



VTCT Skills

END-POINT ASSESSMENT GUIDE

VTCT Skills Level 2 End-point Assessment for

ST0213 – Hairdressing Professional

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on epaPRO, VTCT Skills online EPA booking platform.

End-point Assessment Guide - Content

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VTCT Skills Level 2 End-point Assessment for ST0213 – Hairdressing Professional

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Hairdressing Professional Standard.

This End-point Assessment plan is for employers, education and training providers, independent End-point assessors and other apprenticeship stakeholders who are responsible for the assessment of the Hairdressing Professional apprenticeship. The Hairdressing Professional apprenticeship was developed by employers for learners who are entering a career as a hairdresser within the Hairdressing industry. This plan has been developed by a group of employers from the Hairdressing sector.

Prior to the End-point Assessment period, it is a requirement that a full-time apprentice will typically spend a minimum of 24 months on-programme to complete the criteria included within the occupational standard. During this time, the apprentice will also be required to complete a minimum of 20% off-the-job training. Once the on-programme requirements have been met, the apprentice can proceed through the Gateway Stage to the End-point Assessment period.

The End-point Assessment will consist of three different assessment methods: a Knowledge test, a Practical assessment, and a Professional discussion, underpinned by a portfolio of evidence.

The apprentice's understanding of the underpinning theory related to the specific knowledge, skills and behaviours will be assessed by a Knowledge test. The Practical assessment, and a Professional discussion will be based on grading criteria, to assess the skills, knowledge and behaviours of the apprentice. In addition, the apprentice will demonstrate that they can complete the required services on a minimum of two clients to industry standards and within commercial timings.

The Knowledge test will be graded Fail or Pass and is conducted online and under exam conditions. The Practical assessment, and Professional discussion will be conducted by an Independent Assessor and the apprentice will be graded either Fail, Pass or Distinction for these assessment methods. There will be an overall grade awarded for the End-point Assessment of Fail, Pass, Merit or Distinction.

Level 2 Hairdressing Professional

Apprenticeship Standard Summary Table

<p>On-programme Stage <i>(typically 24 months)</i></p>	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and Maths qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must complete the on-programme qualification.</p>
<p>End-point Assessment Gateway Stage</p>	<ul style="list-style-type: none"> • The employer must be content that the apprentice is working at or above the occupational standard for a hairdressing professional • The apprentice must have achieved English and Maths qualifications in line with the apprenticeship funding rules • The apprentice must have passed the on-programme qualification • For the professional discussion, underpinned by a portfolio of evidence the apprentice must submit a portfolio of evidence • The apprentice must submit any policies and procedures as requested by the End-point Assessment Organisation
<p>End-point Assessment <i>(which will typically take 3 months)</i></p>	<p>This Assessment Method will be assessed using the following grades:</p> <p>Assessment Method 1: Knowledge test</p> <ul style="list-style-type: none"> • Fail • Pass <p>Assessment Method 2: Practical assessment</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 3: Professional discussion, underpinned by a portfolio of evidence</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Performance in these assessment methods will determine the overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Merit • Distinction
<p>Re-sits and re-takes</p>	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically, 2 months • Re-take timeframe: typically, 3 months

Hairdressing Professional Apprenticeship Standard

Occupational Profile

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

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 clientele, 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.

A Hairdressing professional in their daily work will be expected to:

- Interact with a wide and diverse range of clients, the salon team, other associated hair and beauty professionals
- Promote themselves, their organisation, products and services using a variety of channels
- Provide a range of hairdressing services that meet client requirements to create a variety of looks
- Conduct comprehensive consultations including performing the applicable industry tests
- Maintain exceptional client care skills
- Maintain safe working practices
- Meet legal, industry and organisation standards, procedures and protocols
- Demonstrate industry standards of professionalism, values, behaviours, communication skills, teamwork, retail and selling skills for clients

The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard, an apprentice needs to:

- Display occupational competency
- Achieved English and Maths qualifications in line with the apprenticeship funding rules
- For the professional discussion, underpinned by a portfolio of evidence, the apprentice must submit a Portfolio of evidence

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period 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. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- 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 of evidence 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 evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

VTCT Skills will not assess the portfolio of evidence directly as it underpins the discussion. The Independent Assessor will review the portfolio of evidence to prepare questions for the discussion. They are not required to provide feedback after this review.

The apprentice must submit any policies and procedures as requested by VTCT Skills.

Only apprentices who complete the gateway successfully can start the End-point Assessment.

The employer, in conjunction with the training provider, will formally sign-off that the apprentice has met the minimum requirements regarding the knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to progress onto their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all the required knowledge, skills and behaviours and can do so in a live End-point Assessment.

A copy of the standard should be available during the gateway meeting to ensure all parties have a clear overview of what is required. This is located in the link following: <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Assessment Method 1: Knowledge test

There are no specific requirements at the Gateway Stage to upload evidence for the knowledge test.

