

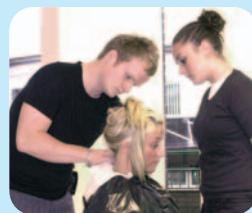
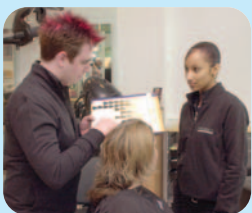
Skills for Life

The national strategy for improving adult literacy and numeracy skills

Materials for
Embedded Learning

Hairdressing

- learner materials in colour and black-and-white
- teacher notes
- referencing to Adult Core Curricula, National Tests and Key Skills Standards
- referencing to National Occupational Standards
- integrated assignments
- audio CD
- CD-ROM with Word and PDF files, and interactive practice materials



Information sources for the Materials for Embedded Learning project

The Department for Education and Skills wishes to make it clear that the Department and its agents accept no responsibility for the actual content of any materials suggested as information sources in this document, whether these are in the form of printed publications or on a website.

In these materials, products, icons, logos, software and websites are used for contextual and practical reasons. Their use should not be interpreted as an endorsement of particular companies or their products.

The websites referred to in these materials existed at the time of going to print. Users should check all website references carefully to see if they have changed and substitute other references where appropriate.

Photographic acknowledgements

We are grateful to the following for permission to reproduce photographs:

- © ACE STOCK LIMITED / Alamy for photograph bottom right on page 0:24
 - © Image Source / Alamy for photograph middle in second row on page 0:50, photograph number 3 on page 1:12 and photograph on page 4:18
 - © ImageState / Alamy for photograph top middle on page 0:50
 - © Inmagine / Alamy for photograph number 2 on page 1:12
 - © Isaac Groover / Alamy for photographs top, bottom left and bottom middle on page 0:24
 - www.johnbirdsall.co.uk for photograph on page 0:50 second row left
 - © John Foxx / Alamy for photograph right in second row on page 0:50
 - © Paul Doyle / Alamy for photograph at the bottom on page 3:7
 - © Photofusion Picture Library / Alamy for photograph top left on page 5:7
 - Phototake Inc/OSF for photograph on page 4:16
 - © Purestock / Alamy for photograph bottom left on page 2:20
 - © Westend61 / Alamy for photograph second from top on page 0:24
- All photographs are posed by either professional or volunteer models.

Other acknowledgements and copyright permissions

A more detailed listing of acknowledgements and permissions can be found at:
www.dfes.gov.uk/readwriteplus/embeddedlearning

Further copies of this document can be obtained from:

DfES publications

Telephone 0845 60 222 60

Fax 0845 60 333 60

E-mail dfes@prolog.uk.com

Please quote reference: embedded/HA

© Crown copyright 2006

ISBN 1-84478-478-9

Produced by the Department for Education and Skills

Extracts from this document may be reproduced for non-commercial or training purposes on the condition that the source is acknowledged.

www.dfes.gov.uk/readwriteplus/embeddedlearning

Contents

<i>Skills for Life</i> : the national strategy for improving adult literacy and numeracy skills	ix	<i>Module 2 Stylist and client</i>	
The <i>Skills for Life Materials for Embedded Learning</i> project	xi	Introduction to Module 2	169
The ‘learning journey’	xvi	Skills checklist	171
Other related initiatives	xviii	Client consultation	173
Embedded learning: teaching and learning methodologies	xx	Hair structure and types	179
Issues affecting learning	xxii	Science and hair	184
Background information	xxv	Completing tests	190
LSC funding guidance	xxvi	The pH scale	195
<i>Introduction and curriculum coverage</i>		Product knowledge	200
Introduction to <i>Hairdressing</i>	1	Advising clients	206
Guide to Teacher notes layout	3	Client records	212
Guide to focus page layout	5	Sections and cutting angles	218
Guide to task page layout	6	Solving problems	223
Curriculum coverage grids	7	Check it	227
Links to National Tests	18	Audio	230
<i>Integrated assignments, Source material and Glossary</i>		Answers	232
Integrated assignments	20	<i>Module 3 Using products</i>	
1 Making appointments	21	Introduction to Module 3	235
2 Risk assessment	28	Skills checklist	237
Source material	35	Labels	239
Glossary	93	Manufacturer’s instructions	244
<i>Module 1 Reception</i>		Product data sheets	250
Introduction to Module 1	99	Language and terminology	256
Skills checklist	101	Colour charts	262
Meeting and greeting	103	Measuring liquids	267
Using the telephone	108	Measuring colour from tubes	272
Dealing with enquiries	114	Hydrogen peroxide strengths	277
Legal requirements in the salon	120	Diluting hydrogen peroxide	282
Making appointments	126	Check it	287
Handling cash	141	Answers	289
Non-cash payments	145	<i>Module 4 Working safely in the salon</i>	
Tills and floats	149	Introduction to Module 4	293
Stock control	154	Skills checklist	295
Check it	159	Finding information	297
Audio	162	Policies and codes of practice	302
Answers	165	Fire extinguishers	306
		Fire action	312
		PPE	318
		A risky business	323

Hygiene	328
Reporting accidents	332
Check it	338
Audio	341
Answers	342

Module 5 Giving a good impression

Introduction to Module 5	345
Skills checklist	347
Job roles and responsibilities	349
Communicating in the salon	354
Checking your wage slip	361
Targets, incentives and commission	366
Appraisal	370
NVQ jargon busting	375
Dealing with problems	379
Check it	385
Audio	388
Answers	389

Monochrome masters

Source material	391
Module 1	449
Module 2	473
Module 3	493
Module 4	513
Module 5	532

Skills for Life: the national strategy for improving adult literacy and numeracy skills

Many millions of adults in England need help to improve their literacy, language and numeracy skills. *Skills for Life*, launched by the Prime Minister in 2001, sets out the Government's strategy, which aims to help 2.25 million learners gain a national qualification by 2010.

Since 2001, a massive 2.4 million adults across England have taken up to 4.8 million courses in literacy, language and numeracy skills. Over 750,000 of these learners have gone on to achieve nationally recognised qualifications – a commitment set out by the Government in the *Skills for Life* strategy.

Since the launch of *Skills for Life*, we have gained an even greater insight into the effect low levels of literacy and numeracy skills have on individuals, their families, on the economy and on society. For example, adults with poor literacy and numeracy skills could earn up to £50,000 less over their lifetime and are more likely to have health problems, to live in a disadvantaged area or to be unemployed. They and their children risk being cut off from the benefits of a world increasingly linked through information technology. Additionally, poor literacy, language and numeracy skills have been estimated to cost the country in excess of £10 billion a year.

Skills for Life is an ambitious strategy that is designed to address literacy, language and numeracy needs of adults and young people. It covers all post-16 learners on learning programmes at levels from Pre-entry up to and including Level 2. These programmes range from discrete to embedded courses, and from classroom and community provision to voluntary and work-based learning. Achievement and progress in *Skills for Life* are recognised through certification of Key Skills, GCSE Maths and English, and adult literacy and numeracy. It is therefore crucial that the strategy supports and reflects the successful implementation of all other post-16 strategies. These strategies include *Success for All*, the strategy for reforming post-16 further education, and the *Skills Strategy*, which aims to ensure that the skills

we develop are valuable to young people and valued by employers. Our goal to improve the skills of young people is also central to the 14–19 Opportunity and Excellence strategy and the 14–19 Education and Skills White Paper.

Each organisation and individual has a contribution to make. We believe that the most important element for successful delivery of *Skills for Life* is partnership, together with the ownership of the strategy by all our key supporting and development partners.

Government departments, the Learning and Skills Council (LSC), Jobcentre Plus, the Prison and Probation Services, development and learning providers in the post-16 learning sector, businesses, the CBI, the TUC, Sector Skills Councils and many other organisations are working together to improve the literacy, language and numeracy skills of adults through:

- **boosting demand** for learning through a high-profile promotional campaign and by engaging all partners across Government and employers in identifying and addressing the literacy and numeracy needs of their clients and employees
- **ensuring capacity** of provision by securing sufficient funding and co-ordinating planning and delivery to meet learners' needs
- **improving the standards** of teaching and learning in literacy, numeracy and English for Speakers of Other Languages (ESOL) provision
- **raising learner achievement** through the new national learning, teaching and assessment infrastructure and reducing barriers to learning.

Skills for Life Materials for Embedded Learning

Generic *Skills for Life* learning materials were first published in 2003 as part of the new national learning infrastructure. These learning materials and teachers' guides are high-quality literacy, numeracy and ESOL resources closely mapped to

the core curricula at all levels from Pre-entry up to and including Level 2. The materials are generic, but relate to real-life contexts.

To further broaden participation and encourage the effective acquisition of literacy, language and numeracy skills by a wider range of learners, these new *Materials for Embedded Learning* have been commissioned. These materials make clear the extent to which literacy, language and numeracy skills underpin success at work and in the community, and provide teachers and learners with the means to improve literacy, language and numeracy and vocational/community skills. Crucially, they are referenced both to the Adult Core Curricula and to the National Occupational Standards wherever relevant.

These materials have been developed and quality assured by specialists in literacy, language and numeracy and specialists in the relevant vocational and community contexts. They have

been trialled by practitioners in a range of programmes and revised in the light of their feedback.

The *Materials for Embedded Learning* are intended to give learners the confidence to make progress and achieve qualifications in literacy, language or numeracy and in their vocational or other learning programme. We believe their introduction will make an important contribution to the effective implementation of the *Skills for Life* and *Success for All* strategies as well as the *Skills Strategy*.

We commend the materials to you, and hope that their use will enhance the learning experiences of the diverse range of young people and adults who need to improve their literacy, language and numeracy skills to realise their potential.

Skills for Life Strategy Unit

The Skills for Life Materials for Embedded Learning project

Welcome!

First, the definition of ‘embedded learning’ that the project has used. In the context of the *Skills for Life* strategy:

Embedded teaching and learning combines the development of literacy, language and numeracy with vocational and other skills. The skills acquired provide learners with the confidence, competence and motivation necessary for them to progress, gain qualifications, and succeed in life and at work.

