

UHB136X

Hair extension services

Unit reference number: F/507/5588

Level: 3

Guided Learning (GL) hours: 100

Overview

This unit is about providing full and partial hair extension services to the client to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and volume to the client's hair. Learners will use a range of products, tools, equipment and techniques to provide the hair extension service. Learners will be able to cut and style the extensions creatively and finish as required. Learners will also develop an understanding of possible contra-indications, how to work safely and hygienically, client lifestyle and factors which affect and influence the hair extensions service.

Learning outcomes

On completion of this unit learners will:

LO1 Know the salon procedures for providing hair extension services

LO2 Understand the factors which influence hair extension services

LO3 Know tools, equipment, products and techniques required for providing hair extension services

LO4 Be able to prepare for hair extension services

LO5 Be able to provide hair extension services

Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Service portfolio
2. Summative practical assessment

1. Service portfolio

Learners should produce a creative extension service portfolio.

At a minimum the service portfolio for this unit should include client consultation and treatment records covering all of the following:

- Carried out a minimum of 3 finished styles
- Used all products suitable for hair extension service
 - Adhesive
 - Adhesive remover
 - Extension clips or rings
- Used all tools and equipment suitable for hair extension service
 - Combs
 - Sectioning clips or clamps
 - Scissors
 - Razors
 - Adhesive gun
 - Fusion pliers
 - Hand-held dryer
 - Large round brush or flat brush
- Considered all factors and hair characteristics
 - Density
 - Texture
 - Porosity
 - Growth patterns
 - Head and face shape
 - Client requirements
 - Lifestyle
 - Hair length
 - Services prior to extensions
 - Hair style
- Used all types of added hair
 - Human hair
 - Synthetic hair
- Used a minimum of 3 attachment methods
 - Fusion – hot fusion or bonding, cold fusion
 - Sewn-in wefts or glued in wefts
 - Clip-in or plaited
 - Micro ring
 - Plaited

- Produced a minimum of 3 creative finishes (one assessment must be for a full head)
 - Full head extensions
 - Partial head extension
 - Extensions to create volume (full or partial head)
 - Extensions to create colour (partial head)
- Given all types of advice
 - Initial consultation to agree service
 - Aftercare
 - How to maintain the look
 - Post-service maintenance
 - Additional products and services

Evidence from the one summative practical assessment must also be presented in the service portfolio.

The service portfolio is a pre-requisite requirement which must be completed prior to learners undertaking the one summative practical assessment.

2. Summative practical assessment

Learners should carry out three complete hair extension services on three different clients which will be observed and marked by centre assessors. Learners should achieve all assessment criteria in order to pass and achieve the unit.

The practical assessment should take place in a real or realistic working environment on a real client. At a minimum the practical assessment for this unit should cover:

- Service – provide creative hair extension services
- Products – appropriate hair extension products, which may include hair wefts and adhesive
- Tools and equipment – combs, sectioning clips/clamps, grips, brushes, extension clips or rings, adhesive gun, electrical finishing equipment, scissors (if appropriate), appropriate PPE for self and client
- Finish – to complement the client’s hair types and to produce a salon finished style

Recorded professional discussion can also be used as an assessment method attached to the practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.

Unit content

LO1 Know the salon procedures for providing hair extension services

Explain the importance of good personal presentation:

Personal presentation is important in creating overall good impression and promotes client satisfaction, repeat/new business and reputation for the stylist/salon. Learners must:

- Have a positive image and attitude
- Ensure salon uniform requirements are adhered to. Each salon will have different requirements and expect learners to dress appropriately. As a general rule closed-in low heel shoes should be worn. Where tights/stocking/socks are worn these should be clean and free from ladders or holes. Smart non-restrictive clothes for ease of movement with sleeves or jewellery that does not touch client whilst service is provided. Other examples may include a set uniform or tee shirt with or without salon logo
- Be presentable and have good personal hygiene including clean clothes, clean teeth and fresh breath
- Ensure they avoid strong smell of tobacco or heavy perfume or aftershave
- Ensure they present good posture throughout the service with weight evenly balanced

State the salon procedures to set up the work area:

- A clean and hygienic working area will help create an overall good impression to the client and prevent cross-infection. Learners will have knowledge of health and safety

Explain how to recognise relevant hazards and risks for the hair extension service:

Within a salon safety is of paramount importance and learners must know how to recognise potential harm or injury that may occur.