The following areas will be covered as part of the knowledge test:

- Knowledge statements: K1, K3, K4, K5, K6, K8, K15, K18, K20, K21, K23, K25, K29, K30, K31, K32, K33, K34, K35, K36, K37

Assessment Method 2: Practical Assessment

There are no specific requirements at the Gateway Stage to upload evidence for the practical assessment.

The following areas will be covered as part of the practical assessment:

- Ways of working – legal and organisation
- Client care/customer service
- Technical service – shampoo and condition the hair and scalp
- Technical service – style and finish hair
- Technical service – cut and restyle hair (two clients)
- Technical service – colour and lighten hair

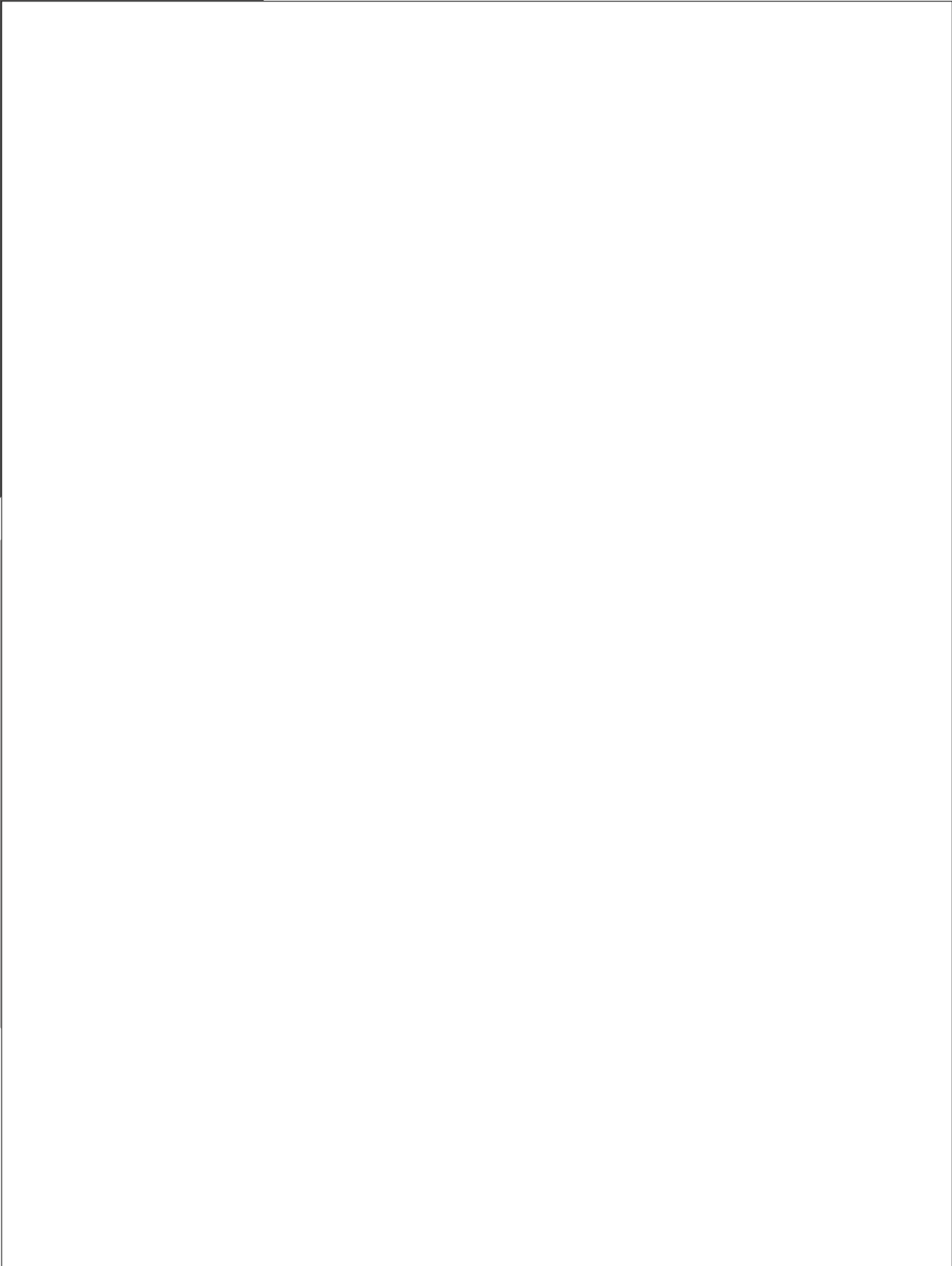
Assessment Method 3: Professional Discussion, underpinned by a portfolio of evidence

For the professional discussion, underpinned by a portfolio of evidence, the apprentice must upload/submit a Portfolio of Evidence at the Gateway Stage. 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. Evidence must be mapped against the KSBs.

The following areas will be covered as part of the Professional discussion:

- The hairdressing industry
- Ways of working – legal and organisation

Notes



Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via VTCT Skills epaPRO booking platform. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT Skills has received your signed End-point Assessment Organisation agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all the mandated components of the standard via the apprentice checklist on VTCT Skills epaPRO:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to your request
- The End-point Assessment team will formally confirm the booking via epaPRO

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Skills Reasonable Adjustments and Special Considerations Policy or email epa@vtct.org.uk for more information.

Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment. This is typically for the knowledge test and the professional discussion, underpinned by a portfolio of evidence only.

Face-to-face End-point Assessments

Face-to-face assessments will take place within the apprentice's normal workplace setting (either at the employer's salon premises or training provider's realistic work environment) on the date and time agreed during the booking process.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT Skills will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

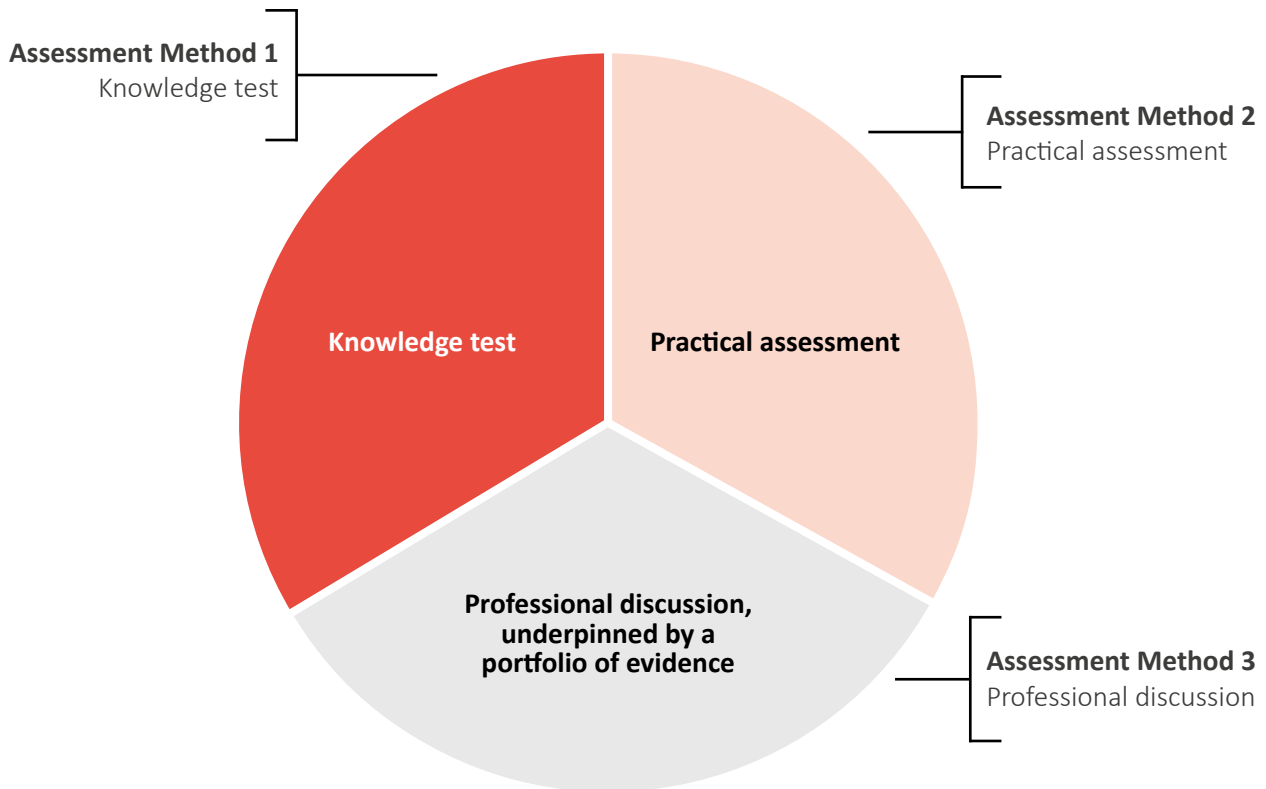
- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email (epa@vtct.org.uk)
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone 44 (0) 23 8068 4500

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on VTCT Skills epaPRO booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking should be made via epaPRO.

Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Hairdressing Professional End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Knowledge test	Independent Assessor/VTCT Skills invigilator/specialised proctoring software	Fail/Pass
Assessment Method 2 Practical assessment	Independent Assessor	Fail/Pass/Distinction
Assessment Method 3 Professional discussion	Independent Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 3: Professional Discussion, underpinned by a portfolio of evidence. A maximum of five apprentices can be assessed at any one-time during Assessment Method 2: Practical Assessment.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods: knowledge test, practical assessment and professional discussion, underpinned by a portfolio of evidence.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Knowledge test

The knowledge test with questions will be graded a Fail/Pass using the grading criteria on pages 16-19.

Assessment Method 2: Practical assessment

The Practical assessment will be graded a Fail/Pass/Distinction using the grading criteria on pages 20-28.

Assessment Method 3: Professional discussion, underpinned by a portfolio of evidence

The professional discussion will be graded a Fail/Pass/Distinction using the grading criteria on pages 30-33.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Merit
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice should achieve at least a pass in all the assessment methods.