The files that constitute this project (of which this is one) set out to explore this idea in a variety of contexts and media. The resources contained in this project will assist those who are preparing learners for national qualifications in work-, college- and community-based settings. The aim is to bridge teaching the specific content of the programme of learning on the one hand, and Literacy, Language and Numeracy (LLN) on the other. The materials build on the firm evidence that there are many adult learners working towards national qualifications whose vocational skill level is not supported by their literacy, language and numeracy confidence. Thus, literacy, language and numeracy ‘barriers’ stand in the way of successful vocational attainment.

By setting literacy, language and numeracy learning in realistic context-based settings, the hope is that the obvious value of enhancing literacy, language and numeracy skills will be self-apparent to learners. By careful matching of vocational and literacy, language and numeracy content to the National Occupational Standards (from which National Vocational Qualifications are derived) and the Adult Core Curricula, it is hoped that the value to teachers will also be clear. (The link between these is explained in more detail in the section on National Occupational Standards and National Vocational Qualifications on page xxv.)

The range of settings planned for the whole project are:

Title	Order code
Vocational settings	
Social care	embedded/SC
Trowel occupations	embedded/TR
Horticulture	embedded/HO
Retail	embedded/RE
Warehousing	embedded/WA
Catering	embedded/CA
Hospitality	embedded/HOS
Painting operations	embedded/PA
Production line manufacturing	embedded/PL
Cleaning	embedded/CL
Hairdressing	embedded/HA
Transport	embedded/TA
Early years (Birth to 7)	embedded/EY
ESOL support pack for Catering	embedded/CA/ESOL
Employability materials	
E2E (Entry to employment)	embedded/EE
First Aid	embedded/FA
Food hygiene	embedded/FO
Health and safety (with manual handling)	embedded/HS
ICT	embedded/ICT
Skills for construction	embedded/CO
Professional development	
Effective communication for international nurses (modules 1–2)	embedded/NU
Effective communication for international nurses (modules 3–6)	embedded/NU/3–6
Community settings	
Family health	embedded/FH
Sports leadership	embedded/SL
Family life: the growing child	embedded/GC
Family life: focus on parenting	embedded/FP
Get on in the community	embedded/GO

Titles which have been published can be ordered from DfES Publications, telephone number 0845 60 222 60. Alternatively they can be accessed from the Embedded Learning Portal:

www.dfes.gov.uk/readwriteplus/embeddedlearning

How the materials are presented: paper-, screen- and audio-based

The resources in this file are intended for use by teachers – coming both from vocational and literacy, language and numeracy backgrounds. The file contains extensive Teacher notes linked to Learner materials. The Learner materials are presented in colour in the main teacher reference section of the file, with the relevant Teacher notes interwoven with them. A black-and-white version of the Learner materials, printed at an appropriate resolution that optimises the quality of reproduction when photocopied, is also offered in a separate section at the back of the file.

Audio clips on CD

Linked into the Learner materials at various points, are a sequence of audio clips (presented in both audio CD and CD-ROM (MP3) formats, on the inside front cover of this file). Their role is to help to bring real-life situations into the learning environment. In an audio CD player, the tracks on the 'Audio clips' CD will play in the normal way. In a computer, with a sound card and speakers, MP3 files can be accessed from the launch menu of the CD-ROM.

Access to the paper-based resources from CD

Also on the CD are PDF and Word® computer files from which the paper-based resources in this file can be reproduced electronically. This CD also contains generic practice material. When the CD is inserted into the computer, a screen like this one should automatically appear. This screen gives access to the paper-based and interactive practice materials:



These resources form just one part of the resources which can be downloaded via the Internet, as explained below.

Availability of the paper- and screen-based materials via the Internet

The screen-based materials are available both via the CDs contained in this pack, and via a powerful Internet site that gives access to all the resources. Materials are being published over the period from autumn 2004 to summer 2006. As additional resources are developed, they are entered onto the appropriate screen menus. In this way, progress of the project can be followed. The site can be found at this web address:

www.dfes.gov.uk/readwriteplus/embeddedlearning

Typing this address into the Internet will bring up this page:



Clicking on the 'Embedded learning' tab brings up this screen:



The listing of titles shown in the drop-down menu will be the current listing of all the resources which have been published in the project. Clicking on one of these, or using the straightforward search facility, will bring up a list of content that matches your chosen criteria:

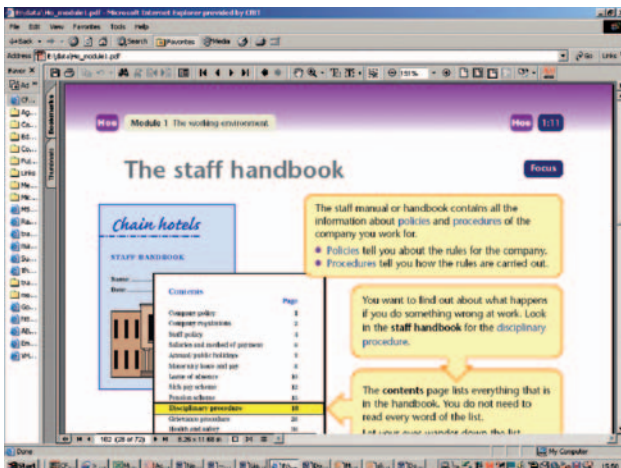


Clicking on one or more of the items in this list will give you access to the resources, which you can save to your computer. All the key files are available in both PDF and Word® format, as explained in the next section.

An 'advanced search' facility is also available. Using this, you can enter Curriculum/Key Skill codes, or NVQ objectives, and find matching content.

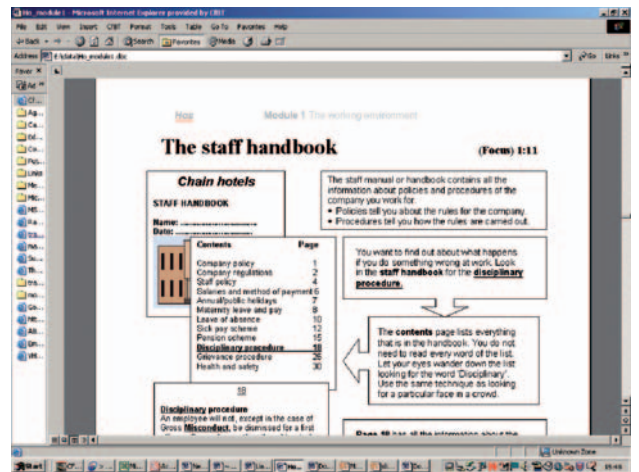
Word® and PDF formats

All the resources are available in Word® and PDF formats. Clicking on the PDF choice will bring up a sequence of Teacher notes and Learner material pages, which will look like this:

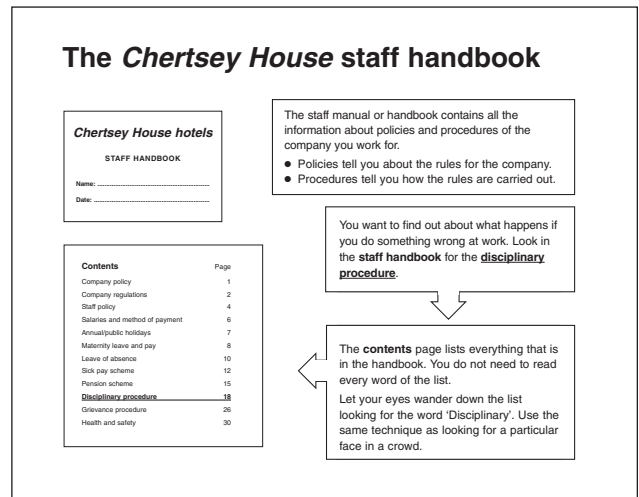


These files present the pages in colour, in exactly the same way as they are presented in this file. Using this facility, the pages can be projected using a data projector, or colour copies can be printed. The extent to which the pages can be manipulated will depend on your access to computer software that can not only read, but also alter PDF files.

In order to make the resources as flexible as possible for users who do not have access to software that can manipulate PDF files, we have also re-created the pages in a Word® version. This does not have the design features of the PDF version, but it can be manipulated using Word® software. The Word® version of the above page looks like this:



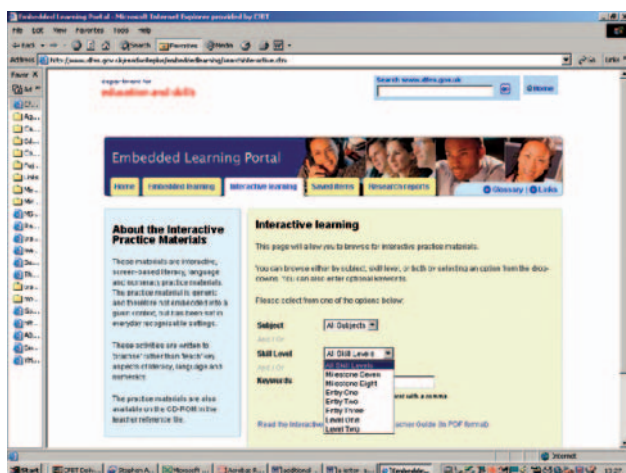
All the text in these boxes can be altered to suit your circumstances. The extent to which you can alter the pages effectively will alter with the software you have, and your familiarity with it. But one simple example of adaptation of the resource would be to 'copy and drop' one aspect of a page in order to focus attention on one learning point at a time:



Web-based generic interactive practice resources

Alongside the PDF and Word® versions of the paper-based resources, the project has also developed interactive, generic, screen-based literacy, language and numeracy practice materials. These practice materials are 'generic' in that whilst all the resources are set in everyday recognizable settings, they have not been embedded into different vocational settings. The activities are written to 'practise' rather than to 'teach' key aspects of literacy, language and numeracy: aspects that are well-suited to being handled electronically. The best use of them is likely to be made if they are mediated by a teacher.

