Assessment Strategy
for Hairdressing
NVQs and SVQs

2007-2008
Hairdressing Standards Review

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FOREWORD

We have the best standards in hairdressing in the world. It is our vision that anyone achieving an NVQ/SVQ in hair or beauty can take up employment in any country without having to take that country's national qualification.

Yet standards are only part of the equation of global acceptance of UK hair and beauty qualifications. Assessment is the key. Without some valid measure of achievement, the world's best standards are no more than words on paper.

This Assessment Strategy is based on solid research with the hairdressing industry, trainees, students, assessment centres and the inspectors of government funded programmes during 2002 and subsequent work in 2006 and 2008. It has high levels of support from all these stakeholders and has been agreed with all Awarding Bodies. It will continue to strengthen assessment and verification of our NVQs and SVQs. The aim is to standardise the assessment approach without losing the independence of each Awarding Body. This will lead to greater consistency within and between Awarding Bodies.

Continuing professional development is an important part of the Assessment Strategy because in industries where fashions, products, techniques and equipment change so rapidly, it is essential that everyone keeps their skills and knowledge up-to-date to meet client needs. This is even truer for assessors and verifiers because they are the gatekeepers of standards for the next generation of hairdressers and barbers.

We sincerely hope that the good practice set in the Assessment Strategy will be applied not just to NVQs and SVQs but to all qualifications within hairdressing.

Alan Goldsbro
Chief Executive
Habia

ACKNOWLEDGEMENTS

Habia wishes to acknowledge the many people who have contributed to the development of this Assessment Strategy.

The level of dedication to the hairdressing industry is highly commendable.

Our particular thanks go to the expert working group, dozens of training providers, employers and candidates and the staff of our Awarding Bodies who gave freely of their time to review and comment upon the various drafts of this document during the course of its development. Your feedback has been extremely important not only in shaping the final version of this document but also in providing Habia with information to assist our future work.

Our thanks also go out to all those who so willingly gave either their own time and effort or that of their staff to serve on our Forums concerned with steering this project.

The endeavours of Habia staff and our external consultant deserve a special mention and our sincere thanks.

STATEMENT OF SUPPORT

This strategy has been developed as part of Habia's commitment to ensuring continuous improvement in training provision, expertise and the general quality of hairdressing services throughout the United Kingdom.

With effective implementation by our Awarding Bodies, it will support the continued availability of high quality National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs) that are fit for purpose and command wide public and employer confidence.

This strategy puts in place requirements which ensure the rigour and consistency of assessment procedures in addition to ensuring that all those involved in assessment processes remain highly qualified, experienced and technically up-to-date.

We have, therefore, no hesitation in recommending this strategy and the contribution it makes towards achieving our wider organisation goals for the hairdressing sectors and our responsibilities as a Standards Setting Body.

Alan Goldsbro
Chief Executive Officer
Habia

PART 2

MANDATORY REQUIREMENTS

Key Mandatory Components of Our Assessment Strategy

Part 2 sets out the Key Mandatory components of our Assessment Strategy for NVQs and SVQs, which are:

- performance in the workplace, the use of realistic working environments, requirements for a realistic working environment and the use of specific simulated activities
- Habia's approach to External Quality Control of Assessment
- the requirements for the occupational expertise of External Verifiers, Internal Verifiers and Assessors.

Each of the above are expanded upon in more detail below.

Performance in the Workplace and Use of Simulations

The Hairdressing NVQs/SVQs may be assessed in the workplace and/or an approved 'realistic working environment' meeting the criteria set out in Appendix 1A .

Habia wishes to make clear its stance on the use of simulated activities and a realistic working environment. The key criterion for allowing the use of simulated activities in the assessment of performance is the rarity of the opportunity to undertake the activities required by the standard of competence. Examples of these activities include:

- dealing with fire and other emergencies
- dealing with health and safety activities outside or peripheral to normal practices
- client/customer relationships
- contra-indications/contra-actions.

Therefore, a simulated activity is viewed as 'any structured assessment exercise involving a specific task which reproduces real life situations'. In this it is distinct and separate from the use of an approved realistic working environment as the latter allows the candidate to perform an entire occupational role over an extended period of time, in an environment which as closely as possible replicates the working environment and involves real work on real clients drawn from members of the public.

Habia considers evidence generated in a realistic working environment, meeting the criteria set out in Appendix 1A, as acceptable for the purposes of Hairdressing NVQ/SVQ assessment. The use of realistic working environments will be necessary to promote access to assessment for some hairdressing candidates at present.

Simulated activities may only be used for Habia developed units where indicated in Appendix 1B. An additional, specific dispensation has been given to schemes operating in HM Prison Service whereby use of replica money is allowed within Unit G4 (Fulfil salon reception duties) to prevent barriers to access caused by prison rules on cash usage.

In addition, the Institute of Customer Service has given a special dispensation for the 'imported' Customer Service units listed below to be assessed in a Realistic Working Environment (RWE) conforming to Habia's criteria specified in Appendix 1A:

Unit G17 (ICS Unit 9), Level 2: Give customers a positive impression of yourself and your organisation
Unit G19 (ICS Unit 37), Level 2: Support client service improvements
Unit G18 (ICS Unit 10), Level 2: Promote additional products or services to clients

This dispensation in no way implies that the Customer Service NVQ/SVQ itself can be achieved in an RWE. The dispensation only applies to the three imported units above.

As a matter of policy, Habia will work with industry experts and its Awarding Bodies to develop basic Evidence Requirement Specifications for use where Hairdressing National Occupational Standards are used for NVQ/SVQ purposes.

Approach to Achieving Greater External Quality Control of Assessment

Our strategy to address the above is as follows:

An overall 100% achievement rate for the entire underpinning knowledge and understanding specification in the National Occupational Standards should be required of each candidate.