- Hazard – anything that has the potential to cause harm e.g. glue gun flex left plugged in and trailing round client's chair
- Risk – a chance, high or low, that harm caused by the hazard will occur, e.g. someone may trip over trailing hair gun lead

Learners must work safely throughout the hair extension service, ensuring maintenance of equipment is monitored. Learners must make visual checks on the work area and on electrical items for safe use.

Learners must dispose of waste appropriately to minimise risk of cross infection and ensure it does not pose a risk to the environment.

Explain the importance of accurate record keeping:

Record and maintenance cards/electronic files are an effective resource within a salon and provide accurate information regarding client services, history of the client, the products used and any tests carried out with dates. Learners must understand the importance of record keeping ensuring all services can be tracked. Maintenance of electrical equipment record cards/files will verify equipment testing, faults and general repairs for specific items. Learners must ensure:

- The client record cards are maintained and show current information
- Electrical records are updated if equipment becomes faulty during hair extension services
- Latest equipment testing date records are checked

LO2 Understand the factors which influence the hair extension services

Describe different hair classifications and characteristics:

Hair classifications table			
	1a Fine/thin	1b Medium	1c Coarse
Type 1: Straight hair	Straight	Straight with volume	Straight difficult hair
	2a Fine/thin	2b Medium	2c Coarse
Type 2: Wavy hair	'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
	3a Fine/thin	3b Medium	3c Coarse
Type 3: Curly hair	Soft curl	Loose curl	Tight curl
	4a Fine/thin	4b Medium	4c Coarse
Type 4: Very curly hair	Tight coiled curl pattern	'Z' pattern and spring curl	Tight 'Z' pattern

Learners should know how the extent and degree of the hair classifications and characteristics will influence products and techniques used in the hair extension service. As an example a client with a hair classification of 3a – soft curl – has natural movement in the hair and will influence product choice used in hair extension services as the extensions added will need to be of the same degree of curl to ensure they look natural.

Explain how factors influence the hair extension service:

- Density – this is defined as the number of hairs on the scalp and will affect the amount of hair extensions a person can have applied to their hair, e.g. on very fine hair fewer extensions would be applied as they may be visible in the hair and be harder to blend
- Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference and fine hair, the smallest. Texture may affect the porosity of the hair. Hair extensions added should match the texture of the natural hair
- Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough are known as porous. Suitable treatment products will be required if hair is porous
- Growth patterns – this relates to the direction the hair grows from the scalp and may influence the desired finish. Growth patterns need to be considered to prevent causing excessive tension and the hair lying incorrectly
- Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features. When providing hair extensions it is important to ensure that the client has a style they can manage and which suits their overall appearance, e.g. a client with a long face may not require height on the crown or a client with a round face may be best suited with minimal volume at the sides
- Lifestyle – this is about the client's everyday activities and working patterns, e.g. a client who is retired and walks a dog twice a day requires a hair extension service that is manageable and suits most weather conditions, and a client who wears their hair up in a pony-tail may experience over-sensitivity of the scalp directly after extensions have been applied
- Hair length – this will affect and determine which technique to use and whether there is enough length on the hair to add extensions
- Services prior to hair extension services – other services offered prior to hair extension services may influence the finishing, e.g. a client who is new, and following consultation requests hair extension services, requires thorough advice on the care and maintenance of hair extensions

- Hair style – the client’s current hairstyle and colour should always be considered to ensure the added hair blends well and looks as natural as possible
- A contra-indication to the hair and scalp can prevent or alter the service – products or techniques used in hair extension services, e.g. a client with a sensitive scalp may not be suitable for some hair extension systems. Learners must know the difference between human hair and synthetic hair
 - Human hair – can be styled using heat and is treated much the same as client’s own hair, it is expensive and colour choice is limited
 - Synthetic hair – cannot be styled using heat, looks unnatural, comes in a variety of very bold colours and is inexpensive