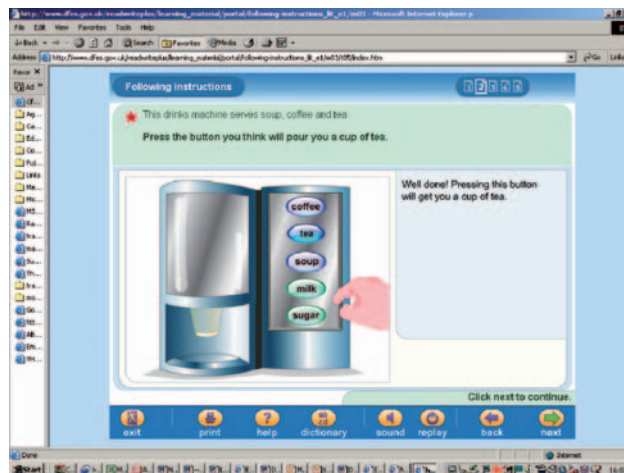
Clicking on the 'Interactive learning' tab brings up a screen like this one:



As with the learning materials, this screen enables you to search for particular topics or levels. Having made a choice, a screen like this will appear:



Having chosen an area and level of topic, screens such as this one are presented:



The resources are self explanatory using simple icons at the base of the screens. Most of the pages have audio support. A file explaining how to make best use of the resources can be accessed from the 'Interactive learning' screen.

Access to the interactive materials from the enclosed CD

The practice resources accessible from the Internet are also reproduced on the CD enclosed with this file. Since the resources are generic, the interactive practice materials on this CD are identical in content to that in all the other files.

Skills for Work for Advice and Guidance workers

Finally, the project has developed an interactive Advice and Guidance tool, *Skills for Work*, that enables Advice and Guidance workers and their clients to discuss the literacy, language and numeracy requirements of a wide range of occupations. This can be accessed at:

www.dfes.gov.uk/readwriteplus/skillsforwork

How it is anticipated the resources will be used

The materials are seen as a resource, not a course. From this file, it is anticipated that teachers will make copies (and if appropriate, via the PDF and Word® resources, amended versions) for their learners, interpreting them in the light of the

Teacher notes' suggestions. Please note that: **some pages will need to be reproduced in colour (for example, the pages relating to health and safety signs), in order that learners can fully understand the information.** It is not the intention that every learner should address every page. The expectation is that by negotiation at the start of a topic, groups of learners will agree with their teacher the best subset of content to address, granted the amount of time available. This will be based on the individual learning plans held by each learner.

Organisation of the file

The remainder of this general introduction covers topics such as the 'learning journey' within which these resources fit; other related initiatives; teaching and learning issues related to Embedded learning; information on National Occupational Standards, National Vocational Qualifications, the Adult Core Curriculum, and notes from the Learning and Skills Council related to the funding of embedded teaching.

The first main section (Introduction to Hairdressing and curriculum coverage) contains a specific introduction to Hairdressing. It explains the structure and layout of the Teacher notes and Learner materials, including the detailed curriculum coverage charts that map for each module, the National Occupational Standards, literacy, language and numeracy, and Key Skills content. These charts use highlighting to indicate the aspects of content that are addressed by the National Tests. (A separate chart indicates the National Test items that are *not* covered in the file.)

The second section (Integrated assignment, Source material and Glossary) offers three elements that will be of value to teachers and learners throughout their use of the file:

- **Integrated assignments** offer a way for the teacher to give learners the opportunity to 'show off' the skills they have acquired whilst undertaking study within the content areas covered by the file. (pages 20–33)

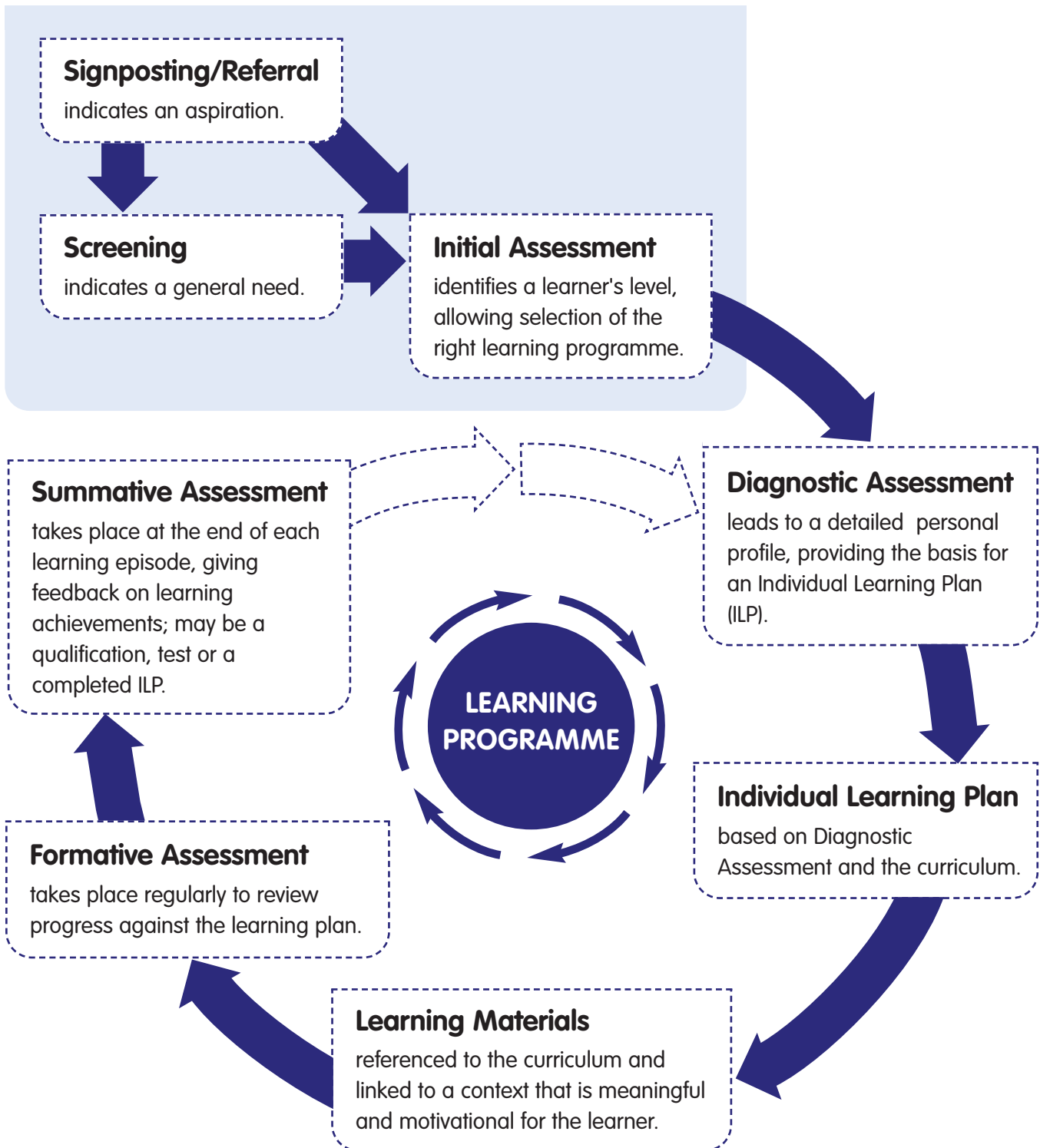
- **Source material** is a 'real-life' collection of documents: forms to fill in, notices to read and so on. It offers authentic work-based resources that are used as a point of reference and as a focus for skills development. They can readily be adapted or enhanced to reflect the needs of learners and the specific vocational setting. (pages 35–92)
- **Glossary** The third element is a glossary for learners, containing relevant vocational and literacy/numeracy terms used in the file. (pages 93–97)

The following sections contain the main substance of the file – the *modules* around which the resources are built. These represent the main content subdivisions.

The final section (Monochrome masters) contains black-and-white versions of the Learner materials. These have been screened at a dot size that optimises their clarity when photocopied. The black-and-white versions include all the Source material and Learner materials, but not a repeat of the Audio scripts or Answers. If these are required, they should be copied from the section at the end of each module.

The 'learning journey'

The diagram below and the following definitions show the key stages in the 'learning journey' for adults with *Skills for Life* needs. For more information on *Skills for Life* assessment tools being developed see the next section overleaf.



The various stages of the learning journey are defined in many different ways. The Department for Education and Skills uses these definitions:

Signposting/Referral

Individuals are 'signposted' when they are given information on where they can find further information, advice, guidance or learning provision. The individuals act on their own behalf to follow this information up. Individuals are 'referred' when they are transferred to a source of more in-depth information, advice, guidance, related services or learning provision. This process is mediated by the adviser, who makes an appointment for the client or gives the client's details to a provider. Referral always requires the client's permission. The adviser then contacts the agency to ensure that the referral has taken place. The first unit of the Level 2 Adult Learner Support Qualification provides ideal training in Skills for Life awareness and signposting.

Screening

Screening is the process of assessing whether an individual has a literacy, language or numeracy need. It should be used to identify learners who might benefit from more in-depth assessment. Screening usually takes around 10 minutes. Screening must be administered by a practitioner trained in the use of the screening tool. The Level 2 Adult Learner Support Qualification equips candidates with these skills.

Initial Assessment

Initial assessment identifies a learner's skills against a level or levels within the National Standards. It should be used to help place learners in appropriate learning programmes at an appropriate level. It is usually followed by detailed diagnostic assessment. Learners may have different levels of reading, writing, numeracy and language skills. The process may take around 30 minutes. Initial assessment should be administered by a practitioner trained to at least Level 3 with the support of a Literacy/Numeracy/ESOL specialist teacher.

Diagnostic Assessment*

Diagnostic assessment identifies a learner's strengths and weaknesses and highlights any skills gaps. It helps provide a detailed learner profile against the standards and curriculum documents and should also be used to inform and structure a learner's individual learning plan (see below) to use as a basis for a programme of study. This process takes several hours and should be carried out as part of a learner's learning programme.

Individual Learning Plan (ILP)

An individual learning plan is an outcome of initial and diagnostic assessment. It sets out the learner's plan to learn, a timetable for learning, ways of learning and resources required. ILPs are compiled, reviewed and developed by the specialist teacher in consultation with the learner.

Formative Assessment*

Formative assessment helps both learner and teacher to review progress and is a central part of the learning process. It will take place during a learning programme on a regular basis. It helps learners and their teachers to identify progress in relation to the learning plan. Progress should be recorded and new learning goals identified.

Summative Assessment*

Summative assessment provides evidence of what a learner has achieved at the end of each learning episode. It provides feedback to a learner and teacher on achievements in relation to the standards and curriculum documents. Summative assessment may take the form of a record of achievement, a unit of qualification, a whole qualification or a test.