To achieve an overall distinction, the apprentice must achieve a distinction in all 3 assessment methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Knowledge test	Practical assessment	Professional discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Merit
Pass	Distinction	Distinction	Distinction

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Assessment Plan.

Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed in any order.

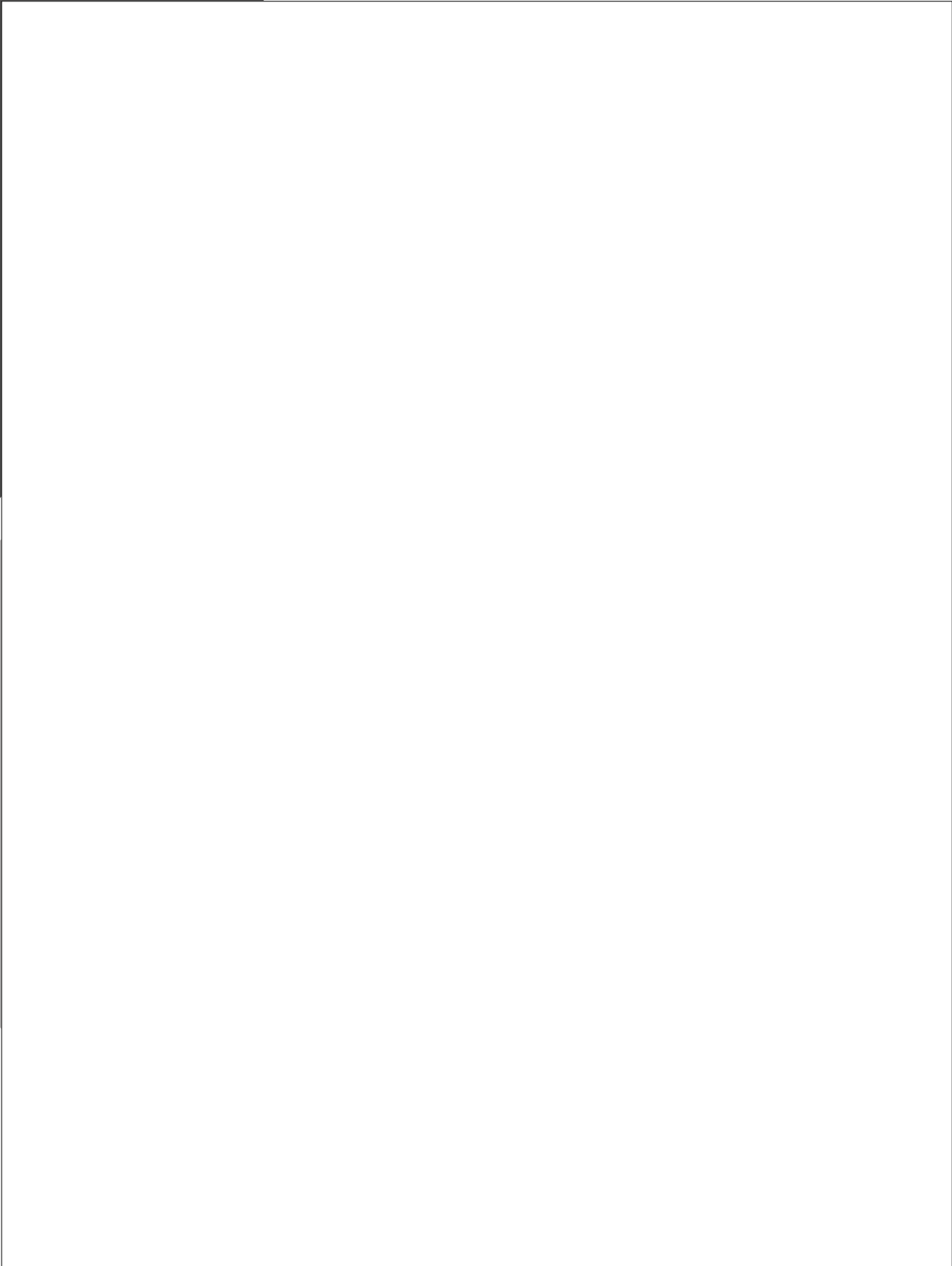
Delivery and location of the End-point Assessment

The knowledge test should take place in a controlled environment that is a quiet room, free from distractions and influence. The knowledge test must be taken in the presence of an invigilator under the responsibility of VTCT Skills. The invigilator may be the Independent Assessor, another external person employed by VTCT Skills and/or specialised (proctor) software.

The practical assessment, an Independent Assessor observes the apprentice completing a task or series of tasks set by VTCT Skills. The practical assessment environment must be in a real work environment that closely relates to the apprentice's natural working environment. This allows the apprentice to demonstrate the KSBs mapped to this assessment method. The practical assessment and professional discussion, underpinned by a portfolio of evidence methods can take place in the employer's premises, the training centre or at any suitable venue agreed with by VTCT Skills.

The professional discussion, underpinned by a portfolio of evidence assessment can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.

Notes



Assessment Method 1: Knowledge test



Delivery of the Knowledge test

It consists of 40 multiple-choice questions. Apprentices will have **60 minutes** to complete the test.

