, carry out cuticle work and remove hard skin.

Pterygium
Over-growth of the cuticle, sometimes covering the whole of the nail plate, particularly if the nail is tiny, for example the little toenail.

Sterilisation
The process of destroying all micro-organisms and their spores.

Image courtesy of iStockphoto.com/Alberto Pomares Photography
Image courtesy of iStockphoto.com/Floortje

What you must know
You must be able to:

1. describe salon requirements for preparing yourself, the client and the work area
2. describe the environmental conditions suitable for pedicure treatments
3. describe different consultation techniques used to identify treatment objectives
4. explain the importance of carrying out a nail and skin analysis
5. describe how to select products, tools and equipment to suit the client's treatment needs, skin and nail conditions
6. identify nail and skin conditions
7. describe the contra-indications which prevent or restrict pedicure treatments
8. state how to communicate and behave in a professional manner
9. describe health and safety working practices

Continues on next page

Revision tip

To remove nail length, clip or cut nails straight across to prevent them growing into the nail walls, and then smooth the edges with an emery board.

Follow in the footsteps of... *Thuy Duong*

Thuy is currently studying her NVQ Level 2 Beauty Therapy at the London College of Beauty Therapy. She aims to complete her NVQ Level 3 at LCBT too. Thuy has always wanted to enter the beauty therapy industry and feels that her college has helped her through all the live working salon experiences and industry talks she has attended. Thuy's ambition is to open her own beauty salon, with the latest treatments available. Look for the pink quote marks to see what she has to say to you!

Massage upwards to aid venous blood flow and reduce any ankle swelling by stimulating the lymph flow.

Image courtesy of www.therapyessentials.co.uk

10 explain the importance of positioning yourself and the client correctly throughout the treatment

11 explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions

12 describe how treatments can be adapted to suit the client's treatment needs, nail and skin conditions

13 describe the different massage techniques and their benefits

14 state the contra-actions that may occur during and following treatments and how to respond

15 state the importance of completing the treatment to the satisfaction of the client

16 state the importance of completing treatment records

17 state the aftercare advice that should be provided

18 describe diseases and disorders of the nail and skin

19 describe the structure and functions of the nail and skin

20 describe the structure and function of the muscles of the lower leg and foot

21 describe the structure and function of the bones of the lower leg and foot

22 describe the structure and function of the arteries and veins of the lower leg and foot

23 describe the structure and function of the lymphatic vessels of the lower leg and foot

To maintain a good posture throughout the treatment, make your chair slightly lower than the client's chair.

A beautiful result will keep clients returning for further pedicure treatments.

Image courtesy of Professionails

Why not put on a pedicure 'spring offer' as feet have been tucked away for the winter and could do with some care and attention before being exposed!

Always support the weight of your client's leg and foot. This will make the treatment more relaxing and comfortable for them.

Pedi

Soaking feet in a foot bath will allow hard skin to be removed more easily.

Pretty feet are a summer essential, but pedicures can make clients feel pampered all year round.

Images courtesy of Carlton Group (left) and Professionails (right)

Let your client take the lead in choosing a nail polish colour, but give your opinion if they ask for it.

cure

Always use a base coat to prevent staining of the nail plate, particularly if a dark colour is being used.

Image courtesy of EzFlow

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	13–15
Merit	16–21
Distinction	22–25

○ Please tick when all pre-observation requirements have been met.

	Provide pedicure treatments		
1 Prepare yourself, the client and the work area for pedicure treatment	1		
2 Use suitable consultation techniques to identify treatment objectives *	1	2	3
3 Carry out a nail and skin analysis	1		
4 Provide clear recommendations to the client *	1	2	3
5 Position yourself, the client and the equipment correctly throughout the treatment	1		
6 Follow health and safety working practices	1		
7 Communicate and behave in a professional manner	1		
8 Select and use products, tools, equipment and techniques to suit the client's treatment needs, nail and skin conditions *	1	2	3
9 Use and adapt correct massage techniques to meet the needs of clients *	1	2	3
10 Apply base coat, varnish and top coat evenly without flooding the cuticles and nail wall	1		
11 Complete the treatment to the satisfaction of the client *	1	2	3
12 Record the results of the treatment with the client	1		
13 Provide suitable aftercare advice *	1	2	3
Totals			
Grade			
Candidate signature and date			
Assessor signature and date			

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covers contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin and nail condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of manicure products.
8 Select and use products, tools and equipment to suit client's treatment needs, skin and nail conditions	Selects and uses products, tools and equipment to suit treatment objectives. Example: Product choice adapted to suit skin and nail conditions.	Selects and uses products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, communicates with the client throughout to confirm satisfaction at every stage.	Selects and uses products, tools and equipment to suit treatment objectives. Examples: Consistent finish across all of the nails, provides explanation to client about products, tools and equipment selected and confirmed client's satisfaction at every stage.

Continues on next page

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Use and adapt correct massage techniques to meet the needs of the client	Adapts the massage to suit skin type and skin and nail condition.	Adapts the massage to suit skin type and skin and nail condition. Varies the rate, rhythm and time.	Adapts the massage to suit skin type and skin and nail condition. Varies the rate, rhythm time and pressure.
11 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
12 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice to include homecare products and future treatments.	Excellent aftercare advice given, including homecare products, application and removal techniques and future treatment and recommendations.

Give specific and detailed aftercare advice to your clients. This will make them feel extra special and they will request you as their therapist next time.

Comment form

Unit 208 Provide pedicure treatments

This form can be used to record comments by you, your client, or your assessor.

Image courtesy of Professionails

Remember the client's soles! A pedicure isn't just about making the top of the feet look pretty. Thorough exfoliation and hard skin removal ensures the client will return to your salon.

Image courtesy of iStockphoto.com/SV Photo

209

Apply make-up

Applying make-up is a very creative but also personal treatment to carry out on clients. Some clients may have worn make-up for years and want a new look. Some may not have worn make-up before and are wanting ideas and advice. Others will want make-up for a special occasion such as a wedding. In this unit, you will learn how to consult with the client, and select products appropriate for their skin type, colour and age. You will be able to practise application techniques in order to create a balanced look that meets the client's treatment plan. The end result will make your client feel – and look – amazing.

Assignment mark sheet
Unit 209 Apply make-up

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2: apply make-up		

Overall grade

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Aftercare advice
Advice given to the client following a make-up treatmentin order to maintain the look and prevent any adverse reactions.

Blushers
These come in a variety of different forms including creams, powders and liquids, and are used to enhance the cheekbones.

Body language
A way of communicating to our clients or colleagues using our bodies but not using speech.

Concealer
A product used to cover any imperfections, usually applied before foundation.

Contra-action
An unfavourable reaction which may occur either during or after the treatment, eg skin swelling.

Contra-indication
A condition that will prevent the make-up treatment being carried out, eg conjunctivitis.

Dehydrated
A skin condition where the surface is tight and parched, often with very fine lines.

Environmental conditions
The appropriate conditions necessary to carry out a professional make-up treatment. Covers areas such as warmth, lighting, privacy and music.

Image courtesy of Anthony Braden

Eyeshadow
Product applied to the eyes; may be in powder, cream or gel form.

Face shape
The shape of the client's face; common ones include square, round, oval, oblong and diamond. This affects the make-up products and techniques that may be used for best results.

Image courtesy of Anthony Braden

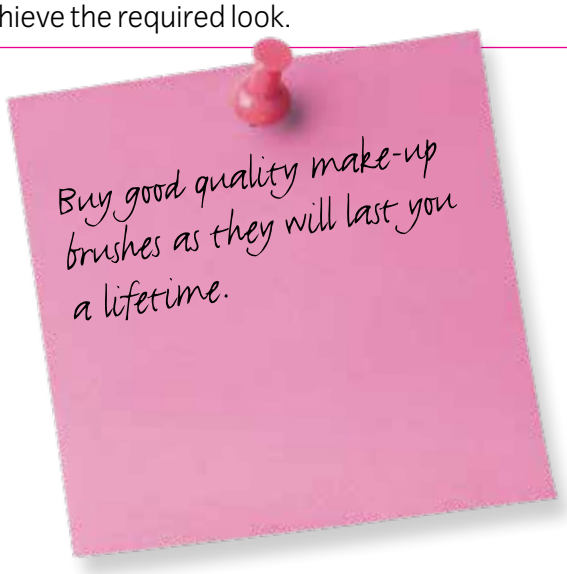
Foundation
A make-up product used all over the face to enhance the natural colour, providing an even base on which to work; also gives the skin protection.

