

-SQA-SCOTTISH QUALIFICATIONS AUTHORITY

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION

GENERAL INFORMATION

-Module Number- 5250106

-Session- 1996-97

-Superclass- HL

-Title- HAIRDRESSING COMPOSITE SKILLS

-DESCRIPTION-

GENERAL COMPETENCE FOR UNIT: Planning and performing integrated hairdressing treatment strategies which incorporate a variety of different individual processes.

OUTCOMES

1. communicate effectively with clients to determine an integrated treatment strategy tailored to the clients' needs;
2. perform integrated treatments to clients' satisfaction.

CREDIT VALUE: 1 NC Credit

ACCESS STATEMENT: Access is at the discretion of the centre. However it would be beneficial if the candidate has skills in providing a variety of hairdressing services. This may be evidenced by possession of suitable NC modules in hairdressing or similar qualifications.

For further information contact: Committee and Administration Unit, SQA, Hanover House, 24 Douglas Street, Glasgow G2 7NQ.

Additional copies of this unit may be purchased from SQA (Sales and Despatch section). At the time of publication, the cost is £1.50 (minimum order £5.00).

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS****UNIT NUMBER:** 5250106**UNIT TITLE:** HAIRDRESSING COMPOSITE SKILLS

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. COMMUNICATE EFFECTIVELY WITH CLIENTS TO DETERMINE AN INTEGRATED TREATMENT STRATEGY TAILORED TO THE CLIENTS' NEEDS

PERFORMANCE CRITERIA

- (a) Appropriate communication skills are used to promote a professional image and establish a clear understanding between clients and candidate.
- (b) Clients are consulted taking account of influencing factors appropriate to the processes to be performed.
- (c) Clients are guided in relation to current fashions and advised of the potential of their hair in achieving the finished look.
- (d) Agreement on finished result and the processes involved is reached between clients and candidate.

RANGE STATEMENT

Communication skills: clear speech; listening skills; questioning techniques.

Influencing factors: - client's age;
- client's general appearance;
- head/face shape;
- perimeter shape;
- hair: type; growth pattern; movement; length; weight;
- cost of service;
- influences of clients' lifestyle.

EVIDENCE REQUIREMENTS

Performance evidence of candidate's ability to consult with clients using communication skills appropriate to the situation.

Written/oral evidence of the candidate's ability to understand the principles of guidance and advice, ways in which critical factors can influence style choice/selection and contra-indications to the particular treatments and actions to be taken.

OUTCOME

- 2. PERFORM INTEGRATED TREATMENTS TO CLIENTS' SATISFACTION

PERFORMANCE CRITERIA

- (a) Preparation of clients and self for each process is carried out in accordance with salon procedures.
- (b) The agreed strategy takes into account any relevant critical factors.
- (c) All processes are performed in a logical sequence.
- (d) Tools, equipment and products are selected appropriately for each process to achieve the determined style.
- (e) All tools, equipment, products and techniques are applied effectively for the desired style taking into account any critical factors.
- (f) Variations or alterations made to the strategy are appropriate to identified contingencies and are agreed with the clients.
- (g) All processes are performed throughout in a safe and hygienic manner for both clients and candidate.
- (h) Clients comfort is ensured throughout all processes.

RANGE STATEMENT

Preparation of clients: gowning; protection; positioning.

Preparation of self: any necessary protective clothing; any necessary gloves.

EVIDENCE REQUIREMENTS

Performance evidence of the candidate's ability to perform the treatments in a logical sequence to achieve a variety of styles in accordance with health and safety regulations.

Written/oral evidence of the candidate's knowledge of the health and safety requirements of COSHH regulations and of the relationships between the different processes.

ASSESSMENT

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of the assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of support notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 5250106

UNIT TITLE: HAIRDRESSING COMPOSITE SKILLS

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 40 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE This module is intended for candidates who are already competent in a range of hairdressing skills. It provides them with the opportunity to offer an integrated strategy which combines a range of individual treatments.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

In this module you will plan and perform integrated hairdressing treatment strategies which incorporate a variety of different individual processes.

CONTENT/CONTEXT Corresponding to outcomes 1-2:

1. Discussing clients' requirements, communicating advice with tact and sensitivity, illustrating intentions where appropriate, using photographs, magazine articles or sketches.

Recognising the clients' personal characteristics; age and general appearance; occupation and status; face shape and features; knowing how hair style may be used to minimise the effect of irregular features and shape; accommodating any limitations by adapting possibilities; drawing on personal experience to devise a strategy; describing intended result to clients.

2. Within a specified time: assessment of hair in relation to clients' requirements; selection of materials, products and processes to be used; order in which processes will be completed; achievement of satisfactory result.

APPROACHES TO GENERATING EVIDENCE The tutor could introduce the topic of client communication to the group, using examples to indicate how physical characteristics can influence treatment choice. Drawings of face and figure shapes, matched with a variety of style options could be handed out. These should illustrate the effect each option can have on overall appearance and may provoke discussion. Role playing exercises and case studies could also be used effectively in this activity.

Candidates should draw on these skills to determine the approach to be made. It is envisaged that candidates will be required to perform a range of processes on clients. These may include: style cut; permanent wave or permanent tint; roller set or blow dry; style dressing; or colour processes to provide a full treatment strategy.

ASSESSMENT PROCEDURES

Outcome 1

This may be assessed by observation of the candidate's performance in discussion, role playing and practical work.

A checklist could be used to indicate that each of the following has been satisfactorily achieved.

The candidate:

- makes accurate and rapid assessments of the relevant characteristics of clients of different age groups, chosen from child, adolescent, young, middle-aged or old adults;
- communicates with clients from different age groups:
 - (a) in a poised, confident manner;
 - (b) using appropriate vocabulary;
 - (c) using tactful and sensitive questioning techniques to interpret the client's wishes;
 - (d) using tact and sensitivity to give advice on suitable hairdressing preparations, treatments and style possibilities.

Outcome 2

This may be assessed by observation of the candidate's performance in practical work, using a checklist to indicate satisfactory achievement of each of the following points.

The candidate:

- 2.1 selects an appropriate treatment strategy;
- 2.2 plans the strategy methodically;
- 2.3 carries out the entire strategy to a satisfactory standard within 3 hours.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised Groupings of National Certificate Modules'.

REFERENCES

1. Guide to unit writing. (A018).
2. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment. (B005).
3. Procedures for special needs statements are set out in SQA's guide 'Candidates with Special Needs'. (B006).
4. Information for centres on SQA's operating procedures is contained in SQA's Guide to Procedures. (F009).
5. For details of other SQA publications, please consult SQA's publications list. (X037).

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