The knowledge test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The knowledge test will test specific knowledge from across the standard (See KSBs table).

The knowledge test can be computer based.

The test must take place away from the day-to-day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises. The definition of a 'controlled environment' will be made by VTCT Skills and explained by the Independent End-point Assessor prior to scheduling the test. This must include environmental requirements such as lighting, space, privacy and the requirements for an invigilator.

The Knowledge test must be taken in the presence of an invigilator who is the responsibility of VTCT Skills. Specialised (proctor) software can be used if the test can be taken on-line, to ensure the security of the test.

If taken online, the invigilator on the day of the test will give the apprentice(s) the login details to the test. Login will be immediately prior to the commencement of the test.

Knowledge, Skills and Behaviours

Knowledge requirements	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).
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.

Grading of the Knowledge test

The following grade boundaries apply to the knowledge test:

Grade	Minimum mark	Maximum mark
Pass	29	40
Fail	0	28

Grading Criteria

Grade	Fail	Pass
Knowledge statements: K1, K3, K4, K5, K6, K8, K15, K18, K20, K21, K23, K25, K29, K30, K31, K32, K33, K34, K35, K36, K37	Does not meet the pass criteria (apprentice has answered 28 or fewer questions correctly).	Apprentice has answered 29 to 40 questions correctly.

Assessment Method 2: Practical assessment



Assessment Method 2: Practical assessment

This assessment method includes two components:

- Practical assessment by observation
- Questioning

These components allow the apprentice to demonstrate all the KSBs mapped to this assessment method.

Delivery of the Practical assessment

Apprentices must be observed by an Independent Assessor completing the practical assessment in which they will demonstrate the KSBs assigned to this assessment method. The independent assessor must conduct and assess the practical assessment using holistic assessment of the KSBs.

The practical assessment must take **5 hours 30 minutes**.

The Independent 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 apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

The apprentice will perform services for a minimum of **two** different clients:

During the practical assessment the apprentice will be assessed when performing the following:

Theme: Ways of working – legal and organisation

- Follow all health and safety legislation
- Follow all environmental and sustainable working practices

Theme: Client care/customer service

- A consultation for a colour
- An evaluation of the colour service
- Provide aftercare advice following the colouring service

Theme: Technical – shampoo and condition the hair and scalp

- Shampoo and condition the hair and scalp selecting the correct products and massage techniques for the hair classification and characteristic

Theme: Technical – Styling and finishing hair

- 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

Theme: Technical – Cut and restyle hair (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 haircut

- Use a minimum of six different cutting techniques from the list below when completing the haircuts:
 - Club cutting
 - Precision cutting
 - Scissor over comb
 - Clipper over comb
 - Texturising
 - Disconnection
 - Layering
 - Razor cutting
 - Graduation
 - Freehand

Theme: Technical – Colouring and lightening hair

- 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

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

Independent Assessors must ask at **least 3 questions** during the practical assessment. Questioning may occur during the practical assessment. 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.

The Independent Assessor may conduct and observe a **maximum of five** apprentices at a time during this assessment method.

Client contingency plan

- The Employer and Apprentice are responsible for providing suitable client(s) who allow the apprentice to demonstrate the Knowledge, Skills and Behaviours mapped to this assessment method
- The Employer and apprentice are responsible for providing client(s) for contingency purposes (in the event of any factors rendering the Practical assessment void).
- The Employer and/or Training Provider, must ensure the following factors have been considered before using client(s) for the Practical assessment:
 - The client(s) availability related to the services required
 - The client meeting the requirements of the Practical assessment; if the client is not suitable for the purposes of the Practical assessment, contingency client(s) must be implemented
 - Health and safety requirements, restrictions and limitations, (infections, infestations, contra-indications)

If any of the points listed above becomes apparent during the Practical assessment, the apprentice must notify the Independent Assessor immediately, explaining the contributing factors and a contingency client should be utilised.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K2	How to maintain effective and safe methods of working and infection control when completing hairdressing services.
K9	Client care principles and practices and how to actively promote and respect equality, diversity, and inclusion. (for example, communication, confidentiality, discretion, comfort, modesty, privacy welfare, limitations required).
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.
K14	The range and use of products, tools, equipment used in hairdressing services, legal organisational requirements for the safe use and storage.
K17	Methods that promote environmental and sustainable working practices (such as recycling, limiting use of single-use plastics, mindful use of energy and water consumption, choosing environmentally friendly products).
K19	How to complete consultation, examine and analyse the hair, skin and scalp for hairdressing services (for example, 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.
K24	The techniques and methodology behind shampooing, treating and conditioning the hair and scalp safety.
K26	The techniques and methodology behind drying, styling and finishing the hair safely.
K27	The techniques and methodology behind setting and dressing hair safely (such as sectioning, winding, setting, styling, dressing hair-up styles, plaiting/braiding, knots, twisting, curls, waves, using additional hair and accessories).
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 (for example, 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).
K38	The techniques and methodology behind changing the depth and tone of hair, using a variety of techniques (such as root regrowth, full head application, partial head application, woven highlights, freehand).
K39	Evaluation techniques.