Identify contra-indications to hair extension services:

- Scalp sensitivity – an inflamed, sore and red scalp may prevent heat being placed on scalp and care should be taken when using combs or brushes
- Hair and skin disorders and diseases
 - Contagious – can be passed person to person, may prevent service
 - Viral – warts, herpes
 - Fungal – ringworm
 - Animal parasites – head lice, scabies
 - Non-contagious – may prevent service due to severity of condition
 - Sebaceous cyst – lump on top or under scalp/head
 - Psoriasis – dry silvery scales of skin
 - Contact dermatitis – dry, red, sore, itchy may possibly be weeping
- Recent scar/tissue injury may be tender when using combs, brushes or heat
- Hair loss (possible after hair extension removal), medication, stress or trauma (alopecia), use tools and equipment carefully to adapt style to cover hair. Some alopecia conditions will prevent the hair extension service, e.g. alopecia totalis
- Hair defects – trichorrhexis nodosa (rough swollen broken shaft) requires extreme care, hair may not be strong enough to hold hair extensions in and will cause further damage to hair

State the importance of using effective questioning techniques:

Learners should understand the importance of questioning the client prior to, during and after services regarding their personal needs. Learners should know

- Questioning techniques used to communicate with the client in a way that meets the client’s individual needs
- The importance of understanding the client requirements of the hair extension service This may include the use of visual aids, e.g. hair wefts, album of pictures, style book or photos to agree outcome
- The importance of the client feeling valued if references are made regarding their comfort
- The additional service options which include offering refreshments (if available) or magazines to add value and general ambience to personalise the service
- Reasons why a client may rebook for future service or promote stylist/salon

LO3 Know the tools, equipment, products and techniques required for providing hair extension services

State the products, tools and equipment required for hair extension services:

- Products
 - Every attachment system will have its own products to use with it and manufacturers' instructions must be followed
- Tools
 - Hair wefts
 - Combs
 - Wide tooth comb - for detangling.
 - Tail comb - to section and weave hair
 - Cutting tools
 - Scissors – to trim extensions to correct length
 - Razor – to blend extensions into hair
 - Thinning scissors to blend extensions into hair
 - Sectioning clips/clamps – used to section and manage the hair during the hair extension service
 - Fusion pliers – for micro ring extensions
- Equipment
 - Adhesive gun – used when using fusion or bonded method
 - Hand dryer – to ensure the hair is completely dry prior to the hair extension service, remove moisture from the hair; it will have different airflow and temperature settings.
 - Straightening irons – smooth and flatten cuticle, help to blend extensions together. Protect with comb between scalp and irons

Explain the different hair extension techniques and how long they last:

Attachment method	Instructions	How long they last
Hot attachment Fusion or bonded	<ul style="list-style-type: none"> • Always start in the nape area (full head) • Weave small sections and secure • On each section apply glue and place under section of hair approx. 5mm from scalp • Using protection on hands, push and roll the added hair into the section to bond the two together • Work in rows across and up the head • Leave a gap of 2-3 cm around the hair line 	Approx. 3 months
Cold attachment Plaited	<ul style="list-style-type: none"> • Always start in the nape area (full head) • Take a 1 inch horizontal section • Add the extension by plaiting into the natural hair • Ensure tension is tight throughout the plait • Work your way down the section until the end of the hair is reached • Secure with a few strands of hair • Continue across and up the head until required number of extensions has been completed 	Approx. 1 ½ - 2 months

Cold attachment sewn in wefts	<ul style="list-style-type: none"> • Start at the lowest point where extensions are being placed • Do not start right at the hair line, cane row/corn row hair with synthetic hair to make a strong cane row/corn row from left side to centre, then from right side to centre • Using correct sewing needle and thread (provided with hair extension kits) sew the wefts onto the cane row/corn row • Continue until required amount of extensions are applied into hair 	Approx. 1 – 2 months
Cold attachment Clip in extensions	<ul style="list-style-type: none"> • Start at the lowest point where extensions are being placed • Backcomb into the root area where extension is being placed, this will provide a foundation for the extension to cling to • Open snap back clips and place directly onto backcombed section • Bend clip into closed position • Continue until required amount has been placed into hair 	One-off looks
Cold attachment Micro loop extensions	<ul style="list-style-type: none"> • Start at nape area (full head) • Hair is sectioned and placed through the large loop • Using the tab at the base of the micro ring, pull and the loop threads hair through the micro ring • Use the fusion pliers to clamp the ring closed • Continue across and up the head 	Last approx. 3 - 4 months