Habia requires all Awarding Bodies to develop externally set mandatory question papers to cover critical areas of essential knowledge and understanding within specified units for the Hairdressing Level 1, Hairdressing Level 2 and Hairdressing Level 3 NVQs/SVQs. These units and the critical areas of knowledge have been detailed in Appendix 1C for Hairdressing units.

For the Hairdressing Level 1 NVQ/SVQ, Habia requires all Awarding Bodies to set mandatory question papers to cover the critical areas of essential knowledge and understanding as specified in Appendix 1C. These papers should be designed so they may be administered by written or oral means at the discretion of the assessor.

All mandatory question papers should be internally marked by assessors using answer and/or marking guides supplied by the Awarding Body. A minimum of two different sets of questions and associated answer guides should be provided for all mandatory, designated areas of questioning.

For externally set mandatory question papers, a 70% achievement rate must be attained under formal, 'closed book', assessment conditions to avoid the necessity of a resit of the complete paper. For those achieving 70% or more, questions answered incorrectly may be reassessed by a variety of means (eg oral questioning, a repeat of the written questions, assignments) to ensure 100% achievement on the mandatory areas of questioning for the units being undertaken.

All question and answer sheets must be collected from candidates and securely retained by the centre for internal and external verification purposes. It is expected suitable systems will be in place to prevent copying or plagiarism.

It is anticipated that Awarding Bodies will make suitable alternative arrangements for those with identified special needs which may preclude them from undertaking written assessments (eg candidates who are identified as dyslexic).

It is expected Awarding Bodies will ensure:

- the design of testing does not discriminate between those taking full qualifications and individual units
- that assessment instruments do not directly or indirectly discriminate against any particular group and ensure equality of opportunity appropriate to employment in the hairdressing and barbering industries
- that candidates are not expected to repeat questions on knowledge 'common' to several units
- arrangements are in place for testing to be carried out at a time to meet individual needs and rate of progress
- where necessary, suitable arrangements are in place for reassessment of those areas where candidates have been shown to be 'not yet competent'

- suitable arrangements are put in place for those with disabilities affecting their reading and writing capabilities.

Assessment of Essential Knowledge and Understanding Items Outside the Specification for Externally Set Mandatory Question Papers

As a 100% achievement rate is required for the entire Knowledge and Understanding specification for each unit for each candidate, other means such as oral questioning and additional portfolio evidence must be used to demonstrate that all remaining items of underpinning knowledge and understanding have been assessed and achieved satisfactorily.

Habia also requires that the Nationally Agreed Maximum Service Times quoted in Appendix 1F are used for assessment purposes for the particular, critical services listed for each level of Hairdressing NVQ/SVQ.

Requirements for the Occupational Expertise of External Verifiers, Internal Verifiers and Assessors

Habia requires that:

All assessors, internal verifiers and external verifiers hold assessment and verification qualifications as specified in current guidance produced by the Regulatory Bodies.

In addition, Habia is required by the Regulatory Bodies to specify the appropriate occupational expertise requirements. These requirements have been detailed in Appendix 1D for Hairdressing. All Habia Awarding Bodies must comply with these requirements when recruiting and selecting external verifiers and implement the requirements within their current external verifier teams. All Habia Awarding Bodies must ensure their Approved Centres comply with these requirements when recruiting and selecting internal verifiers and assessors and implement the requirements with their current internal verifiers and assessors.

It is expected that as part of Awarding Body internal quality assurance processes, the qualifications and occupational expertise requirements of all involved in the assessment and verification process will be regularly monitored and recorded.

Because of the ever changing nature of the industries Habia represents, it is essential that assessors and verifiers keep their technical skills up-to-date and at an occupational level appropriate to the NVQs/SVQs they are assessing or verifying. All assessors and verifiers must be able to demonstrate to their Awarding Body that they engage in appropriate continuing professional development (CPD) activities.

To ensure consistency of approach in this matter across all Awarding Bodies delivering Habia NVQs/SVQs, it is a requirement that all Awarding Bodies implement Habia's minimum requirements for CPD activities and put systems in place to monitor, record and ensure assessor and verifier achievement against these requirements. These appear in Appendix 1E for Hairdressing.

APPENDICES

Requirements Relating to the Hairdressing NVQs/SVQs

Appendix 1A   Hairdressing Realistic Working
                     Environment Requirements

Appendix 1B   Summary of Where Simulated Activities
                     May be Used for Habia Developed Units

Appendix 1C   Areas within the Hairdressing National
                     Occupational Standards for which
                     Mandatory Question Papers must be
                     Developed

Appendix 1D   Occupational Expertise Requirements for
                     Hairdressing Assessors and Verifiers

Appendix 1E   Requirements for Continuing Professional
                     Development for Assessors and Verifiers of
                     Hairdressing Technical Units

Appendix 1F   Nationally Agreed Maximum Service Times
                     for Hairdressing NVQ/SVQ Assessment
                     Purposes

APPENDIX 1A

HAIRDRESSING REALISTIC WORKING ENVIRONMENT REQUIREMENTS

As the Standards Setting Body for the Hairdressing and Beauty sectors, Habia is responsible for defining what constitutes a 'Realistic Working Environment' (RWE). Habia has set down the following criteria for the assessment location. This will ensure that all candidates are being assessed against the National Occupational Standards in a realistic working environment when not in an actual, commercial workplace.

The following criteria must be included as part of centre approval and must be confirmed as being met during the first external verification visit. The criteria must then continue to be met on every subsequent visit. This will ensure that candidates are able to meet commercial needs in the workplace.

1.   Assessment centres must develop realistic management procedures that incorporate a 'salon image*' and sales and marketing policy to attract the type and number of clients needed to ensure that the requirements of the National Occupational Standards can be achieved.

2.   All assessments must be carried out under realistic commercial pressures and on paying clients and not other candidates within the same group. Clients should vary in age and hair condition so that the requirements of the National Occupational Standards can be achieved.

