
Overview

This standard is about using a range of setting and dressing techniques to achieve a variety of different looks. The ability to work with a wide range of products and tools, with a high degree of manual dexterity will be required.

To carry out this standard, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when setting and dressing hair
- 2 set hair
- 3 dress hair

**Performance
criteria**

Maintain effective and safe methods of working when setting and dressing hair

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the wastage of **products**
 - P7.2 minimise the risk of damage to **tools and equipment**
 - P7.3 minimise the risk of cross-infection
 - P7.4 make effective use of your working time
 - P7.5 ensure the use of clean resources
 - P7.6 minimise the risk of harm or injury to yourself and others
 - P7.7 promote environmental and sustainable working practices
 - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P10 dispose of waste materials
 - P11 complete the service within a commercially viable time

Set hair

- You must be able to:
- P12 confirm and agree with your client the **setting techniques** and look required
 - P13 control your **tools and equipment** to minimise the risk of damage to the hair, client discomfort and to achieve the desired look
 - P14 apply suitable **products** following manufacturers' instructions
 - P15 control your client's hair throughout the setting process taking account of **factors** influencing the service

- P16 take sections of hair which suit the size of the **tools and equipment**
- P17 keep the hair damp throughout the setting process, when necessary
- P18 **section and wind** the hair cleanly and evenly to achieve the desired look
- P19 ensure all wound rollers, when used, are secure and sit on or off base to meet the style requirements
- P20 maintain the correct tension throughout the setting process
- P21 remove any items used for setting, avoiding discomfort to your client
- P22 ensure your **setting techniques** achieve the desired look

Dress hair

- You must be able to:
- P23 leave your client's hair free of all section marks as necessary
 - P24 use heated equipment, as necessary, at the correct temperature for your client's **hair** and the desired look
 - P25 control your **tools and equipment** to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
 - P26 apply and use suitable **products** to meet manufacturers' instructions
 - P27 ensure the finished look takes into account relevant **factors** influencing the service
 - P28 ensure your **dressing techniques and effects** achieve the intended shape, direction and volume agreed with your client
 - P29 confirm your client's satisfaction with the finished look
 - P30 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when setting and dressing hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 the different types of working methods that promote **environmental and sustainable working practices**
- K3 your salon's requirements for client preparation
- K4 the types of protective clothing that should be available for clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out setting and dressing services
- K6 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K7 why it is important to avoid cross-infection and infestation
- K8 why it is important to keep your work area clean and tidy
- K9 the correct use and maintenance of tools and equipment
- K10 methods of cleaning, disinfecting and sterilisation used in salons
- K11 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for setting and dressing

Set and dress hair

You need to know and understand:

- K17 the range of tools, equipment and products available for setting and dressing
- K18 the manufacturers' instructions on the use of the specific setting and dressing products in your salon
- K19 why and how to use the different types of tools and equipment for setting and

- dressing
- K20 how different **factors** affect the setting and dressing processes and the finished look
 - K21 why and when to use different types of setting techniques
 - K22 how to wrap-set hair to ensure it lays smooth and flat against the scalp and in the direction to achieve the desired look
 - K23 why and how to use the different types of sectioning and winding techniques
 - K24 why and how to use different dressing techniques
 - K25 how the angle of winding influences the volume and direction of the hair
 - K26 why set hair sections need to be brushed out thoroughly
 - K27 methods of handling, controlling and securing hair to achieve curls and rolls
 - K28 the importance of maintaining the correct tension throughout the setting process
 - K29 the effects of humidity on hair
 - K30 the physical effects of setting on the hair structure
 - K31 how the incorrect application of heat can affect the hair and scalp
 - K32 why hair should be kept damp during the setting process
 - K33 how heat protectors act to protect the hair
 - K34 the importance of confirming the required style requirements with the client
 - K35 the removal and or take-down requirements for the hairstyle
 - K36 the importance of providing **advice and recommendations** on the products and services provided in the salon