* Ongoing Diagnostic, Formative and Summative Assessments should be carried out by a Literacy/Numeracy/ESOL specialist teacher.

Other related initiatives

The Additional *Skills for Life* Assessment Tools project

This project is contributing to the development of the *Skills for Life* learning infrastructure through creating new, dedicated ESOL screening and initial assessment tools and expanding the range of existing tools, materials and guidance for screening and initial assessment to cater for a wider range of contexts and learners. It has developed/is developing the following:

- ESOL screening and initial assessment tools
- ESOL exemplification for speaking and listening, reading and writing
- Two leaflets aimed at ESOL learners to explain the new *Skills for Life* ESOL qualifications
- Generic workplace assessment tools
- The addition of individual learning plans (ILPs) to the existing on-screen diagnostic assessment tool
- On-screen interactive versions of the screening and initial assessment tools
- Guidance on good practice in screening and initial assessment
- An item bank that can be used to recreate tests to help learners practise exams for Literacy/Communication, Numeracy/Application of Number and ICT at Levels 1 and 2. Visit: www.itembank.org.uk
- Generic screening and initial assessment tools
- Sector-contextualised assessment tools for:
 - Health and Social care
 - Retail
 - Facilities management
 - Passenger transport.

For the latest information on which materials are available to order, please visit:

www.dfes.gov.uk/readwriteplus

To get involved with the trials of assessment tools in development, please visit:

www.toolslibrary.com

The *Success for All* strategy

Success for All is the change programme designed to transform quality and responsiveness across the learning and skills sector. *Success for All* has been developed by the Department for Education and Skills (DfES) and the Learning and Skills Council (LSC). The strategy has four main elements:

- Theme 1 – Meeting needs, improving choice
- Theme 2 – Putting teaching, training and learning at the heart of what we do
- Theme 3 – Developing the leaders, teachers, trainers and support staff of the future
- Theme 4 – Developing a framework for quality and success.

Theme 2 is being led by the DfES Standards Unit. It aims to identify and disseminate good practice and innovative teaching and learning approaches in twelve priority curriculum areas in three phases:

- Phase 1 consists of construction, business, Entry to Employment (E2E), and science. New teaching and learning resources in these areas were disseminated in autumn 2004.
- Phase 2 consists of health and social care, ICT, land-based studies and mathematics. New teaching and learning materials in these curriculum areas were disseminated in September 2005.

To support providers in embedding the new teaching and learning approaches the Standards Unit is providing national free training in coaching for teachers and trainers who have been nominated as Subject Learning Coaches by their managers. The programme is designed to provide professional training so that Subject Learning Coaches can work confidently with colleagues.

- Phase 3 consists of adult and community learning, engineering, and modern foreign languages. New teaching and learning materials in these curriculum areas are planned to be disseminated nationally in September 2006.

In addition, teaching and learning resources across the above curriculum areas are being mapped for use in initial teacher training as part of the Standards Unit's support in developing teachers, trainers and managers. All of the materials have been tested and evaluated by practitioners in realistic settings across the learning and skills sector.

Visit: www.successforall.gov.uk for more details and to find out how to order materials.

Skills for Life learning materials for literacy, numeracy and ESOL

The immediate precursor to this project was the development of a wide range of generic *Skills for Life* learning materials, as part of the new national learning infrastructure. These materials and teachers' guides are high-quality literacy, numeracy and ESOL resources closely mapped to the adult core curricula at all levels from Pre-entry up to and including Level 2. The materials are generic, but relate to real-life contexts. These resources are referred to in the Teacher notes in this file, as a source of supplementary back-up resources that can be used to reinforce specific LLN learning points. The resources can be accessed via: www.dfes.gov.uk/readwriteplus

The Move On project

Move On is a strand of *Skills for Life* that focuses on people improving their literacy and numeracy skills to Levels 1 and 2 and gaining a national qualification by enabling them to take the National Tests. (The links between these resources

and the National Tests are explained in more detail on page 8.) *Move On* challenges the notion that widening participation in learning is best achieved by 'hiding' basic skills provision in other activities and offers a direct approach to promotion, recruitment and delivery. It provides a staged approach to embedding *Skills for Life* provision in other courses and activities. 'Get On' at work is used to promote this opportunity with employers.

The *Move On* project is funded by the Skills for Life Strategy Unit of DfES to extend this approach across the country. Its aims are to:

- Encourage more adults to brush up their English and maths skills and achieve a national qualification by taking the National Tests in Adult Literacy and Numeracy at Levels 1 and 2
- Disseminate the *Move On* approach and give support to organisations wishing to adopt it
- Develop resources and models of recruitment and delivery for different settings and client groups, and work with stakeholders to adopt them.

Visit www.move-on.org.uk for more details and to order, download or use on line a wealth of resources including:

- Nine sets of practice tests on paper and CD and a mini test to inform screening
- Guidance on becoming a test centre and a digest of different awarding bodies' offers and fees
- Promotion resources: scratch cards, leaflets, posters and screensavers
- Preparation for testing session plans and materials for tasters and courses.

Embedded learning: teaching and learning methodologies

The teacher

The material in this pack has been written to enable its use by vocational teachers, preferably with, but possibly without, literacy, language and numeracy specialist support. The resources may also be used by literacy, language and numeracy specialists working alongside vocational specialists. Clearly, it is also assumed that vocational teachers using the materials will have been trained in literacy and/or numeracy support, ideally using the Certificate for Adult Literacy/Numeracy Subject Support Level 3 or its equivalent. This course should cover the following:

- knowledge and understanding of the Adult Literacy and Numeracy Core Curricula and the Adult ESOL Core Curriculum
- detailed knowledge of and familiarity with how the curriculum documents are organised and used
- knowledge and understanding of *Access for All*
- detailed knowledge of the literacy, language and numeracy demands of their vocational area and the impact this is likely to have on teaching vocational skills
- knowledge of the mapping of the National Standards for their occupational area
- an understanding of how the Adult Literacy and Numeracy Core Curricula support the development of Key Skills
- an understanding of personal and social barriers to learning and how to support learners
- knowledge of and ability to use a range of support strategies, materials and resources
- knowledge of a range of strategies to support learners with learning difficulties and disabilities
- knowledge of a range of strategies to support ESOL learners
- the ability to match teaching to learning styles and use a range of teaching styles
- knowledge of how to recognise and use good-quality embedded learning materials
- knowledge of nationally recognised literacy, language and numeracy qualifications for learners.

It would also be useful to have the following:

- the ability to assess learners for literacy, language and numeracy needs, record this assessment in an ILP and refer learners for further assessment if required
- the ability to review learners' progress against literacy, language and numeracy objectives and amend ILPs appropriately
- the ability to amend existing materials used in order to develop embedded materials. In addition, it is assumed that teachers will be familiar with and able to employ a range of **teaching methodologies** and **teaching aids**, including the following:
 - group teaching, where learners work as a single group or a number of small groups, encouraging all learners to participate fully, including those with known learning difficulties and ESOL needs
 - one-to-one teaching, focused on an individual learner's learning needs, aimed at accommodating 'spiky' learning profiles
 - teaching that takes account of a range of learning styles, principally visual, auditory and kinaesthetic
 - teaching of speaking and listening skills, where vocationally appropriate
 - teaching of practical skills, i.e. specific vocational skills
 - support for learners' practising of newly acquired vocational skills, aiming to develop confidence and independence
 - guided discussion relating to specific vocational issues and achieving a consensus of views on good practice
 - use of audio-visual aids such as OHT, flipchart, whiteboard, interactive whiteboard, CD/audio tape, video
 - use of ICT to enable learners to research and present work.

The learner

The material in this pack is intended to offer literacy and numeracy teaching support for learners on a specific programme of learning leading to an NVQ or other relevant qualification. It is not intended to replace learning support. It is assumed that learners will have undergone some form of assessment prior to commencing this programme of learning:

- to identify vocational knowledge and skills
- to identify, via initial assessment, literacy, language and numeracy skill levels
- to identify any specific issues or barriers that may impact on learning, e.g. transport, childcare
- to identify any specific learning needs that may impact on learning or that may require support
- to identify and describe specific support needs.

Programmes of learning are all required to have some capacity for incorporating support for learners with ‘spiky’ learning profiles, including those learners who:

- have more or less prior knowledge and experience of occupational skills
- may be dyslexic
- may have ‘patchy’ reading and writing skills
- may have more or less expertise in speaking and listening skills
- may have ‘patchy’ numeracy skills or more or less experience in the specific numeracy skills required
- have ESOL needs
- would benefit from activities that extend skills beyond the specific requirements of the learning programme.

It is the vocational teacher’s responsibility to differentiate teaching to accommodate learners’ needs, within reason. It is assumed that any learner whose needs cannot reasonably be accommodated within the main learning programme will be referred for and receive appropriate support. This support will need to be provided by staff with appropriate expertise.

Whilst the Teacher notes for these learning materials give suggestions for differentiating learning to accommodate learners with ‘spiky’ learning profiles, it is outside the scope of the materials to provide a fully differentiated programme. For instance, reading skills in these materials are developed mainly at Entry 3 and Level 1. Learners whose reading skills are at Entry 1 or Entry 2 will benefit from the learning programme if offered carefully targeted, in-class support.

Issues affecting learning

Dyslexia

Learners who are dyslexic may or may not know about it. Estimates suggest that as few as a quarter of dyslexic learners are officially identified during their years in statutory education, though this situation varies across the country. It is quite likely therefore that teachers will come across learners who are actually dyslexic though they have not been recognised as such or given specific support for their dyslexia. Suggestions for supporting dyslexic learners described in the Teacher notes are good practice for all learners and can safely be used with any learner experiencing the difficulties described, irrespective of whether they have been officially identified as being dyslexic. Any learner showing significant difficulties with the aspects of literacy or numeracy described in the Teacher notes (*If the learner has difficulty* section), particularly where there is some suspicion of dyslexia, should be referred for specialist diagnosis and support.

Other learning difficulties and disabilities

Sensory: learners may have visual or auditory skills difficulties that affect learning. Learners may need to develop strategies to perform occupational skills and meet the requirements of the workplace. You will need to take specialist advice about appropriate support in the learning programme and strategies for the workplace.