3.   All services that are carried out should be completed in a commercially acceptable timescale. Maximum service times for particular, critical services have been developed by Habia for each Hairdressing NVQ/SVQ and are detailed in Appendix 1F. These times should be used for assessment purposes.

4.   Candidates must be able to achieve a realistic volume of work.

5.   The space per working area conforms to health and safety legislation and commercial practice.

6.   The range of services, professional products, tools, materials and equipment must be up-to-date and available for use. They must enable candidates to meet the requirements of the National Occupational Standards.

7.   A reception area where clients are greeted and general enquiries and appointments can be made by telephone, or in person, must be available. The reception area must also include a payment facility.

8.   A retail facility must be provided with products that relate to the clients' needs and the services offered.

9.   The RWE must take full account of any bye-laws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out there.

10.   Candidates must work in a professional manner taking into account establishment requirements such as:
      i.   appearance and dress code
      ii.   personal conduct
      iii.   hygiene
      iv.   reliability
      v.   punctuality.

11.   Candidates are given workplace responsibilities to enable them to meet the requirements of the National Occupational Standards.

*   The use of the word 'salon' is not intended to deny access to the hairdressing qualification if you deliver hairdressing services in other locations (eg hospitals, care centres etc.). It refers to any place where professional hairdressing services are carried out. However, the location must meet health and safety requirements for hairdressing.

APPENDIX 1B

Summary of where Simulated Activities may be used for Assessment of Habia Developed Units

Simulated activities may be used for the following, if naturally occurring performance evidence is not available:

Level 2	Unit G4, Fulfil salon reception duties, Outcome 4	'Methods of Payment' Range Variables: 'cash equivalent', 'cheque' and 'payment card' methods of payment.
		'Payment Discrepancies' Range Variables
		A special dispensation will continue to exist which allows the use of artificial money in HM Prisons.

APPENDIX 1C

AREAS WITHIN THE HAIRDRESSING AND BARBERING NATIONAL OCCUPATIONAL STANDARDS FOR WHICH MANDATORY WRITTEN QUESTION PAPERS MUST BE DEVELOPED

As a minimum requirement, Awarding Bodies are required to develop appropriate question papers to cover the areas of Essential Knowledge and Understanding listed below. For Hairdressing and Barbering Level 1, these papers should be deliverable in either written or oral formats at the discretion of the assessor. Appropriate written question papers must be available for Hairdressing NVQs/SVQs at Levels 2 and 3.

Hairdressing and Barbering Level 1: Areas of Knowledge Within Hairdressing Units Requiring Mandatory Written Questions

Unit Title	Knowledge Areas
Unit GH1: Shampoo and condition hair	• what is contact dermatitis and how to avoid contracting it whilst carrying out hairdressing services • the direction in which the hair cuticle lies and its importance when disentangling wet hair • the effects of water temperature on the scalp • how shampoo and water act together to cleanse the hair • how the build up of products can affect the hair, scalp and effectiveness of other services • different types of conditioning products and their effects • the types and causes of problems that can arise when shampooing and surface conditioning hair • when and how to use rotary, effleurage and petrissage massage techniques when shampooing and conditioning different lengths of hair • importance of removing products and excess water from the hair after each service • the importance of de-tangling the hair from point to root
Unit GH2: Blow dry hair	• methods of cleaning, disinfecting and/or sterilisation used in salons • the difference between disinfection and sterilisation • the basic structure of the hair • the effects of humidity on the hair • the effects of the drying process on the hair cuticle • how the incorrect application of heat can affect the hair and scalp • why the direction of the airflow is important to achieve the desired look and avoid damage to the hair cuticle
Unit GH4: Assist with hair colouring services	• what is contact dermatitis and how to avoid contracting it whilst carrying out hairdressing services • why it is important to use personal protective equipment • the importance of thoroughly rinsing products • the importance of emulsifying permanent colouring products as part of the removal process • the types and causes of problems that may occur when removing colouring products and materials from the hair

Unit GH5: Assist with perming services	• what is contact dermatitis and how to avoid contracting it whilst carrying out hairdressing services • why it is important to use personal protective equipment • the role and importance of neutralisers in perming process • the importance of accurate timing when neutralising perms • the importance of thoroughly rinsing neutralisers • what might happen if the correct neutralising agent is not applied • the types and causes of problems that may occur when neutralising perms
Unit GH6: Plait and twist hair using basic techniques	• the potential consequences of excessive tension on the hair • what is traction alopecia • how to identify the signs of traction alopecia
Unit GH7: Remove hair extensions	• what is contact dermatitis and how to avoid contracting it whilst carrying out hair extension removal services • why it is important to use personal protective equipment • the average rate of hair growth • the potential consequences of excessive tension on the hair • how to identify the signs of traction alopecia • how wearing extensions beyond their recommended time period can affect the removal process
Unit GB1: Assist with shaving services	• why it is important to use personal protective equipment • the effect of hot and cold towels on the skin and hair • the importance of lathering and its effect on skin and hair • the function of effleurage and petrissage massage techniques when lathering • why timing is critical to the shaving service

Hairdressing Level 2: Areas of Knowledge Within Hairdressing Units Requiring Mandatory Written Questions

