

## National Unit Specification: general information

**UNIT** Hairdressing: Working in the Salon (Intermediate 1)

**CODE** DX0N 10

**COURSE** Hairdressing (Intermediate 1)

### SUMMARY

This Unit has been designed as a mandatory Unit of the *Hairdressing (Intermediate 1) Course* and should be taken as part of that Course.

The focus of this Unit is practical. This Unit introduces candidates to the general salon duties that will be undertaken by someone initially entering work in a hairdressing salon.

Candidates will also learn how to shampoo and condition hair and will develop skills in drying techniques, that will be beneficial to them as they progress in the hairdressing industry.

Candidates will participate in a number of activities that will help them to develop the skills contained within this Unit.

This Unit is suitable for those who have no previous qualifications or experience and wish to gain an introductory qualification as part of a general education or as a first step to more specialised study.

### OUTCOMES

- 1 Carry out general salon duties in a hairdressing salon environment.
- 2 Prepare for and carry out shampooing and conditioning in a hairdressing salon environment.
- 3 Develop skills in drying techniques in a hairdressing salon environment.

### RECOMMENDED ENTRY

Entry is at the discretion of the centre.

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#### Administrative Information

**Superclass:** HL

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## **National Unit Specification: general information (cont)**

### **UNIT     Hairdressing: Working in the Salon (Intermediate 1)**

#### **CREDIT VALUE**

1 credit at Intermediate 1 (6 SCQF credit points at SCQF level 4\*).

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

#### **CORE SKILLS**

There is no automatic certification of Core Skills in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in *Guidance on Learning and Teaching Approaches for this Unit*.

## **National Unit Specification: statement of standards**

### **UNIT     Hairdressing: Working in the Salon (Intermediate 1)**

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to the Scottish Qualifications Authority.

#### **OUTCOME 1**

Carry out general salon duties in a hairdressing salon environment.

##### **Performance Criteria**

- (a) Identify and carry out general salon duties that support the work of stylists.
- (b) Follow salon procedures to maintain a tidy, clean work area.
- (c) Assist with reception and customer care duties.
- (d) Contribute to the smooth running of the salon by undertaking these duties.
- (e) Comply with relevant health and safety requirements while working in the salon.

#### **OUTCOME 2**

Prepare for and carry out shampooing and conditioning in a hairdressing salon environment.

##### **Performance Criteria**

- (a) Prepare client for shampooing and conditioning.
- (b) Position client at the basin effectively and comfortably.
- (c) Identify appropriate products to be used.
- (d) Carry out shampooing and conditioning using appropriate massage techniques.
- (e) Remove excess moisture from hair and wrap hair in a towel.
- (f) Comply with relevant health and safety requirements while shampooing and conditioning.

#### **OUTCOME 3**

Develop skills in drying techniques in a hairdressing salon environment.

##### **Performance Criteria**

- (a) Carry out appropriate steps to prepare hair for drying.
- (b) Select appropriate tools.
- (c) Develop dexterity in use of tools.
- (d) Use dryer airflow and temperature appropriately.
- (e) Comply with relevant health and safety requirements while drying hair.

## **National Unit Specification: statement of standards (cont)**

### **UNIT     Hairdressing: Working in the Salon (Intermediate 1)**

#### **EVIDENCE REQUIREMENTS FOR THIS UNIT**

Performance evidence that covers all the Outcomes and Performance Criteria is required for this Unit.

Practical activities for this Unit should be carried out either in a realistic working environment or real workplace, which involves working with customers and working with others in a team, and develops good working practice.

#### **Outcome 1 — Performance Evidence**

Candidates will be required to demonstrate by practical activity on a minimum of **two** occasions that they are able to:

- ◆ identify and carry out general salon duties which support the work of stylists
- ◆ follow salon procedures to maintain a tidy, clean work area
- ◆ assist with reception and customer care duties
- ◆ contribute to the smooth running of the salon by undertaking these duties
- ◆ comply with relevant health and safety requirements while working in the salon

An assessor observation checklist should be used to provide evidence of performance.

