

Level 2 Technical certificates 6002 Knowledge organiser 201

Principals and practice of Hairdressing & Barbering

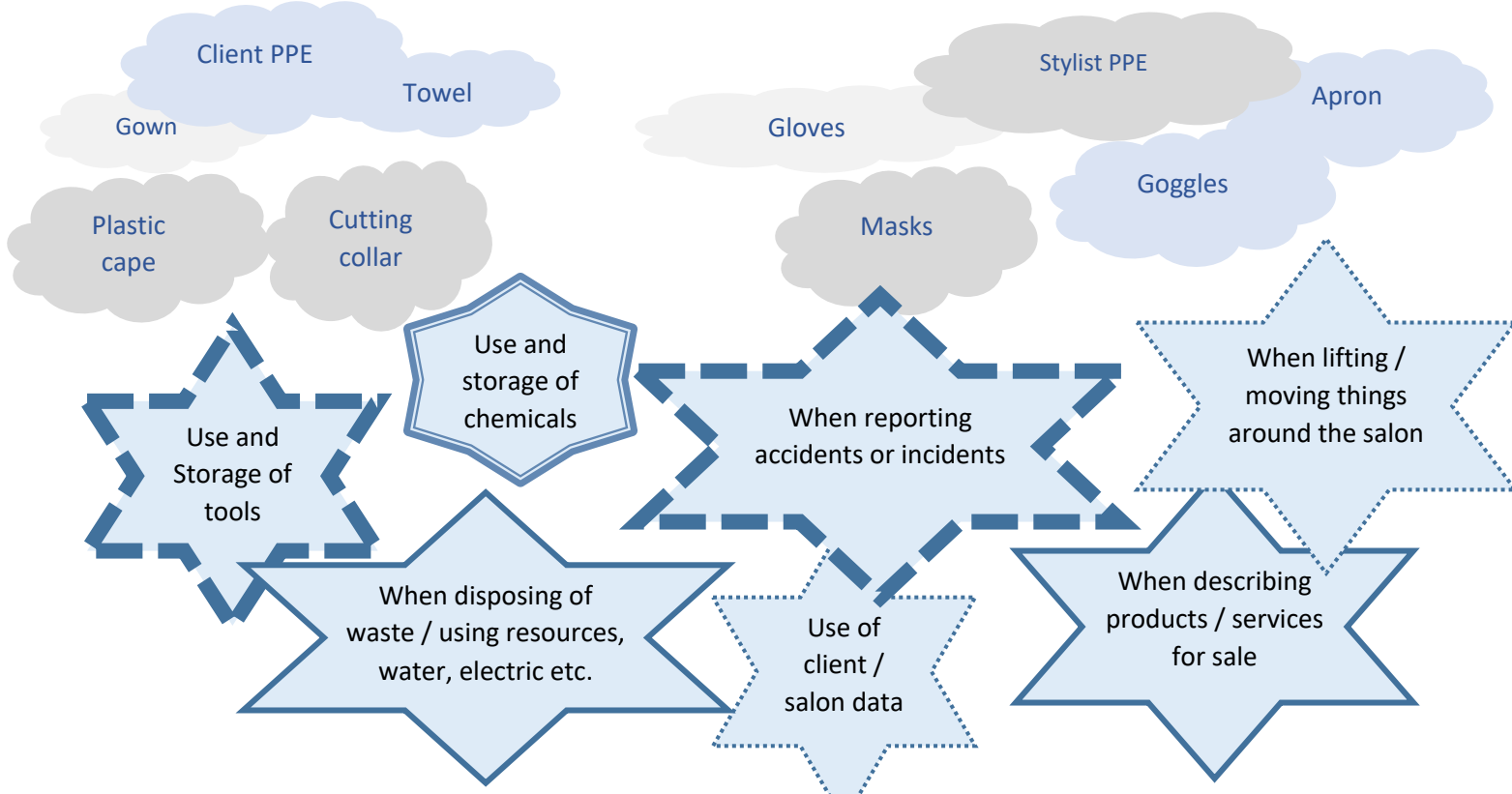
Hazard – something that has the potential to cause harm / injury