Unit Title	Area of Knowledge
Unit G7: Advise and consult with clients	- why it is important to identify factors that may limit or affect services and products which can be used - how lifestyle; adverse hair, skin and scalp conditions; incompatibility of previous services and products used, limit or affect the services and products that can be offered to clients - the indications of suspected infections and infestations and disorders visible to the naked eye - how and when tests are carried out on hair - the importance of carrying out tests and the potential consequences of failing to do so - the basic structure of hair and skin - the growth cycle of hair - the characteristics of different hair types and textures - the general factors that contribute to healthy hair (eg health, environment, chemicals) - the likely causes of adverse hair and scalp conditions visible to the naked eye
Unit GH8: Shampoo, condition and treat the hair and scalp	- what is contact dermatitis and how to avoid contracting it whilst carrying out shampooing and conditioning services - the direction in which the hair cuticle lies and its importance when disentangling wet hair - how to identify hair and scalp conditions and their causes (ie chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp) - how shampoo and water act together to cleanse the hair - how the pH value of the products used affects the current state of the hair - the effects of water temperature on the scalp and structure of the hair - how the 'build up' of products can affect the hair, scalp and the effectiveness of other services - how the formulations of shampoos and conditioning products vary to suit different hair conditions - how heat affects the hair during the conditioning treatment - how shampoos and conditioning products affect the hair and scalp - the purpose and benefits of scalp massage - when and how to use shampoos and conditioning products to treat the hair and scalp conditions in the range - what may happen if the incorrect shampooing and conditioning products are used - when and how rotary and effleurage massage techniques should be used when shampooing different lengths and densities of hair - when and how effleurage, petrissage and tapotement

	massage techniques should be used when conditioning different lengths and densities of hair
Unit GH9: Change hair colour	• what is contact dermatitis and how to avoid contracting it whilst carrying out colouring services
	• why it is important to use personal protective equipment
	• the dangers associated with the inhalation of powder lighteners
	• the legal significance of client questioning and the recording of the client's responses to questioning
	• the types and purposes of tests
	• the importance of following manufacturers' instructions for skin testing
	• when and how tests should be carried out and the expected results
	• how the results of tests can influence the colouring and lightening service
	• potential consequences of failing to carry out tests
	• the courses of action to take in the event of adverse reactions to tests (eg what type of reactions you must report to other, more senior people)
	• why it is important to record test results
	• the principles of colour selection, including the International Colour Chart (ICC)
	• how the natural pigment within hair affects the choice of colour and colouring products and the possible need to pre-lighten
	• the effect of different colouring and lightening products on the hair structure
	• how the different strengths of hydrogen peroxide influence colouring and lightening
	• how porosity levels can affect the choice and application of products and the results of the colouring process
	• how the factors in the range can affect your choice of colouring and lightening products and application techniques
	• effects of temperature on the application and development of colouring and lightening products
	• how to dilute hydrogen peroxide to form different strengths of solutions
	• the importance of restoring the hair's pH balance after the colouring and lightening process
	• why it is important to avoid disturbing areas still processing when removing products from developed areas
	• why it is important to emulsify colour prior to removal
	• why it is important to leave the hair and scalp free of colouring and lightening products.
	• how and why the contra-indications in the range can affect the delivery of colouring services to clients
	• when to use the different types of lighteners and toners available
	• the types and causes of colouring and lightening problems that may occur during processing (eg skin staining, deterioration of hair condition and product seepage)
	• ways of resolving simple colouring and lightening problems that may occur during processing

	• the potential risks of using lightening products on previously chemically treated hair
Unit GH10: Style and finish hair	• the effects of humidity on hair • the physical effects of the blow drying, finger drying and heated styling processes on the hair structure • how the incorrect application of heat can affect the hair and scalp • why hair should be allowed to cool prior to finishing • why hair should be kept damp during the blow drying and finger drying processes • how heat protectors act to protect the hair
Unit GH11: Set and dress hair	• the effects of humidity on hair • the physical effects of setting on the hair structure • how the incorrect application of heat can affect the hair and scalp • why hair should be allowed to cool prior to dressing • why hair should be kept damp during the setting process • how heat protectors act to protect the hair
Unit GH13: Plait and twist hair	• the importance of sectioning hair accurately when plaiting and twisting • the potential consequences of excessive tension on the hair • what is traction alopecia • how to identify the signs of traction alopecia • the physical effects on the hair structure of plaiting and twisting
Unit GH14: Perm and neutralise hair	• what is contact dermatitis and how to avoid contracting it whilst carrying out perming services • why it is important to use personal protective equipment • the types and purposes of tests • when and how tests should be carried out and the expected results • how the results of tests can influence the perming service • potential consequences of failing to test • the courses of action to take in the event of adverse reactions to tests • why it is important to record test results • the effects of perm lotions and neutralisers on the hair structure • how temperature affects the perming process • the importance of accurate timing and thorough rinsing of products • the importance and effects of restoring the hair's pH balance after the perming and neutralising process • the importance of considering water temperature during the neutralising process • how the factors in the range can affect your choice of perming and neutralising products • how and why the contra-indications in the range can affect the delivery of perming services • when and why it is important to use pre-perm treatments • the different types and uses of available perm lotions and neutralisers • the types and uses of post-perm conditioners

	• when to use the types of sectioning techniques listed in the range and why • the factors that influence the use of different sized perm rods • method of checking curl development • methods of application of perming lotions and neutralising agents • types and causes of problems that can occur during the perming and neutralising processes • methods of resolving perming problems.
Unit GH15: Attach hair to enhance a style	• what is contact dermatitis and how to avoid contracting it whilst carrying out hair attachment services • why it is important to use personal protective equipment • the importance of questioning clients to establish any contra-indications to hairdressing services • why it is important to record client responses to questioning • the legal significance of client questioning and of recording the client's responses • the types and purposes of tests • the importance of following manufacturers' instructions for skin testing • when and how tests should be carried out and the expected results • how the results of tests can influence all aspects of the service • potential consequences of failing to carry out tests • the courses of action to take in the event of adverse reactions to tests (eg what type of reactions you must report to other, more senior people) • why it is important to record test results • the factors that must be taken into consideration prior to attaching pieces of hair (eg hair density, hair, scalp and skin disorders, etc.) • the average rate of hair growth • the potential consequences of excessive tension on the hair • how to identify the signs of traction alopecia • how the contra-indications in the range can affect the provision of the service (eg hair loss and excessive thinning, eczema, psoriasis, allergies etc.) • why it is important to maintain a correct and even tension when attaching hair • how the attachment systems in the range secure added hair into the client's hair • the advantages and disadvantages of the methods of attachment in the range

