
Overview

This standard is about the skills required to provide a full and partial hair extension service to clients to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and or volume to the client's hair. Cutting the new extensions for creatively styling and finishing is required, as is the maintenance and removal of extensions.

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 adding hair extensions
- 2 plan to add hair extensions
- 3 prepare and attach hair extensions
- 4 cut and finish hair extensions
- 5 maintain and remove hair extensions

**Performance
criteria**

Maintain effective and safe methods of working when adding hair extensions

- You must be able to:
- P1 protect your client's clothing throughout the service
 - P2 position your client to meet the needs of the service without causing them discomfort
 - P3 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P4 keep your work area clean and tidy throughout the service
 - P5 use working methods that:
 - P5.1 minimise the risk of damage to **cutting tools**
 - P5.2 minimise the risk of cross-infection
 - P5.3 make effective use of your working time
 - P5.4 ensure the use of clean resources
 - P5.5 minimise the risk of harm or injury to yourself and others
 - P5.6 promote environmental and sustainable working practices
 - P6 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P7 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P8 dispose of waste materials
 - P9 complete the service within a commercially viable time

Plan to add hair extensions

- You must be able to:
- P10 examine the hair and scalp to identify any **factors** that may affect the service
 - P11 ask your client appropriate questions to establish any known contra-indications to the hair extension service
 - P12 record your client's responses to questioning
 - P13 conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
 - P14 take a suitable course of action when contra-indications cause doubts as to the suitability of the service for the client
 - P15 select **attachment systems** and **hair extensions** which are of a:

- P15.1 suitable texture
- P15.2 suitable colour
- P15.3 suitable length
- P15.4 suitable width
- P16 confirm service requirements prior to ordering **attachment systems** and **hair extensions**

Prepare and attach hair extensions

- You must be able to:
- P17 prepare the **attachment systems** and **hair extensions** to avoid wastage, tangling and to meet the manufacturer's instructions
 - P18 prepare your client's hair in a way that is suitable for the **attachment system** to be used
 - P19 ensure the availability of assistance, where required
 - P20 confirm with your client the look agreed at consultation prior to starting the service
 - P21 part the sections cleanly and evenly to meet the requirements of the **attachment systems** to be used
 - P22 section the hair in a way that will allow the **hair extensions** to lie in the direction required
 - P23 secure any hair not being extended to keep each section clearly visible
 - P24 use **attachment systems** that secure **hair extensions** into your client's hair to meet style requirements
 - P25 **add and attach** hair in a way that takes into account the **factors** influencing the service
 - P26 maintain even tension throughout the attachment process
 - P27 check the comfort of your client at regular intervals and give suitable reassurance, if necessary
 - P28 identify and resolve any problems occurring during the service
 - P29 ensure, on completion, that the **hair extensions** give a balanced and well proportioned finished look

Cut and finish hair with extensions

- You must be able to:
- P30 establish and follow cutting guidelines suitable to achieve the finished look
 - P31 adapt your **cutting techniques** to take account of **factors** which influence working on **hair extensions**
 - P32 adapt your cross checking methods to suit the fall of the **hair extensions**
 - P33 adapt your posture and position to ensure the accuracy of the cut
 - P34 combine and adapt your **cutting techniques** to achieve the finished look
 - P35 make final checks to ensure the cut is accurate
 - P36 use **creative finishing techniques** that complement the finished look
 - P37 use suitable styling and finishing products, when required to achieve the finished look
 - P38 confirm that your client is satisfied with the finished look
 - P39 give your client **advice and recommendations** on the service provided

Maintain and remove hair extensions

- You must be able to:
- P40 maintain and remove **hair extensions** following manufacturers' instructions
 - P41 use the correct tools to minimise damage to your client's hair
 - P42 use the correct products and tools to remove extensions, when necessary, avoiding damage to your client's hair
 - P43 leave your client's hair free of residue and product build up
 - P44 leave your client's hair clean and prepared ready for the next service
 - P45 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when adding 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 the range of protective clothing that should be available for clients
- K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hair extension systems
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 the different types of working methods that promote **environmental and sustainable working practices**
- K7 why it is important to keep your work area clean and well organised
- K8 why it is important to position your tools, products and equipment for ease of use
- K9 the correct use and maintenance of tools, products 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 importance of personal hygiene, protection and presentation in maintaining **health and safety** in your workplace
- K13 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K14 the correct methods of waste disposal
- K15 your salon's expected service times for applying hair extension systems

Plan, prepare and attach hair extensions

You need to know and understand:

- K16 how to conduct an examination of the hair and scalp to recognise **factors** which will affect the hair attachment system
- K17 the **factors** that must be taken into consideration prior to adding and attaching hair extensions
- K18 the hair growth cycle