#### **Outcome 2 — Performance Evidence**

Candidates will be required to demonstrate by practical activity on a minimum of **two** occasions that they are able to:

- ◆ prepare client for shampooing and conditioning
- ◆ position client at the basin effectively and comfortably
- ◆ identify appropriate products to be used
- ◆ carry out shampooing and conditioning using appropriate massage techniques
- ◆ remove excess moisture from hair and wrap hair in a towel
- ◆ comply with relevant health and safety requirements while shampooing and conditioning

An assessor observation checklist should be used to provide evidence of performance.

#### **Outcome 3 — Performance Evidence**

Candidates will be required to demonstrate by practical activity on a minimum of **two** occasions that they are able to:

- ◆ carry out appropriate steps to prepare hair for drying
- ◆ select appropriate tools
- ◆ develop dexterity in use of tools
- ◆ use dryer airflow and temperature appropriately
- ◆ comply with relevant health and safety requirements while drying hair

## **National Unit Specification: statement of standards (cont)**

### **UNIT     Hairdressing: Working in the Salon (Intermediate 1)**

An assessor observation checklist should be used to provide evidence of performance.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2 and 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

## National Unit Specification: support notes

### UNIT     Hairdressing: Working in the Salon (Intermediate 1)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

#### GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

The focus of this Unit is practical. The Unit will introduce candidates to the general salon duties which need to be carried out on entry into work in a hairdressing salon — eg cleaning work stations, providing tea/coffee, sweeping floor, maintaining a towel supply, client preparation for a range of services, preparing products, tools and equipment. Candidates will also learn how to shampoo and condition hair and develop skills in drying techniques.

Sectioning and control of hair, brush handling, control of dryer airflow and developing dexterity when using tools and equipment are areas which will be included. At this level it is not anticipated that candidates will be assessed on a full blow dry, but on the skills that make the end result possible. This may be carried out either on a client or a mannequin head.

The inclusion of basic reception skills — such as answering the telephone, assisting with taking appointments, greeting clients and assisting with taking money, will give candidates an opportunity to sample reception work within the hairdressing industry which may prove to be a career they wish to pursue.

It is essential that relevant aspects of current health and safety legislation are explained and adhered to as part of the work of this Unit.

Key areas of knowledge are:

- ◆ Working safely in the salon
- ◆ Basic hygiene procedures
- ◆ Preventing infection
- ◆ Basic resources required for specific services
- ◆ Awareness of the requirements of appropriate current health and safety legislation and where to find further information on:
  - Health and Safety at Work Act
  - Control of Substances Hazardous to Health (COSHH) Regulations
  - Electricity at Work Regulations
  - Personal Protective Equipment at Work Regulations
- ◆ Organisational requirements relating to treatment areas, storage and disposal
- ◆ Client preparation
- ◆ Salon's range of shampoos and conditioners
- ◆ Basic shampoo techniques – effleurage, rotary
- ◆ Basic conditioning techniques – effleurage, petrissage
- ◆ Procedure for shampooing and conditioning the hair
- ◆ Methods used to detangle hair
- ◆ Sectioning methods
- ◆ Salon's range of styling and finishing products

## National Unit Specification: support notes (cont)

### UNIT Hairdressing: Working in the Salon (Intermediate 1)

- ◆ Brush control
- ◆ Control of dryer airflow
- ◆ Importance of direction of dryer airflow
- ◆ Basic reception skills
- ◆ Effective communication
- ◆ Responding appropriately to others

In addition to the vocational content, candidates should be encouraged to develop a positive approach to the employability skills identified by employers. These should be taught as an integral part of the Unit. Opportunities will arise while working in the salon environment to highlight the value of a positive attitude, good timekeeping, appropriate appearance, good customer care, listening skills, working in a team, following instructions, ability to multi-task, a good sense of time and an awareness of health and safety legislation.

During this Unit, in addition to the specific vocational skills developed and assessed, candidates will have opportunities to develop the following employability skills:

- ◆ showing a positive attitude
  - a willingness to learn
  - an interest in hairdressing
  - drive and commitment
- ◆ good timekeeping
- ◆ appropriate appearance
- ◆ customer care skills\*
- ◆ good verbal communication\*
- ◆ good listening skills\*
- ◆ ability to work in a team\*
- ◆ showing respect and consideration for others
- ◆ ability to follow instructions\*
- ◆ ability to multi-task\*
- ◆ timeliness (showing a good sense of time)\*
- ◆ awareness of Health and Safety Procedures\*
- ◆ awareness of salon conditions
- ◆ awareness of salon roles and responsibilities\*
- ◆ confidence to seek feedback

Achievement in a number of these employability skills (those marked with an asterisk \*) will be clearly identified as a result of the evidence generated through the assessment activities for this Unit. There are opportunities in the Unit to develop the remaining skills.

