Training Qualifications UK

TQUK Level 2 End-Point Assessment for ST0213 **Hairdressing Professional** V1.2

Qualification Number: 603/3259/1

Standard Specification

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Key Information

Reference:	ST0213
Version:	V1.2
Level:	2
Typical duration to gateway:	24 months
Typical EPA period:	3 months
Maximum funding:	£11000
Route:	Hair and beauty
Approved for delivery:	21 December 2016
Date updated:	23/05/2023
Lars code:	157
EQA provider:	Ofqual
Review:	This apprenticeship standard will be reviewed after three years
Qualification Number	603/3259/1

Apprenticeship Summary

Overview of the Role

The practical application of hairdressing skills and knowledge, personalised to client requirements, whilst providing an outstanding service

Occupation Summary

This occupation is found in the hair and beauty sector. The work environment is always customer facing, can be varied in size, style and ambience, from a small micro salon, to a large high street premises.

The broad purpose of the occupation is to provide a range of hairdressing services that meet client requirements, that are based on a comprehensive consultation, applicable industry tests, whilst maintaining exceptional client care skills, safe working practices, meeting legal, industry and organisation standards, procedures, and protocols. Hairdressing Professionals are creative, passionate, and driven professionals who work without supervision. They provide a quality service, whilst working to the highest standards and continuously developing their personal and professional skills. A Hairdressing Professional works in the hairdressing industry, which is one of the largest, most trusted and fashion forward professions. They take ownership of their work and client lists, accept responsibility, are proactive, flexible, and adaptable, plan their work and time, they aim for excellence by taking exceptional pride in their work and industry.

In their daily work, an employee in this occupation interacts with a wide and diverse range of clients, the salon team, other associated hair and beauty professionals. They should also be able to promote themselves, their organisation, products, and services using a variety of channels.

An employee in this occupation will be responsible for demonstrating industry standards of professionalism, values, behaviours, communication skills, team work, retail and selling skills for clients. Completing a range of hairdressing services to create a variety of looks.

Typical Job Titles

- Hair professional
- Hair stylist
- Hairdresser
- Stylist

Assessment Methods

This end-point assessment (EPA) for this standard consists of three assessment methods:

Knowledge Test

Practical Assessment

Professional Discussion

Assessment Order

The assessment methods can be delivered in any order.

The rationale is that this is the choice of the employer, apprentice and training provider, this could vary depending on the circumstances.

EPA Window

The EPA will be taken within the EPA period. The end-point assessment window is activated upon acceptance of all gateway evidence and is typically three months.

Gateway Considerations

Before the apprentice can start their EPA, the training provider is required to upload the following:

- photo ID
- portfolio of evidence
- evidence of passing one of the required qualifications listed in the occupational standard:
    - City & Guilds Level 2 Diploma for Hair Professionals - Hairdressing 603/1379/1, or
    - TQUK Level 2 Diploma for Hair Professionals (Hairdressing) (RQF) 603/3101/X, or
    - VTCT - Level 2 Diploma for Hair Professionals (Hairdressing) 603/1323/7.

At gateway, the training provider is also requested sign a declaration to confirm that the English and maths requirements have been met in line with the funding rules.

Knowledge Test

Rationale

The rationale for this assessment method is:

- it is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods;
- this method confirms competency against health and safety requirements which is essential to this occupation;
- it allows for efficient testing of knowledge where there is a right or wrong answer;
- it allows for flexibility in terms of when, where, and how it is taken.

Assessment Overview

The apprentice must be provided with at least **14 days notice** of the date and time of the knowledge test.

The knowledge test consists of **40 questions**. Each question has four possible answers, one of which is correct. One mark is awarded for each correct answer.

The knowledge test is a closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test. The knowledge test can be computer- or paper-based and can take place remotely.

The apprentice must have **60 minutes** to complete the test. This is a formal assessment, therefore it must take place in a controlled and invigilated environment free from any distractions and influence.

Grading

This assessment is graded according to the table below.

Marks	Grade
0-28	Fail
29-40	Pass

Grading Criteria

Knowledge	Criteria
K1	Legal, organisational and health and safety regulations relevant to hairdressing businesses.
K3	Incidents, problems and accidents that can occur in the workplace and the actions to take, responsibilities for reporting incidents or concerns to a responsible person.
K4	The types of risk, work related injury and ill health associated with hairdressing (e.g. physical injuries, posture, disorders, disease, viruses, blood, contact, or air borne, dermatitis).
K5	How to mitigate, conduct and implement a health and safety risk assessment of self and others in the workplace.
K6	Hairdressing culture and career routes.
K8	Employment rights and responsibilities (e.g. contracts of employment, working hours; disciplinary and grievance processes, holiday and sickness absence and pay).
K15	How to complete and maintain client records in accordance with legal and organisational requirements.
K18	The hair and skin science behind hairdressing services.
K20	How to identify the four hair classification types, the limitations in relation to the type of service, products, tools and equipment that can be used (e.g. 1-Straight hair, 2-Wavy hair, 3-Curly hair, 4-Very curly hair).
K21	The legal requirements, how and when you should complete hairdressing industry tests (e.g., allergy alert, hair characteristics, test cutting /strand, incompatibility, curl/relaxing development).

