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**Overview**

This standard is about using plaiting and twisting techniques to achieve a variety of different looks. A high degree of manual dexterity will be necessary.

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 plaiting and twisting hair
- 2 plait and twist hair

**Performance  
criteria**

**Maintain effective and safe methods of working when plaiting and twisting 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 risk of damage to tools
    - P7.2 minimise the wastage of **products**
    - 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

**Plait and twist hair**

- You must be able to:
- P12 establish the **factors** likely to influence the service
  - P13 confirm with your client the look agreed at consultation prior to and during the service
  - P14 control your tools to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
  - P15 part the sections cleanly and evenly to achieve the direction of the **plait(s) and**

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**twists**

- P16 secure any hair not being plaited or twisted to keep each section clearly visible
- P17 maintain a suitable and even tension throughout the service
- P18 control and secure your client's hair throughout the plaiting and twisting processes
- P19 apply suitable **products**, when necessary, to achieve the style requirements
- P20 consult with your client during the service to ensure the tension is comfortable
- P21 adjust the tension of **plaits** and or **twists**, when necessary, avoiding damage to the hair and minimising discomfort to your client
- P22 ensure the direction and balance of the finished **plait(s)** and or **twists** achieves the desired look
- P23 confirm your client's satisfaction with the finished look
- P24 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when plaiting and twisting 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 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 the correct use and maintenance of equipment and tools
- K7 why it is important to avoid cross-infection and infestation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 why it is important to position your equipment and tools for ease of use
- K10 methods of cleaning, disinfecting and/or sterilisation used in salons
- K11 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K12 the different types of working methods that promote **environmental and sustainable working practices**
- K13 the importance of personal hygiene, protection and presentation in maintaining **health and safety** in your workplace
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's expected service times for plaiting and twisting hair

**Plait and twist hair**

**You need to know and understand:**

- K17 how different **factors** influence the choice and direction of plaited or twisted style
- K18 the importance of controlling your tools to minimise damage to the hair and scalp and prevent client discomfort
- K19 the importance of sectioning hair accurately when plaiting and twisting

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- K20 methods of securing the completed plaits and twists
  - K21 how to handle the hair when plaiting and twisting to maintain a correct and even tension
  - K22 the importance of checking client comfort during the plaiting and twisting process
  - K23 the types of products available for use with plaits and twists
  - K24 when and why you would use different types of products
  - K25 the importance of using products economically
  - K26 the manufacturers' instructions relating to the use of the products
  - K27 how to create different plaits and twist
  - K28 the potential consequences of excessive tension on the hair
  - K29 the physical effects on the hair structure of plaiting and twisting
  - K30 the removal requirements for plaits and twists
  - K31 the importance of providing **advice and recommendations** on the products and services provided in the salon

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**Additional information**

**Scope/range related  
to performance  
criteria**

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| <b>1</b> | <b>Products</b>                              |
|          | 1.1 sprays                                   |
|          | 1.2 serums                                   |
|          | 1.3 gels                                     |
| <b>2</b> | <b>Factors</b>                               |
|          | 2.1 hair characteristics                     |
|          | 2.2 hair classification                      |
|          | 2.3 face and head shape                      |
|          | 2.4 hair length                              |
|          | 2.5 scalp condition                          |
|          | 2.6 desired look                             |
| <b>3</b> | <b>Plaits and twists</b>                     |
|          | 3.1 multiple cornrows                        |
|          | 3.2 French plait                             |
|          | 3.3 fishtail plait                           |
|          | 3.4 two strand twists                        |
|          | 3.5 flat twists                              |
| <b>4</b> | <b>Advice and recommendations</b>            |
|          | 4.1 how to maintain their look               |
|          | 4.2 how to remove plaits and twists          |
|          | 4.3 present and future products and services |

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<b>Scope/range related to knowledge and understanding</b>	<b>1</b>	<b>Health and safety</b>
		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
	<b>2</b>	<b>Environmental and sustainable working practices</b>
		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

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### **3 Factors**

the different factors that must be taken into consideration prior to and during plaiting and twisting and how these may impact on the service

- 3.1 hair characteristics
- 3.2 hair classification
- 3.3 face and head shape
- 3.4 hair length
- 3.5 scalp condition
- 3.6 desired look

### **4 Advice and recommendations**

- 4.1 additional services
- 4.2 additional products



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**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

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**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

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**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
- 2.5 hair condition

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- 2.6 hair growth patterns.
- 3 **Traction alopecia**  
The loss of hair because of excessive or continuous tension on the hair such as regular wearing of extensions or plaiting
- 4 **Cornrow**  
A three strand plait which sits on top of its base. This is also known as a canerow.
- 5 **French plait**  
This is known as a Congo plait or a Guinea plait. It is a single, inverted plait.
- 6 **Fishtail plait**  
A four strand plait achieved by crossing four pieces of hair over each other to create a herringbone look
- 7 **Flat twist**  
Where the hair is rolled and twisted by the hand to lay flat on the scalp

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