

L2 NVQ Diploma in Hairdressing

G20 Ensure responsibility for actions to reduce risks to health & safety

	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to identify hazards and evaluate the risks in the workplace			
Practical outcome 2 To be able to reduce the risks to health & safety in the workplace			

G18 Promote additional services or products to customers

	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to identify additional services or products that are available			
Practical outcome 2 Be able to inform customers about additional services or products			
Practical outcome 3 Be able to gain customer commitment to using additional services or products			

G17 Give customers a positive impression of yourself and your organisation

	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to establish rapport with customers			
Practical outcome 2 Be able to respond appropriately to customers			
Practical outcome 3 Be able to communicate information to customers			

G17 Give customers a positive impression of yourself and your organisation

R1 Created a positive impression with clients using all scenarios	R2 Dealt with all types of clients who	R3 Responded to all clients using salon procedures	R4 Used 3 out of 6 communication types	R5 Used all effective communication procedures
During a routine delivery of client service	Have different needs and expectations	Using salon procedures	Face-to-face	Appropriate to spoken or written language
During a busy period for your salon	Appear angry or confused	Using salon guidelines	In writing	Appropriate to the conventions and rules applied to the methods of
When people, systems and resources have let you down	Behave unconventionally		By telephone	
			Text message	
			Internet	
			Intranet	

G7 Advise and consult with clients

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to identify what services clients want			
Practical outcome 2 Be able to analyse the hair, skin and scalp			
Practical outcome 3 Be able to advise clients and agree services and products			

R1 Consulted with both new and regular clients	R2 Adapted your advice to take into account all the factors limiting or affecting services	R3 Used all the means of identifying clients' wishes	R4 Identified or can describe all suspected infections and infestations needing reporting
New	Adverse hair, skin and scalp conditions	Questioning	Suspected infections
Regular	Incompatibility of previous services and products used	Observation	Suspected infestations
	Lifestyle	Testing	

GH8 Shampoo, condition and treat the hair and scalp

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to use effective and safe working methods when shampooing, conditioning and treating the hair and scalp			
Practical outcome 2 Be able to shampoo hair and scalp			
Practical outcome 3 Be able to condition and treat the hair and scalp			

R1 Adapted your shampooing techniques for 3 out of the 5 hair conditions	R2 Adapted your shampooing techniques for 3 out of the 5 scalp conditions	R3 Used all the shampooing massage techniques
Chemically damaged	Dandruff affected	Effleurage
Heat damaged	Oily	Rotary
Environmentally damaged	Dry	
Product build up	Product build up	
Normal	Normal	
R4 Dealt with all hair lengths	R5 Considered all the contra-indications	R6 Used all the conditioning products
Above shoulders	Skin and scalp disorders and diseases	Surface
Below Shoulders	Cuts and abrasions	Penetrating
	Product allergies	Scalp treatment
	Recent scar tissue	
	Recent injuries to the treatment area	

R7 Used all of the conditioning massage techniques	R8 Adapted your conditioning massage techniques for 3 out of the 5 hair conditions	R9 Adapted your conditioning massage techniques for 3 out of the 5 scalp conditions	R10 Given all the advice
Effleurage	Chemically damaged	Dandruff affected	Correct combing and brushing techniques
Petrissage	Heat damaged	Oily	Frequency of use of shampoos and conditioning products
	Environmentally damaged	Dry	Suitable shampoos and conditioning products and how to use them
	Product build up	Product build up	
	Normal	Normal	

GH10Style and finish hair

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to use safe and effective methods of working when styling and finishing hair			
Practical outcome 2 Be able to blow dry hair into shape			
Practical outcome 3 Be able to finger dry hair into shape			
Practical outcome 4 Be able to finish the hair			

GH10Style and finish hair

R1 Used 4 out of the 7 products	R2 Used all the types of heated styling equipment	R3 Styled all types of hair	R4 Taken into account all the factors	R5 Used all the blow drying tools and equipment	R6 Produced all the blow dry finishes	R7 Given all advice
Heat protectors	Straighteners	Curly	Hair cut	Hand dryer	Straightening	Suitable aftercare products and their use
Sprays	Tongs	Straight	Hair growth patterns	Round brush	Smoothing	Safe use of heated styling equipment and hand dryers
Mousse		Above shoulder length	Hair elasticity	Flat brush	Creating volume	How to recreate and maintain the style
Creams		Below shoulder length	Head and face shape	Diffuser	Creating movement	
Gels		One length	Hair texture	Nozzle	Creating curl	
Lotions		Layered	Hair length		Finger dry hair	
Serums			Hair density			

GH11 Set and dress hair

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to use safe and effective methods of working when setting and dressing hair			
Practical outcome 2 Be able to set hair			
Practical outcome 3 Be able to dress hair			