Knowledge	Criteria
K23	The science behind shampooing, treating, and conditioning the hair and scalp.
K25	The science behind drying and finishing hair (e.g. hair classification types, hair characteristics, alpha to beta keratin, hair hygroscopicity, humidity).
K29	Appropriate storage, disposal of products and adequate ventilation for chemical services.
K30	The principles of colour selection and the use of the International Colour Chart (ICC).
K31	The science behind changing the depth and tone of hair.
K32	The science behind changing the hair classification type using chemical services to add wave or curl.
K33	The science behind changing the hair classification type using semi-and permanent rearranging chemical services to remove curl or wave.
K34	The types, uses, precautions, benefits and consequences of chemical services used in Hairdressing salons to change the degree of curl or straightness of the hair and the depth and tone of colour.
K35	The techniques and methodology behind changing the hair structure using chemical services to add wave or curl
K36	The techniques and methodology behind changing the hair structure using semi-permanent rearranging chemical services to remove curl or wave.
K37	The techniques and methodology behind permanent rearranging and relaxing of type 3 and type 4 hair classifications.

Portfolio of Evidence

To support the professional discussion the apprentice must produce a portfolio of evidence (the portfolio).

The portfolio is completed with the support of the training provider and the employer during the On-Programme element of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method.

It will typically contain **10 discrete pieces of evidence**.

Once a piece of evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence may include, but is not limited to:

- workplace documentation and records, for example:
- workplace policies and procedures
- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio **should not** include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions.

The portfolio of evidence is not directly assessed.

Professional Discussion

Rationale

As clear and effective communication is a fundamental part of hairdressing services, as well as being competent in their practical skills, a hairdressing professional must be able to hold a conversation and demonstrate they can convey their option and knowledge on a number of subjects.

The professional discussion will enable the End-Point Assessor to assess how confidently the apprentice articulates the KSBs covered. The grading criteria has been written to ensure that the End-Point Assessor can clearly distinguish the level of communication and understanding of the apprentice.

Assessment Overview

The professional discussion can take place face-to-face or remotely. The apprentice must be provided with at least **14 days notice** of the date and time of the professional discussion.

The training provider is required to submit the apprentice's portfolio of evidence at gateway. The End-Point Assessor must have **14 days** to prepare questions for the professional discussion, based on the contents of the portfolio and relevant to the KSBs assigned to this assessment method.

The purpose of the End-Point Assessor's questions will be to draw out contextualised examples, further clarify skills demonstrated in a Portfolio of Evidence or be used to ask scenario based questions. The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The professional discussion must last **35 minutes**. An additional 10% variance is permitted at the End-Point Assessor's discretion to allow the apprentice to finish their final answer or point. No new questions will be asked after the time limit has been reached.

The End-Point Assessor must ask at least **six questions**. Follow-up questions are allowed where clarification is required.

During the discussion, the apprentice may refer to their portfolio and to notes.

This is a formal assessment which must take place in a controlled environment.

Grading

This assessment is graded fail, pass or distinction according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Professional Discussion - KSBs and Grading Criteria

The hairdressing industry	
Pass	Explain why hairdressing values, industry codes of conduct, ethics, professionalism, and a willingness to learn are important to the hairdressing industry. (K7, B7)
Dist.	Provides a detailed evaluation of why hairdressing values, industry codes of conduct, ethics and a willingness to learn are important to the hairdressing industry using their own detailed examples. (K7, B7)
K7 Hairdressing professionalism, values, industry codes of conduct and ethics.	
B7 Shows a willingness to learn.	