- K19 the importance of questioning clients to establish any contra-indications to hair extension services
- K20 how contra-indications can affect or restrict the delivery of hair extension services
- K21 the legal significance of client questioning and of recording the client's responses
- K22 your salon's policy for referring clients to other professionals such as trichologist, general practitioner and the specialist services they can offer
- K23 the types and purposes of tests
- K24 how the results of tests can influence all aspects of the service
- K25 the potential consequences of failing to carry out tests and the importance of recording test results
- K26 the types of hair extension systems available and their advantages and disadvantages
- K27 the principles for selecting the correct hair attachment systems
- K28 the principles for blending added hair
- K29 the general differences in preparation requirements between human hair and artificial extensions
- K30 how the client's hair should be prepared for each of the hair attachment systems
- K31 how to mix a number of added hair colours to give block colour and highlighting effects
- K32 the importance of following manufacturer's instructions for different hair attachment systems
- K33 the hair attachment systems with which you may need assistance
- K34 how to estimate the length of time the hair attachment systems can take
- K35 methods of applying short term and long term hair attachment systems
- K36 how to judge the quantity of hair to be added to achieve a balanced and well proportioned finished look
- K37 how the intended style can affect the choice and placement of different hair attachment systems
- K38 why it is important to maintain a correct and even tension when adding hair extensions
- K39 the tools and equipment necessary for each attachment method and how these

- are used
- K40 the types of problems that can occur when adding hair extensions and how to remedy them
 - K41 the types of anxieties commonly experienced by clients undergoing the different hair attachment systems such as natural hair shedding
 - K42 how to help relieve client anxieties in a reassuring way
 - K43 the types of finishing products and techniques suitable for use with hair extensions

Cut and finish hair extensions

You need to know
and understand:

- K44 how to carry out creative cutting techniques to blend the client's own hair and different hair attachment system to suit the finished look
- K45 how to adapt cutting techniques to suit different types of hair extensions such as artificial and human
- K46 the importance of cross checking the cut for accuracy

Maintain and remove hair extensions

You need to know
and understand:

- K47 the importance of providing **advice and recommendations** on the products and services provided in the salon
- K48 how to maintain and remove the hair attachment system
- K49 the recommended time interval between services
- K50 how lifestyle will affect the maintenance and longevity of each hair attachment system
- K51 the types of products and tools used to remove different hair attachment systems
- K52 why it is important to remove hair attachment residue and product build up as part of the extension removal process

Additional information

Scope/range related to performance criteria	1	Cutting tools
	1.1	scissors
	1.2	thinning scissors
	1.3	razors
	2	Factors
	2.1	hair characteristics
	2.2	hair classification
	2.3	test results
	2.4	attachment method
	2.5	direction and fall of the added hair
2.6	client's own hair length	
2.7	evident hair damage	
2.8	quantity of added hair	
2.9	head and face shape	
2.10	finished look	
3	Attachment systems	
3.1	short term	
3.2	long term	
4	Hair extensions	
4.1	artificial	
4.2	human	
5	Add and attach	
5.1	full head	

5.2 partial head

6 Cutting techniques

6.1 point cutting

6.2 tapering

6.3 freehand

6.4 razoring

6.5 texturising

7 Creative finishing techniques

7.1 drying

7.2 product application

7.3 setting

7.4 use of heated styling equipment

8 Advice and recommendations

8.1 how to maintain the attachment system

8.2 time interval between services

8.3 present and future products and services

**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

2 Environmental and sustainable working practices

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

3 Factors

the factors that must be taken into consideration prior to attaching hair extensions

- 3.1 hair characteristics
- 3.2 hair classification
- 3.3 test results
- 3.4 attachment method
- 3.5 direction and fall of the added hair
- 3.6 client's own hair length
- 3.7 evident hair damage
- 3.8 the quantity of added hair
- 3.9 head and face shape
- 3.10 finished look

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and beauty 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

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

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

3 Tests

- 3.1 pull
- 3.2 elasticity
- 3.3 skin
- 3.4 porosity

4 Short term attachment systems - hair attachment systems which last anything between 24 hours and six weeks

- 4.1 sewn
- 4.2 plaited
- 4.3 rings
- 4.4 tapes
- 4.5 clip in hairpieces and additions
- 4.6 taped weft
- 4.7 cold bonding - latex
- 4.8 wefted hair – tracks or rows
- 4.9 plaited corn row

5 Long term attachment systems - hair attachment systems which last six weeks plus

- 5.1 hot bonded or fusion
- 5.2 micro ring or loop
- 5.3 corn row based wefts
- 5.4 corn row plaits

6 Cutting techniques

Tapering hair extensions adds texture and lightness to long, straight hair to blend and soften the overall finish

7 Pull test

The pull test helps evaluate excessive and or abnormal hair loss; gently

pulling small sections of hair whilst sliding the fingers from root to point on at least 3 areas of the scalp. If more than 12 hairs per hand are shed, it may be an indication of an abnormal hair growth condition

8 Traction alopecia

The loss of hair because of excessive and or continuous tension on the hair, such as, regular wearing of extensions and plaiting

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Provide creative hair extension services



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