Hairdressing Level 3: Areas of Knowledge Within Hairdressing Units Requiring Mandatory Written Questions

Unit Title	Knowledge Areas
Unit G21: Provide hairdressing consultation services	- the basic structure of hair and skin - the growth cycle of hair - the characteristics of different hair types and textures - the general factors that contribute to healthy hair (eg health, environment, chemicals) - why it is important to identify factors that may limit or affect services and products which can be used - how the following factors limit or affect the services and products that can be offered to clients: - lifestyle - adverse hair, skin and scalp conditions - incompatibility of previous services and products used - how to visually recognise indications of ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, ingrowing hair and head lice - the likely causes of various adverse hair, skin and scalp conditions (ie ringworm, impetigo, scabies, eczema, alopecia, psoriasis, folliculitis, dandruff, ingrowing hair and head lice) - which hair, scalp conditions and disorders should be referred to a pharmacist, general practitioner or registered trichologist and why - the importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner or trichologist - the importance of carrying out tests and the potential consequences of failing to do so - how and when tests are carried out on hair and skin - how the use of excessive heat can damage the hair

Unit GH17: Colour hair using a variety of techniques	- what is contact dermatitis and how to avoid contracting it whilst carrying out colouring and lightening services - why it is important to use personal protective equipment - the dangers associated with the inhalation of powder lighteners - how to use lighteners safely - the precautions that must be taken when handling powder lighteners - the importance of questioning clients to establish any contra-indications to the colouring and lightening service - why it is important to record client responses to questioning - the legal significance of client questioning and of recording the client's responses - the types and purposes of tests for colouring and lightening services - the importance of following manufacturers' instructions for skin testing - when and how tests should be carried out and the expected results - how the results of tests can influence the colouring and lightening service - potential consequences of failing to carry out tests - the importance of constantly monitoring the development of lightener - the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range (ie when to encourage the client to seek medical advice, when to explain the service is not possible, when a modification to the service will be necessary) - why it is important to accurately record test results - the principles of colour selection, including the International Colour Chart (ICC) - what is meant by the term 'oxidation' - how the type and distribution of melanin creates natural hair colour - the effects of light and artificial lighting on the appearance of hair colour - how the natural pigmentation of hair affects the colouring and lightening process - the reasons for pre-lightening - the effects on the hair of different colouring products and lighteners - how the different strengths of hydrogen peroxide affect the colouring and lightening of the hair - effects of temperature on the application and development of colouring products and lighteners - how to dilute hydrogen peroxide to form different strengths of solutions - the pH values of different colouring products and lighteners - the importance of restoring the hair's pH balance after the colouring or lightening process - why it is important to leave the hair and scalp free of colouring products and lighteners - the reasons for pre-softening and pre-pigmenting hair

	• what makes hair resistant to artificial colour
	• how and why the contra-indications in the range can affect the delivery of the colouring service to clients
	• the types and causes of colouring and lightening problems and how to rectify them (eg over and under processing, overlapping, skin staining, deterioration of hair condition, uneven results and product seepage)
	• how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage
	• how and why to restore depth and tone of colour
	• how and why to neutralise colour tone
	• how and why to adapt the sequence of application to take account of the relevant factors in the range
	• the potential problems of using colouring products and lighteners on previously chemically treated hair
	• methods of pre-softening and pre-pigmenting hair
Unit GH18: Provide colour correction services	• what is contact dermatitis and how to avoid contracting it whilst carrying out colour correction services
	• why it is important to use personal protective equipment
	• the dangers associated with the inhalation of powder lighteners
	• how to use lighteners safely
	• the precautions that must be taken when handling powder lighteners
	• the importance of questioning clients to establish any contra-indications to the colour correction service
	• why it is important to record client responses to questioning
	• the legal significance of client questioning and of recording the client's responses
	• the types and purposes of tests in the range
	• the importance of following manufacturers' instructions for skin testing
	• when and how tests should be carried out and the expected results
	• how the results of tests can influence the colour correction service
	• the potential consequences of failing to carry out tests
	• the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range (ie when to encourage the client to seek medical advice, when to explain the service is not possible, when a modification to the service will be necessary)
	• why it is important to record test results
	• the principles of colour selection, including the International Colour Chart (ICC)
	• the principles of colour correction
	• how the type and distribution of melanin creates natural hair colour
	• the effects of light and artificial lighting on the appearance of hair colour
	• the effects on the hair of different colour correction products
	• what is meant by the term 'oxidation'
	• how oxidation agents affect the natural and artificial colour pigments

	• how the different strengths of hydrogen peroxide affect colouring and lightening • the reasons for pre-softening and pre-pigmenting hair • effects of temperature on the application and development of colour correction products • how to dilute hydrogen peroxide to form different strengths of solutions • the pH values of differing colouring products and lighteners • the importance of restoring the hair's pH balance after the colour correction process • why it is important to avoid disturbing areas still processing when removing products from developed areas • why it is important to leave the hair and scalp free of colour correction products • how and why the contra-indications in the range can affect the delivery of the colour correction service • the importance of sectioning hair accurately for the colour correction service • methods of pre-softening and pre-pigmenting hair • methods of applying and removing colour correction products • how to remove artificial colour • how to remove bands of colour • how to re-colour hair previously treated with lighteners using pre-pigmentation and permanent colour • how to re-colour hair that has had artificial colour removed • how to correct highlights and lowlights whilst retaining a highlight and lowlight effect • how the application and removal of lightener should be adapted to minimise scalp sensitivity and hair damage • the types and causes of colour correction problems that may occur during processing and how to rectify them (eg over and under processing, skin staining, deterioration of hair condition, scalp sensitivity and product seepage) • the potential problems of using colour correction products on previously chemically treated hair
Unit GH22: Create a variety of permed effects	• what is contact dermatitis and how to avoid contracting it whilst carrying out perming services • why it is important to use personal protective equipment • the importance of questioning clients to establish any contra-indications to the perming service • why it is important to record client responses to questioning • the legal significance of client questioning and of recording the client's responses • the types and purposes of tests used for perming services • when and how tests should be carried out and the expected results • how the results of tests can influence the perming service • potential consequences of failing to test

