



# **Hairdressing Professional**

**Apprentice guidance for  
the professional discussion**

# Professional Discussion Apprenticeship Guidance

## VTCT Level 2 Hairdressing Professional

### Purpose of the Professional Discussion

The Professional Discussion is one of the assessment methods that will be used within the Hairdressing Professional Apprenticeship Standard End-point Assessment. It is appropriately structured to cover the Knowledge, Skills and Behaviours (KSBs) assigned and will focus on coverage of prior learning achieved during the on-programme stage of the apprenticeship standard.

The Professional Discussion will allow Knowledge, Skills and Behaviours (KSBs) to be demonstrated, which may not naturally occur in every workplace or within the Practical Assessment.

You will use your Portfolio of Evidence (covering the relevant KSBs for this assessment method), which will be submitted at the Gateway stage to support the Professional Discussion.

### Overview of a Professional Discussion

A Professional Discussion is an assessment method which is a planned, in-depth, two-way conversation between the Independent Assessor and yourself. It is an effective way of assessing your complex understanding and knowledge.

### Delivery of the Professional Discussion

The Professional Discussion will be conducted as follows:

- A 1:1 conversation, with no other parties involved
- Completed in an appropriate environment which is free from distractions and interruptions
- Both parties may refer to your portfolio of evidence to support the Professional Discussion

During the Professional Discussion, the Independent Assessor will ask a minimum of 6 questions to provide you with the opportunity to cover the range of KSBs. The Independent Assessor will make use of the full allocated time for questioning to allow you the opportunity to evidence your occupational competence.

The Independent Assessor has the discretion to increase the time by up to 10% for the Professional Discussion to allow you to demonstrate your knowledge and understanding.

### How long will the Professional Discussion take?

The Professional Discussion **must last for 35 minutes** and will be conducted and assessed by VTCT's Independent Assessor.

## Where will the Professional Discussion take place?

The Professional Discussion can take place in your employer's workplace or your training provider's premises, in a quiet room, free from distractions and influence. The Professional Discussion may take place on the same day as the Practical assessment with questions (time permitting) or take place remotely via video conferencing.

## Portfolio of evidence

The Portfolio of evidence (covering the relevant KSBs for this assessment method) that you complete during the on-programme stage of the apprenticeship standard, which is submitted at the Gateway stage, is not assessed or graded by the Independent Assessor. However, it is used to inform your Professional Discussion.

The following criteria for the Portfolio of evidence is as follows:

- The content must be sufficient to evidence that you can demonstrate all the Knowledge, Skills and Behaviours required as mapped to the Professional Discussion assessment method. This will typically contain 10 pieces of evidence, this can be more if you wish. An example of how the evidence can be mapped to the Knowledge, Skills and Behaviours can be found on pages 7
- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- Your Portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to the epaPRO system
- Your Portfolio of evidence should contain written accounts of activities that you have completed and mapped against the Knowledge, Skills and Behaviours, supported by appropriate evidence, including photographic evidence and work products
- Progress review documentation, witness testimonies, and feedback from colleagues and/or clients can also be included. You cannot include opinion based evidence, reflective accounts or self-evaluation documentation as evidence within your Portfolio of evidence
- A Declaration of Authenticity Form must be signed by you, your training provider and your employer alongside the Portfolio of evidence submitted
- The Portfolio of evidence must be submitted to the epaPRO system at the Gateway stage
- VTCT will send the Portfolio of evidence to the Independent Assessor. The independent assessor must have at least 14 days to review the supporting documentation prior to the Professional Discussion
- A completed VTCT Level 2 Hairdressing Professional Mapping Document is required to be uploaded alongside your Portfolio of evidence

## **Preparation for a Professional Discussion**

During the Professional Discussion, you must confirm a proficient understanding of the requirements for the KSBs as outlined in the Hairdressing Professional Apprenticeship Standard End-point Assessment Plan.

To prepare you for the Professional Discussion, it is essential that the grade descriptors on pages 5-6 are considered. The grade descriptors include areas that are required to be covered throughout the Professional Discussion.

During the Professional Discussion, the Independent Assessor will allow you to lead the discussion and to make reference to your Portfolio of Evidence uploaded at the gateway stage of the Hairdressing Professional Apprenticeship Standard.