Highlighter
Product used to draw attention to an area or feature.

Shader
Product used to take attention away from a feature.

Skin texture
A term that refers to whether the skin is thin or thick (sometimes called fine or coarse).

Treatment plan
A plan that has been discussed and agreed with the client during the consultation and will be followed to achieve the required look.



What you must know
You must be able to:

1. describe workplace requirements for preparing yourself, the client and the work area
2. state the environmental conditions suitable for applying make-up
3. describe different consultation techniques used to identify treatment objectives
4. describe the importance of carrying out a detailed skin analysis
5. describe how to select products, tools and equipment to suit the client's treatment needs, skin type and condition
6. identify skin types, conditions and characteristics
7. describe the contra-indications which prevent or restrict make-up application
8. state how to communicate and behave in a professional manner
9. describe health and safety working practices
10. state the importance of positioning yourself and the client correctly throughout the treatment

Continues on next page

Follow in the footsteps of... *Afshan Islam*

Afshan is a Level 3 Media Make-Up student at Sheffield City College. Afshan opened her own women-only hair and beauty salon called 'Beauty Beneath' in 2008. The salon caters especially for women who wear headscarves. Afshan was also the Level 3 NVQ City & Guilds Make-up Competition winnerin 2009. She did the make-up for Mecia Simson (winner of *Britain's Next Top Model,* 2009), who was the front cover model for the Level 3 NVQ Logbook. Eventually, Afshan hopes to become a professional make-up artist. Look for the pink quote marks to see what she has to say to you!

11 state the importance of using products, tools, equipment and techniques to suit the client's treatment needs, skin type and condition

12 describe how to use corrective methods to suit the client's treatment needs, skin types and condition

13 state the contra-actions that may occur during and following treatments and how to respond

14 state the importance of completing the treatment to the satisfaction of the client

15 state the importance of completing treatment records

16 state the aftercare advice that should be provided

17 describe the structure and functions of the skin

18 describe diseases and disorders of the skin

19 explain how natural ageing, lifestyle and environmental factors affect the condition of the skin and muscle tone

20 state the position and action of the muscles of the head, neck and shoulders

21 state the names and position of the bones of the head, neck and shoulders

22 describe the structure and function of the blood and lymphatic system for the head, neck and shoulders

Updating portfolios and networking with photographers will get yourself noticed within the fashion, hair and make-up industries. This will support your good reputation.

Have all your products ready before the make-up application.

Mak

Always give your client advice on how to touch up their make-up look throughout the day or evening.

"

Take the time to really practise your talents and perfect your make-up skills.

After cleansing, toning and moisturising the face, either blot with a tissue or leave for five minutes before applying foundation.

ee-up

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	11–13
Merit	14–18
Distinction	19–21

○ Please tick when all pre-observation requirements have been met.

		Apply make-up		
1	Prepare yourself, the client and the work area for make-up	1		
2	Use suitable consultation techniques to identify treatment objectives *	1	2	3
3	Carry out a skin analysis	1		
4	Provide clear recommendations to the client *	1	2	3
5	Position yourself and the client correctly throughout the treatment	1		
6	Select and use products, tools and equipment for make-up treatments to suit the client's treatment needs, skin type and condition *	1	2	3
7	Follow health and safety working practices	1		
8	Communicate and behave in a professional manner	1		
9	Complete the treatment to the satisfaction of the client *	1	2	3
10	Record the results of the treatment correctly	1		
11	Provide suitable aftercare advice *	1	2	3
	Totals			
	Grade			
	Candidate signature and date			
	Assessor signature and date			

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covers contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covers contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition and client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account skin type/condition, general health, medication, client lifestyle, expectations, occasion established, colour preferences and current use of make-up.
6 Select and use products, tools and equipment for make-up treatments to suit the client's treatment needs, skin type and condition	Some consideration given to treatment objectives (eg occasion, lighting, skin type and conditions) and adaptation of the treatment. Examples: Range of products and tools used.	Consideration given to all treatment objectives (eg occasion, lighting, skin type and conditions, make-up duration). Examples: Full range of products, tools and techniques used, finished make-up blended well.	Consideration given to all treatment objectives (eg occasion, lighting, skin type and conditions, make-up duration). Examples: Full range of products, tools and techniques used, corrective eye make-up applied and contouring techniques used, finished make-up blended well.

Continues on next page

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
9 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided including possible contra-actions.	Good level of aftercare advice includes homecare products and future treatments.	Excellent aftercare advice includes homecare products, application and removal techniques and future treatment and recommendations.

Your priority should be to use your skill to make clients feel beautiful. It is a great achievement to make clients feel confident about themselves.

Image courtesy of iStockphoto.com/Quavondo

Comment form
Unit 209 Apply make-up

This form can be used to record comments by you, your client, or your assessor.

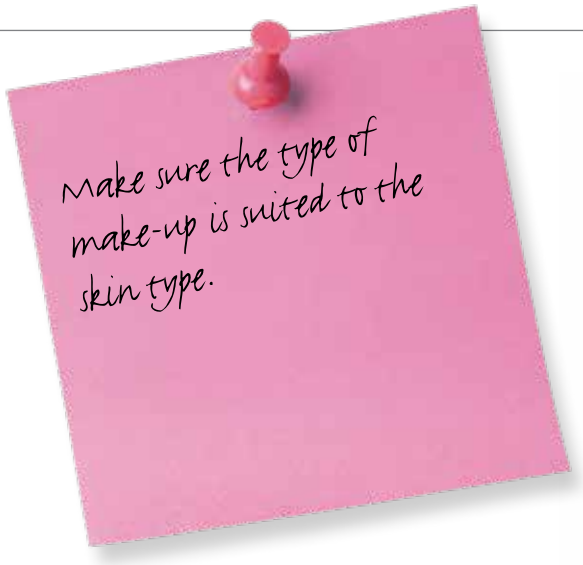


Image courtesy of Anthony Braden

Image courtesy of iStockphoto.com/Dodz Larysa

210

Provide eyelash and eyebrow treatments

Eyelash and eyebrow treatments are some of the most satisfying treatments to carry out, and their popularity among male clients is also growing. You will learn how to assess the client's natural eyebrow and advise them on the most suitable shape, taking into account their face shape, existing eyebrow shape and hair density. Tweezing away the hairs may result in a dramatic enhancing of the eyes. You will also learn how to use permanent colour to define brows and lashes, giving the appearance of longer and thicker lashes. Other treatments are also covered in this unit, including threading, semi-permanent make-up and lash perming.

Assignment mark sheet
Unit 210 Provide eyelash and eyebrow treatments

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to achieve a grade. For each completed practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

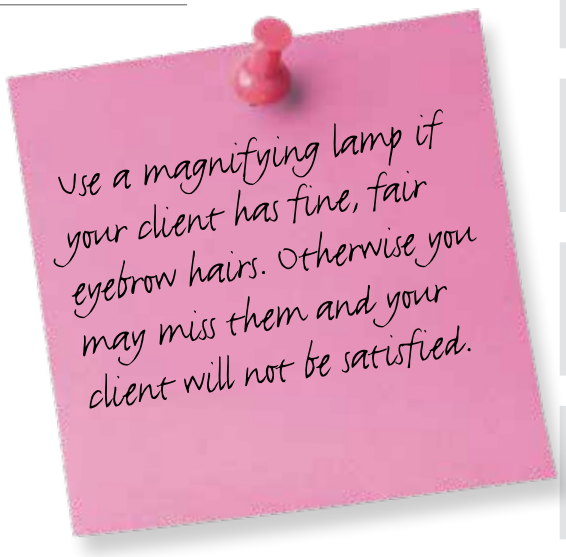
What you must know	Tick when complete
Task 1a: produce an information sheet	
Task 1b: produce a fact sheet	
Task 1c: anatomy and physiology	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: provide eyebrow shape treatment		
Task 2b: provide eyelash tint treatment		
Task 2c: provide eyelash extension treatment		

Overall grade

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3



Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Conjunctivitis
A nasty eye condition where the eyes are red, swollen and sticky.