Physical: learners may have physical difficulties that affect learning, particularly of practical skills. Learners may need to develop strategies to perform occupational skills and meet the requirements of the workplace. You will need to take specialist advice about appropriate support in the learning programme and strategies for the workplace.

English for Speakers of Other Languages (ESOL)

This section contains a brief explanation of the needs of ESOL learners, and an introduction to the range of teaching and learning strategies that have been developed to address them. It should also be pointed out that with the exception of the Effective Communication for International Nurses files, the project is not fundamentally for ESOL

learners. Where the files feature suggestions for ESOL learners, these are intended as a starting point for awareness rather than as a comprehensive approach. In the hands of experienced ESOL teachers, a lot of effective learning activities will be possible. In other contexts, teachers should be aware of the possibility that learners may well need to be referenced to specialist ESOL support.

The term ESOL is used to refer to learners who live in the UK but whose first language is not English. With very few exceptions, they will have been born in a non-English speaking country and the majority will have come to the UK as adults or teenagers.

ESOL learners vary greatly in terms of country of origin, languages spoken, length of time in the UK, educational background, and employment experience. Like other learners on vocational courses, some will have little or no work experience and others may be re-training. However, unlike other learners, some of the ESOL learners who are re-training may be professionals who cannot work in their profession in the UK (e.g. lawyers). Others could be already experienced in the vocational area they are studying, and so be familiar with the vocational content of the course, but need help with the language and the cultural context.

It is outside the scope of these learning materials to provide a full English language skills development programme. As a starting point however, the paragraphs that follow offer a brief introduction to the difficulties that ESOL learners face, and strategies for addressing them. The Teacher notes in the materials highlight particular ESOL issues that may cause difficulties for learners in this sector.

Difficulties experienced by ESOL learners

The difficulties experienced will vary according to a learner's situation. For example:

- A learner who has been in the UK a long time and picked up English informally may listen and understand well and speak fluently, but have difficulty with reading and writing.

- A learner with a good educational background may have learned English by formal methods in school. This learner may read and write well, but have difficulty with listening and speaking.
- A learner whose own language is written in a different script may have difficulty with reading and writing, but have literacy skills in their own language that they can transfer to English.

Other learners may be different again, and it will be necessary to find out about the learner's situation before analysing needs.

Specific areas of difficulty

Reading

- 'Everyday' vocabulary as well as specialist vocabulary can cause problems, e.g. relating the word 'length' to the word 'long'; key phrases like 'except for' when reading instructions.
- Grammar can cause problems, e.g. use of the passive in instructions – 'hard hats must be worn', compared with 'people must wear hard hats'.

Listening

- As with reading, 'everyday' vocabulary can cause problems.
- Learners may have real difficulty understanding the informal spoken language used by their colleagues or clients, e.g. care workers dealing with elderly British people.

Writing

- Grammar may be an issue, e.g. writing reports needs accurate use of the past tense.

Speaking

- Learners may not be able to use key phrases with enough fluency.
- Learners may be incomprehensible when they say longer words, because they do not stress the words properly.
- Learners may sound rude when they don't mean to be, because their intonation is different from that of English people.

Stress is the emphasis put on certain syllables. For example, we say '*em*ergency', not '*e*mergency'.

Intonation is the rise and fall of the voice (the tune). In English, a change in intonation can change the impression given, e.g. of politeness or rudeness.

Numeracy

- Some learners may be good at numeracy, but not be able to express concepts in words, e.g. comparatives – 'X is 2 cm longer than Y'.

Culture

- Some learners may lack basic information about the British system, e.g. the NHS; the fact that there are Health and Safety laws.

How to help

Problems with vocabulary

- Encourage learners to see vocabulary (lexical items) as meaningful phrases rather than single words, e.g. 'in accordance with' is a whole item, and talking about the meaning of the word 'accordance' on its own is confusing.
- Show learners how to look up phrases in dictionaries using the key word, (e.g. look under 'accordance' to find 'in accordance with'). Help them to pick the right meaning for the context. Encourage their use of bilingual dictionaries, but try where possible to make sure the dictionary they use is not too basic.
- Don't ask ESOL learners to write their own definitions of words and phrases. You could write your own definitions, then ask the learners to match the definitions to the words or phrases.
- To make meaning clear, try mime, visuals or lots of examples of the use of the new vocabulary in a similar context to the one in which they met it.

Problems with grammar

- Find a good self-help grammar book for learners to use or to get ideas for your own teaching. Particularly useful for learners on vocational courses are those books with sections on past tenses, passives, conditionals, comparatives and superlatives.

Problems with formal and informal language

- Make time to examine informal phrases learners might hear from colleagues or clients (e.g. 'I'm feeling out of sorts', 'this machine's knackered') and re-phrase them in your own or the learners' own words.
- Discuss with learners the type of person who is likely to use the phrases, e.g. an elderly person or a young person. Discuss with learners whether they only need to understand the phrases or if they are phrases it would be appropriate to use themselves.
- Discuss with learners any connotations the phrases might have, e.g. 'he's going round the bend' is considered insulting, and although care workers might hear it said, it would be unprofessional for them to use it.

Problems with speaking

- Learners may not be fluent in utterances they need to use in their work, e.g. 'How can I help you?' in customer service. They can develop fluency by listening and repeating selected utterances from a taped dialogue. They should listen to the whole dialogue at least twice, then listen and repeat selected parts of the dialogue.
- ESOL learners may find it difficult if they are asked to role-play a situation immediately after listening to a dialogue on tape. Selective repetition from the tape can be a useful interim stage.

- If learners cannot pronounce key vocabulary comprehensibly, demonstrate which syllable is stressed. You can mime this by saying the word and bringing your hand down on the stressed syllable, or you can write the word and underline the stressed syllable (or both).
- To help learners sound polite or interested, take a key utterance and mime the intonation pattern by moving your hand up and down to show the 'tune'. Learners need to repeat key utterances, trying to get the intonation right, e.g. 'Is everything all right?' in the catering industry.

Lack of experience of the cultural context

- If learners lack experience of the British system, for example 'Entry to Employment' or 'Jobseeker programme', try to draw on their experience of the systems of their own countries and encourage them to make comparisons. Try to encourage an atmosphere where the ESOL learners learn about the British system at the same time as other learners in the group get an insight into the cultures the ESOL learners come from.

Background information

National Occupational Standards (NOS) and National Vocational Qualifications (NVQs)

National Occupational Standards (NOS) are standards of knowledge, understanding and performance laid down by a specific sector (for example, construction). They are used as the basis for development of a wide range of qualifications in a range of subjects and levels. Most NOS are developed and held by Sector Skills Councils such as the Construction Industry Training Board (CITB ConstructionSkills). For example:

- CITB ConstructionSkills has National Occupational Standards that cover a range of about 22 Construction occupations, including Trowel occupations, Decorative occupations and Scaffolding.
- These are at 5 levels, from Level 1 to Level 5.
- There are 67 units in the Level 2 standards for Construction.

These National Occupational Standards are then used to define National Vocational Qualifications and other qualifications (such as proficiency certificates) by a process of specifying mandatory and optional units from the NOS. So any qualification is made up of a specified number of units, including mandatory and the required number of optional units. These units are delivered within the chosen context (e.g. Trowel occupations), developing the specific skills required by this context. For example:

- Social care has 45 units in the standards, held by TOPSS (Training Organisation for Personal and Social Services).
- The NVQ Level 2 in Social care requires 4 core units, plus 2 optional chosen from a range of 41 units (to reflect the learner's work situation) taken from the NOS.

Note that some occupational settings share standards, for example the same customer service standards occur in Leisure, Retail and Hospitality.

To keep their application as wide as possible, the referencing in all the files of this project that address vocational content is to the NOS.

Adult Core Curriculum documents

The Adult Literacy and Numeracy Core Curricula define and describe the literacy and numeracy skills required by adults at a range of levels: Entry 1, Entry 2, Entry 3, Level 1 and Level 2. Print versions of the curricula documents can be obtained from Prolog using the phone number shown on the back cover of this file. Interactive versions of the curricula, which are cross-referenced to *Access for All*, can be downloaded via www.dfes.gov.uk/readwriteplus.

These documents list skills at each level, grouped into:

literacy: reading, writing, speaking and listening

numeracy: number, measures, shape and space and handling data.

Each of these sections is subdivided, with detailed definitions of the specific skills required and descriptions of how they can be taught. Each skill has a unique reference code, described elsewhere in this document. In addition to these two documents, there are the following:

Adult pre-entry curriculum framework: this framework sets out the entitlement to learning literacy and numeracy for adults with learning difficulties and/or disabilities who have not yet reached Entry 1 in the Adult Literacy and Adult Numeracy core curricula. It has been organised as a series of eight milestones.

Adult ESOL core curriculum: this defines and describes the literacy skills required by English for Speakers of Other Languages.

Access for All: this offers guidance on making the adult literacy and numeracy core curricula accessible to the whole range of learners, including those with disabilities and/or learning difficulties.

LSC funding guidance

The LSC has issued guidance on funding embedded literacy, language (ESOL) and numeracy provision. The following is an extract from that guidance:

Funding Embedded Literacy, Language (ESOL) and Numeracy Provision

For the purposes of this briefing note, embedded teaching and learning is defined as follows:

“Embedded teaching and learning combines the development of literacy, language (ESOL), and numeracy with vocational and other skills. The skills acquired provide learners with the confidence, competence and motivation necessary for them to succeed in qualifications, in life and at work.”

Embedded basic skills combines the delivery of literacy, language (ESOL) or numeracy learning aims with other learning aims. There is no single learning aim recognised as an embedded basic skills learning aim, and the Council does not recognise this concept for funding purposes.

It follows that *embedding basic skills is an approach to curriculum delivery* and involves at least one vocational learning aim and one basic skills learning aim. What is required therefore is that the teaching and learning of both the vocational and the basic skills learning aims is acknowledged and recorded.

Funding Embedded Basic Skills Provision

For funding purposes, an embedded approach requires two or more learning aims to be in place – one for the vocational programme and the other for the additional literacy, language (ESOL), or numeracy programme. Learners will be enrolled on both of these learning aims, and funding will be drawn down accordingly. Only the basic skills learning aim will be eligible for the 1.4 programme weighting uplift. The vocational learning aim will be paid at the usual programme weight for that subject.