Ways of working - legal and organisation	
Pass	Describe how front of house and wider salon duties are carried out to support and enhance the operation and development of the salon, with clear rationales for specific approaches and evidence-based examples of their effectiveness. (K13, K16, S7, S10)
Dist.	Explain how front of house and wider salon duties are carried out to support and enhance the operation and development of the salon, with clear rationales for specific approaches and evidence-based examples of their effectiveness. (K13, K16, S7, S10)
K13 The role and function of the front of house or reception area in a hairdressing business (e.g., services, bookings, payments, retail, upselling and sales).	
K16 Teamwork principles, how and when and who to report problems to.	
S7 Carry out wider salon duties to support the salon business (e.g. services, bookings, payments, retail, upselling and sales).	
S10 Work as part of a team to support the salon businesses.	
Pass	Describe ways of supporting mental health and wellbeing of self and client. (K10)
Dist.	Evaluates how they have supported the mental health and wellbeing of themselves and clients, supported by detailed examples. (K10)
K10 Ways of supporting the mental health and wellbeing of self and client.	
Pass	Explain the benefits, opportunities, potential risks and challenges of using social media and communication channels for promotional purposes in their professional context , and describes ways that they effectively promote themselves, the business, relevant products, and services, using these methods, with relevant supporting examples. (K12, S6)
Dist.	Provides an evaluation of the benefits and drawbacks of using social media to promote self, organisation, products and services, provides a detailed rationale, with examples of ways social media channels can be used to promote the business. (K12, S6)
K12 The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business.	
S6 Promote yourself, your organisation, products and services via a variety of social channels.	

Practical Assessment

Rationale

This assessment method is being used because:

- the occupation involves practical activity best assessed through practical assessment;
- this is a practical role, best demonstrated through completing tasks on clients in a real working environment or a salon;
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors, which may not naturally occur as part of the assessment;
- this is a holistic assessment of the KSBs, on live clients, with differing requirements, hair classifications and characteristics.

Assessment Overview

The practical assessment must be face-to-face and will be conducted at the apprentice's workplace or a similar workplace. The apprentice must be provided with at least **14 days notice** of the date and time of the professional discussion.

The practical assessment must take **5.5 hours**. The End-Point Assessor can increase the time of the practical assessment by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The practical assessment cannot be split, other than for comfort breaks or to allow apprentice's to move from one location to another. Where breaks occur, they will not count towards the total EPA time.
The practical assessment which must be completed on at least 2 different clients can be completed on any hair classification.
Any form of simulation is not permitted during the practical assessment.

Questions and Answers

The End-Point Assessor must ask questions. The purpose of the questions is to clarify further, any elements of a KSB, so as to allow the apprentice to demonstrate their full comprehension of the Theme being performed.

Questioning can occur during the practical assessment. The time for questions asked during the practical assessment is included in the overall assessment time.

The End-Point Assessor must ask at least 3 questions during the Practical Assessment.

Grading

This assessment is graded fail, pass or distinction, according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Practical Assessment - KSBs and Grading Criteria

Ways of working – legal and organisation	
During the practical assessment the apprentice will be assessed on the following when performing services on at least two different clients: • **follow all health and safety legislation** • **follow environmental and sustainable working practices**	
Pass	Apply safe, hygienic, and effective methods of working and infection control, complying with relevant professional and legal obligations in the use of products, tools, equipment, and materials, whilst being flexible and professional to meet changing demands. (K2, S1, S2, B1, B2)
Dist.	Work confidently and in an organised manner and is proactive in their approach to safe, hygienic, and effective methods of working and infection control, whilst being flexible to changing demands and adopting a different way of working to reflect these. (K2, S1, S2, B1, B2)
K2 How to maintain effective and safe methods of working and infection control when completing hairdressing services.	
S1 Adhere to legal and organisational requirements for the safe use of products, tools, materials and equipment.	
S2 Apply safe, hygienic, and effective methods of working and infection control, while completing hairdressing services.	
B1 Facilitates safe working practices, ensures safety of self and others, challenges safety issues.	
B2 Flexible and adaptable to changing working environments and demands, demonstrates forward thinking to adopting new ways of thinking and working.	
Pass	Demonstrate working methods that support and promote environmental and sustainable working practices during the service. (K17, S11)
Dist.	Consistently use products and resources efficiently and economically throughout the service which demonstrated effective environmental and sustainable working practices. (K17, S11)
K17 Methods that promote environmental and sustainable working practices (e.g. recycling, limiting use of single-use plastics, mindful use of energy and water consumption, choosing environmentally friendly products).	
S11 Use working methods that promote environmental and sustainable working practices.	
Pass	Demonstrate professionalism and a passion for the industry with a commitment to quality and high standards, whilst working at a commercially viable pace. (B4)
Dist.	N/A
B4 Demonstrates professionalism and a passion for the industry with a commitment to quality whilst working to complete services in a commercially viable time and to a high standard in a time pressured situation.	