Contaminated waste
Consumables that have been soiled with bodily fluids. This type of waste requires special disposal methods.

Contra-action
An unfavourable reaction that may occur either during or after the treatment, eg skin swelling or excessive erythema.

Erythema
Redness of the skin due to the blood vessels bringing blood to the surface.

Image courtesy of Maria Retter

Eye shields
These can be damp half-moons of cotton wool or pre-prepared pads used to protect the eye area from tint.

Image courtesy of Malika

False lash application
The use of strip or flared lashes that are applied to the client for a special occasion, usually lasting for the evening or if treated carefully, a week.

Hydrogen peroxide
A chemical that is mixed with the tint to activate the colour.

Ice packs
Cold compresses, either flannel, damp cotton pads, or ice wrapped in a small towel. All are used to calm an irritated area.

Lash extension
Advanced technique used to lengthen the client's eyelashes. An individual false lash is attached to an existing lash and will last for up to six weeks.

Patch test
A test carried out 24 hours before the treatment to see if the client is allergic to the tinting products.

Sterilisation
The process of destroying all micro-organisms and their spores.

Stye
A small infection at the base of the eyelash follicle; it is red, sore and swollen.

Threading
A specialised method of hair removal using the swift action of fingers, thumbs and tight thread.

Warming devices
These may be steam, hot flannels or hot, damp pads that are used to open the hair follicles to make the removal of the hairs easier.

What you must know
You must be able to:

1. describe salon requirements for preparing yourself, the client and the work area
2. describe the environmental conditions suitable for eyelash and eyebrow treatments
3. describe different consultation techniques used to identify treatment objectives
4. describe the types of tests that are carried out before providing eyelash and eyebrow treatments
5. state the importance of carrying out tests prior to the treatment and accurately recording the results
6. describe the contra-indications that prevent or restrict eyelash and eyebrow treatments
7. describe how to select products, tools and equipment to suit the client's treatment needs
8. describe the types of eyelash and eyebrow treatments available and their benefits
9. outline the types of tests that are carried out before providing an eyelash and eyebrow tinting treatment

Continues on next page

Revision tip

If the eyebrow hairs are thick and coarse, apply a hot compress to each brow for a few minutes. This will open up the follicles, making the hair removal easier and less painful.

Follow in the footsteps of... *Gabie Williams*

Gabie started studying the VRQ Beauty Consultancy Diploma at The Folkestone Academy at 14 years old. She enjoyed it so much that she is now studying Beauty Therapy at sixth form. Gabie is particularly interested in lash and brow treatments, as she loves making people feel good about themselves. Look for the pink quote marks to see what she has to say to you!

Image courtesy of AH Francis

10 state the importance of assessing facial characteristics prior to carrying out eyelash and eyebrow treatments

11 state how to communicate and behave in a professional manner

12 describe health and safety working practices

13 explain the importance of positioning yourself and the client correctly throughout the treatment

14 explain the importance of using products, tools, equipment and techniques to suit the client's treatment needs

15 describe how treatments can be adapted to suit the client's treatment needs and facial characteristics

16 describe the normal reaction of the skin to eyebrow shaping treatments

17 state the contra-actions that may occur during and following treatments and how to respond

18 describe the chemical reaction which creates the tinting effect

19 state the importance of completing the treatment to the satisfaction of the client

20 state the importance of completing treatment records

21 state the aftercare advice that should be provided

22 describe the structure and function of the skin and hair

23 describe diseases and disorders of the skin and hair

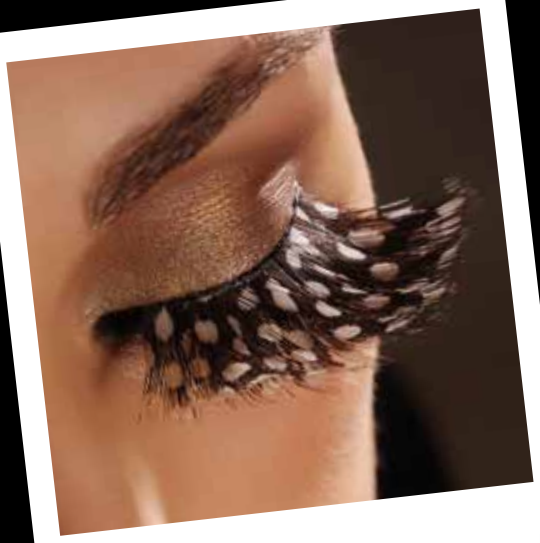
Eyelash and brow tinting is great for mature clients with fine lashes or when their natural colour has faded. It defines the eye area, giving the appearance of mascara.

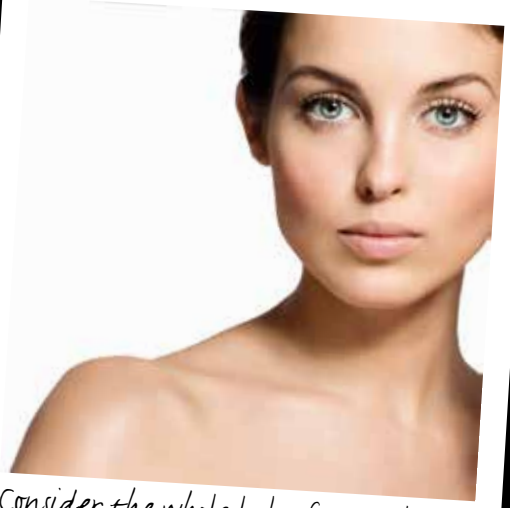
Eyelash extensions can create a dramatic effect.

Image courtesy of iStockphoto.com/Inga Ivanova

Brow shaping can create a dramatic change to a client's eyes but it is important to do this in stages. I always ask my client to check in the mirror to make sure they are happy before I remove more hairs.

Lashes a





Consider the whole look of your client before you treat lashes and brows.

Images courtesy of www.juliafrancis.co.uk (left) and iStockphoto.com/Iconogenic (right)

Image courtesy of iStockphoto.com/Quavondo

Strong sunlight can easily fade tinted lashes and brows so advise your client on the use of sunglasses.

nd brows

Threading is an alternative to waxing on the eyebrow area.

Image courtesy of Malika

“

Always check that the client has had a recent skin test and that the result was negative and recorded before giving an eyelash or brow tint.

What you must do
Practical observations

This page shows what you need to do during your practical tasks. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical tasks. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks ranges		
	A	B	C
Pass	10–12	11–13	11–12
Merit	13–17	14–18	13–16
Distinction	18–20	19–21	17–19

○ Please tick when all pre-observation requirements have been met.

	Provide eyelash and eyebrow treatments								
	a Eyebrow shape			b Eyelash tint			c Eyelash extension		
1 Prepare yourself, the client and the work area for an eyebrow and eyelash treatment	1			1			1		
2 Use suitable consultation techniques to identify treatment objectives *	1	2	3	1	2	3	1	2	3
3 Interpret and accurately record results of test carried out prior to treatment				1			1		
4 Provide clear recommendations to the client *	1	2	3	1	2	3	1	2	3
5 Position yourself and the client correctly throughout the treatment	1			1			1		
6 Follow health and safety working practices	1			1			1		
7 Communicate and behave in a professional manner	1			1			1		
8 Select and use products, tools, equipment and techniques to suit the client's treatment needs *	1	2	3	1	2	3	1		
9 Complete the treatment to the satisfaction of the client *	1	2	3	1	2	3	1	2	3
10 Record the results of the treatment with the client	1			1			1		
11 Provide suitable aftercare advice *	1	2	3	1	2	3	1	2	3
Totals									
Grade									
Candidate signature and date									
Assessor signature and date									

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify treatment objectives	Basic consultation carried out. Examples: closed questions used throughout, questioning covered contra-indications.	Good consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.	Thorough consultation carried out. Examples: open and closed questions, positive body language, questioning covered contra-indications, general health, lifestyle and expectations.
4 Provide clear recommendations to the client	A basic treatment plan is recommended. Examples: objectives of the treatment identified.	A good treatment plan is recommended. Examples: objectives of the treatment identified, taking into account client expectations.	A thorough treatment plan is recommended. Examples: objectives of the treatment identified, taking into account hair growth or colour characteristics, general health, medication, client lifestyle, expectations, pain threshold, and current method of eyebrow/ eyelash treatment.