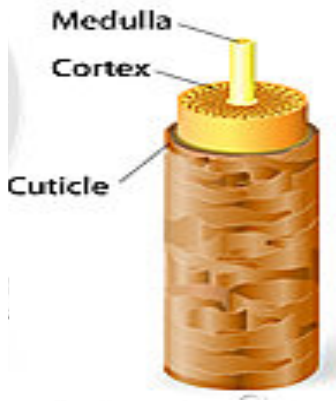
Risk – how likely is the hazard to cause a incident / accident, an injury or harm.

Regulations / laws – put in place to ensure safety, safe / pleasant working conditions, protect privacy and you when you purchase goods or services.

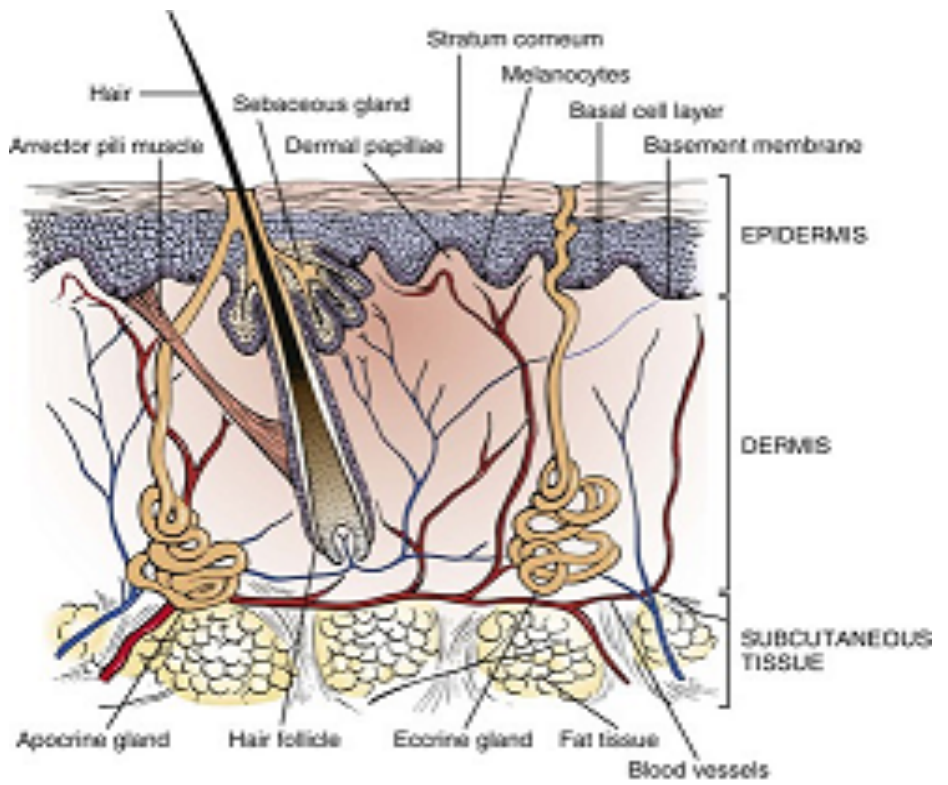
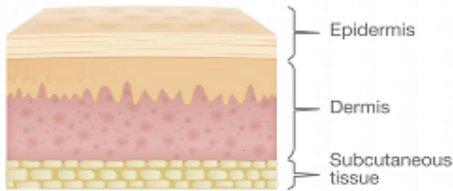


Relate these to safe working practices carried out in salons!!