There is a generally held misconception that provided at least 50 per cent of a course comprises basic skills, then the 1.4 uplift would apply to the whole course (sometimes referred to as the “50 per cent rule”). This is not the case; each learning aim receives its related programme weighting.

Where learners are following multi-learning aim programmes that include basic skills learning aim(s), they may be eligible for the basic skills disadvantage uplift. Annex F of the Funding Guidance for Further Education in 2004/05 describes in detail how to determine when a basic skills learner is entitled to the disadvantage uplift.

Recording Embedded Basic Skills Provision

The teaching and learning of both the vocational and the basic skills learning aims should be recorded. The Individualised Learner Record (ILR) should contain a separate learning aim record for each learning aim. The learning aim reference (field A09) determines the appropriate programme weighting, as identified by the Learning Aim Database. The start and planned end dates (fields A27 and A28) plus the number of guided learning hours (field A32), will determine the size of each learning aim and the overall learning programme. Where basic skills are embedded within a vocational learning aim, the overall size of the learning programme must be greater than the vocational learning aim delivered in a traditional manner, that is on its own.

Register detail will confirm that the teaching has been delivered for both (or all) learning aims involved in the programme.

This information was issued by the Learning and Skills Council in August 2004 to supplement the 2004–05 Funding Guidance for FE. For further information and to see the Funding Guidance for 2005–06 (published March 2005) please visit the LSC’s website:

www.lsc.gov.uk

or call 0870 900 6800 for publication enquiries.

© LSC August 2004 Published by the Learning and Skills Council.

Extracts from this publication may be reproduced for non-commercial educational or training purposes on condition that the source is acknowledged and the findings are not misrepresented. This publication is available in electronic form on the Learning and Skills Council website: www.lsc.gov.uk

Publication enquiries: 0870 900 6800

Ref: LSC/AA000/1191/04

Introduction to *Hairdressing*

The purpose of these learning materials is to develop the specific literacy, language and numeracy skills that underpin Hairdressing. There is much evidence to suggest that specific literacy, language and numeracy skills are required in order to achieve a vocational qualification in this area of work and to operate effectively within the workplace. Good literacy, language and numeracy skills are also required in order to progress within the workplace and to access further training.

Facts

- A worker needs to be at Level 2 to qualify for most jobs.
- You need literacy, language and numeracy skills at least at Level 1 at the beginning of an NVQ Level 2 course to make best use of it.
- Much workplace health and safety information requires reading skills at least at Level 2. This also applies to work instructions, quality instructions and documents, information on new procedures and so on.

Source: *Basic Skills are Union Business*, Basic Skills Agency

Rather than set about the impossibly large task of developing the full range of literacy, language and numeracy skills as described in the Adult Core Curricula, this project prioritises those skills that have been identified as playing a key role in occupational requirements. This allows teachers to provide a clear rationale to learners for literacy, language and numeracy skills development within their vocational training.

In the same way that we cannot set out to cover all literacy, language and numeracy skills, it would not be realistic to set out to provide full coverage of all the training requirements of the Level 1 and Level 2 qualifications in Hairdressing, as described in the occupational standards. Instead, aspects of the training that place a particular demand on literacy and/or numeracy skills have been prioritised. Again, this will confirm to learners that these particular literacy, language and numeracy skills are an absolute requirement in order to perform occupational tasks correctly.

Prioritisation of skills

The first step in identifying the specific literacy, language and numeracy skills to be developed in these materials was the mapping of the literacy and numeracy standards to the National Occupational Standards for Hairdressing at Level 1 and Level 2.

This shows broadly that the following levels of literacy, language and numeracy are required:

Literacy skills

- Reading – Level 2
- Speaking and listening – Level 2
- Writing – Level 1

Numeracy skills

- Number (some aspects) – Level 2
- Measure (some aspects) – Level 1
- Interpreting data (some aspects) – Entry 3

The next step was to prioritise the aspects of the training where there was most perceived need for development of sound literacy, language and numeracy skills. This was done in consultation with a range of representatives from the sector, including Habia (the lead training body for the sector), deliverers of training, sector experts and employers.

The outcomes of this content review were then broken down into a logical module structure:

Module 1: Reception

Module 2: Stylist and client

Module 3: Using products

Module 4: Working safely in the salon

Module 5: Giving a good impression

The coverage that resulted indicates the priorities identified. It offers a sound basis for effective development of a range of occupational skills as well as transferable literacy, language and numeracy skills. It should be stressed again that the materials do not aim to provide full coverage of either the NVQ, the Learning Support Pack or the Adult Literacy and Numeracy Core Curricula. These learning materials are designed to supplement existing vocational learning

materials, either commercially available or centre-designed.

It should be noted that NOS are reviewed on a three-yearly cycle – this may impact on NOS references. Attempts will be made to update materials as appropriate.

Module structure

All the modules have a common structure. The first page is intended for use by the teacher: it outlines the content for the module and repeats the relevant content coverage chart. The second page repeats this information, in a way that is relevant to the learner perspective. It outlines the main *themes* in the module, and indicates the relevant pages for each theme. The first of a sequence of themes is then presented. Each theme consists of a sequence of *Teacher notes*, *focus* and *task* pages.

- **Teacher notes** Teacher notes are provided for both the focus and task pages that follow. These offer a wide range of information, advice and guidance on the materials and how to present them. The notes form a critical part of the interpretation of the materials.
- **Focus pages** These pages have been written to provide a vocational teaching focus with embedded development of a particular literacy,

language and numeracy skill or set of skills. It is intended that much of the teaching – both vocational and literacy, language and numeracy – is developed from the focus pages and that all aspects of the topic are considered in an integrated way. It is also intended that the focus page will act as a memory aid or focus for revision for learners.

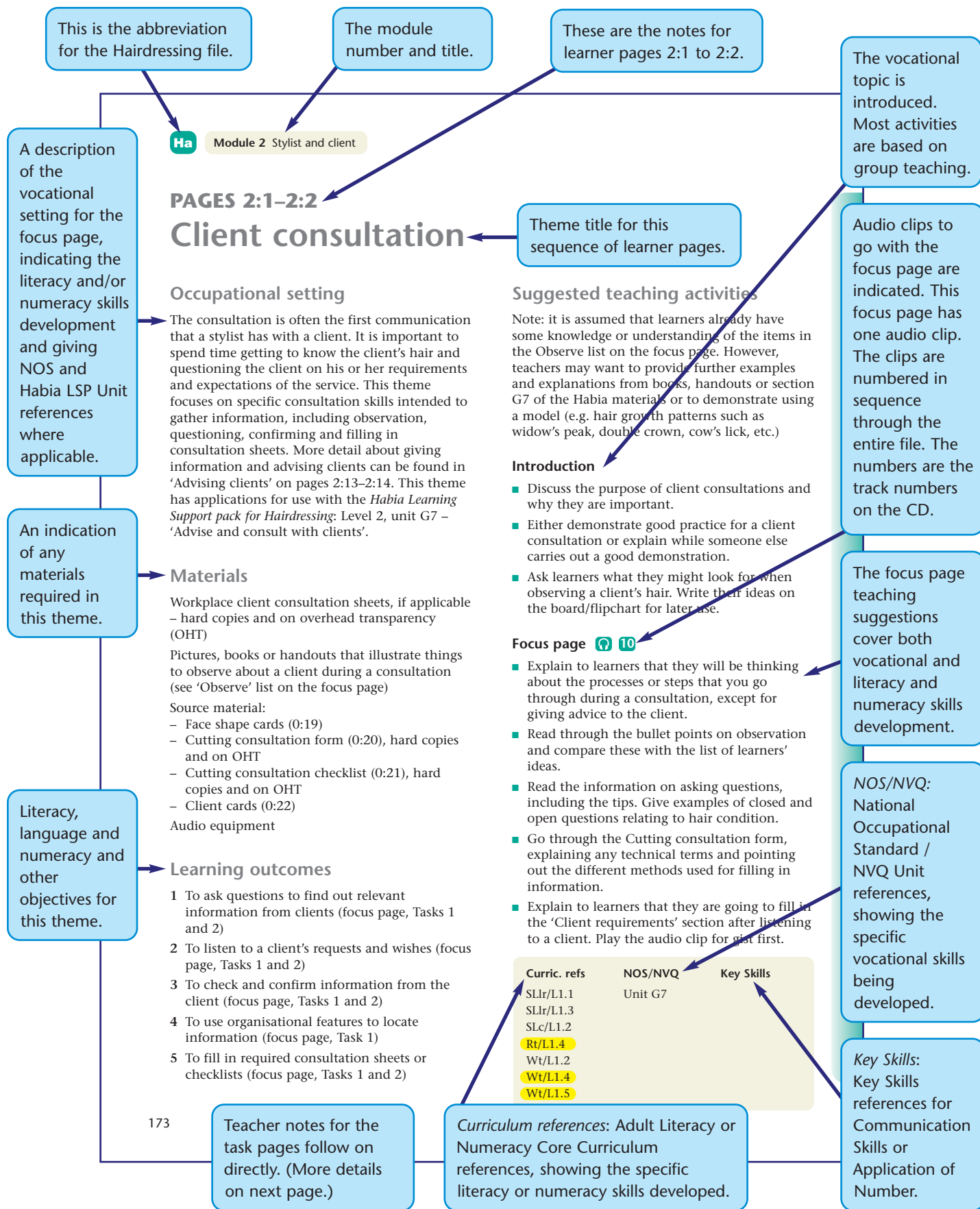
- **Task pages** Each focus page is followed by at least one page of tasks. These offer learners the opportunity to develop and practise the specific literacy, language and numeracy skills outlined on the focus page. It is important to note that these tasks are *not* designed for independent completion by learners, but as a vehicle for teaching and guided practice of skills.