Continues on next page

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
8 Select and use products, tools equipment and techniques to suit the client's treatment needs	**Eyelash tinting** Tint is applied and removed safely, in accordance with the treatment plan. **Eyebrow shaping** Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result.	**Eyelash tinting** Tint is applied and removed safely, in accordance with the treatment plan. All traces of tint are removed from the area. **Eyebrow shaping** Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result. The finished brow shape complements the face and eye shape.	**Eyelash tinting** Tint is applied and removed safely, in accordance with the treatment plan. All traces of tint are removed from the area. Client's skin tone and hair colour are complemented. **Eyebrow shaping** Brows are prepared correctly. Hairs are removed swiftly and safely to achieve the desired result. The finished brow shape complements the face and eye shape. Extra measures are taken to minimise discomfort, eg heating the skin before tweezing. During the treatments, client is consulted using a mirror to check brow shape is satisfactory.

Continues on next page

When tinting lashes tell your client that you need them to keep their eyes closed until you tell them to open them. Clients will keep opening their eyes if you do not give clear instructions.

	1 mark	2 marks	3 marks
9 Complete the treatment to the satisfaction of the client	The treatment is completed within the agreed time and brought to a satisfactory close.	The treatment is completed within the agreed time and the client is shown the result.	The treatment is completed within the agreed time, brought to a satisfactory close, the client is shown the result, result is adapted if necessary, client is assisted where necessary.
11 Provide suitable aftercare advice	Basic aftercare advice is provided, including possible contra-actions.	Good level of aftercare advice provided, including homecare products and future treatments.	Excellent aftercare advice provided, including homecare products, application and removal techniques and future treatment and recommendations.

Images courtesy of iStockphoto.com/Valua Vitaly (left) and iStockphoto.com/proxyminder (right)

Comment form
Unit 210 Provide eyelash and eyebrow treatments

This form can be used to record comments by you, your client, or your assessor.

Images courtesy of Shavata

Image courtesy of iStockphoto.com/Aldra

Image courtesy of iStockphoto.com/Chris Gramly Photography

230

Shampoo and condition the hair and scalp

Shampooing and conditioning is often the client's first experience of the salon, so it's crucial to make a strong first impression. The quality of products available today allows you to turn dull, lifeless hair into into silky, shiny, flowing hair, so that the client will remember you and return time after time. Within this unit you will learn how to select the most suitable shampoos and conditioning products for different hair and scalp conditions, as well as understanding different massage techniques and when to use them.

Assignment mark sheet
Unit 230 Shampoo and condition the hair and scalp

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

What you must know	Tick when complete
Task 1a: information sheet	
Task 1b: chart	
Task 1c: chart	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: dry hair		
Task 2b: product build-up/oily hair		
Task 2c: normal hair		

Total points for graded tasks	
Divided by	÷ 3
=	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

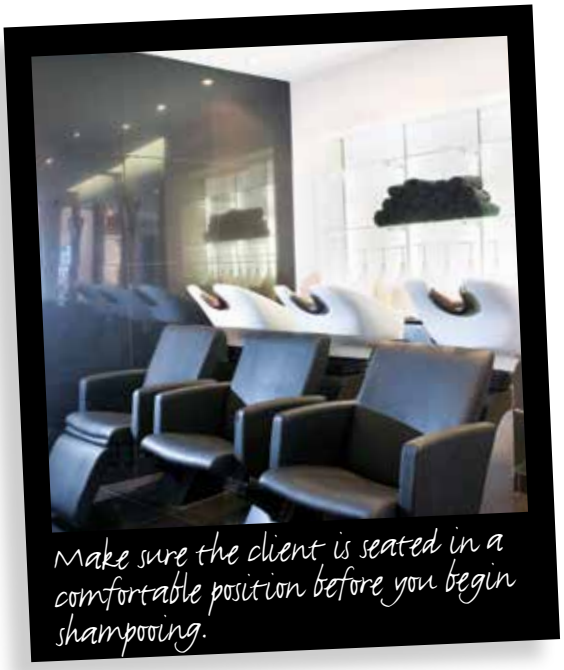


Image courtesy of TONI&GUY

What does it mean?
Some useful words are explained below

Aftercare advice
Information given to the client to help with style and hair maintenance.

Contra-indication
Something that may cause an adverse reaction to a hairdressing product, service or chemical.

Cuticle scales
The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.

Dermatitis
A common skin condition suffered by hairdressers, when wet work and contact with chemicals causes soreness, redness and itchiness.

Detergents
Used in shampoos as a wetting agent to help reduce the surface tension of the hair, allowing the water to penetrate the hair more easily when shampooing.

Effleurage
A gentle stroking massage movement used during the shampooing and conditioning process.

Emulsify
A term used when removing colouring products from the hair: a small amount of water is massaged into the colour to help break down the product, enabling it to be rinsed out of the hair more easily.

Environmentally damaged hair
Hair that has been damaged by excessive exposure to the sun, wind, seawater, or chlorine.

Hard water
Water with a high calcium and magnesium content, causing a poor soap and detergent interaction, which makes it hard to get the shampoo to lather, and creates scum.

Manufacturer's instructions
Explicit guidance by manufacturers or suppliers on the use of products, tools and equipment.

pH scale
Measure of acidity or alkalinity, for example with the hair, hairdressing products.

Personal protective equipment (PPE)
Equipment available for use in the workplace to protect you, your skin and clothes from damage. For example, gloves, aprons, or overalls.

Petrissage
A slow, firm, kneading massage movement used during the conditioning process.

Product build-up
When the hair has had excessive product applied between shampoos, forming a barrier on the hair.

Rotary
A firm, circular massage movement using the pads of the fingers on the scalp during the shampooing process.

Image courtesy of iStockphoto.com/James Group Studios

Image courtesy of Clynol

Image courtesy of iStockphoto.com/idreamphoto

What you must know
You must be able to:

1. Describe the salon's requirements for client preparation, preparing self and the work area
2. Describe the different consultation techniques used
3. Describe the hair and scalp conditions and their causes
4. Describe different ranges of shampooing and conditioning products and equipment
5. Explain the importance of following manufacturers' instructions
6. Describe when and how to use the products, equipment and tools to treat different hair and scalp conditions
7. Explain how the pH value of shampoo and conditioning products used affects the hair structure
8. Describe the possible consequences of using incorrect shampooing and conditioning products

Continues on next page

Revision tip

Pityriasis capitis, commonly known as dandruff, is caused by the over-production of skin cells.

Be the next ...
Kate MacLellan

Kate MacLellan is the 2009 City & Guilds Level 2 Hairdressing Student of the Year. A City & Guilds NVQ Level 3 Student at City of Bristol College, Kate created the style for the cover of this logbook, developing the award-winning look she first created at UK Skills. Her ambition is to open her own chain of salons. Read her shampooing tips under the pink quote marks!

The City & Guilds Level 2 Hairdressing Student of the Year award – could this be you?

9 Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair

10 Describe how shampoo and water act together to cleanse the hair

11 Describe how water temperature affects the hair structure

12 Explain the importance of thoroughly rinsing hair to remove shampoos and conditioning products

13 Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair

14 Describe the aftercare advice that should be provided

15 Outline safe and hygienic working practices

16 State how to communicate and behave within a salon environment

Shampooing is the first part of the service, so it's your first opportunity to create a good impression.

The more shampooing knowledge you have, the better you can answer client questions.

If the water is too hot or too cold, the client won't always tell you, so you need to get it right yourself.

Images courtesy of Walsall College

Shamp

> *Always check the water temperature and adjust to your client's needs.*

Image courtesy of iStockphoto.com/Eulenblau

Image courtesy of iStockphoto.com/ Dmytro Konstantynov

boomg

"

Adapt your massage techniques to suit clients' scalp conditions.

Brushing the hair through before shampooing helps to remove styling spray and reduces tangling.