Client care / customer service	
During the practical assessment the apprentice will be assessed on the following when performing services on at least two different clients: • **a consultation for a colour** • **an evaluation of the colour service** • **provide aftercare advice following the colouring service**	
Pass	Demonstrate professional communication, appearance, time management and professional ethics when maintaining client care. Be responsive to specific client needs when establishing expectations at the outset in respect of maintenance of the look, complementary services and retail products and provide appropriate advice and guidance throughout the services. (K11, S3, B3, B5, B6)
Dist.	Clients are consistently fully informed with explanations or justifications for any consultation recommendations in a respectful considered manner, with justified articulated and intuitive responses, showing tact and diplomacy, respecting individual client characteristics and delivered with confidence in a professional and timely manner, throughout the service. (B6)
K11 The types of advice and guidance that should be provided prior, during and post service on the maintenance of the look, complementary services and retail products available in the salon.	
S3 Use communication and etiquette that meets industry requirements, suits and is appropriate to the organisation.	
B3 Communicates and behaves appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation.	
B5 Meets organisational and industry standards of appearance and maintains a positive attitude, observes professional ethics and works as part of a team.	
B6 Maintains professional ethics, time management, self-management, integrity, respect, empathy, client confidence and confidentiality and discretion.	
Pass	Maintain client confidentiality, discretion and comfort throughout the service actively promoting respect, equality diversity and inclusion whilst completing the services. (K9, S4)
Dist.	N/A
K9 Client care principles and practices and how to actively promote and respect equality, diversity, and inclusion. (e.g. communication, confidentiality, discretion, comfort, modesty, privacy welfare, limitations required).	
S4 Maintain the client's confidentiality and comfort (modesty, privacy) at the start and during the service.	

Client care / customer service	
Pass	Examine and analyse the hair, skin and scalp, recognising contraindications, limiting factors that would restrict the service. (K19, K22, S5, S12, S13)
Dist.	Clients are consistently fully informed with explanations or justifications for any consultation recommendations in a respectful considered manner, with justified articulated and intuitive responses, showing tact and diplomacy, respecting individual client characteristics and delivered with confidence in a professional and timely manner, throughout the service. (K19)
K19 How to complete consultation, examine and analyse the hair, skin and scalp for hairdressing services (e.g. hair classification type and characteristics tests).	
K22 How to recognise contra-indications that would prevent the service and a limiting factor that would restrict a service and when to refer to a general practitioner and or trichologist.	
S5 Advise clients (new and regular) pre, during and after service on the maintenance of the look, complementary services and retail products available in the salon.	
S12 Carry out a consultation, examine and analyse the hair, skin and scalp and complete relevant industry tests (e.g. hair classification type and characteristics tests).	
S13 Identify (question/observation) any contraindications or limiting factors that are likely to affect or influence the service.	
Pass	Evaluate the results of the service and records the outcomes in accordance with legal and organisational requirements. (K39, S9, S20)
Dist.	N/A
K39 Evaluation techniques.	
S9 Complete and maintain client records in accordance with legal and organisational requirements.	
S20 Evaluate the results of the service.	

Technical - Shampoo, condition hair	
The services to be performed are detailed below: • **shampoo and condition the hair and scalp selecting the correct products and massage techniques for the hair classification and characteristic**	
Pass	Apply and use correct products tools and equipment during services, following legal and organisational requirements. (S8)
Dist.	N/A
S8 Use a range of products, tools, equipment used in Hairdressing services in accordance with legal organisational requirements.	
Pass	Apply and follow correct methodologies and techniques whilst shampooing, conditioning, and treating the hair scalp. (K24, S14)
Dist.	N/A
K24 The techniques and methodology behind shampooing, treating and conditioning the hair and scalp safety.	
S14 Shampoo, condition and treat the hair and scalp.	