	• the courses of action to take in the event of adverse reactions to tests
	• why it is important to record test results
	• the effects of perming products and neutralisers on the molecular structure of the hair
	• how hair that has been sensitised from previous treatments and heat damage reacts to the application of perming products
	• when to use different types and strengths of perming products
	• how the chemical composition of perming products varies and how this affects your choice for use on different hair types
	• the effect of pre-perm and post-perm treatments on the hair structure
	• how temperature affects the achievement of the permed effects
	• why heat should not be used on sensitised hair
	• the importance and effects of restoring the hair's pH balance after the perming process
	• why the accurate timing and thorough rinsing of products is necessary
	• types and causes of problems that can occur during the perming and neutralising processes for the hair type on which you are working and how to rectify them
Unit GH23: Provide creative hair extension services	• what is contact dermatitis and how to avoid contracting it whilst carrying out hair attachment services
	• why it is important to use personal protective equipment
	• the importance of questioning clients to establish any contra-indications to hairdressing services
	• why it is important to record client responses to questioning
	• the legal significance of client questioning and of recording the client's responses
	• the types and purposes of tests in the range
	• the importance of following manufacturers' instructions for testing
	• the methods of and reasons for conducting pull tests
	• when and how tests should be carried out and the expected results
	• how the results of tests can influence all aspects of the service
	• the potential consequences of failing to carry out tests
	• the courses of action to take in the event of adverse reactions to tests and when the contra-indications in the range are encountered (ie when to encourage the client to seek medical advice, when to explain the service is not possible, when a modification to the service will be necessary)
	• why it is important to record test results
	• the factors that must be taken into consideration prior to adding hair extensions (eg hair density, hair and skin disorders, etc.)
	• the average rate of hair growth
	• the potential consequences of excessive tension on the hair
	• how to identify the signs of traction alopecia

	- the potential effects on the client's hair of wearing extensions over a long period of time - how the contra-indications in the range can affect the delivery of hair extension services to clients - how the attachment systems in the range can affect the way extensions are added and cut - how the attachment systems in the range secure added hair into the client's hair - the advantages and disadvantages of the different methods of attachment - why it is important to maintain a correct and even tension when adding hair extensions - how to remove hot and cold hair attachment systems - the types of problems that can occur when adding hair extensions and how to remedy them - the courses of action to take in the advent of the presence of the contra-indications in the range (ie when to encourage the client to seek medical advice, when to explain the service is not possible, when a modification to the service will be necessary) - the types of products to use when removing hot and cold hair extensions - the types of styling and finishing techniques that can and cannot be used with hair extensions and why

APPENDIX 1D

OCCUPATIONAL EXPERTISE REQUIREMENTS FOR HAIRDRESSING ASSESSORS AND VERIFIERS

1 Introduction

1.1 As the Standards Setting Body for the hair and beauty sectors, Habia is responsible for defining the occupational expertise requirements for assessors and verifiers in consultation with employers, centres and Awarding Bodies. The assessor and verifier occupational expertise requirements for the Hairdressing NVQs and SVQs are shown below.

1.2 Please note that these requirements will take effect from July 2009 and will apply to **all** assessors and verifiers. This version dated to be completed supersedes all previous versions and was approved by UKCES.

2 Assessors

2.1 **From 1 July 2009 all new assessors must:**

2.1.1 **hold EITHER** the Level 2 **and** Level 3 Hairdressing NVQs/SVQs or equivalent* plus sufficient relevant post qualification industrial experience that is current and appropriate to the unit(s) of the NVQ/SVQ they are intending to assess

OR

substantial operational experience** that is current and appropriate to the unit(s) of NVQ/SVQ they are intending to assess.

2.1.2 **hold** Units D32 **and** D33** to assess the complete Hairdressing NVQs/SVQs. (Those work based assessors only required to make and record observations may hold just D32)

OR

hold or be working towards Unit A1** if carrying out all forms of assessment

OR

hold or be working towards Unit A2 if only carrying out observations in the workplace.

2.2 **From 1 September 2002 all existing assessors (as defined in 2.1 above) holding just the Level 2 Hairdressing NVQ/SVQ** will only be able to assess Level 2 Hairdressing. They will not be eligible for internal verifier or external verifier roles.

3 Internal Verifiers

3.1 **From 1 July 2009 all internal verifiers must**:

3.1.1 **hold EITHER** the Level 2 **and** Level 3 Hairdressing NVQs/SVQs or equivalent* plus sufficient relevant post qualification industrial experience that is current and appropriate to the unit(s) of NVQ/SVQ they are intending to internally verify

OR

substantial operational experience** that is current and appropriate to the unit(s) of NVQ/SVQ they are intending to internally verify and

3.1.2   **hold** Unit A1 or Units D32 **and** D33 ** and

3.1.3   **hold** Unit D34 or **hold or be working towards** V1

3.1.4   have a **sufficient experience** of assessing Hairdressing NVQs/SVQs.