When completing the Professional Discussion, you will:

- Describe the items that you have uploaded to compile your Portfolio of evidence
- You will discuss the hairdressing industry and ways of working (legal and organisational), covering all applicable KSBs.

## **How is the Professional Discussion graded?**

The Independent Assessor will use the assessment tools and procedures that are set by VTCT to evidence the Professional Discussion. The Independent Assessor will make all grading decisions.

## Professional discussion, underpinned by a portfolio of evidence

### Pass criteria

You will achieve a pass grade if you provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all the criteria below:

<b>Theme Knowledge, Skills and Behaviours requirements</b>	<b>Pass – Grading criteria</b> Apprentices must demonstrate all the pass descriptors
<b>The hairdressing industry</b> K7, B7	Explain why hairdressing values, industry codes of conduct, ethics, professionalism, and a willingness to learn are important to the hairdressing industry. (K7, B7)
<b>Ways of working – legal and organisation</b> K10, K12, K13, K16, S6, S7, S10	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)  Describe ways of supporting mental health and wellbeing of self and client. (K10)  Explain the benefits, opportunities, potential risks and challenges of using social media and communication channels for promotional purposes in their professional context, and describe ways that they effectively promote themselves, the business, relevant products, and services, using these methods, with relevant supporting examples. (K12, S6)

## Professional discussion, underpinned by a portfolio of evidence

### Distinction criteria

You will achieve a distinction grade for the Professional Discussion if you provide evidence to meet all the pass criteria and also all the additional criteria below:

<b>Theme Knowledge, Skills and Behaviours requirements</b>	<b>Distinction – Grading criteria</b> Apprentices must demonstrate all the pass descriptors and all the distinction descriptors
<b>The hairdressing industry</b> K7, B7	Provide 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)
<b>Ways of working – legal and organisation</b> K10, K12, K13, K16, S6, S7, S10	<p>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)</p> <p>Evaluates how they have supported the mental health and wellbeing of themselves and clients, supported by detailed examples. (K10)</p> <p>Provide an evaluation of the benefits and drawbacks of using social media to promote self, organisation, products and services, provide a detailed rationale, with examples of ways social media channels can be used to promote the business. (K12, S6)</p>

## Mapping requirements for the Portfolio of evidence

This is an example of how the Knowledge, Skills and Behaviours required for the Professional Discussion can be mapped to the different evidence types that you may use.

Evidence	KSB Requirements	Knowledge, Skills and Behaviours criteria	Examples of types of evidence:
1	K7	Hairdressing professionalism, values, industry codes of conduct and ethics	<ul style="list-style-type: none"> <li>• PowerPoint presentations</li> <li>• Assignment/task evidence</li> </ul>
	B7	Shows a willingness to learn	
2	K13	The role and function of the front of house or reception area in a hairdressing business (such as services, bookings, payments, retail, upselling and sales)	<ul style="list-style-type: none"> <li>• PowerPoint presentations</li> <li>• Assignment/task evidence</li> <li>• Images of work/video evidence</li> <li>• Storyboard</li> </ul>
	S7	Carry out wider salon duties to support the salon business (such as services, bookings, payments, retail, upselling and sales)	
3	S6	Promote yourself, your organisation, products and services via a variety of social channels	<ul style="list-style-type: none"> <li>• Social media platforms</li> <li>• PowerPoint presentations</li> <li>• Images of work created; stylebook/video evidence</li> <li>• Assignment/task evidence</li> </ul>
	K12	The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business	
4	S10	Work as part of a team to support the salon businesses	<ul style="list-style-type: none"> <li>• Social media platforms</li> <li>• PowerPoint presentations</li> <li>• Images of work created; stylebook/video evidence</li> <li>• Assignment/task evidence</li> <li>• Storyboard</li> </ul>
	K16	Teamwork principles, how, when and whom to report problems to	
5	K10	Ways of supporting the mental health and wellbeing of self and client	<ul style="list-style-type: none"> <li>• Social media platforms</li> <li>• PowerPoint presentations</li> <li>• Assignment/task evidence</li> </ul>

## Resource and guidance

The 'Professional Discussion Mapping Document' is available to support the End-point Assessment delivery and assessment. For more information, visit epaPRO and the VTCT website ([www.vtct.org.uk](http://www.vtct.org.uk)).