And finally, at the end of each module:

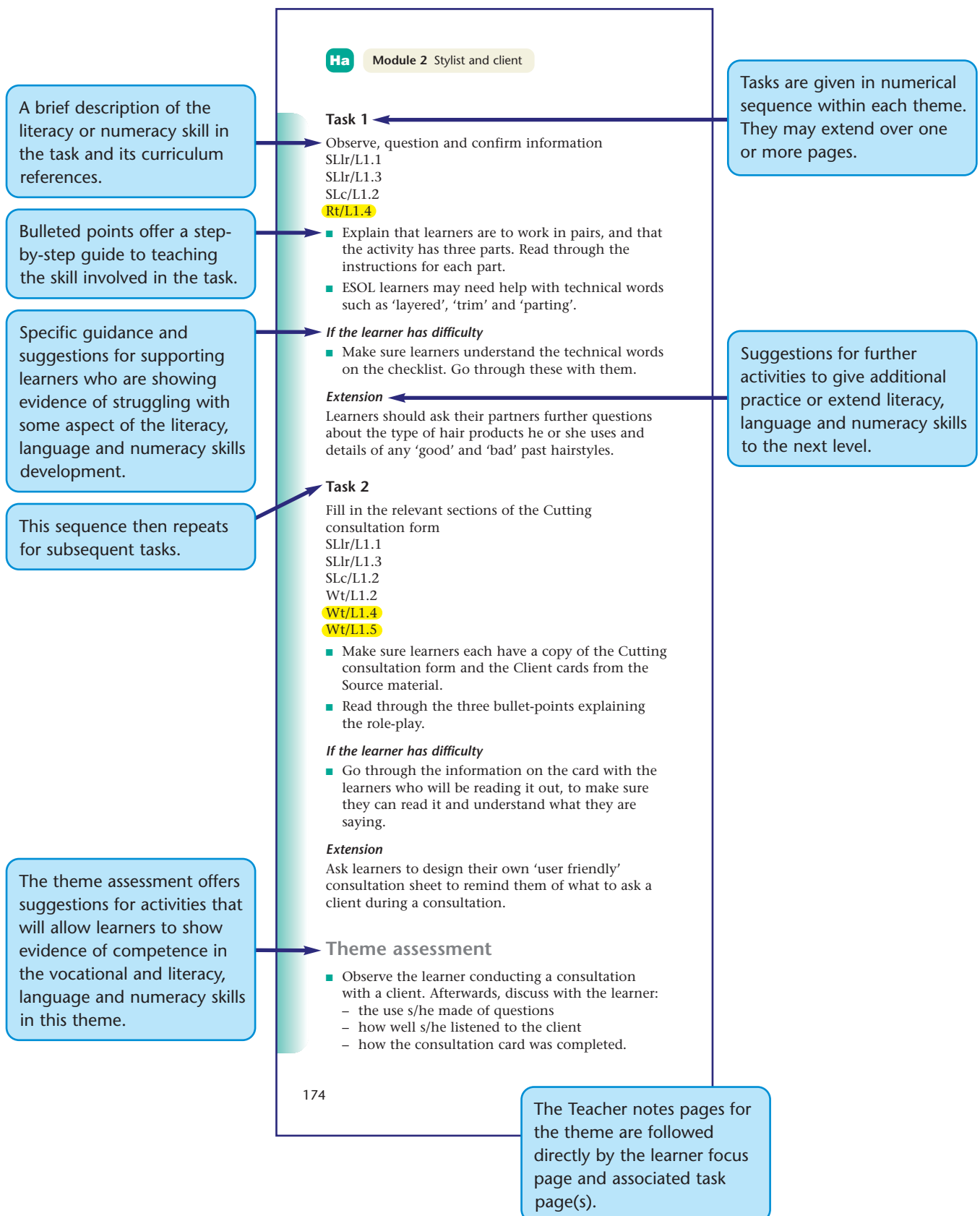
- **‘Check it’ skills tests, Audio scripts and Answers** are presented. The tests are modelled on the national literacy and numeracy tests. The Audio scripts present the audio clips in text form. Responses for all questions that have specific answers are collected together at the end.

The key on the following pages offers an explanation of the main features of the Teacher notes, focus and task pages.

Guide to Teacher notes layout



Guide to Teacher notes layout (task pages)



Guide to focus page layout

This is the Hairdressing file.

There are five modules in this file.

This is the module title.

This is the module number and page number within the module.

Ha

Module 2 Stylist and client

Ha

2:1

Client consultation

The title indicates the main content for the theme.

Focus


This indicates that this is a discussion-based focus page.

Try this

Fill in the Cutting consultation checklist from the Source material for a round-faced client with a double crown who has short, dry, coarse hair.

Tips

- Closed questions will result in short answers such as 'yes' or 'no'.
- Open questions will result in explanations or descriptions.



Observe

- hair condition
- texture
- scalp condition
- face shape
- hair growth patterns/natural partings
- hair length
- present style (in case the client wants to keep it the same).

Question

- closed questions
- open questions

When did you last wash your hair?

How do you decide when to wash your hair?

Record

- What information is required?
- Where should it go?

Check

- Repeat.
- Confirm.

Tip

Make sure you know what the headings mean.

Try this

Listen to the client. Make a note of how she wants her hair cut and styled.

You will need to be familiar with *your* consultation form. Look for the use of:

- headings (telling you what information to put where)
- tick boxes
- lines, spaces or large boxes to write in information.

Tip

Make sure you know what the headings mean.

177

Try this

Listen to the client. Make a note of how she wants her hair cut and styled.

All the pages in the file are numbered consecutively to enable accurate replacement.

This audio icon indicates that an audio clip accompanies this focus page. The numbers are the track numbers on the accompanying CD.

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

10

177

Guide to task page layout

This indicates that this is an activity-based task page.

The tasks are numbered consecutively within a theme.

Ha Module 2 Stylist and client
Ha 2:2

Client consultation

Task

Task 1

Work with a partner.

- 1 Observe your partner's hair and face. Fill in the Cutting consultation checklist from the Source material.
Swop over and repeat the activity.
- 2 Ask your partner one closed question and one open question about the condition or style of his/her hair.
Write the questions and replies in the speech-bubbles below.
Swop over and repeat the activity.

Question 1 – closed

Reply

Question 2 – open

Reply

- 3 Use your partner's replies to repeat and confirm the information to him or her.
Swop over and repeat the activity.

Task 2

Role-play part of a consultation with a partner. One person is the stylist and the other is the client. You will need the Client cards and a Cutting consultation form from the Source material.

- The client chooses a Client card and reads the information on it to the stylist.
- The stylist uses this information to fill in the 'client requirements' section of the Cutting consultation form.
- Swop roles and repeat the role-play with a different Client card.

178
Speak and listen to clients and record information.
SLIr/L1.1; SLIr/L1.3; SLc/L1.2; Rt/L1.4; Wt/L1.2; Wt/L1.4; Wt/L1.5

Tip

Check what sort of information is required on the checklist.

Tip

Use the Cutting consultation form from the Source material to help you think of questions.

Remember!

- Closed questions → short answers.
- Open questions → more explanation or description.

Most pages contain boxes that feature explanations or tips.

Tip

Check and confirm the information.

Task pages feature a brief explanation of objectives.

References to the adult curriculum are given.

Curriculum coverage grids

The curriculum coverage grids on the following pages will help you to identify where and when to incorporate these materials. They are laid out as shown in Figure 1 below.

Figure 1

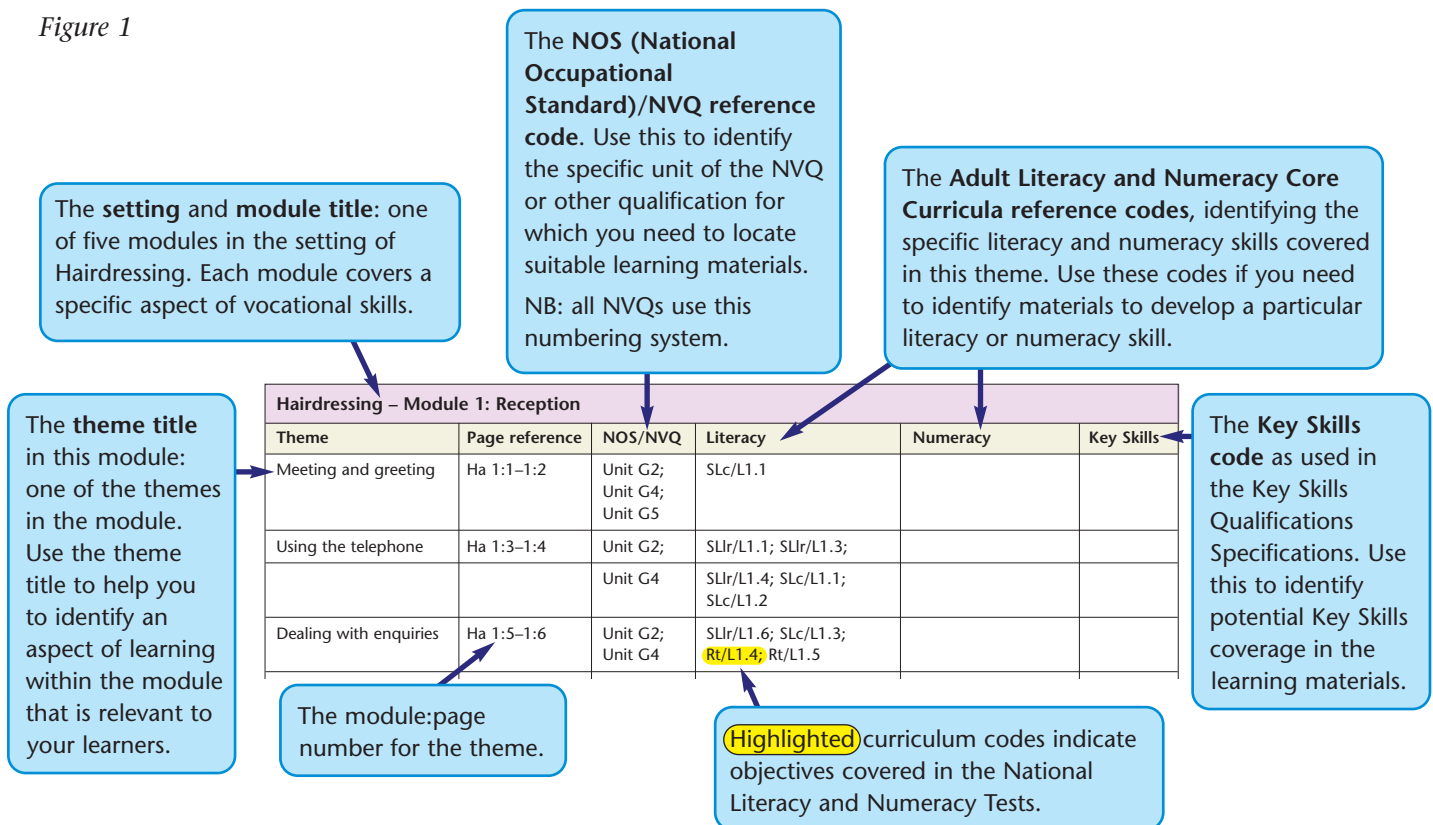


Figure 2 offers a brief explanation of what the curriculum references mean.