- Learners must understand the different application methods using hair extension services:
 - Full head extensions – extensions applied all over head
 - Partial head extension – extensions applied only where needed
 - Extensions to create volume (full or partial head)
 - Extensions to create colour (partial head)

Explain the reasons for cutting the hair after the hair extensions have been applied:

Learners must be able to state the reasons for using cutting techniques to blend the client's hair extensions to their natural hair, learners must

- Use scissors – cutting techniques include
 - point cutting – removes blunt ends
 - tapering – creates softer edges
 - club cut – to remove length
- Use a razor – to reduce length of extensions and blend short layers to longer layers
- Establish and follow the cutting guideline suitable to blend the hair and achieve the finished look
- Adapt the cutting techniques to take into account the factors which influence cutting hair extensions, e.g. density and texture
- Adapt cross-checking methods to suit the fall of the hair extensions
- Adapt posture and position to ensure accuracy of the cut
- Combine and adapt cutting techniques to achieve the finished look
- Make final checks to ensure the cut is accurate

LO4 Be able to prepare for hair extension services

Prepare and check the work area, products, tools and equipment prior to the service:

Preparation is an important feature of the hair extension service, not least because it enables learners to work safely and methodically. Learners will ensure that the cleanliness and health and safety standards within the salon are maintained to enhance the client's overall satisfaction with the service. Learners must

- Organise all products, tools and equipment in advance making provision for a diverse range of clients' needs
- Ensure there is adequate room around the work area to allow safe use of all equipment
- Ensure there is adequate ventilation in the work area to reduce the risk to self and other of inhaling the attachment system glue fumes/vapour when used
- Ensure all work areas are free from hair, including basin, chair, trolley, work station/dressing unit and floor
- Move chairs to remove and wipe away any dropped products, check feet of chairs for cleanliness and wipe seat and back of chair and apply fresh cover
- Ensure trolleys are systematically cleaned between clients, removing unwanted items and replacing with fresh cleaned/sterilised items
- Ensure towels, capes and client outer gowns are clean and freshly laundered for service and removed after use
- Learners should prepare products
 - Learners should ensure a range of products is available. Hair extension colour chart should be displayed either at dressing/work area or on a separate display trolley
 - Learners should ensure that the client has a full range of available product choice. There must be sufficient products available, in good condition, clean and appropriate for all possible hair types
- Learners will prepare tools and equipment
 - Ensure tools are placed in logical order of use, on a clean towel or disposable paper towel to prevent cross-infection.
 - Place glue gun on a heatproof mat or folded towel - the heated element must be clean, free from product build-up and switched on only when in use
 - Know the optimum time to turn equipment on to prevent waste of electricity, hazard or risk
- Preparation of learners
 - Learners will present themselves professionally displaying
 - Readiness for the service
 - A good attitude
 - Personality/persona fitting for the salon
 - Good communication and listening skills
 - Maintain good posture throughout the hair extension service

Prepare the client for services:

Learners will ensure that the client's hair is clean and free from products to inhibit the attachment system. Protective garments must remain free from attachment system adhesive and intact. Learners must

- Remove obstructive jewellery or items that would inhibit the hair extension service e.g. earrings or necklace
- Adjust chair height of the client to avoid excessive bending of learners, but is comfortable for client. Where necessary a foot stand to be positioned for client comfort
- Ensure the client maintains the correct posture to avoid hazard or risk
- Confirm that the client is comfortable at the start of the hair extension service

Explain and agree service outcome with the client:

- Conduct a visual and manual check of the hair and scalp
- Identify influencing factors and discuss these with client
- Agree choice of products with the client
- Agree choice of tools and equipment with the client
- Agree service outcome with the client