Knowledge, Skills and Behaviours

Skills requirements	Skills criteria
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.
S3	Use communication and etiquette that meets industry requirements, suits and is appropriate to the organisation.
S4	Maintain the client's confidentiality and comfort (modesty, privacy) at the start and during the service.
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.
S8	Use a range of products, tools, equipment used in hairdressing services in accordance with legal organisational requirements.
S9	Complete and maintain client records in accordance with legal and organisational requirements.
S11	Use working methods that promote environmental and sustainable working practices.
S12	Carry out a consultation, examine and analyse the hair, skin and scalp and complete relevant industry tests (for example, hair classification type and characteristics tests).
S13	Identify (question/observation) any contraindications or limiting factors that are likely to affect or influence the service.
S14	Shampoo, condition and treat the hair and scalp.
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.
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.
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).
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.
S19	Complete a range of hair colouring and lightening services to change the depth and tone using current colouring techniques (for example, 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).
S20	Evaluate the results of the service.

Knowledge, Skills and Behaviours

Behaviour requirements	Behaviour criteria
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.
B3	Communicates and behaves appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation.
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.
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.

Grading of the Practical assessment

This assessment method requires the apprentice to provide evidence that they have met all the skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence all the criteria for a pass grade to achieve a pass. To achieve a distinction grade, the pass criteria must be achieved as well as all the distinction criteria.

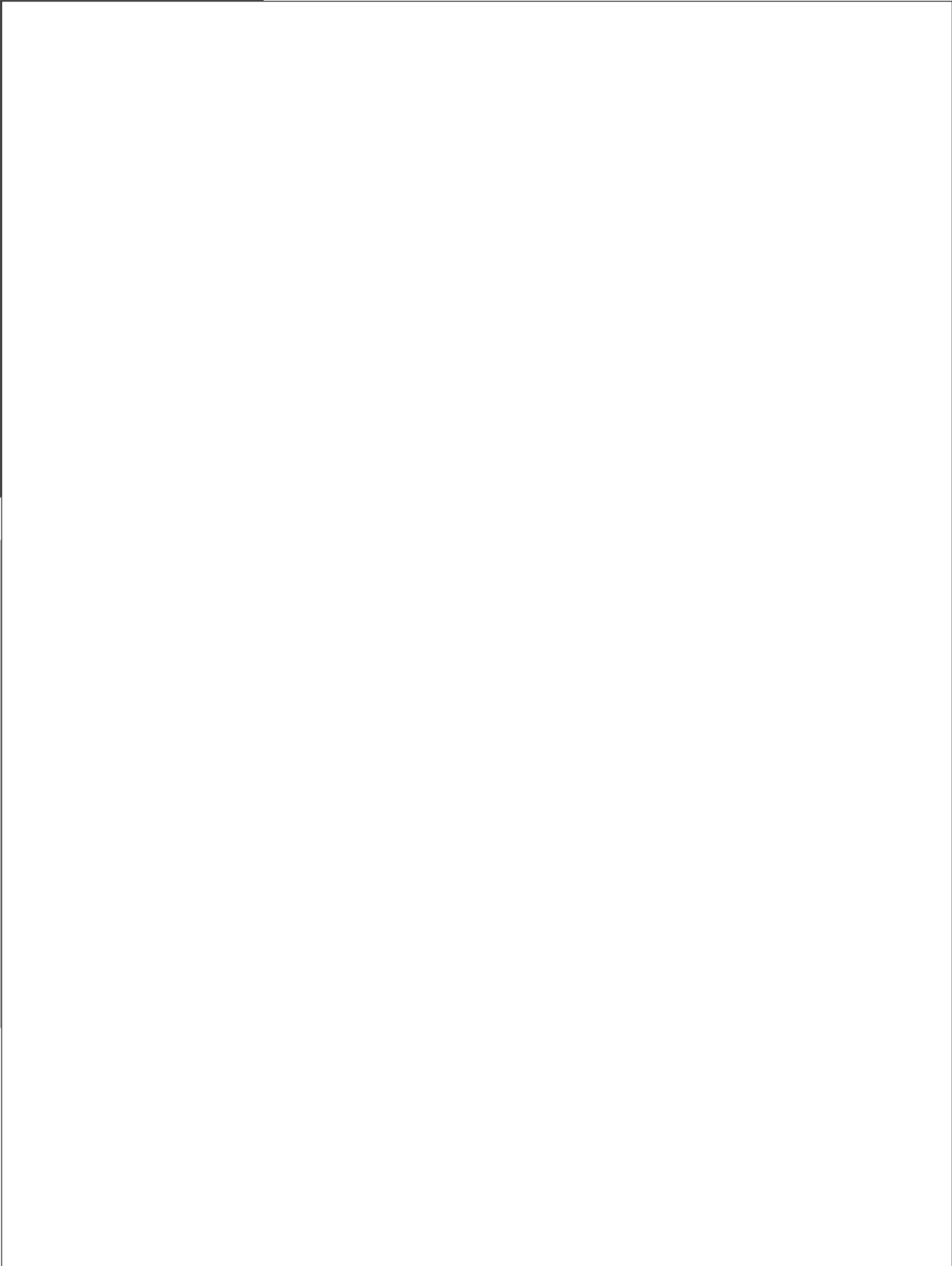
KSBs	Fail	Pass Apprentices must demonstrate all the pass descriptors.
Ways of working – legal and organisation K2, K17, S1, S2, S11, B1, B2, B4	Individual did not meet the pass criteria	<p>Apply safe, hygienic, and effective methods of working and infection control, complying with relevant professional 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)</p> <p>Demonstrate working methods that support and promote environmental and sustainable working practices during the service. (S11, K17)</p> <p>Demonstrate professionalism and a passion for the industry with a commitment to quality and high standards, whilst working at a commercially viable pace. (B4)</p>
Client care/ customer service K9, K11, K19, K22, K39, S3, S4, S5, S9, S12, S13, S20, B3, B5, B6	Individual did not meet the pass criteria	<p>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)</p> <p>Maintain client confidentiality, discretion and comfort throughout the service, actively promoting respect, equality, diversity and inclusion whilst completing the services. (K9, S4)</p> <p>Examine and analyse the hair, skin and scalp, recognising contraindications, limiting factors that would restrict the service. (K19, K22, S5, S12, S13)</p> <p>Evaluate the results of the service and records the outcomes in accordance with legal and organisational requirements. (K39, S9, S20)</p>
Technical – Shampoo, condition hair K24, S8, S14	Individual did not meet the pass criteria	<p>Apply and use correct products tools and equipment during services, following legal and organisational requirements. (S8)</p> <p>Apply and follow correct methodologies and techniques whilst shampooing, conditioning, and treating the hair scalp. (K24, S14)</p>