4   External Verifiers

4.1   **From 1 July 2009 all external verifiers must:**

4.1.1   **hold EITHER** the Level 2 **and** Level 3 Hairdressing NVQs/SVQs or equivalent *plus sufficient relevant post qualification industrial experience that is current and appropriate to the unit(s) of NVQ/SVQ they are intending to externally verify

    OR

substantial operational experience** that is current and appropriate to the unit(s) of NVQ/SVQ they are intending to externally verify and

4.1.2   **hold** Unit A1 **or** Units D32 **and** D33** and

4.1.3   **hold** D35 or **hold or be working towards** Unit V2 and are strongly advised to hold Unit V1 or D34

4.1.4   have **sufficient experience** assessing and/or internally verifying Hairdressing and/or Barbering NVQs/SVQs.

5   Assessors and Verifiers for non-technical hairdressing units who are not hairdressers

5.1   There are several units in the NVQs/SVQs that cover generic skills, assessed in a hairdressing or barbering context. Some centres use assessors and verifiers from other occupations to assess and verify these.

5.2   ***ENTO Unit A, ICS Unit 1, Level 2, ICS Unit 5, Level 2 and ICS Unit 7, Level 2 units imported into the Habia standards:*** Assessors of these units must meet the requirements laid down by these Standards Setting Bodies in their own Assessment Strategies.

5.3   ***Non-technical hairdressing Habia units:*** the same criteria as for assessors and internal verifiers who are hairdressers and/or barbers will apply, inserting the *relevant* NVQ/SVQ or equivalent qualification or experience and the *relevant* occupational area. This does not apply to external verifiers who will always be hairdressers and/or barbers for the Habia units. For the sake of clarification, technical hairdressing units cannot be internally verified by a non-hairdresser/non-barber.

i)   *Occupational Expertise Requirements for Assessors who are not hairdressers*

Non Hairdressing Assessors must have the *relevant* Level 2 and Level 3 NVQs/SVQs plus sufficient *relevant* industrial experience **or** substantial operational experience that is current and appropriate to the level(s) of NVQ/SVQ units they are intending to assess. Where individuals have qualifications other than the *relevant* NVQs/SVQs, they or their centre should contact their Awarding Body to determine the acceptability

of these qualifications. Assessors will only be able to assess those units in which they have formally demonstrated their competence **or** have shown evidence of operational experience.

For NVQs, QCA requires that assessors hold Unit A1 or A2 (if just recording observations) **OR** Unit D32 and/or Unit D33. New assessors must have a clear action plan for achieving Unit A1 and/or Unit A2 within eighteen months of beginning assessment duties. Assessment decisions by assessors who are still working towards certification must be supported by an assessor or verifier who has gained certification. This can be achieved by checking a sample of assessment decisions.

For SVQs, SQA requires that assessors be occupationally competent and **must** hold Units A1and/or A2** **OR** hold D32 and/or D33.

Please note that Habia generally requires assessors hold or are working towards Unit A1 **OR** hold D32 **and** D33. *In addition, in this case where the assessor does not have a hairdressing background, then she/he must have obtained a working knowledge of the hairdressing industry as the context for assessment, through briefing or induction, or ideally through a period of experience in a salon.*

ii)   *Occupational Expertise Requirements for Internal Verifiers who are not hairdressers*

Non Hairdressing internal verifiers must have the *relevant* Level 2 and Level 3 NVQs/SVQs plus sufficient *relevant* industrial experience **or** substantial operational experience that is current and appropriate to the level(s) of NVQ/SVQ units they are intending to internally verify. Where individuals have qualifications other than the *relevant* NVQs/SVQs, they or their centre should contact their Awarding Body to determine the acceptability of these qualifications. They must also have sufficient experience of assessing the *relevant* NVQs/SVQs or *relevant* units.

For NVQs, QCA requires that internal verifiers hold Unit V1 or D34 and, it is recommended, also hold Unit A1 or D32 **and** D33. New internal verifiers must have a clear action plan for achieving Unit V1 within eighteen months of beginning internal verification. Without an appropriately qualified internal verifier, the centre must understand that it cannot submit claims for certification to the Awarding Body.

For SVQs, SQA requires that internal verifiers be occupationally competent and **must** hold or be working towards Unit V1 or hold or be working towards D34. Unit A1 or D33 are also desirable**

Please note that Habia requires all internal verifiers to hold Unit A1 or D32 **and** D33** and hold D34 or hold or are working towards Unit V1. *In addition, in this case where the internal verifier does not have a hairdressing background, then she/he must have obtained a working knowledge of the hairdressing industry as the context for assessment, through briefing or induction, or ideally through a period of experience in a salon.*

In this case, where assessors and/or internal verifiers do not have a hairdressing and/or barbering background, then a period of experience in a salon or attending hairdressing specific event(s) relevant to the units being assessed or verified will help them become more familiar with the requirements of the hairdressing industry.

* Where individuals have qualifications other than the Hairdressing NVQs/SVQs, they or their centre should contact their Awarding Body to determine the acceptability of these qualifications. Assessors will only be able to assess those units in which they have formally demonstrated their competence **or** have shown evidence of operational experience.

** Substantial operational experience means substantial hands on work served within the hairdressing industry. This can include time in any role in the hairdressing industry, for example as a stylist, technician, trainer, lecturer, assessor, verifier or salon manager/owner.

APPENDIX 1E

REQUIREMENTS FOR CONTINUING PROFESSIONAL DEVELOPMENT FOR ASSESSORS AND VERIFIERS OF HAIRDRESSING TECHNICAL UNITS

From 1 September 2001, as a condition of centre approval and continuing centre approval, centres were required to establish an ongoing, fully resourced Staff Development Plan, capable of supporting the Habia CPD requirement. (Preferably, such a Staff Development Plan should link to IIP or other formally recognised quality assurance systems.)

Assessors and verifiers must be able to demonstrate to the Awarding Body how they keep their hairdressing technical skills and knowledge up-to-date and to the occupational level which they are assessing and/or verifying. Continuing Professional Development (CPD) must take place throughout the careers of assessors and verifiers.