LO5 Be able to provide hair extension services

Select products, tools and equipment to provide hair extension services:

Learners should demonstrate they have identified and used the most suitable items to create the finish

- Application of products, tools, equipment and techniques will be dependent on
 - Hair classification
 - Hair characteristics/growth pattern
 - Length
 - Condition
 - Density
 - Texture
 - Porosity
 - Influencing factors
- Products – learners will choose the most appropriate products for the hair extensions and demonstrate correct choice of hair texture, colour, length, and width to enhance the finish and ensure the look is natural
- Tools – in selection of tools, learners should use the most appropriate items to create hair extensions and be able to manipulate the hair whilst providing hair extension services
 - Ensure manufacturers' instructions are followed for the use of all tools, e.g. glue gun
 - Choose sectioning clips or clamps to divide hair, where appropriate depending upon length and style, into manageable areas when handling the hair to ensure hair extension is securely attached
 - Ensure tools do not damage or become stuck in the hair
- Equipment – learners will use an adhesive gun or needle and thread when appropriate to the attachment system. Learners must
 - Demonstrate that they can provide a constant adhesive flow that causes minimum damage to the hair
 - Demonstrate that they can work in a safe and effective manner with adhesive gun that does not cause discomfort or damage to the hair
 - Demonstrate that they can use needle and thread in a safe and effective manner that does not cause discomfort to the client, e.g. needle must not touch the scalp

Use safe and hygienic working methods throughout the service:

Learners must

- Demonstrate they have clean products, tools and equipment for the service
- Display safe usage of all products both in application and storage
- Ensure the use of products do not cause harm or present a risk
- Use all electrical equipment safely
- Remain in control of the equipment
- Carry out a service without causing danger or damage to self, client or work areas intentionally or by accident, e.g. placing hot adhesive gun on unprotected work surface
- Avoid inhaling (adhesive) products by self, client and others during the application

Use products, tools and equipment to produce the desired outcome:

- Products – learners will
 - Demonstrate they can use the correct products appropriate to the service. An example of this would be using the correct texture and length of extension to match the client's natural hair
 - Use the most appropriate attachment system to meet the client's requirements
 - Bonded
 - Sewn
 - Plaited
 - Micro loop
 - Clip-in
 - Attach the hair extensions evenly and economically
 - Cut the extensions after they have been applied to blend with natural hair
- Tools – learners must ensure all tools used are fit for purpose and are used correctly. An examples of using correct tools would be
 - Using synthetic hair to thicken a small cane row/corn row for sewn-in hair extensions
- Equipment – learners should use electrical equipment correctly for example
 - The adhesive flow should be even and smooth on the bonded area to avoid too much product coating the bonded area
 - Use equipment in sequence order and demonstrate control of all equipment to produce the desired finish

Use a combination of techniques to achieve the desired outcome:

Learners will display an aptitude in controlling techniques, using products effectively to aid the finish result, demonstrating skills to manipulate and control of the hair with tools chosen. Learners will provide hair extension services that enhance the overall look and style of a client's hair.

- Techniques used in providing hair extension services will be dependent on required finished style. Learners must
 - Prepare the attachment system and hair extensions to avoid wastage or tangling and to meet the manufacturer's instructions
 - Prepare the client's hair in a way that is suitable for the attachment system used
 - Ensure the availability of assistance where required
 - Confirm with the client the look agreed at consultation prior to starting the service
 - Part the sections cleanly and evenly to meet the requirements of the attachment system to be used, using appropriate tools, i.e. tail comb
 - Secure any hair that is not being extended to keep each section being extended clearly visible
 - Use attachment systems that secure hair extensions into the client's hair to meet the style requirements
 - Add and attach hair in a way that takes into account the factors influencing the service
 - Maintain even tension throughout the attachment process
 - Check the comfort of the client at regular intervals and give suitable reassurance if required
 - Identify and resolve any problems occurring during the service
 - Ensure, on completion, that the hair extensions give a balanced and well-proportioned look

- Techniques – learners will use and adapt techniques appropriately to create hair extension services taking into consideration all influencing factors. Learners must
 - Ensure the hair is not pulled beyond its tensile strength
 - Demonstrate dexterity in management of both the tools and equipment selected for the hair extension service
 - Apply the hair extension products in a logical sequence