KSBs	Fail	Pass Apprentices must demonstrate all the pass descriptors.
Technical – Cut and restyle hair K28, S17, S18	Individual did not meet the pass criteria	<p>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)</p> <p>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)</p>
Technical – Styling and finishing hair K26, K27, S15, S16	Individual did not meet the pass criteria	<p>Apply and follow correct methodologies and techniques throughout the drying, styling and finishing process, which met the intended balance, volume and shape. (K26, S15)</p> <p>Apply and follow correct methodologies and techniques throughout the setting and dressing process, which met the intended balance, volume and shape. (K27, S16)</p>
Technical – Colouring and lightening hair K14, K38, S19	Individual did not meet the pass criteria	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)

Table continued.

KSBs	<p style="text-align: center;">Distinction</p> <p style="text-align: center;">Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors.</p>
<p>Ways of working – legal and organisation K2, K17, S1, S2, S11, B1, B2, B4</p>	<p>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)</p> <p>Consistently use products and resources efficiently and economically throughout the service which demonstrated effective environmental and sustainable working practices. (K17, S11)</p>
<p>Client care/ customer service K19, B6</p>	<p>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, B6)</p>
<p>Technical – Shampoo and condition the hair and scalp K24, S8, S14</p>	<p>N/A</p>
<p>Technical – Cut and restyle hair K28, S17, S18</p>	<p>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)</p> <p>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)</p>
<p>Technical – Styling and finishing hair K26, K27, S15, S16</p>	<p>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)</p> <p>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)</p>
<p>Technical – Colouring and lightening hair K38, S19</p>	<p>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)</p>

Notes



Assessment Method 3: Professional Discussion



Assessment Method 3: Professional discussion, underpinned by a portfolio of evidence

This assessment method includes one component:

- A professional discussion, underpinned by a portfolio of evidence

This component allows the apprentice to demonstrate all the KSBs mapped to this assessment method.

Delivery of the Professional discussion, underpinned by a portfolio of evidence

Apprentices must be observed by an Independent Assessor completing the professional discussion assessment in which they will demonstrate the KSBs assigned to this assessment method. The professional discussion is a formal two-way conversation between the Independent Assessor and the Apprentice. The Independent Assessor may conduct and observe only one apprentice at a time during this assessment method.

The Independent Assessor will ask at **least 6** questions. Follow-up questions may occur where clarification is required.

The professional discussion assessment must last **35 minutes**.

The Independent Assessor can increase the time of the professional discussion assessment by up to 10%. This time is to allow the apprentice to respond to a question if necessary. The professional discussion assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K7	Hairdressing professionalism, values, industry codes of conduct and ethics.
K10	Ways of supporting the mental health and wellbeing of self and client.
K12	The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business.
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).
K16	Teamwork principles, how and when and who to report problems to.

Skills requirements	Skills criteria
S6	Promote yourself, your organisation, products and services via a variety of social channels.
S7	Carry out wider salon duties to support the salon business (such as services, bookings, payments, retail, upselling and sales).
S10	Work as part of a team to support the salon businesses.

Behaviours requirements	Behaviours criteria
B7	Shows a willingness to learn.

Grading of the Professional discussion

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence all the criteria for a pass grade to achieve a pass. To achieve a distinction grade, the pass criteria must be achieved as well as all the distinction criteria.