This **must** include the completion of a minimum number of hours CPD in each twelve month period using activities approved for CPD (see below).

The minimum, annual CPD requirement for assessors and verifiers is as follows:

A **total, minimum requirement for 30 hours CPD** per annum which does not have to be consecutive.

The CPD requirement must be carried out on **one or a combination of** the types of activities listed below. **No activity will carry a 'double hours' allowance.**

- 'hands on' delivery of hairdressing services to fee paying clients in a commercial salon that can be shown to develop individual skill and knowledge levels

- undertaking technical hairdressing and/or barbering training that develops new and/or updates existing skills and/or knowledge levels

- further hairdressing qualification work.

The following activities **will not** count towards CPD:

- reading the trade press and books
- listening to tapes and watching videos.

*(However, the above are recommended for background knowledge to support CPD but are **not** approved for inclusion in the CPD hours requirement.)*

Individuals must provide relevant and suitable evidence that CPD has taken place within each 12 month period to be measured from 1 September - 31 August.

EXPLANATORY NOTES:

i.   *Technical hairdressing training* - external and internal workshops and training sessions are eligible.

ii.   C*ommercial salon* - this is defined as a salon where the majority of stylists are already qualified and the main function of the salon is **not** training and assessment. If a training salon in a centre is closed and reopened as a commercial salon eg during holiday periods, then this is an acceptable location for CPD to be undertaken. If there is any doubt as to the acceptability of the arrangement, guidance should be sought from Habia.

iii.   *Hairdressing qualification work -* the aim of this option is to encourage assessors and verifiers to gain new skills eg African Caribbean hairdressing techniques or barbering or to update current ones eg by offering latest fashion styles for assessment against a range statement. Work undertaken for this option must lead to a formally assessed and accredited qualification or unit of an NVQ/SVQ.

A nominal 30 hours has been allocated to the achievement of any hairdressing unit qualification in any one CPD year. The same unit should not be taken twice during the life time of any particular NVQ/SVQ or repeated within any 5 year period.

Other activities may be acceptable for CPD for which prior approval should be gained from Habia.

CALCULATING CPD HOURS

a)   CPD for existing assessors and verifiers is measured within each 12 month period, taken from 1 September – 31 August each year.

b)   CPD hours for new assessors and verifiers shall be measured from the date their duties commence.

c)   Assessors and verifiers who take leave from assessment or verification duties during any twelve month period will be able to collect CPD pro rata.

d)   The CPD hours for part time assessors and verifiers will be calculated pro rata based on a nominal 37 hour week. **However, a minimum of 5 hours CPD in any twelve month period must be carried out by all part time assessors and verifiers**.

For example, an assessor contracted for 7 hours/week : $7 \div 37 \times 100$ = approx. 20% of a full time assessor. 20% x 30 hours = 6 hours CPD in any 12 month period.

e)   A nominal time of 30 hours per NVQ/SVQ unit achieved has been set, regardless of the unit.

f)   If you are an assessor **and** a verifier, you only have to do the minimum of 30 hours CPD, **not** 60 hours.

g)   All External Verifiers must complete a minimum of 30 hours CPD per annum regardless of actual hours worked as an External Verifier.

APPENDIX 1F

NATIONALLY AGREED MAXIMUM SERVICE TIMES FOR HAIRDRESSING NVQ/SVQ ASSESSMENT PURPOSES

The 2003 revised National Occupational Standards (NOS) require that technical services are carried out 'in a commercially viable time'. To ensure consistent NVQ/SVQ assessment practices, Habia has developed a nationally agreed set of maximum service times for certain, critical services for each level of NVQ/SVQ. These times are shown below.

Range of Service Times for Level 1 Hairdressing and Barbering Services

At Level 1, the requirement to work to a commercial time is limited to shampooing, conditioning and blow drying work. The maximum service times quoted below have been developed for NVQ/SVQ assessment purposes.

Please note that the type, depth and breadth of services concerned are those described in the Level 1 Hairdressing and Barbering standards only.

Service	Minutes (Maximum)
1. Shampoo, surface condition and de-tangle hair - above shoulder length hair (excluding development time)	10
2. Shampoo, surface condition and de-tangle hair - below shoulder length hair (excluding development time)	15
3. Blow drying hair - above shoulder length	30
4. Blow drying hair - below shoulder length	45

Range of Service Times for Level 2 Hairdressing Services

The maximum service times quoted below have been developed for NVQ/SVQ assessment purposes.

Please note that the type, depth and breadth of services listed are those described in the Level 2 Hairdressing standards only.

Service	Minutes (Maximum)
1. Shampoo, condition and/or treat hair – above shoulders (excluding development time)	10
2 Shampoo, condition and/or treat hair – below shoulders (excluding development time)	15
3. Set and dress hair – above shoulder (excluding drying)	35
4. Set and dress hair – below shoulder (excluding drying)	45
5. Blow dry and finish – above shoulders	35
6. Blow dry and finish – below shoulders	45
7. Cut hair only	45
8. Mix and apply colour - re-growth, permanent colour	25
9. Pulled through highlights/lowlights (including preparation and application) – full head	35
10. Pulled through highlights/lowlights (including preparation and application) – at least 20% of the head	15
11. Woven highlights/lowlights (including preparation and application) – full head	75
12. French plait, fishtail plait	30
13. Twists and/or cornrows to cover 50% of the head	45
14. Perm (winding only)	45

Range of Service Times for Level 3 Hairdressing Services

Owing to the nature of many of the services in the Level 3 NVQs/SVQs, it is not possible to set a precise time for completion. Times for critical aspects of perming services are quoted below.

Service times	Minutes (maximum)
1. Perm (winding only)	
a. piggy back	60
b. spiral	90
c. weaving	45
d. root	25
e. hopscotch	60
f. double	60