Additional information

**Scope/range related
to performance
criteria**

1. **Products**
 - 1.1 heat protectors
 - 1.2 sprays
 - 1.3 mousse
 - 1.4 creams
 - 1.5 gels
 - 1.6 serums
 - 1.7 setting lotions
 - 1.8 wax

2. **Tools and equipment**
 - 2.1 rollers
 - 2.2 combs
 - 2.3 pin curl clips
 - 2.4 brushes
 - 2.5 grips and pins
 - 2.6 heated equipment

3. **Setting techniques**
 - 3.1 rollering
 - 3.2 spiral curling
 - 3.3 wrap setting
 - 3.4 pin curling to give volume
 - 3.5 pin curling to give flat movement

4. **Factors**
 - 4.1 hair characteristics
 - 4.2 hair classification

- 4.3 hair cut
- 4.4 hair length
- 4.5 head and face shape
- 4.6 the occasion for which the style is required

5. Section and wind

- 5.1 point to root
- 5.2 root to point
- 5.3 on base
- 5.4 off base
- 5.5 directional
- 5.6 brick

6. Dressing techniques and effects

- 6.1 curls
- 6.2 rolls
- 6.3 smoothing
- 6.4 back-combing
- 6.5 back-brushing

7. Advice and recommendations

- 7.1. how to maintain their look
- 7.2. time interval between services
- 7.3. present and future products and services

**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

2 Environmental and sustainable working practices

the different types of working methods that promote environmental and sustainable working practices

- 2.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 2.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- 2.3 reducing water usage and other resources
- 2.4 preventing pollution
- 2.5 using disposable items (easy dry towels)
- 2.6 using recycled, eco friendly furniture
- 2.7 using low chemical paint
- 2.8 using organic and allergy free hair products
- 2.9 using ultra-low ammonia hair colourants
- 2.10 using environmentally friendly product packaging
- 2.11 choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 Factors

how different factors affect the setting and dressing processes and the finished look

3.1 hair characteristics

3.2 hair classification

3.3 hair cut

3.4 hair length

3.5 head and face shape

3.6 the occasion for which the style is required

4 Advice and recommendations

4.1 additional services

4.2 additional products

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1. a willingness to learn
 - 1.2. the completion of services in a commercially viable time
 - 1.3. meeting both organisational and industry standards of appearance
 - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5. a flexible working attitude
 - 1.6. a team worker
 - 1.7. maintaining customer care
 - 1.8. a positive attitude
 - 1.9. personal and professional ethics
 - 1.10. the ability to self manage
 - 1.11. creativity skills
 - 1.12. excellent verbal and non-verbal communication skills
 - 1.13. the maintenance of effective, hygienic and safe working methods
 - 1.14. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1. meeting the salon's standards of behaviour
 - 1.2. greeting the client respectfully and in a friendly manner
 - 1.3. communicating with the client in a way that makes them feel valued and respected
 - 1.4. identifying and confirming the client's expectations
 - 1.5. treating the client courteously and helpfully at all times
 - 1.6. keeping the client informed and reassured
 - 1.7. adapting the behaviour to respond effectively to different client behaviour
 - 1.8. responding promptly to a client seeking assistance
 - 1.9. selecting the most appropriate way of communicating with the client
 - 1.10. checking with the client that you have fully understood their expectations
 - 1.11. responding promptly and positively to the clients' questions and comments
 - 1.12. allowing the client time to consider the response and give further explanation when appropriate
 - 1.13. quickly locating information that will help the client
 - 1.14. giving the client the information they need about the services or products offered by the salon
 - 1.15. recognising information that the client might find complicated and checking whether they fully understand
 - 1.16. explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1 **Hair classification** (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to Styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2 **Hair characteristics** includes the following:

- 2.1 hair density
- 2.2 hair texture
- 2.3 hair elasticity
- 2.4 hair porosity

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- 2.5 hair condition
 - 2.6 hair growth patterns

 - 3 Heated equipment**
 - 3.1 heated rollers
 - 3.2 tongs
 - 3.3 straighteners

 - 4 Wrap setting**
 - 4.1 When hair is wound clockwise or anti clockwise so that the contours of the head form the finished shape of the hair

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Set and dress hair



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