

BTEC Nationals

IVA – LEARNER INSTRUCTIONS

Edexcel Level 3 BTEC National Award/Certificate

Hairdressing

Unit 5: Client Care

Unit 7: Applied Hair Science

Issued June 2004

For use during the remainder of the duration of operation
of the specification issued June 2003

edexcel 

INSTRUCTIONS FOR LEARNERS COMPLETING IVAs

1. The Integrated Vocational Assignment (IVA) is a compulsory part of your qualification. If you do not complete the IVA you may not receive your certificate.
2. Your tutor(s) will tell you how long you have to complete the IVA and the access you may have to resources.
3. Read the IVA carefully and make sure that you understand the work you should hand in and what is required of you. If you are uncertain, discuss it with your tutor(s).
4. The IVA requires you to work by yourself and to produce original work. You should not share your work with any other learners. For example, if you produce an illustration or diagram electronically, you should not give it to another learner. Similarly, you should not accept and use such information from others. You are required to sign that the work submitted is your own.
5. If you work in a group at any stage, you must present your own responses to each task for assessment.
6. Information taken from sources for research, e.g. internet and textbooks, must be identified and not presented as your own work. You should list the sources used.
7. Some tasks may require Observation Records/Witness Statements. Your tutor(s) will organise for these to be completed and you must attach these to your submitted work.
8. In presenting your final work, you should not include draft work or reference materials such as handouts, notes and leaflets, unless the tasks specifically ask you to do so.
9. Presentation of your work:
 - Check that you have completed all tasks.
 - Label work with the appropriate task/sub task number.
 - Present tasks in the correct order.
 - Label each page with your name and page number.
 - Submit all electronic materials in paper format
 - Clearly label video or audio tapes submitted as part of your assignment.
 - All papers should be securely bound.
 - The completed IVA should NOT be presented in plastic envelopes, a box file or a lever arch file.

YOUR ASSIGNMENT TASKS

ABOUT THIS ASSIGNMENT

This integrated vocational assignment requires you to apply the knowledge and skills from your course to a practical, work-related situation. As well as drawing on and bringing together what you are learning in several of the units you are studying it will provide the FULL assessment requirements for:

Unit 5: Client Care

Unit 7: Applied Hair Science

CONTEXT

All modern hairdressing businesses operate in a competitive environment. The customer, or client, has a choice whether or not to use the services of a particular hairdressing business. Hairdressing businesses need to both attract and retain clients. One of the ways in which businesses can improve their competitive edge and profitability is to ensure that the client care they offer is of the highest standard.

The consultation activity conducted with clients can lead to better client care. Developing a good understanding of the science of skin and hair growth can aid hairdressing staff in diagnostic testing and help improve hairdressing services and to reduce the spread of infections and infestations of the hair.

TASK 1: CLIENT CARE REPORT

Write a report that would provide a hairdressing business with an understanding of the way in which client care should be conducted effectively. The report should also consider the consequences for the business of poor client care.

1.a. Describe how effective client care responds to the needs of different types of client.

You need to consider and explain

- the range of different types of clients
- the needs and expectations of clients
- different communication methods with clients

1.b. Provide an analysis of the importance of effective client care to hairdressing salon services.

This task provides evidence for unit 5 criteria P1, D1.

TASK 2: CLIENT CONSULTATION AND ANALYSIS

Carry out consultations with clients to agree a course of action. The consultations must be carried out with **at least TEN** different clients, across the range of client types. The range of clients for whom 'Client Consultation Record' forms should be submitted as part of the IVA should be arrived at after consultation with your tutor, in order to cover the range of client types.

2.a. For each consultation you must complete a 'Client Consultation Record' form. (A copy of the 'Client Consultation Record' is on page 7 of the learner Instructions of this IVA). You must submit ten fully completed 'Client Consultation Record' forms as part of your IVA.

For the Client Consultation Record, you must

- identify the client's expectations
- conduct an analysis of the client's physical appearance, physique and hair
- identify different types and categories of hair
- provide the client with advice and guidance

2.b. You need to consider the consequences for client consultations of factors that could prevent the successful outcome of the consultations. Provide a written explanation of the impact of a range of limiting factors on client consultations.

2.c. In addition to carrying out consultations with your clients, you must also carry out a range of diagnostic tests and determine the outcomes. Provide a description of each of the diagnostic tests. You must ensure that over the course of your client consultations, that you have completed all of the following test procedures and formed a prognosis in each case. You must ensure that both you and your assessor complete a copy of the 'Record of Testing' on page 9 of the Centre Guidance of this IVA.