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	9–10
Merit	11–14
Distinction	15–17

State the conditioning treatment and surface conditioner used for each service	Shampooing and conditioning service								
	1 Dry hair			2 Product build-up/oily hair			3 Normal hair		
Conditioning treatment completed									
Surface conditioner used									
1 Prepare self, the client and work area for shampooing and conditioning services	1			1			1		
2 Identify the condition of the hair and scalp using suitable consultation techniques *	1	2	3	1	2	3	1	2	3
3 Select and use products, tools and equipment suitable for the client's hair and scalp condition	1			1			1		
4 Use and adapt massage techniques to meet the needs of the client *	1	2	3	1	2	3	1	2	3
5 Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, and leave the hair clean and free of products	1			1			1		
6 Disentangle hair without causing damage to the hair or scalp	1			1			1		
7 Follow safe and hygienic working practices	1			1			1		
8 Provide suitable aftercare advice *	1	2	3	1	2	3	1	2	3
9 Communicate and behave in a professional manner *	1	2	3	1	2	3	1	2	3
Totals									
Grade									
Candidate signature and date									
Assessor signature and date									

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Identify the condition of the hair and scalp using suitable consultation techniques	Basic consultation Examples: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
4 Use and adapt massage techniques to meet the needs of the client	Uses minimal massage techniques required with minimal adaptation, following manufacturer's instructions	Competently uses massage techniques showing adaptation with hair length and density	Demonstrates high level of understanding for usage and adaptation of the variety of massage techniques, to take into account products used, clients' needs and requirements, hair and scalp condition to maximum benefit
8 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and tools	Excellent level of aftercare advice Example: use of products and tools, and further services available
9 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

Comment form
Unit 230 Shampoo and condition the hair and scalp

This form can be used to record comments by you, your client, or your assessor.

You will need to use different massage techniques depending on the client's hair and scalp condition.

> *A thorough consultation ensures you identify the correct conditioner and method of application.*

Image courtesy of iStockphoto.com/Aldra

Image courtesy of iStockphoto.com/ VikaValter

231

Cut women's hair

A good haircut is the basis of every hairstyle, and can boost the client's self-esteem like nothing else. Your cutting skills are among the most important you will need as a hairdresser, and may take a long time to develop. This unit will help you learn the basic cutting techniques; as your understanding grows you will progress onto different hair types, covering layered, graduated and one-length cuts. You will learn how to adapt the cut to take account of client facial features, personalising your work to achieve the best possible outcome for the client.

Assignment mark sheet
Unit 231 Cut women's hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

What you must know	Tick when complete
Task 1a: information sheet	
Task 1b: style guide	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: one-length effect		
Task 2b: uniform layer		
Task 2c: graduation		

Total points for graded tasks	
Divided by	÷ 3
=	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

sleek sophistication – a cut that perfectly matches the features.

Image courtesy of Richi Grisillo TONI&GUY Paddington Australia

What does it mean?
Some useful words are explained below

Aftercare advice
Information given to the client to help with style and hair maintenance.

Club cutting
The most commonly used technique to remove length.

Hair elasticity
An indicator of the condition of the hair's cortex and the strength of the hair: strong hair can stretch and return without damage.

Features of the head and face
Nose, ears, high forehead, short forehead, chin, etc.

Freehand
Cutting hair without holding it in place so there is no tension, for example when cutting a fringe.

Graduating
Cutting the hair to blend layers from a longer length to a shorter length, or from a shorter length to a longer length. Creative styles may include a combination of both.

Hair density
The concentration of hairs on the head. For example, a sparse head of hair has low hair density.

Hair texture
The thickness of each single hair.

One-length cut
The hair is cut to the same outside length around the head.

Scissor over comb
A technique used when blending short layered hair; clippers can also be used.

Sharps
A term used by the Health and Safety Executive to describe sharp objects, for example scissors, razors, and razor blades, that may have by-laws covering their disposal.

Short graduation
The inner layers of the hair lengths are longer than the outline shape.

Tapering
Cutting a fine line into the head shape, for example when blending layers from the fringe to a longer length at the front of the cut.

Texturising
Removing small or large amounts of hair bulk to add definition, shape and movement to the style. Scissors or a razor can be used for this.

Thinning
Reducing hair bulk without reducing the overall hair length – this can be achieved with scissors or a razor.

Image courtesy of iStockphoto.com/Mark Fairey Graphic Design
Image courtesy of GE Betterton
Image courtesy ofRae Palmer
Image courtesy of James McDonnell & Tracey Sweeting/TONI&GUY Bristol

What you must know
You must be able to:

1. Explain the safety considerations that must be taken into account when cutting hair
2. State the factors that need to be considered when cutting hair
3. Describe the different consultation techniques used to identify service objectives
4. Describe the salon's requirements for client preparation, preparing self and the work area
5. Describe a range of looks for women
6. Describe the correct use, and routine maintenance of cutting tools and equipment
7. Describe the effect of different cutting techniques

Continues on next page

Revision tip

Freehand cutting is used when no tension is required on the hair, for example when cutting in a fringe. Hair in good condition will stretch up to a third of its length and return when wet, so if tension is applied to a fringe, it may end up too short.

Be the next ...
Akin Konizi

Akin Konizi won the British Hairdresser of the Year Award in 2008 and 2009. Akin's role as International Creative Director and Head of Education for HOB takes him all over the world, inspiring other hairdressers with show-stopping platform work and stunning photo collections. Follow the pink quote marks to read his cutting advice!

A cut must always fit with the client's overall look.

8 State the effect cutting hair at different angles has on the finished look

9 State the importance of applying the correct degree of tension to the hair when cutting

10 State the importance of cross-checking the cut

11 Describe the aftercare advice that should be provided

12 Outline safe and hygienic working practices

13 State how to communicate and behave within a salon environment

Revision tip

To cut hair into a uniform layer, the hair is held at a 90° angle from the head. To produce a one-length look, the hair is held at 0° from the head.

Follow these three steps to the wow factor: give the client a haircut that suits them, make sure your cut is well executed, and keep it fashion-led.

As your basic knowledge grows, you'll be able to create a wider range of fabulous looks.

Some clients know they want a daring cut, but be careful if they're uncertain!

Images courtesy of Rae Palmer

Cut

The way you cut someone's hair has a huge effect on how they are perceived by people in their everyday lives.

Image courtesy of The Colour Project

Wet hair can stretch up to a third of its natural length, so make sure you take this into consideration when cutting.

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Your haircut must be tailored to suit the individual. Don't ever create a haircut purely to suit the face of your client; always ensure it also works with your client's entire image and lifestyle.

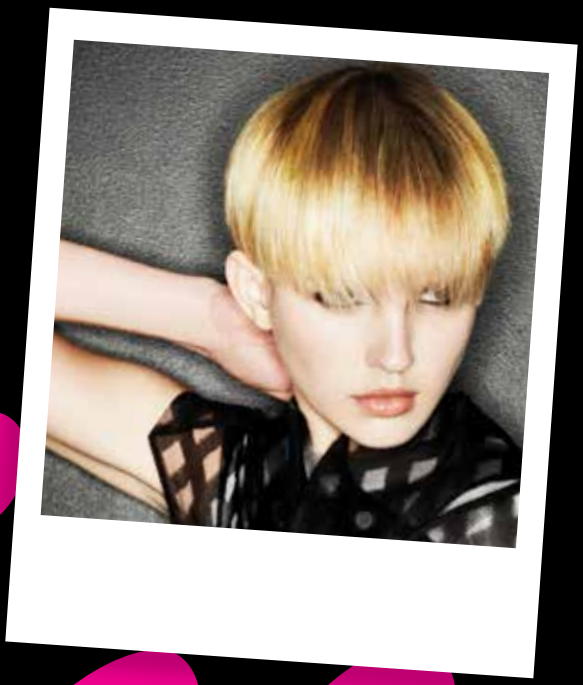


Image courtesy of Karine Jackson

tips

Image courtesy of Rae Palmer

Remember to adjust the cut to suit the client's facial features and growth patterns.

