



National Unit Specification: general information

UNIT Hairdressing: Salon Skills (Intermediate 2)

CODE F344 11

COURSE Hairdressing (Intermediate 2)

SUMMARY

This Unit has been designed as a mandatory Unit of the *Hairdressing (Intermediate 2) Course* and can also be taken as a free-standing Unit.

The focus of this Unit is practical. Candidates will learn how to shampoo and condition hair, carry out conditioning treatments, including a basic scalp massage, and will develop and demonstrate skills in drying and finishing techniques.

Candidates will participate in a number of activities which will help them to develop the skills contained within this Unit. They will also review their employability skills profile.

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. This Unit will also offer progression for candidates who have successfully completed the Intermediate 1 Hairdressing Course.

OUTCOMES

- 1 Prepare for and carry out shampooing and surface conditioning in a hairdressing salon environment.
- 2 Prepare for and carry out conditioning treatments and basic scalp massage in a hairdressing salon environment.
- 3 Use drying and finishing techniques in a hairdressing salon environment.
- 4 Review own performance in relation to the development of specified employability skills.

RECOMMENDED ENTRY

Entry is at the discretion of the centre.

Administrative Information

Superclass: HL

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CREDIT VALUE

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5*).

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

National Unit Specification: statement of standards

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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

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

Performance Criteria

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

OUTCOME 2

Prepare for and carry out conditioning treatments and basic scalp massage in a hairdressing salon environment.

Performance Criteria

- (a) Prepare client for conditioning treatment.
- (b) Select correct product to be used according to hair and scalp condition and salon range.
- (c) Apply product according to manufacturer's instructions.
- (d) Carry out scalp massage using correct massage techniques.
- (e) Remove product effectively as appropriate to the product used.
- (f) Comply with relevant current health and safety requirements while carrying out the treatment.

OUTCOME 3

Use drying and finishing techniques in a hairdressing salon environment.

Performance Criteria

- (a) Carry out appropriate steps to prepare hair for drying.
- (b) Select appropriate styling products, tools and finishing products.
- (c) Demonstrate dexterity in use of tools.
- (d) Use dryer airflow and temperature appropriately.
- (e) Use appropriate styling techniques.
- (f) Present a finished look that demonstrates balance.
- (g) Comply with relevant current health and safety requirements while drying hair.

National Unit Specification: statement of standards (cont)

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OUTCOME 4

Review own performance in relation to the development of specified employability skills.

Performance Criteria

- (a) Identify own strengths and weaknesses in specified employability skills.
- (b) Gather feedback from others on specified employability skills.
- (c) Identify areas for improvement in specified employability skills and set relevant goals.
- (d) Evaluate progress in achieving identified goals.

EVIDENCE REQUIREMENTS FOR THIS UNIT

Performance evidence and written/oral recorded evidence which covers all the Outcomes and Performance Criteria is required for this Unit.

The term *client* is used in this Unit to mean a person receiving a hairdressing treatment. It is important to note that, while a variety of individuals (for example, candidates' peers, or other students of the centre) may act as clients for both formative activities and summative assessments, practical activities for this Unit must be carried out either in a realistic working environment or real workplace. This will involve working with clients, working with others in a team and will develop 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:

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

An assessor observation checklist must 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 conditioning treatment
- ◆ select appropriate product to be used according to hair and scalp condition and salon range
- ◆ apply product according to manufacturer's instructions
- ◆ carry out scalp massage using correct massage techniques
- ◆ remove product effectively as appropriate to the product used
- ◆ comply with relevant current health and safety requirements while carrying out the treatment

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

National Unit Specification: statement of standards (cont)

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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 styling products
- ◆ select appropriate tools
- ◆ select appropriate finishing products
- ◆ demonstrate dexterity in use of tools
- ◆ use dryer airflow and temperature appropriately
- ◆ use appropriate styling techniques
- ◆ present a finished look that demonstrates balance
- ◆ comply with relevant current health and safety requirements while drying hair

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

Outcome 4: Candidate Review Sheets

Evidence Requirements for Outcome 4 will take the form of **one** completed candidate review which will give candidates an opportunity to record the development of their employability skills. This review should be carried out towards the end of candidate's programme of activities for this Unit.

Candidates will identify their strengths and weaknesses and get feedback from their teacher/lecturer. They will then identify three employability skills they intend to develop further in the future to improve their employability skills profile. They will also identify which one of these three is most important to them, where they have improved most and where they need further development. If they have completed other Units in the Hairdressing Intermediate 2 Course, they will have the opportunity to look at previous reviews and how they have improved.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2 and 3 and candidate review sheets, showing the specified employability skills for Outcome 4. If a centre wishes to design its own assessments for this Unit, they should be of a comparable standard.

National Unit Specification: support notes

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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. Candidates will learn how to shampoo and condition hair and carry out conditioning treatments on the hair and scalp, incorporating a basic scalp massage, selecting appropriate products and using the correct massage techniques. They will also develop skills in drying and finishing techniques.