- Skin test
- Strand/Test cutting
- Incompatibility test
- Elasticity test
- Porosity test
- Pre-perm test (on the head)
- Pre-perm test (as a test cutting)

2.d. Analyse and record the problems associated with diagnostic testing.

This task provides evidence for unit 5 criteria P2, M1, P3, M2.

TASK 3: INFECTIONS AND INFESTATIONS

There is always a possibility that when dealing with clients some will have infections or infestations of the hair, skin and scalp. Whenever a consultation is carried out, this should be taken into account and the appropriate diagnosis made. In the event of infections or infestations of the hair, skin and scalp, the client consultation record card should make a note of this.

3.a. For your own future use, draw up a manual that would allow you to diagnose the range of infections or infestations of the hair, skin and scalp. The manual should cover the following conditions:

- Bacterial and viral infections
- Fungal infections
- Infestations
- Non-infectious scalp and skin conditions
- Non-infectious hair conditions
- Implications

3.b. The manual should also provide a description of

- the biology of micro-organisms
- the biology of animal parasites
- how micro-organisms and animal parasites are transmitted

3.c. Provide a written explanation of the implications for the client and organisation of diagnosing infections and infestations of the hair, skin and scalp.

3.d. Explain and record how poor or incorrect consultation, diagnostic testing or diagnosis of infections and infestations of the hair, skin and scalp could impair or undermine good client care.

This task provides evidence for unit 5 criteria P4, M3, D2, unit 7 criterion P7.

TASK 4: HAIR, SKIN AND SCALP REFERENCE SOURCE

Produce a reference source to develop an understanding of the science of skin and hair growth. The reference source must provide background information on; the structure and functions of the skin and its appendages; growth and the structure of hair.

Section 1 – The structure and functions of the skin and its appendages

4.a. Provide information on the structure and functions of the skin and its appendages, use diagrams and/or images to help illustrate this information.

4.b. Explain the importance of the structure and functions of the skin and its appendages

Section 2 – Growth and structure of the hair

- 4.c. Provide information on the growth cycle and structure of the hair, use diagrams and/or images to help illustrate this information.
- 4.d. Explain physical, hormonal and genetic factors that can affect hair growth.

This task provides evidence for unit 7 criteria P1, M1, P2, M2.

TASK 5: HAIRDRESSING CHEMISTRY

In order to develop your understanding of the chemical services carried out within the hairdressing industry, you need to investigate and make a record of the chemistry of hairdressing.

- 5.a. Explain in writing the process of keratinisation and the two types of keratin associated with it.
- 5.b. Describe the chemical composition of hair proteins. Provide a written explanation of the changes to keratin by various physical and chemical hairdressing services. You will need to consider oxidation and reduction.
- 5.c. Provide a written description of the pH scale and its use in hairdressing.
- 5.d. Identify on the pH scale and record a range of products and services in relation to hairdressing chemistry.
- 5.e. Provide a written evaluation of the effects of a range of hairdressing products and chemicals on the structure of the hair in relation to the pH scale.

Surfactants are chemicals that are used in hairdressing products. Different terms are used to identify the chemical properties of surfactants.

- 5.f. Explain in writing the use of surfactants in hairdressing products by reference to each of these properties:
- Hydrophilic
 - Lipophilic
 - Anionic
 - Cationic
 - Non-Ionic
 - Amphoteric
- 5.g. Record an explanation of why hairdressing chemistry is important when selecting products or services.
- 5.h. Advise on the selection of a range of products and services in relation to hairdressing chemistry. You will need to note this advice and keep a record, authenticated by your tutor.

This task provides evidence for unit 7 criteria M3, D2, P5, M5, D1, P6, P4, M4.