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	12–14
Merit	15–19
Distinction	20–22

	Cutting service								
	1 One-length effect			2 Uniform layer			3 Graduation		
1 Prepare self, the client and work area for cutting services	1			1			1		
2 Use suitable consultation techniques to identify service objectives *	1	2	3	1	2	3	1	2	3
3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors *	1	2	3	1	2	3	1	2	3
4 Select and use cutting equipment to achieve the desired look	1			1			1		
5 Establish and follow guidelines to accurately achieve the required look *	1	2	3	1	2	3	1	2	3
6 Use cutting techniques that take into account the identified factors	1			1			1		
7 Position self and the client appropriately throughout the service	1			1			1		
8 Cross-check the haircut to ensure even balance and weight distribution	1			1			1		
9 Create a finished look that is to the satisfaction of the client	1			1			1		
10 Follow safe and hygienic working practices	1			1			1		
11 Provide suitable aftercare advice *	1	2	3	1	2	3	1	2	3
12 Communicate and behave in a professional manner *	1	2	3	1	2	3	1	2	3
Totals									
Grade									
Candidate signature and date									
Assessor signature and date									

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, instructions clearly repeated to gain confirmation
3 Assess the potential of the hair to achieve the desired look by identifying the influencing factors	Minimal evaluation Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, plus head/face shape/ features, contra-indications
5 Establish and follow guidelines to accurately achieve the required look	Guidelines followed with minimal instruction Example: follows most guidelines and achieves an accurate cut with minimal support	Guidelines followed with no instruction Example: follows most guidelines and achieves an accurate cut with no support	Accurate over the whole look Example: follows all guidelines accurately in a methodical sequence, and achieves the required look

Continues on next page

It is essential to learn and understand your classic techniques – the foundations of your hairdressing. This teaching will be instrumental to your entire professional success.

What you must do
Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
11 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
12 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

Always check your client is sitting up straight with uncrossed legs, to ensure the cut is balanced.

Image courtesy of Walsall College

Comment form
Unit 231 Cut women's hair

This form can be used to record comments by you, your client, or your assessor.

Image courtesy of Anya Dellicompagni at Francesco Group

Image courtesy of Jayne Stacey/TONI&GUY

232

Colour and lighten hair

Colouring services have never been more popular! Clients of all ages want anything from vibrant tones to subtle changes that complement natural skin tone. This unit is the very foundation of all colouring techniques; you'll soon understand how colour works, so that you can support clients with choosing that all-important colour. You'll develop the skills required to apply different types of colour, so that happy, confident clients will soon be striding out of your salon with a fantastic range of looks.

Assignment mark sheet
Unit 232 Colour and lighten hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

What you must know	Tick when complete
Task 1a: chart	
Task 1b: chart	
Task 1c: fact sheet	
Task 1d: information sheet	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: quasi-permanent/semi-permanent colour		
Task 2b: permanent colour or lightener		
Task 2c: permanent colour		
Task 2d: lightener		

Total points for graded tasks	
Divided by	÷ 4
=	
Overall grade (see conversion chart)	

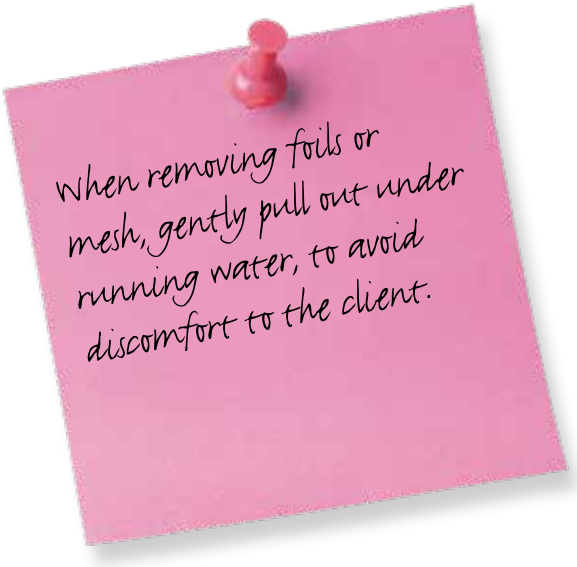
Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:



What does it mean?
Some useful words are explained below

Aftercare advice
Information given to the client on style, hair, colour maintenance and product information.

Colour depth
Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart.

Colour tone
The colours you see in the hair, for example red, copper, golden.

Contra-indication
Something that may cause an adverse reaction to a hairdressing product, service or chemical.

Elasticity test
A test carried out to check the condition of the hair's cortex.

Hydrogen peroxide
A chemical that is mixed with permanent colour and lighteners to activate the colour.

International Colour Chart (ICC)
The ICC is used to aid colour selection.

Incompatibility test
A test that is carried out on the hair before a chemical service, to check for the presence of metallic salts.

Lightener
Products that lighten the natural pigments of the hair without depositing artificial colour, otherwise known as bleach or pre-lighteners.

Manufacturer's instructions
Explicit guidance by manufacturers or suppliers on the use of products, tools and equipment.

Melanin
The pigment that gives colour to the skin and hair. Different types of melanin give hair different colours; for example, eumelanin is responsible for black and brown tones.

Porosity test
Carried out on the hair prior to applying colour to check how porous the hair is – uneven porosity may affect the colour outcome.

Skin test
A test carried out before the colour service is agreed to check if the client's skin will react to the chemicals in the colouring product.

Strand test
A test carried out during the processing stage to check the development of the colour or lightener.

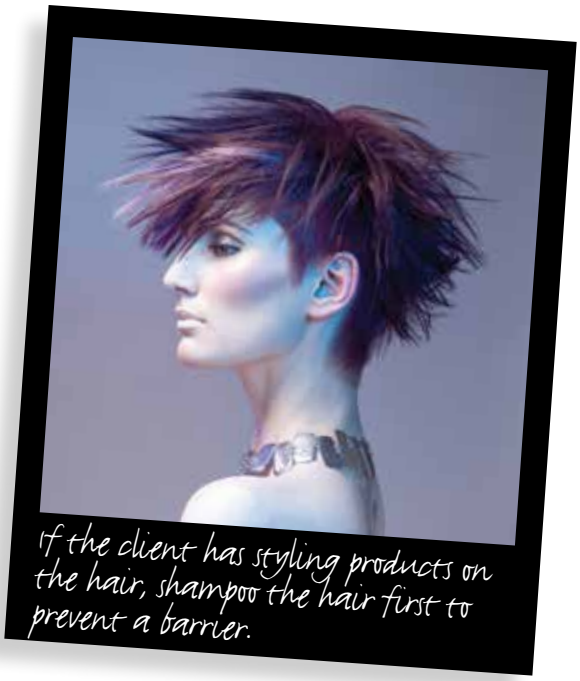


Image courtesy of TONI&GUY, Jayne Stacey – Sloane Square, London
Image courtesy of Walsall College
Image courtesy of iStockphoto.com/choja
Image courtesy of Marino Lambrix/ TONI&GUY Wimbledon, London

What you must know
You must be able to:

1. Explain the safety considerations that must be taken into account when colouring and lightening hair
2. Explain the dangers associated with inhalation of powder lighteners
3. Outline the types of colouring and lightening products
4. State the factors that need to be considered when selecting colouring products
5. Explain the importance of carrying out the necessary tests prior to and during the colouring service and recording the results
6. Explain the principles of colour selection
7. Explain how natural hair pigments influence colour selection
8. Describe how the international colour chart is used to select colour

Continues on next page

Revision tip

Eumelanin is the predominant pigment that makes hair brown or black. Hair mostly consisting of pheomelanin is red or blonde. Hair that has lost all its natural pigment is colourless: this is what we know as white or grey hair. Loss of hair colour is called canities.

Be the next ... *Beverly C*

Legendary celebrity hairdresser Beverly C is a twice winner of British Hairdresser of the Year, and a regular in magazines and on TV. Beverly is adored and admired everywhere for her no-nonsense approach to making women look and feel beautiful. Beverly believes in the total look – a great cut needs beautiful colour to bring it to life. Look for the pink quote marks to see what she has to say to you!

As your colouring skills develop, you'll be able to produce ever-more dramatic effects.