KSBs	Fail	Pass Apprentices must demonstrate all the pass descriptors.
The hairdressing industry K7, B7	Individual did not meet the pass criteria.	Explain why hairdressing values, industry codes of conduct, ethics, professionalism, and a willingness to learn are important to the hairdressing industry. (K7, B7)
Ways of working – legal and organisation K10, K12, K13, K16, S6, S7, S10	Individual did not meet the pass criteria.	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 describes ways that they effectively promote themselves, the business, relevant products, and services, using these methods, with relevant supporting examples. (K12, S6)

KSBs	Distinction Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors.	
The hairdressing industry K7, B7	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)	
Ways of working – legal and organisation K10, K12, K13, K16, S6, S7, S10	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) Evaluates how they have supported the mental health and wellbeing of themselves and clients, supported by detailed examples. (K10) 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)	

Re-sits and Re-takes

An apprentice who fails one or more assessment method(s) can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

An apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

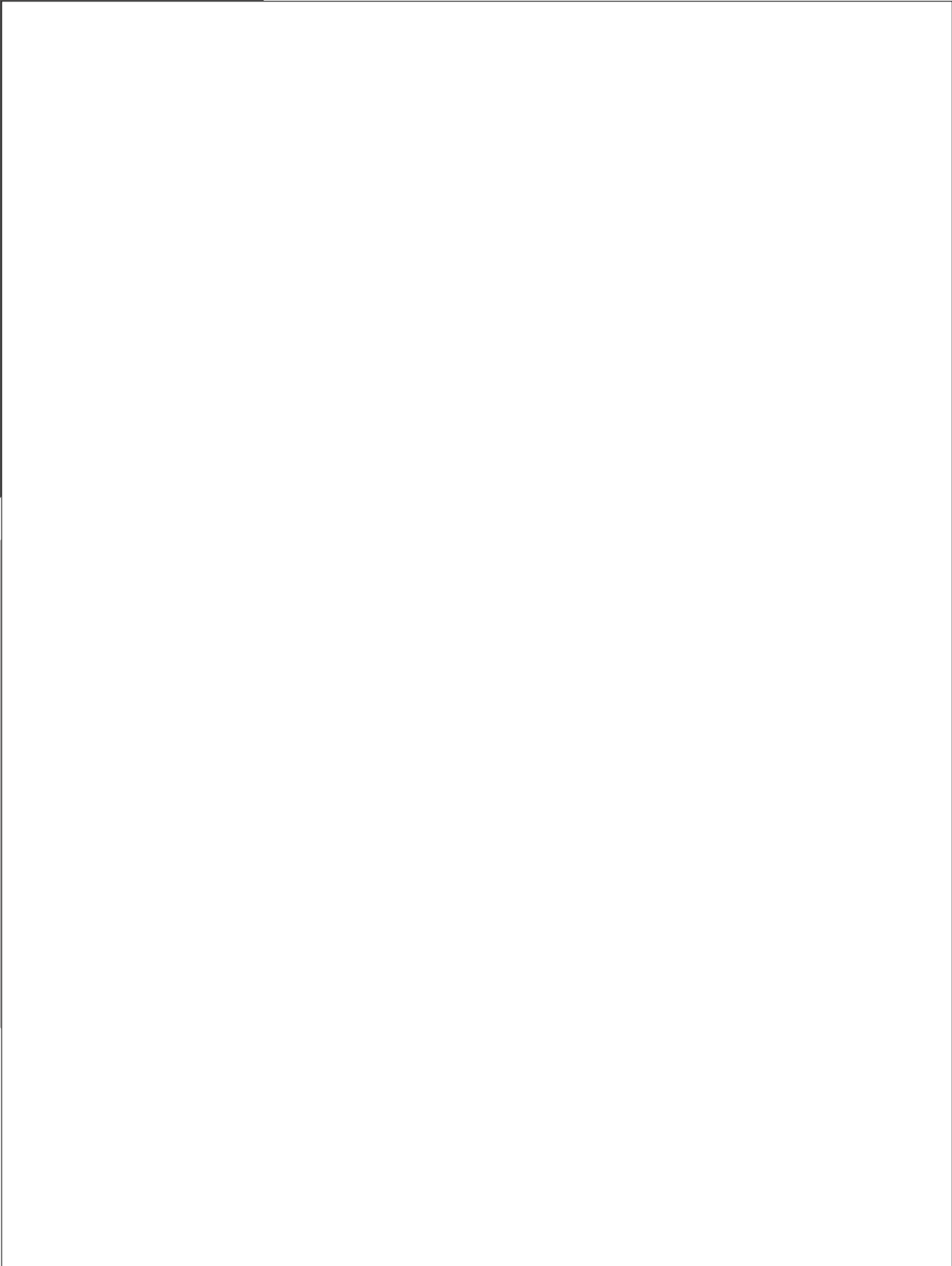
The employer and VTCT Skills agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the End-point Assessment outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

An apprentice will get a maximum End-point Assessment grade of pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.

Notes





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