CLIENT CONSULTATION RECORD

DATE. _____ REF. No. _____

STYLIST NAME. _____

CLIENT NAME. _____

Client Type	
Additional Information:	

Age	
Under 5	<input type="checkbox"/>
6 – 11	<input type="checkbox"/>
12 – 17	<input type="checkbox"/>
18 – 24	<input type="checkbox"/>
25 – 32	<input type="checkbox"/>
33 – 39	<input type="checkbox"/>
40 – 49	<input type="checkbox"/>
50 – 59	<input type="checkbox"/>
Over 60	<input type="checkbox"/>

Face Shape
Description:

Facial Features
Description:

Body Image & Proportion
Description:

Hair Growth Patterns
Description:

Previous Chemical Services
Description:

Hair Type and Category	

Hair Colour	
Natural Depth & Tone	<input type="checkbox"/>
% White	<input type="checkbox"/>
Present Colour	<input type="checkbox"/>

Hair Condition
Description:
Possible Disorder:

Hair Texture
Description:

Hair Density & Distribution
Description:

Natural Movement
Description:

Scalp Condition
Description:
Possible Disorder:

Diagnostic Tests	
Skin	<input type="checkbox"/>
Strand/Test Cutting	<input type="checkbox"/>
Incompatibility	<input type="checkbox"/>
Elasticity	<input type="checkbox"/>
Porosity	<input type="checkbox"/>
Pre-perm (on head)	<input type="checkbox"/>
Pre-perm (as test cutting)	<input type="checkbox"/>
Prognosis:	

Client Lifestyle and Personality
Description:

Client Expectations and Preferences
Description:

Agreed Course of Action
Description:

After-care and Maintenance of Finished Result
Description:

Timing and Cost of Service
Description:

Relevant Legislation & Organisational Policy
Description:

CLIENT TESTIMONY

The stylist:	<input checked="" type="checkbox"/>
Consulted with me before and at other times throughout the service	<input type="checkbox"/>
Took into account my wishes during the consultation in relation to the service	<input type="checkbox"/>
Advised me on the potential of my hair in relation to the service	<input type="checkbox"/>
Advised me of any factors that would limit or affect the service	<input type="checkbox"/>
Advised me on the cost and length of time the service would take	<input type="checkbox"/>
Talked to me in a non-technical manner which was sufficient and understandable	<input type="checkbox"/>
Recommended home-care products that I may wish to purchase and use to maintain the finished look	<input type="checkbox"/>
Confirmed that the finished result was to my satisfaction	<input type="checkbox"/>
Acted professionally throughout the service	<input type="checkbox"/>

CLIENT'S SIGNATURE: _____

DATE: _____

ASSESSMENT CRITERIA

For ease of reference, the assessment criteria from the unit specifications that are relevant to assessing and grading this IVA are repeated below. You should refer to the full unit specification for information on Learning Outcomes and unit content.

Assessment Evidence Unit 5: Client Care		
To achieve a pass grade the evidence must show that the learner is able to:	To achieve a merit grade the evidence must show that the learner is able to:	To achieve a distinction grade the evidence must show that the learner is able to:
<ul style="list-style-type: none"> describe how effective client care responds to the needs of different types of client carry out consultations with clients to agree course of action carry out a range of diagnostic tests and determine the outcomes diagnose a range of infections and infestations of the hair, skin and scalp 	<ul style="list-style-type: none"> explain the impact of a range of limiting factors on client consultations analyse problems associated with diagnostic testing explain the implications for the client and the organisation of diagnosing infections and infestations of the hair, skin and scalp 	<ul style="list-style-type: none"> critically analyse the importance of effective client care to hairdressing salon services explain how poor or incorrect consultation, diagnostic testing or diagnosis of infections and infestations of the hair, skin and scalp could impair or undermine good client care

Assessment Criteria (Continued)

Assessment Evidence Unit 7: Applied Hair Science		
To achieve a pass grade the evidence must show that the learner is able to:	To achieve a merit grade the evidence must show that the learner is able to:	To achieve a distinction grade the evidence must show that the learner is able to:
<ul style="list-style-type: none"> • describe the structure and functions of the skin and its appendages • describe the growth cycle and structure of the hair • recognise different types and categories of hair • explain why hairdressing chemistry is important when selecting products or services • describe the pH scale and its use in hairdressing • explain the use of surfactants in hairdressing products • describe the microbiology of micro-organisms and animal parasites and how they are transmitted. 	<ul style="list-style-type: none"> • explain the importance of the structure and functions of the skin and its appendages • explain a range of factors that can affect hair growth • explain the process of keratinisation and the two types of keratin associated with it • advise on the selection of a range of products and services in relation to hairdressing chemistry • identify on the pH scale a range of products and chemicals used in hairdressing 	<ul style="list-style-type: none"> • evaluate the effects of a range of hairdressing products and chemicals on the structure of the hair in relation to the pH scale • give a full and comprehensive explanation of changes to keratin by various physical and chemical hairdressing services