Image courtesy of Hooker & Young

9 Describe how each of the colour products affects the hair structure

10 Explain the uses of hydrogen peroxide when colouring and lightening the hair

11 State what percentage and volume strength hydrogen peroxide means

12 Explain the importance of following manufacturers' instructions

13 Describe the different consultation techniques used to identify service objectives

14 Describe the salon's requirements for client preparation, preparing self and the work area

15 Describe the correct use and routine maintenance of tools and equipment

16 State the importance of restoring the pH of the hair after a permanent colour

17 Outline the types and causes of problems that can occur during the colouring service and how to resolve them

18 Describe the aftercare advice that should be provided

19 Outline safe and hygienic working practices

20 State how to communicate and behave within a salon environment

Revision tip

Permanent hair colour, when mixed with peroxide, enters the hair under the cuticle layers and penetrates into the cortex. As oxidation takes place, the artificial colour attaches to the hair's natural pigment, causing staining of the artificial colour.

Always read through manufacturer's instructions, as products may vary in mixing and development time.

Learn and understand the entire theory of colouring – without knowing about primary and secondary colour and the colour wheel, you won't be equipped to grow as a colourist.

Image courtesy of Walsall College

To ensure even results, always apply colour in neat sections, working methodically round the head.

Image courtesy of Walsall College

Colou

Colouring is the one service that creates the most client loyalty. Top colourists are hard to find – if you are passionate about colour, then specialise in it!

Image courtesy of iStockphoto.com/Chris Gramly Photography (right)

Subtle highlights are appropriate for some clients; others demand you to think outside the box!

uring

Make sure you ask your client if they have a history of allergies before colouring the hair, and always record client responses.

Image courtesy of Central Training Group (top left)

Image courtesy of Hooker & Young

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	13–14
Merit	15–18
Distinction	19–21

State whether pulled through/weaved, full head or regrowth application covered in each service	Colouring service			
	1 Quasi-permanent/ semi-permanent colour	2 Permanent colour or lightener	3 Permanent colour	4 Lightener
Pulled through/weaved (must cover each technique)	■	■		
Full head (must cover once)		■	■	■
Regrowth application (must cover once)	■		■	■
1 Use suitable consultation techniques to identify service objectives *	1 2 3	1 2 3	1 2 3	1 2 3
2 Assess the potential of the hair to achieve the desired look by identifying the influencing factors *	1 2 3	1 2 3	1 2 3	1 2 3
3 Select and use an application method, products, tools and equipment to colour hair	1	1	1	1
4 Prepare self, the client and work area for colouring services	1	1	1	1
5 Follow safe and hygienic working practices	1	1	1	1
6 Position self and the client appropriately throughout the service	1	1	1	1
7 Mix and apply the colour using neat sections	1	1	1	1
8 Monitor the development of the colour accurately, following manufacturer's instructions	1	1	1	1
9 Remove the colour product thoroughly from the hair and scalp, without disturbing packages still requiring development	1	1	1	1

Continues on next page

	Colouring service											
	1 Quasi-permanent/ semi-permanent colour			2 Permanent colour or lightener			3 Permanent colour			4 Lightener		
10 Apply a suitable conditioner or post colour treatment to the hair, following the manufacturer's instructions	1			1			1			1		
11 Create a desired look to the satisfaction of the client	1			1			1			1		
12 Provide suitable aftercare advice *	1	2	3	1	2	3	1	2	3	1	2	3
13 Communicate and behave in a professional manner *	1	2	3	1	2	3	1	2	3	1	2	3
Totals												
Grade												
Candidate signature and date												
Assessor signature and date												

Always keep up with new trends and products. Never stop learning... I still am!

If you're colouring for a photo shoot, consider the colour of your background as well as the hair.

Image courtesy of Hooker & Young

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
1 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, instructions clearly repeated to gain confirmation
2 Assess the potential of the hair to achieve the desired look by identifying the influencing factors	Minimal evaluation Examples: carries out all necessary tests carried out, assesses hair and scalp conditions, client requirements	Good evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle	High level of evaluation Examples: carries out all necessary tests, assesses hair and scalp conditions, client requirements, hair growth patterns, previous services, client lifestyle, hair texture, haircut and length, hair density
12 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
13 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

Comment form
Unit 232 Colour and lighten hair

This form can be used to record comments by you, your client, or your assessor.

Image courtesy of Ishoka

227

The art of dressing hair

This unit is the very foundation of everyday hairdressing. Styling and finishing techniques are extremely important to you as a hairdresser. You will learn a variety of setting and styling skills. You'll understand the science of what happens inside the hair during the setting and drying process, helping you to maximise style potential. You'll soon be encouraged to showcase your skills with competition or photographic work!

Assignment mark sheet
Unit 227 The art of dressing hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

What you must know	Tick when complete
Task 1a: chart	
Task 1b: style guide	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: blow-dry		
Task 2b: finger-dry		
Task 2c: wet set with pincurls		
Task 2d: long hair up		

Total points for graded tasks	
Divided by	÷ 4
=	
Overall grade (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Internal Quality Assurer signature (where applicable): Date:

External Quality Assurer signature (where applicable): Date:

What does it mean?
Some useful words are explained below

Aftercare advice
Information given to the client on style and hair maintenance.

Backcombing
A dressing out technique with a comb, for giving root lift and/or volume to the hair.

Hair elasticity
An indicator of the condition of the hair's cortex and strength of the hair: the hair should stretch and return without damage.

Finger-waving
A method of moulding wet hair into s-shape movements using fingers and a comb.

Finger-drying
Using the fingers and hands to mould, shape and lift the hair into the required style while drying.

Finishing products
Used during the dressing and finishing of the style to help maintain the effect created.

Hair density
How many hairs are there on the head; for example, a sparse head of hair does not have many hairs.

Hair texture
The thickness of each single hair; for example, fine hair is hair with a small circumference.

Heated styling equipment
Styling tools used to set dry hair, adding curl, volume or straightening hair; for example straightening irons.

Humidity
Moisture (damp) in the atmosphere.

Hygroscopic
Something that can attract or absorb moisture from the air and is changed or altered by the absorption of moisture.

Pin-curling
A setting technique used to curl or wave the hair and add volume: a spring clip or pin is used to secure the set.

Image courtesy of Redken

Styling products
Used to aid in the moulding and drying stage of the set or blow-dry, these help protect the hair from heat.

Tonging
A method of curling the hair with heated styling equipment in the shape of a barrel.

Tools
Combs, brushes, etc used to carry out the hairdressing service.

Revision tip

Alpha keratin is the hair in its unstretched state; beta keratin is the hair in its stretched state.

What you must know
You must be able to:

1. State the procedure for client preparation
2. Describe the effects of the different styling techniques
3. Describe the factors that need to be considered when styling and dressing hair
4. Describe the physical effects of styling on the hair structure
5. Describe the effect of humidity on the hair structure and resulting style
6. Explain how the incorrect use of heat can affect the hair and scalp
7. Describe the correct use and routine maintenance of tools, equipment and accessories

Continues on next page

Be the next ...
Patrick Cameron

Patrick Cameron's name is synonymous with styling and dressing hair. Quite simply, he has turned the world of long hair dressing on its head. During his demonstrations around the world, he creates stunning long hair looks so simplistic that even a novice hairdresser can feel confident enough to try them. His shows are electric, involving live opera singers, elegant models, graceful dancers and couture fashion. You can find Patrick's advice throughout this unit!

Make sure your product choice matches your client's needs, to produce the best overall result you can.

Image courtesy of Rainbow Room International

8 Describe the uses for the range of styling products

9 Describe how to secure and control long hair looks

10 State the purpose of backcombing and backbrushing when dressing hair

11 Describe the uses for the range of finishing products

12 Describe the aftercare advice that should be provided

13 Outline safe and hygenic working practices when styling and dressing hair

14 State how to communicate in a salon environment

15 State the behavioural expectations within a salon environment

Don't be frightened of dressing long hair. Remember you can always take it down again: it's not like cutting, when once it's gone it's gone!

From styles that ooze class ...

Image courtesy of www.patrick-cameron.com

... to ones that showcase glamour. Your basic dressing techniques could put you on the road to stardom!

Image courtesy of Rae Palmer

Dres

Image courtesy of iStockphoto.com/DomenicoGelermo

Aim for perfection – not a hair out of place!

Image courtesy of www.patrick-cameron.com

Image courtesy of www.patrick-cameron.com

Image courtesy of Ishoka

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"

Study top, glossy magazines like Vogue, Elle, Marie Claire and Hairdressers' Journal to learn all you can about the art of dressing hair.

