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**Overview**

This standard is about styling hair using blow drying and finger drying techniques. Finishing hair using heated styling equipment is also required. A high degree of manual dexterity will be required to work on different hair lengths.

To carry out this standard you will need to maintain effective 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 styling and finishing hair
- 2 blow dry hair into shape
- 3 finger dry hair into shape
- 4 finish hair

**Performance  
criteria**

**Maintain effective and safe methods of working when styling and finishing 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 use working methods that:
    - P6.1 minimise the wastage of **products**
    - P6.2 minimise the risk of damage to tools, equipment and **heated styling equipment**
    - P6.3 minimise the risk of cross-infection
    - P6.4 make effective use of your working time
    - P6.5 ensure the use of clean resources
    - P6.6 minimise the risk of harm or injury to yourself and others
    - P6.7 promote environmental and sustainable working practices
  - P7 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P8 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
  - P9 dispose of waste materials
  - P10 complete the service within a commercially viable time

**Blow dry hair into shape**

- You must be able to:
- P11 apply suitable **products**, when used, following manufacturers' instructions
  - P12 control your styling tools to minimise the risk of damage to the **hair length**, client discomfort and to achieve the desired look
  - P13 take sections of hair which suit the size of the styling tools
  - P14 maintain an even tension throughout the blow drying process
  - P15 keep the hair damp throughout the blow drying process

- P16 test the temperature of **heated styling equipment** throughout the service
- P17 control the **hair length** during the blow drying process taking account of **factors** influencing the service
- P18 use **tools and equipment** in a way that achieves the desired **blow dry finish**.

#### **Finger dry hair into shape**

- You must be able to:
- P19 apply suitable **products**, when used, following manufacturers' instructions
  - P20 keep the hair damp throughout the styling process
  - P21 control the hair during the styling process taking account of **factors** influencing the service
  - P22 ensure that finger drying achieves the direction, volume and balance for the desired look

#### **Finish hair**

- You must be able to:
- P23 use **heated styling equipment**, when necessary, that is at the correct temperature for your client's hair and the desired look
  - P24 control your use of **heated styling equipment**, when used, to minimise the risk of damage to the hair and scalp, client discomfort and to achieve the desired look
  - P25 take sections of hair which suit the size of the **heated styling equipment**, when used
  - P26 use back combing and back brushing techniques, when required, to achieve the desired look
  - P27 apply and use suitable **products**, when required, to meet manufacturers' instructions
  - P28 ensure the finished look takes into account relevant styling **factors** influencing the service
  - P29 ensure the finished look meets the intended shape, direction, balance and volume agreed with your client
  - P30 confirm the client's satisfaction with the finished look.
  - P31 give your client **advice and recommendations** on the service provided

**Knowledge and understanding**

**Maintain effective and safe methods of working when styling and finishing 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 range of protective clothing that should be available for clients
- K5 what contact dermatitis is, and how to avoid developing it whilst carrying out styling and finishing 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 why it is important to check electrical equipment used to aid the styling and finishing processes
- K15 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for styling and finishing hair

**Blow dry and finger dry hair into shape**

**You need to know and understand:**

- K18 why hair should be kept damp during the blow drying and finger drying process
- K19 the effects of humidity on hair

- K20 the physical effects of the blow drying, finger drying and heated styling processes on the hair structure
- K21 the types of products and equipment used for styling and finishing hair
- K22 the manufacturers' instructions on the use of the specific styling and finishing products in your salon
- K23 why and how to use the different types of:
  - K23.1 styling brushes when blow drying
  - K23.2 attachments when blow drying
  - K23.3 heated styling equipment when styling and finishing
  - K23.4 products and when to apply them
- K24 current techniques for blow drying, finger drying and finishing hair
- K25 how different **factors** affect the styling process and the finished look
- K26 how to manage different hair lengths when styling the hair
- K27 how the finished result of blow drying is affected by:
  - P27.1 tension
  - P27.2 size of hair mesh
  - P27.3 size of brush
  - P27.4 the angle at which the brush is held
  - P27.5 not allowing the hair to cool before removing the hair mesh from the brush
- K28 why the direction of the air flow when drying is important to achieve the desired look
- K29 why hair needs to be sectioned for styling
- K30 how the size of the section and the angle at which the hair is held during drying influences the volume and direction of the hair movement
- K31 the effects that can be achieved by curling on and off base

### **Finish hair**

**You need to know  
and understand:**

- K32 why temperature of equipment should be adapted to suit different hair types
- K33 how the incorrect application of heat can affect the hair and scalp
- K34 why hair should be allowed to cool prior to finishing
- K35 when and how to apply different back combing and back brushing techniques to achieve the desired look

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K36 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**

**1 Products**

- 1.1 heat protectors
- 1.2 sprays
- 1.3 mousse
- 1.4 creams
- 1.5 gels
- 1.6 serums
- 1.7 wax

**2 Heated styling equipment**

- 2.1 straighteners
- 2.2 tongs

**3 Hair length**

- 3.1 above shoulder
- 3.2 below shoulder
- 3.3 one length
- 3.4 layered

**4 Tools and equipment**

- 4.1 hand dryer
- 4.2 attachments
- 4.3 round brush
- 4.4 flat brush

**5 Factors**

- 5.1 hair characteristics

- 5.2 hair classifications
- 5.3 hair cut
- 5.4 hair growth patterns
- 5.5 head and face shape

## **6 Blow dry finish**

- 6.1 straightening
- 6.2 smoothing
- 6.3 creating volume
- 6.4 creating movement
- 6.5 creating curl

## **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



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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)

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2.12 encouraging carbon reducing journeys to work

**3 Factors**

how different factors affect the styling process and the finished look

3.1 hair characteristics

3.2 hair classifications

3.3 hair cut

3.4 hair growth patterns

3.5 head and face shape

**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
- 2.6 hair growth patterns

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