GH11 Set and dress hair

R1 Used 4 out of 7 products	R2 Used all tools and equipment	R3 Used all setting technique	R4 Set all hair type	R5 Used all sectioning and winding technique	R6 Taken into account all factor	R7 Used all dressing techniques and created all effect	R8 Given all the advice
Setting lotion	Rollers	Rollering	Above shoulder length	Point to root	Hair cut	Curls	Suitable aftercare products and their use
Gel	Combs	Spiral curling	Below shoulder length	Root to point	Hair growth pattern	Rolls	Use of heated styling equipment
Mousse	Pin curl clips	Pin curling to give volume		On base	Hair length	Smoothing	How to recreate and maintain the styl
Serums	Brushes	Pin curling to give flat movement		Off base	Hair density	Back-combing	
Creams	Grips and pins			Directional	Head and face shape	Back-brushing	
Sprays	Heated rollers			Brick	Hair texture		
Wax	Tongs				Hair elasticity		
	Straighteners				The occasion for which the style is required		

UN20GH9 Change hair colour

Outcome	Observation 1	Observation 2	Observation 3	Observation 4	Observation 5	Observation 6	Observation 7
Practical outcome 1 Be able to use safe and effective methods of working when colouring and lightening hair							
Practical outcome 2 Be able to prepare for colouring and lightening services							
Practical outcome 3 Be able to colour and lighten hair							

R1 Used 3 of the 4 types of products	R2 Questioned clients on all the areas of contra-indications	R3 Carried out all the tests	R4 Taken into account all the factors	R5 Used all the colour application techniques	R6 Given all the types of advice
Semi-permanent	History of previous allergic reaction to colouring products	Skin	Temperature	Full head application of quasi-permanent	Suitable aftercare products and their use
Quasi-permanent	Other known allergies	Incompatibility	Existing colour of hair	Re-growth application of permanent colour	How lifestyle can affect durability of colour
Permanent	Skin disorders	Porosity	Percentage of white hair	Full head application of permanent colour	Use of heated styling equipment
Lighteners	Incompatible products	Elasticity	Test results	Pulled through highlights and/or lowlights covering at least 20% of	Time interval between services
	Medical advice or instructions	Colour test	Strength of hydrogen peroxide	Woven Highlights/lowlights Full head	Suitable aftercare products and their use
	Evident hair damage		Hair porosity	Woven Highlights/lowlights Half head	
			Hair length		
			Hair density		
			Skin tone		

UN2GH12 Cut hair using basic techniques

Outcome	Observation 1	Observation 2	Observation 3	Observation 4	Observation 5	Observation 6	Observation 7	Observation 8
Practical outcome 2 Be able to use safe and effective methods of working when cutting hair								
Practical outcome 2 Be able to use cutting techniques to achieve a variety of looks								

R1 Adapted your cutting techniques for all the following factors	R2 Achieved all the looks	R3 Used all the cutting techniques	R4 Cut all the hair types	R5 Given all the advice
Hair density	One length	Club cutting	Curly	How to maintain their look
Hair texture	Uniform layer	Freehand	Straight	Time interval between services
Head and face shape	Short graduation	Scissors-over-comb		
Hair growth patterns	Long graduation			
Hair elasticity	With a fringe			

G4 Fulfill salon reception duties

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to maintain the reception area			
Practical outcome 2 Be able to attend to clients and enquiries			
Practical outcome 3 Be able to make appointments for salon services			

G4 Fulfill salon reception duties

R1 Handled 3 of the 4 types of people	R2 Handled 2 of the 3 types of enquiries	R3 Handled both types of appointment	R4 Obtained all the appointment details	R5 Handled all the methods of payment	R6 Dealt with all the types of discrepancy
Who have different needs and expectations	In person	In person	Client's name	Cash	Invalid currency
Who may appear angry	By telephone	By telephone	Client's contact details	Cash equivalents	Invalid card
Who may be confused	Electronically		Service required	Cheque	Incorrect completion of cheque
Who have a complaint			Estimated price	Payment cards	Suspected fraudulent use of payment card
			Date		Payment disputes
			Time		
			Member of staff booked for service		

G8 Develop and maintain effectiveness at work

	Observation 1
Practical outcome 1 Be able to improve personal performance at work	
Practical outcome 2 Be able to work effectively as part of a team	

R1 Participated in all the opportunities to learn	R2 Agreed and reviewed your progress towards both target	R3 Offered assistance to both types of colleague
From colleagues and other relevant people	Productivity	On a one-to-one basis
Active participation in training and development activities	Personal development	In a group
Active participation in salon activities		

GH14 Perm and neutralise hair

Outcome	Observation 1	Observation 2	Observation 3
Practical outcome 1 Be able to use effective and safe working methods when perming and neutralising hair			
Practical outcome 2 Be able to prepare for perming and neutralising			
Practical outcome 3 Be able to perm and neutralise hair			

R1 Used all the product	R2 Questioned clients on all the areas of contra-indication	R3 Carried out all test	R4 Taken into account all the factor	R5 Carried out all the types of sectioning technique	R6 Given all the advic
Barrier cream	History of previous allergic reaction to perming products	Elasticity	Temperature	Directional	Suitable aftercare products and their use
Pre-perm treatments	Other known allergies	Porosity	Direction and degree of movement required	Nine section	Use of heated styling equipment
Perm lotions	Skin disorders	Incompatibility	Hair condition	Brick	Time interval between services
Neutralisers	Incompatible products	Skin	Hair texture		The effect of perming on other services
Post perm treatments	Medical advice or instructions		Hair length		
			Hair density		