Sectioning and control of hair, brush handling, control of dryer airflow and demonstrating dexterity when using tools and equipment, styling techniques and how to ensure a finished style has balance are areas which will be included. This should be carried out on a client rather than on a mannequin head.

The term *client* is used in this Unit to mean a person receiving a hairdressing treatment. It is important to note that, while a variety of individuals (for example, candidates' peers, or other students of the centre) may act as clients for both formative activities and summative assessments, practical activities for this Unit should be carried out either in a realistic working environment or real workplace. This will involve working with clients, working with others in a team and will develop good working practice.

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
- ◆ hygiene procedures
- ◆ prevention of infection
- ◆ resources required for specific services
- ◆ knowledge 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
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment (PPE) at Work Regulations
- ◆ organisational requirements relating to treatment areas, storage and disposal
- ◆ client preparation — shampooing, conditioning, drying
- ◆ product knowledge — salon's range of shampoos, conditioners, conditioning treatments, styling and finishing products
- ◆ hair structure
- ◆ shampoo techniques — effleurage, rotary

National Unit Specification: support notes (cont)

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- ◆ conditioning techniques — effleurage, petrissage, friction, rotary, tapotement
- ◆ procedure for shampooing and conditioning the hair
- ◆ salon procedure for carrying out a conditioning treatment
- ◆ salon method of basic scalp massage
- ◆ tools and equipment
- ◆ method used to detangle hair
- ◆ sectioning methods
- ◆ brush control
- ◆ control of dryer airflow
- ◆ importance of direction of dryer airflow
- ◆ drying and finishing techniques
- ◆ effective communication
- ◆ how to respond 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 understanding of health and safety legislation.

The Unit also gives candidates the opportunity to take responsibility for reviewing their performance by identifying areas where personal development is required through self evaluation, taking feedback from others and setting goals for improvement. These skills are transferable to other employment areas and will in general enhance candidates' employability skills.

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

- ◆ positive attitude and willingness to learn*:
 - an interest in hairdressing
 - drive and commitment
- ◆ good timekeeping*
- ◆ appropriate appearance*
- ◆ customer care skills*
- ◆ good communication skills — listening and talking*
- ◆ 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)*
- ◆ knowledge of health and safety procedures*
- ◆ awareness of salon conditions*
- ◆ awareness of salon roles and responsibilities*
- ◆ exploring own creativity
- ◆ confidence to seek feedback*
- ◆ review and self evaluation skills*

National Unit Specification: support notes (cont)

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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.

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

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 learning/teaching should incorporate both theory and practical, 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, initially with peers will enable candidates to practise and gain confidence before progressing to working on clients. Formative work throughout will enhance performance.

National Unit Specification: support notes (cont)

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The importance of working safely in the salon should be stressed.

Candidates should be shown how to shampoo and condition, remove excess water from the hair and comb through the hair in preparation for the service to be carried out. Candidates should be aware that while the main consideration in selecting shampooing and surface conditioning products is the condition of the hair, scalp condition may also need to be considered in selecting shampoo. Candidates should also be shown how to carry out conditioning treatments, using appropriate products, eg hot oil, henna wax, salon's conditioning range and equipment, steamer and how to carry out a basic scalp massage. Candidates should be advised on how to care for their hands appropriately during this process to avoid the risk of dermatitis. Cost effective use of products should also be discussed.

Demonstration of drying and finishing 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 and achieving balance in the finished result.

The selection and use of the correct products, tools and equipment should be emphasised throughout.

It is important that candidates are made aware of the fact that the handling, disposal and storage of equipment and materials must comply with both the organisation's and manufacturer's instructions and legal requirements.

Achievement of this Unit will be dependant on candidates being able to carry out practical activities either in a realistic working environment or real workplace, which involves working with clients, 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 through practical performance.

CORE SKILLS

In the Unit candidates will interact with customers and others. These are good opportunities for developing aspects of the Core Skill of Communication and also interpersonal skills. 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.

Candidates will also be encouraged to take responsibility for improving their own performance through self evaluation, taking feedback from others and setting goals for improvement. These are opportunities for developing aspects of the Core Skills of Communication and Problem Solving.

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

National Unit Specification: support notes (cont)

UNIT Hairdressing: Salon Skills (Intermediate 2)

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, and for collecting feedback from others.

When delivering this Unit as part of the *Hairdressing (Intermediate 1) Course*, performance evidence for Outcomes 1 and 2 of this Unit could be integrated with the *Hairdressing: Working in a Salon Environment* Unit.

In Outcome 4 candidates should review their own performance to identify strengths and weaknesses in employability skills and attitudes and set goals for improvement in order to enhance their employability skills profile after taking feedback from their teacher/lecturer.

When delivering this Unit as part of the *Hairdressing (Intermediate 2) Course*, evidence for Outcome 4 of this Unit will give candidates greater opportunity to review their employability skills profile across the duration of the Course.

The National Assessment Bank (NAB) pack provided for this Unit illustrates the standard that should be applied. It includes assessor checklists for Outcomes 1, 2 and 3 and candidate review sheets showing the specified employability skills for Outcome 4. 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).