Cut and finish hair with extensions:

- Use creative cutting techniques that complement the finished look
- Ensure the client's natural hair blends with the hair extensions
- Confirm client satisfaction with the finished look
- Give client advice and recommendations on the service provided

Provide in-service checks with the client:

- Learners should use appropriate communication and questioning techniques and reassurance where required to check on client comfort and general well-being throughout the service
- Learners should ensure checks with the client confirm agreement of progress
- Learners should demonstrate that the checks made enhance and disguise influencing factors and creative ability and attention to detail is applied, e.g. serum used at the end of the service to smooth the cuticle, avoiding the root area

Provide advice on maintenance and removal of hair extensions to the client:

Learners must ensure the client is advised to

- Return to salon for maintenance appointments to keep them in optimum condition
- Disentangle the hair from point to root with extended hair being supported at point of the attachment
- Cover hair with a silk scarf when sleeping to prevent disturbing the extensions
- Use the correct shampoo and conditioning products specifically designed to maintain hair extensions as these will prolong their life
- Use oil-based products for sewn-in or plaited extensions to keep the scalp lubricated
- Avoid use of heat on any synthetic hair extensions
- Return to the salon to have extensions removed to avoid causing damage to hair (clip-in extensions are the exception)

Maintain accurate client records:

Learners must maintain accurate records by reporting and keeping client service and equipment files up to date. A full history of the service must be recorded for future reference to include any products used or tests taken. Where appropriate, maintenance of electrical equipment record card/files will verify equipment testing, faults and general repairs for specific items. -

- Learners must:
 - Complete the record card/electronic file with history of service
 - Ensure all products are recorded
 - Ensure amendments/adaptations to service are recorded
 - Ensure notes for future recommendations are recorded
- Learners must:
 - Conduct post-service maintenance of work area ready to meet the next client. Ensure equipment records are up to date

Employability skills to be demonstrated throughout the practical assessment

Communication:

- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions and offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:

- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/ service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:

- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly; efficient use and correct disposal of consumables; recycle where possible
- Be aware of others and protect their 'space' when using products, specifically aerosols, e.g. sprays used in nail treatments or hair services
- All products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice

- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics

Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.

Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look 'ragged'.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to <https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer>

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client's skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book:

<https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf>

Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

Learning outcome The learner must:	Assessment Criteria The learner can:
LO1 Know the salon procedures for providing hair extension services	P1 Explain the importance of good personal presentation
	P2 State the salon procedures to set up the work area
	P3 Explain how to recognise relevant hazards and risks for the hair extension service
	P4 Explain the importance of accurate record keeping
LO2 Understand the factors which influence hair extension services	P5 Describe different hair classifications and characteristics
	P6 Explain how factors influence the hair extension service
	P7 Identify contra-indications to hair extension services
	P8 State the importance of using effective questioning techniques
LO3 Know the, tools, equipment, products and techniques required for providing hair extension services	P9 State the products, tools and equipment required for hair extension services
	P10 Explain the different hair extension techniques and how long they last
	P11 Explain the reasons for cutting the hair after the hair extensions have been applied
LO4 Be able to prepare for hair extension services	P12 Prepare and check the work area, products, tools and equipment prior to the service
	P13 Prepare the client for services
	P14 Explain and agree service outcome with the client
LO5 Be able to provide hair extension services	P15 Select products, tools and equipment to provide hair extension services
	P16 Use safe and hygienic working methods throughout the service
	P17 Use products, tools and equipment to produce the desired outcome
	P18 Use a combination of techniques to achieve the desired outcome
	P19 Cut and finish hair with extensions
	P20 Provide in-service checks with the client
	P21 Provide advice on maintenance and removal of hair extensions to the client
	P22 Maintain accurate client records

Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved in the practical assessment.