The Layers of Skin



Hair Characteristics

- Density • Texture • Elasticity • Porosity • Condition • Growth patterns • average rate of hair growth



Hair Classifications

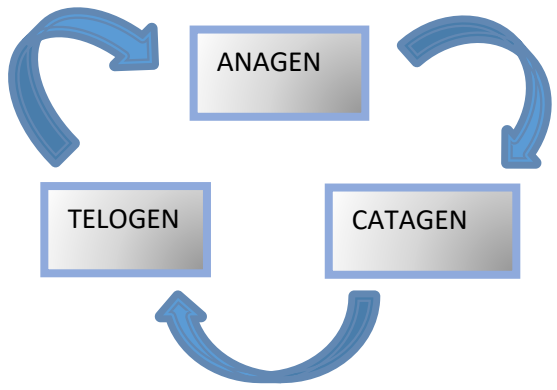
- Type 1 – Straight hair
- Type 2 – Wavy hair
- Type 3 – Curly hair
- Type 4 – Very curly hair



Their impact on services

Products, tools and equipment for use and technique / method used

Hair growth cycle



Infections

- Ring worm
- Impetigo
- Folliculitis
- In-growing hair

Infestations

- Pediculosis capitis / Head lice
- Scabies

Scalp / skin disorders / conditions

- Eczema
- Alopecia
- Psoriasis
- Scars/ Keloid scarring
- Moles
- Cysts
- Skin tags
- Pityriasis Capitis/Dandruff

Hair disorders / conditions

- Fragilitas Crinium
- Damaged cuticle
- Seborrhea / excessively greasy / oily hair
- Dry hair
- Normal hair

Verbal communication

Professional language

Tone of voice

Confident attitude

Non-verbal communication / body language

Listening techniques

Posture

Facial expressions

Images (magazines style books, images online)

Eye contact

Colour chart

Visual aids

Purpose of questioning / listening

Identify client requirements

Encourage and allow time for client to ask questions

Avoid misunderstandings

Check well-being and comfort

Build relationships with clients and colleagues

Methods of gaining client information

- Open questions – identifying requirements and initiating conversation
- Closed questions – confirming requirements, recommendations and concluding conversations
- Discussion – gathering specific information, drawing information out of clients who are not forthcoming

Giving a positive impression to clients by;

Good Personal hygiene

Professional appearance

Respecting and valuing clients (not discriminating)

Adapting own behaviour to meet client behaviours and needs

Working with colleagues and contributing to the effectiveness of the salon/barber shop

- Knowing when to ask for help
- Willingness to learn and improve own performance
- Positive, supportive and flexible approach to working
- when to report and how to deal with problems
- Collaborative working to achieve objectives
- Positively responding to feedback
- Dealing with differences of opinion or conflict
- Managing own time in line with organisation and Industry standards for services.

Identifying client requirements

Use of observation

Use of visual aids

Conduct visual checks to meet specified procedures

Use questioning

Identify factors that limit or affect the products and services that can be offered

Incompatibility of previous services and products

Adverse hair, skin and scalp conditions

Conduct tests as necessary taking in to consideration service

Client's lifestyle

Identify and report problems as necessary

Provide advice to clients and agree products and services

- Make recommendation
- Agree services and products
- Confirm cost and duration

The importance of giving the client realistic expectations in line with legal requirements

Cosmetic Products Regulations / Consumer Contracts Regulations / Trade Descriptions Act / Consumer Protection legislation

Completing client records and their legal significance

- Gaining client consent for services
- Confirming client satisfaction

Aftercare

How to maintain their look

Time interval between services

Present and future products and services

Steps to creating retail opportunities

Identify product and services to meet the client's needs

Provide demonstration of products where possible

Describe features and benefits of a range of products

Interpret positive buying signals

Spending time focussing on one product or treatment, Asking specific questions about a product or treatment Discussing a price Holding money/purse/wallet

Displaying positive body language

Client not wanting to buy

Avoiding eye contact Quick movements Handling products with little interest Making excuses why they don't want to buy yet Studying lots of different products