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**Overview**

This standard is about removing a variety of hair extension types safely following the instructions of the hair extension specialist. The ability to use a variety of removal tools and products is also required.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when removing hair extensions
- 2 remove hair extensions

**Performance  
criteria**

**Maintain effective and safe methods of working when removing hair  
extensions**

- 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 cross-infection
    - P7.3 make effective use of your working time
    - P7.4 ensure the use of clean resources
    - P7.5 minimise the risk of harm or injury to yourself and others
    - P7.6 minimise the risk of damage to tools and equipment
  - P8 ensure your personal hygiene, protection and appearance meets the accepted industry and organisational requirements
  - P9 follow stylists' instructions throughout the service
  - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - P11 dispose of waste materials
  - P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

**Remove hair extensions**

- You must be able to:
- P13 remove hair extensions in the sequence instructed by the hair extension specialist
  - P14 use the specified **removal tools and products** minimising damage to your client's hair
  - P15 ensure the **removal** process minimises the discomfort to your client

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- P16 promptly refer any problems to the relevant person for action
  - P17 ensure the hair is free from unwanted extensions
  - P18 detangle your client's hair from point to root, minimising damage to the natural hair
  - P19 ensure the removal of the hair extensions is to the satisfaction of the hair extension specialist and ready for the next service

**Knowledge and understanding**

**Maintain effective and safe methods of working when removing hair extensions**

**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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K4 the range of protective clothing and products that should be available to yourself and clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out removal of hair extensions
- K6 why it is important to use personal protective equipment
- K7 why it is important to position your tools, products and materials for ease of use
- K8 why it is important to keep your work area clean and tidy
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 your salon's and legal requirements for disposal of waste materials
- K13 the person to whom you should report low levels of resources
- K14 your own limits of authority for resolving problems

**Remove hair extensions**

**You need to know and understand:**

- K15 the importance of following your hair extension specialist's instructions
- K16 how to remove short term and long term hair extension systems
- K17 the importance of minimising damage to the clients natural hair during the removal process
- K18 the importance of ensuring client comfort and providing reassurance throughout the removal process
- K19 the types of tools and products to use when removing short term and long term

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- hair extension systems
  - K20 the hair growth cycle
  - K21 the potential consequences of excessive tension on the hair
  - K22 how wearing extensions beyond their recommended time period can affect the removal process
  - K23 the types of anxieties commonly experienced by clients undergoing the hair extension removal process such as natural hair shedding

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**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Removal tools and products</b>
	1.1	seam releasers
	1.2	scissors
	1.3	disconnectors
	1.4	solutions
	<b>2</b>	<b>Removal</b>
	2.1	short term extension systems
	2.2	long term extension systems

**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

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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. a professional attitude
  - 1.10. good verbal and non-verbal communication skills
  - 1.11. the maintenance of effective, hygienic and safe working methods
  - 1.12. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
  - 1.13. adherence to workplace health, safety and security measures



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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. communicate with the client politely and courteously
  - 1.4. identifying and confirming the client's expectations
  - 1.5. responding promptly and positively to the clients' questions and comments
  - 1.6. keeping the client informed and reassured
  - 1.7. responding promptly to a client seeking assistance
  - 1.8. quickly locating information that will help the client
  - 1.9. dealing with problems within the scope of your responsibilities and job role
  - 1.10. show clients and colleagues respect at all times and in all circumstances
  - 1.11. quickly seeking assistance from a senior member of staff when required
  - 1.12. giving the client the information they need about the services or products offered by the salon

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**Glossary**

- 1 Short term hair extensions** (hair extensions which last anything between 24 hours and six weeks)
  - 1.1 sewn
  - 1.2 plaited
  - 1.3 rings
  - 1.4 tapes
  - 1.5 clip in hairpieces and additions
  - 1.6 taped weft
  - 1.7 cold bonding (latex)
  - 1.8 wefted hair – tracks/rows
  - 1.9 plaited corn rows
  
- 2 Long term hair extensions** (hair extensions which last six weeks plus)
  - 2.1 hot bonded or fusion
  - 2.2 micro ring or loop
  - 2.3 corn row based wefts
  - 2.4 corn row plaits

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