P12 Prepare and check the work area, products, tools and equipment prior to the service

Learners should demonstrate that they have effectively prepared for the hair extension service and are ready for the client. Tools, products and equipment are neatly set up on the work station and/or placed in trolley on lead side of learner (dependent on left or right hand working preference). Electrical equipment checked and confirmed to be in safe working order prior to the service. Resources such as stylebooks or mobile applications ready for client reference. Learners should select clean protective garments, towels and capes, ensuring that the client is comfortable and the chair is an appropriate height for the service.

P13 Prepare the client for services

Learners should demonstrate that they have consulted with the client using appropriate and varied questions and resources suited to the diverse needs of the client.

Learners should ensure that the client's hair is clean and free from products that might inhibit the attachment system. Protective garments must remain free from attachment system adhesive and intact.

Learners should confirm the agreed look with the client, clearly explaining how the service will be carried out avoiding the use of technical jargon.

P14 Explain and agree service outcome with the client

Learners should demonstrate that they have identified the factors that will influence the choice of hair extension products, tools and equipment, followed by the cutting techniques. Learners should conduct visual and manual checks for contra-indication prior to the service. Learners should correctly identify the client's hair classification and characteristics, face and head shape, identifying appropriate hair extension products required.

P15 Select products, tools and equipment to provide hair extension services

Learners should demonstrate they have identified and used the most suitable items to create the finished hair extension service by choosing products, tools and equipment based on hair classification and characteristics/growth patterns, hair length and condition, hair density and texture, porosity and other Influencing factors

Learners should demonstrate that they can explain the hair extension service to the client in language the client clearly understands, avoiding technical jargon and terminology. The client is given the opportunity to ask questions and responses to the client are clear and understandable.

P16 Use safe and hygienic working methods throughout the service

Learners must demonstrate that have followed safe and hygienic methods of working throughout the duration of the hair extension service. For example tools should be sterilised before use and clean towel and gown used. Any dropped extension hair should be removed from the surface and floor. Manufacturers' instructions should be followed throughout the service.

P17 Use products tools and equipment to produce the desired outcome

Learners should demonstrate they can use the correct products appropriate to the service Learners should demonstrate that they are using the correct tools and equipment to provide the required result. Products, tools and equipment used take into account all relevant hair classifications and characteristics.

P18 Use a combination of techniques to achieve the desire outcome

Learners should demonstrate a combination of techniques to achieve the desired outcome considering influencing factors, e.g. apply the extensions in securely and then using cutting techniques to blend the extensions.

Learners should demonstrate that they have successfully provided hair extension services according to the agreed and planned outcome. Learners should demonstrate they can use tools and equipment proficiently and safely.

P19 Cut and finish hair with extensions

Learners must be able to cut the hair extensions taking into account the client expectations. Learners must ensure the techniques used blend the hair extensions and remove any harsh lines in the hair.

P20 Provide in-service checks with the client

Learners should use appropriate communication and questioning techniques to check on client comfort and general well-being throughout the service. Learners should have an open and friendly approach when communicating with the client.

P21 Provide advice on maintenance and removal of hair extensions to the client

Learners should ensure they have promoted the benefits of the service and provided home care techniques where required in order for the client to maintain their style. Wherever possible home techniques to prolonging the finished style should be demonstrated to the client. Learners must provide the client with hair extension removal advice and advice on how long the hair extensions will last.

P22 Maintain accurate client records

Learners should demonstrate that they have completed accurate record cards detailing the service and products used including any adaptations made to the service, aftercare advice and recommendations made.

Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of hair extension services. Learners must also have access to health and safety standards, manufacturers' instructions, hair extension equipment, tools and full range of products.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competence and the use of products, tools and equipment
- Work experience within a commercial hair salon so they can practise to hone their skills in a real environment
- Using interactive information and technology systems and hardware so they can learn about concepts and theories, research current trends, research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

UCO28M Health and safety in the salon

Health and safety greatly underpins the present unit. Learners will be required to apply knowledge and understanding of health and safety for hair extension services when providing the service in a real or realistic working environment.

UHB139M Hairdressing consultation

Alongside health and safety in the salon, hairdressing consultation underpins every other professional hair service and should be the first unit delivered. Performing a thorough consultation before all salon services is a necessity by learners and this unit supports all technical units within the qualification.

Version	Details of amendments	Date
v8	Skin cancer awareness page added	15/06/17