Practical activities should be carried out either in a realistic working environment or real workplace, which involves working with customers and working with others in a team, and will develop good working practice. This Unit is not suitable for delivery in a conventional classroom setting.

## **National Unit Specification: support notes (cont)**

### **UNIT     Hairdressing: Working in the Salon (Intermediate 1)**

#### **GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT**

There should be an induction to the Unit which allows candidates to understand fully what is required and the approaches which will be adopted.

The main approach to learning in this Unit should be experiential, practical and candidate-centred. Candidates should have the opportunity to learn and develop practical skills in a salon environment where they will experience workplace conditions and will learn how to work with others in a team.

Due to the practical nature of this Unit, each part of teaching/learning should incorporate both theory and practice, to facilitate learning. Candidates will therefore understand the relevance of the knowledge and understanding more easily as they experience the practical application. The learning and teaching should arise naturally throughout the practical activities.

Practical demonstration followed by supported role-play with peers will enable candidates to practise and gain confidence before progressing to the working environment. Formative work throughout will enhance performance.

Candidates should be shown how to carry out the general and specific salon duties to meet salon requirements, whilst avoiding disruption to others. It should also be made clear that adhering to scheduled duties is important. Candidates should then be given the opportunity to practise these duties within a working environment before progressing to assessment. The importance of working safely in the salon should be stressed.

Candidates should be shown how to shampoo and condition the hair, remove excess water from the hair and comb through the hair in preparation for the service to be carried out. Candidates should be advised on how to care for their hands appropriately during this process to avoid the risk of dermatitis.

Demonstration of drying techniques should place emphasis on detangling and sectioning the hair, control of hair, brush handling, control of dryer air flow and the development of dexterity when using tools and equipment.

It is important that candidates are made aware of the fact that the handling, disposing and storing of equipment and materials must comply with both the organisation's and manufacturer's instructions and with legal requirements. However, given that this is an Intermediate 1 Unit, the extent of what is required must be clearly defined and appropriate to the level. It is expected that, at this level, candidates will be given support and guidance from the assessor/person responsible before progressing to assessment.

Achievement of this Unit will be dependent on candidates being able to carry out practical activities either in a realistic working environment or real workplace, which involves working with customers, working with others in a team and will develop good working practice.

In the assessment for the Unit, it is anticipated that the knowledge and understanding behind the tasks being carried out will be demonstrated during the practical performance.



## National Unit Specification: support notes (cont)

### UNIT Hairdressing: Working in the Salon (Intermediate 1)

#### Core Skills

In the Unit candidates will carry out reception and customer care duties. These are good opportunities for developing the Core Skill in Oral Communication and also interpersonal skills. They will also be dealing with charges and handling payments and this offers scope to develop aspects of the Core Skill, Numeracy. Many opportunities will arise in this Unit where candidates are working as part of the salon team. They will learn how important it is to work together co-operatively to meet customer needs. These opportunities will allow candidates to develop aspects of the Core Skill of Working with Others.

The opportunity could be taken during this Unit to emphasise that the employability skills developed and the relevant Core Skills indicated above, are skills that apply to a wide range of situations both in everyday life and in employment.

#### GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

The Evidence Requirements are fully expressed in the mandatory section of this Unit Specification.

There are good opportunities for formative assessment in this Unit, including self and peer assessment.

When delivering this Unit as part of the *Intermediate 1 Hairdressing Course*, performance evidence for Outcomes 1, 2 and 3 of this Unit could be integrated with the *Hairdressing: Employability Skills* Unit.

Assessor observation checklists and other assessment records should be maintained and kept up to date to keep track of candidate progress and to provide evidence for internal and external moderation purposes.

The NAB pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2 and 3. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

#### CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* ([www.sqa.org.uk](http://www.sqa.org.uk)).