Technical - Cut and restyle hair	
The services to be performed are detailed below (two clients): • **restyle hair to create a personalised short or medium (above the shoulder) length hair cut, changing the shape, length and style of the hair** • **a hair cut**	
Use a minimum of six different cutting techniques from the list below when completing the haircuts: • **club cutting** • **clipper over comb** • **layering** • **freehand** • **precision cutting** • **texturizing** • **razor cutting** • **scissor over comb** • **disconnection** • **graduation**	
Pass	Apply and follow correct methodologies with precision throughout the haircut, personalising where required, whilst considering the hair characteristics weight distribution, balance and natural growth patterns, using correct cutting angles and cutting techniques to achieve the desired look. (K28, S17)
Dist.	Use a creative approach by combining and adapting a range of technical skills and cutting techniques, throughout the service, which maximised the style potential, showing specific attention to precision and detail that takes into account the hair characteristics to enhance and personalise the look. (K28, S17)
K28 The cutting methodology, techniques, tools and equipment required to create different effects, distribution of weight, balance and shape to create precision and personalised looks (e.g. graduating, layering, thinning, tapering, club cutting, freehand, razoring, sectioning patterns, guidelines, creating texture, scissor over comb, clipper over comb, removing bulk, creating round, square, triangular shape).	
S17 Cut hair using a range of technical skills and cutting techniques to create a range of looks, considering weight distribution, cutting angles, balance and degree of graduation, and the natural growth patterns of the hair, length of the hair (club cutting, scissor over comb, clipper over comb, texturising, freehand, thinning, layering and razor cutting).	
Pass	Restyles the hair using a range of cutting techniques to create a personalised short or medium length hair cut, significantly changing the shape, length and style. (S18)
Dist.	Use a creative approach to restyle the hair by combining and adapting a range of technical skills and cutting techniques, to create the look, throughout the service showing specific attention to precision and detail, that take into account the hair characteristics to enhance and personalise the look. (S18)
S18 Restyle hair to create a personalised short or medium (above the shoulder) length hair cut, changing the shape, length and style hair using a range of cutting techniques.	

Technical - Styling and finishing hair	
The services to be performed are detailed below: • **styling and finishing hair using a round brush and finger drying** • **set and dress the hair** • **use a minimum of two styling and finishing products**	
Pass	Apply and follow correct methodologies and techniques throughout the drying, styling and finishing process, which met the intended balance, volume and shape. (K26, S15)
Dist.	Use a creative approach by combining and adapting a range of styling and finishing techniques, products tools and equipment throughout the service, which maximises the style potential, showing specific attention to precision and detail, that took into account the hair characteristics to enhance and personalise the look. (K26, S15)
K26 The techniques and methodology behind drying, styling and finishing the hair safely.	
S15 Dry and finish hair using a range of techniques to create a range of looks, that meets the intended shape, direction, balance and volume agreed with the client.	
Pass	Apply and follow correct methodologies and techniques throughout the setting and dressing process, which met the intended balance, volume and shape. (K27, S16)
Dist.	Use a creative approach by combining and adapting a range of setting and dressing techniques, products tools and equipment throughout the service , which maximises the style potential, showing specific attention to precision and detail, that took into account the hair characteristics to enhance and personalise the look. (K27, S16)
K27 The techniques and methodology behind setting and dressing hair safely (e.g. sectioning, winding, setting, styling, dressing hair-up styles, plaiting/braiding, knots, twisting, curls, waves, using additional hair and accessories).	
S16 Use current setting and dressing techniques to create a range of looks that meets the intended shape, direction, balance, and volume agreed with the client.	

Technical - Colouring and lightening hair	
The services to be performed are detailed below: • **complete a colouring and lightening service on one client using a minimum of two products and techniques to change the colour (depth and tone) of the hair** • **woven highlights using either foils or wraps to the root on a minimum 30% of the hair (this could include a T-section of the head or scattered throughout the hair) using either a high lift colour or lightening product (high lift tint or pre lightener) achieving at least two levels of lift** • **application of another colouring product either a quasi-permanent, demi-permanent or permanent colour) to change the tone of the hair**	
Pass	Colour and lighten the hair using suitable methodologies, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, following legal and organisational requirements for use and storage. (K14, K38, S19)
Dist.	Use a creative approach to colour and lighten the hair by combining and adapting a range of technical skills and methodologies, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, that take into account the hair characteristics to enhance and personalise the colour result. (K38, S19)
K14 The range and use of products, tools, equipment used in hairdressing services, legal organisational requirements for the safe use and storage.	
K38 The techniques and methodology behind changing the depth and tone of hair, using a variety of techniques (e.g. root regrowth, full head application, partial head application, woven highlights, freehand).	
S19 Complete a range of hair colouring and lightening services to change the depth and tone using current colouring techniques (e.g. freehand techniques, woven highlights or lowlights, root re-touch, half head and full head application, temporary, semi-permanent, demi- permanent, quasi-permanent, permanent colour and lighteners).	

Overall Grading

This standard is graded as fail, pass or distinction. Each assessment component is graded individually. Once all assessment components have been completed the grades are combined as described in the table below to determine the overall grade.

Knowledge Test	Practical Assessment	Professional Discussion	Overall Grade
A fail in any assessment component will result in a fail overall			
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Distinction

Resits and Retakes

If the apprentice fails any of the assessment components, they will be eligible for a resit or retake.

In case of a resit or a retake apprentice's overall EPA grade will be capped at a pass.

- Resit timeframe: three months
- Retake timeframe: four months

Appeals

Training Qualifications UK's Appeals Policy, including time frames, can be found here.