What you must do
Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	14–16
Merit	17–21
Distinction	22–24

	Dressing service			
	1 Blow-dry	2 Finger-dry	3 Wet set with pincurls	4 Long hair up
Hair length: two above shoulder, two below shoulder				
Styling products (minimum of two)				
Finishing products (minimum of two)				
Heated styling equipment – straighteners (only as a finishing tool), curling tongs, heated rollers (each used at least once)				
1 Prepare self, the client and work area for dressing services	1	1	1	1
2 Consult with clients to confirm their requirements *	1 2 3	1 2 3	1 2 3	1 2 3
3 Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors *	1 2 3	1 2 3	1 2 3	1 2 3
4 Position self and the client appropriately throughout the service	1	1	1	1
5 Select and use styling products, tools and equipment to achieve the desired look	1	1	1	1
6 Use working methods that meet salon and legal requirements	1	1	1	1
7 Use styling techniques and dressing effects that take into account the identified factors *	1 2 3	1 2 3	1 2 3	1 2 3
8 Control and secure hair effectively during dressing	1	1	1	1

Continues on next page

	Dressing service			
	1 Blow-dry	2 Finger-dry	3 Wet set with pincurls	4 Long hair up
9 Dress hair to the satisfaction of the client	1	1	1	1
10 Apply finishing products to maintain the style	1	1	1	1
11 Evaluate the result of the treatment with the client	1	1	1	1
12 Follow safe and hygienic working practices	1	1	1	1
13 Provide suitable aftercare advice *	1 2 3	1 2 3	1 2 3	1 2 3
14 Communicate and behave in a professional manner *	1 2 3	1 2 3	1 2 3	1 2 3
Totals				
Grade				
Candidate signature and date				
Assessor signature and date				

Images courtesy of Rae Palmer

What you must do
Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Consult with clients to confirm their requirements	Basic consultation Examples: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
3 Evaluate the potential of the hair to achieve the desired look by identifying the influencing factors	Minimal evaluation Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, head/face shape/features/contra-indications
7 Use styling techniques and dressing effects that take into account the identified factors	Rectifies minor errors on instruction Little evidence of maximising potential of style Examples: minimum factors taken into account for style and dressing technique (hair conditions and client requirements)	Identifies and rectifies minor errors Some evidence of maximising potential of style Examples: self-identification of errors, all factors in point 1 taken into account for style and dressing technique, plus hair growth and hair texture	Accurate over the whole look Clear evidence of maximising potential of style Examples: all factors at point 2 taken into account for style and dressing technique, plus haircut, hair length, head/face shape and features

Continues on next page

	1 mark	2 marks	3 marks
13 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
14 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' need	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner

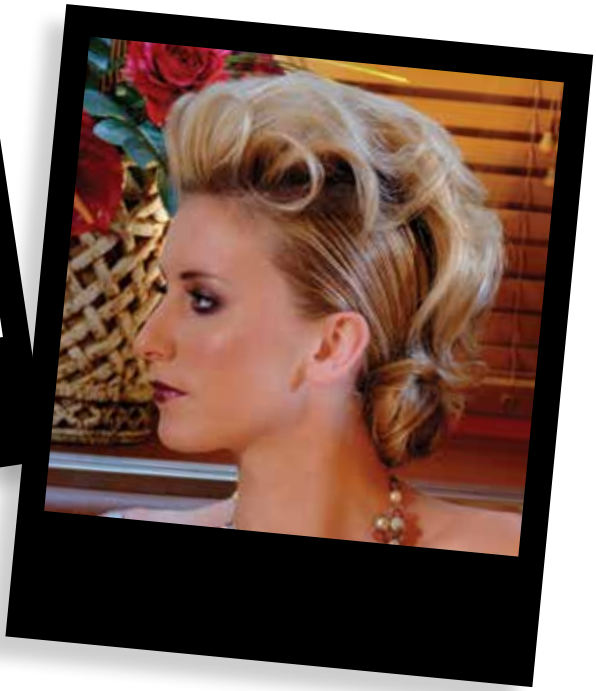

Image courtesy of Creative Nail Design

Image courtesy of www.patrick-cameron.com

Comment form
Unit 227 The art of dressing hair

This form can be used to record comments by you, your client, or your assessor.

Don't be frightened to try new techniques like finger-waving and roller-setting – these skills really train your fingers to feel the hair.

Image courtesy of Brenda Harrison

Image courtesy of TONI & GUY/Richard Mannah

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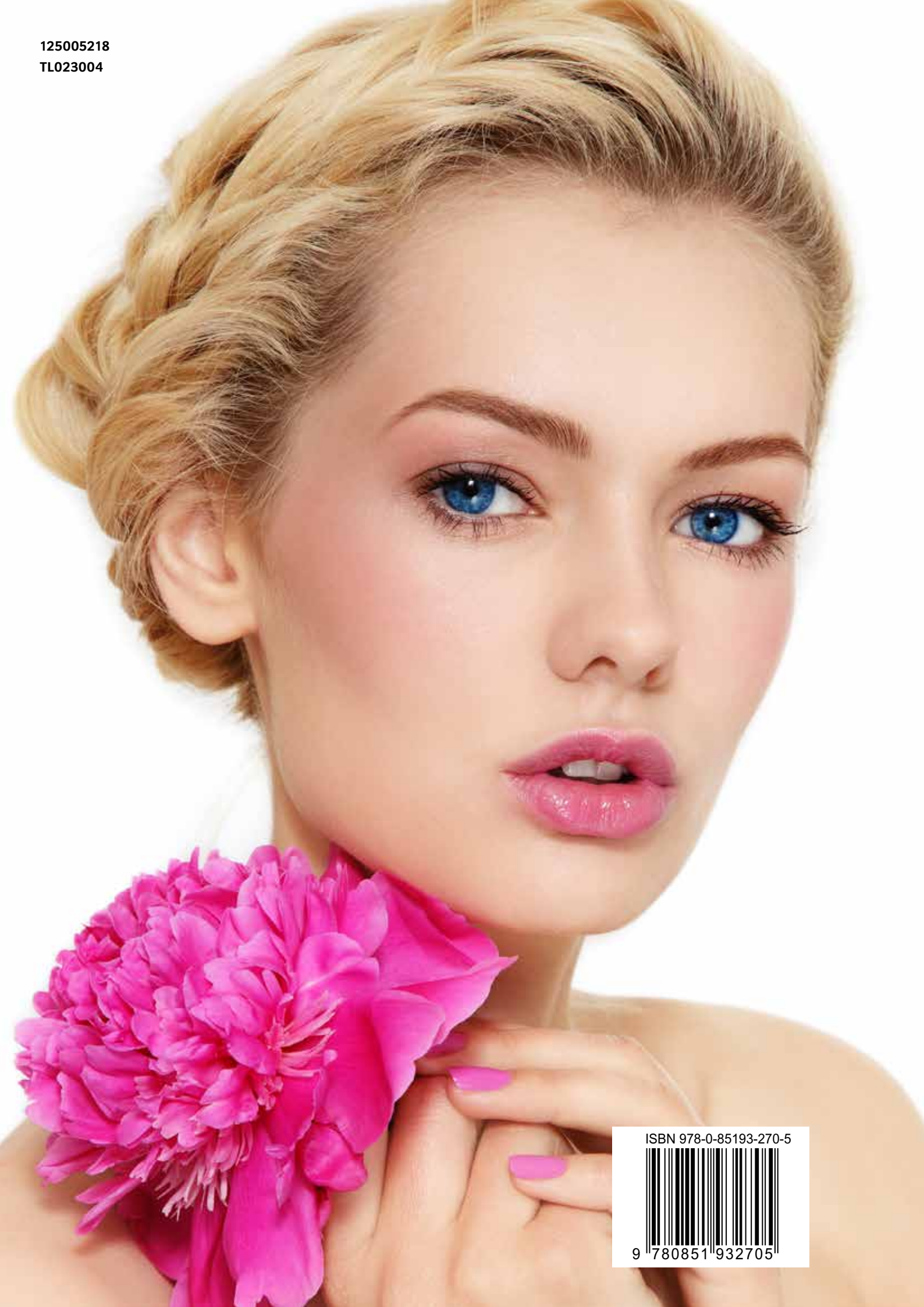

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