Figure 2

Curriculum area	Detailed element	Curriculum reference
Speaking and Listening	Listen and respond Speak to communicate Engage in discussion	SLlr SLc SLd
Reading and Writing (Text focus)	Reading comprehension Writing composition	Rt Wt
Reading and Writing (Sentence focus)	Grammar and punctuation Grammar and punctuation	Rs Ws
Reading and Writing (Word focus)	Vocabulary, word recognition and phonics Spelling and handwriting	Rw Ww
Number	Whole numbers Fractions, decimals and percentages	N1 N2
Measures, Shape and Space	Common measures Shape and space	MSS1 MSS2
Handling Data	Data and statistical measures Probability	HD1 HD2

A typical entry (for example, the objective 'Use a calculator to calculate efficiently using whole numbers, fractions, decimals and percentages') is N2/L1.11. The codes after the '/' indicate the level of the curriculum objective, which can range from Entry 1, 2 and 3 through to Levels 1 and 2. The final number simply indicates the objective's position in the sequence.

A full explanation of the curricula and how they are organised is given in the Adult Literacy Core Curriculum and the Adult Numeracy Core Curriculum, both of which can be accessed via www.dfes.gov.uk/readwriteplus

Links to the National Tests in Adult Literacy and Numeracy

As mentioned above, the highlighted curriculum objectives in the Curriculum coverage grids indicate the content objectives of the National Tests that are addressed within the scope of this file. It should be emphasised however that these are only indicative, and are subject to change. The chart that follows the main grids gives similar guidance on content areas covered by the National Tests that do *not* receive attention within the coverage of this file. If required, resources in a similar format to cover these objectives can be found in the generic *Skills for Life* learning materials mentioned earlier. These can be accessed from:

www.dfes.gov.uk/readwriteplus

Links to Habia Learning Support Packs

Habia is the government-approved standards-setting body for the hair- and nail-care, beauty and spa industries. In addition to the main mapping grid, there is an additional grid which links the Habia

Learning Support Packs at Level 1 and Level 2 to the themes in the Materials for Embedded Learning.

The table shows where underpinning literacy and numeracy skills are taught and can be applied or transferred to a number of vocational units, e.g. Strategies for jargon busting are taught in Module 5 pages 12 and 13 within the context of achieving an NVQ qualification. However, the skills taught in this context can and should be applied to many other aspects of vocational training.

This table shows where skills will recur and can be transferred across the Learning Support Packs.

Vocational qualifications relevant to Hairdressing

A wide variety of Awarding Bodies offer qualifications in Hairdressing. The following is a list of the qualifications currently accredited by QCA at Level 1 and Level 2, and for which the content of this file should offer support. A full and current list can be found at

www.openquals.org.uk

Qualification	Type	Level	Awarding body
Hairdressing Science (and 300 Design)	VRQ	2	ABC
Hairdressing	VRQ	1	ASET
Hairdressing	VRQ	2	ASET
Hairdressing for the Jewish Community	VRQ	2	ASET
Introductory Studies in Hairdressing	VRQ	1	CENTRA
Hairdressing	NVQ	1	City & Guilds
Hairdressing	NVQ	2	City & Guilds
Hairdressing Additional Optional Units	VRQ	2	City & Guilds
Certificate in Hairdressing	BTEC	1	EDEXCEL
Certificate in Hairdressing	BTEC	2	EDEXCEL
Certificate in Hairdressing	VRQ	1	EDEXCEL
Certificate in Hairdressing	VRQ	2	EDEXCEL
Foundation Award in Hairdressing Salon Assistant	VRQ	1	EDEXCEL
Foundation Certificate in Hairdressing	VRQ	1	EDEXCEL
Foundation Diploma in Hairdressing	VRQ	1	EDEXCEL
Intermediate Certificate in Hairdressing	VRQ	2	EDEXCEL
Certificate in Hairdressing (Science and Design)	VRQ	2	EMFEC
Hairdressing and Beauty Therapy	VRQ	1	ESB
Hairdressing for Men	VRQ	1	NCFE
Hairdressing Foundation Certificate	VRQ	1	NCFE
Introduction to Beauty Therapy and Hairdressing	VRQ	2	NCFE
Hairdressing Intermediate	VRQ	2	NOCN
Salon Hygiene (Hairdressing) Certificate	VRQ	2	RIPH

Curriculum coverage grids

Hairdressing – Module 1: Reception					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Meeting and greeting	Ha 1:1–1:2	Unit G2; Unit G4; Unit G5	SLc/L1.1		
Using the telephone	Ha 1:3–1:4	Unit G2; Unit G4	SLlr/L1.1; SLlr/L1.3; SLlr/L1.4; SLc/L1.1; SLc/L1.2		
Dealing with enquiries	Ha 1:5–1:6	Unit G2; Unit G4	SLlr/L1.6; SLc/L1.3; Rt/L1.4; Rt/L1.5		
Legal requirements in the salon	Ha 1:7–1:9	Unit G4; Unit G5; Unit G7; Unit H9; Unit H12; Unit H13; Unit H15	Rt/L1.4; Rt/L2.1; Rt/L2.2; Rt/L2.3; Rt/L2.7; Rt/L2.8; Rw/L1.1		C1.2
Making appointments	Ha 1:10–1:16	Unit G2; Unit G4	SLlr/E3.2; SLlr/L1.3; SLlr/L2.1; SLc/E3.4; Rt/E3.5; Rt/L1.5; Rw/E3.1	MSS1/E2.3; MSS1/E3.3; MSS1/L1.2; MSS1/L1.3; HD1/E3.4	C1.1; C1.2; C1.3
Handling cash	Ha 1:17–1:18	Unit G4		MSS1/E3.1; MSS1/E3.2; MSS1/L1.1	
Non-cash payments	Ha 1:19–1:20	Unit G4	Ws/E3.1; Rw/E3.1; Rw/E3.2; Ww/E3.1	N1/E3.1; N2/E3.3	
Tills and floats	Ha 1:21–1:22	Unit G4		N1/E3.5; N1/L1.1; N1/L1.4; N2/L1.11; MSS1/E3.1	
Stock control	Ha 1:23–1:24	Unit G4		N1/E3.1; N1/E3.3; N1/E3.4; N1/E3.5; N2/E3.4	

Hairdressing – Module 2: Stylist and client					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Client consultation	Ha 2:1–2:2	Unit G7	SLlr/L1.1; SLlr/L1.3; SLc/L1.2; Rt/L1.4; Wt/L1.2; Wt/L1.4; Wt/L1.5		
Hair structure and types	Ha 2:3–2:4	Unit G7; Unit H7	Rt/E3.9		
Science and hair	Ha 2:5–2:6	Unit G6; Unit G7; Unit H7; Unit H9; Unit H10; Unit H11; Unit H12; Unit H13; Unit H14; Unit H15; Unit H18	SLlr/L2.1; SLlr/L2.2; Wt/L1.2; Wt/L1.4; Wt/L1.5; Wt/L2.2; Wt/L2.4; Rw/L1.2		C1.3
Completing tests	Ha 2:7–2:8	Unit G5; Unit H13; Unit H15	SLlr/L1.1; SLlr/L1.2; SLlr/L1.3; SLlr/L1.4; SLlr/L2.2; SLc/L1.1; SLc/L1.2; SLc/L1.3; SLc/L1.4		C1.1
The pH scale	Ha 2:9–2:10	Unit H9		N2/E3.3; N2/L1.4; HD1/E3.1	
Product knowledge	Ha 2:11–2:12	Unit G6; Unit G7	Rt/L2.5; Rt/L2.6; Rt/L2.7; Wt/L1.5		
Advising clients	Ha 2:13–2:14	Unit G7	SLlr/L1.1; SLlr/L2.4; SLc/L2.1; SLd/L2.4; SLd/L2.5		C2.1b
Client records	Ha 2:15–2:16	Unit G5	SLlr/L1.1; SLc/L1.2; Rt/L1.4; Wt/L1.2; Wt/L1.4; Wt/L1.5; Wt/L1.6; Ww/L1.2		
Sections and cutting angles	Ha 2:17–2:18	Unit H6; Unit H7		MSS2/E3.1	
Solving problems	Ha 2:19–2:20		Rt/L1.4; Rt/L1.5; Rw/L1.2	HD1/E2.1	C1.2; N1.1

Hairdressing – Module 3: Using products					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Labels	Ha 3:1–3:2	Unit G5; Unit G6; Unit H9; Unit H12; Unit H13; Unit H14; Unit H15	Rt/E3.5; Rt/E3.9		
Manufacturer's instructions	Ha 3:3–3:4	Unit G5; Unit G6; Unit H12; Unit H13; Unit H14; Unit H15	SLc/L1.3; Rt/L1.1; Rt/L1.2; Rt/L1.5		
Product data sheets	Ha 3:5–3:7	Unit G5; Unit G6; Unit H12; Unit H13; Unit H14; Unit H15	Rt/L1.1; Rt/L1.4; Rt/L1.5; Rs/L1.2; Rw/L1.1; Rw/L1.2		C1.2
Language and terminology	Ha 3:8–3:10	Unit G7; Unit H7	Rt/L2.1; Rw/L1.1; Rw/L1.3; Rw/L2.1; Rw/L2.2; Rw/L2.3		C1.2
Colour charts	Ha 3:11–3:12	Unit H13	Rw/E3.1	N1/E2.2	
Measuring liquids	Ha 3:13–3:14	Unit G1; Unit H12; Unit H13; Unit H15		MSS1/L1.4	N1.1
Measuring colour from tubes	Ha 3:15–3:16	Unit H13		N1/L1.6; N2/L2.1; N2/L2.3; MSS1/L1.4; MSS1/L2.3	N1.1; N2.1
Hydrogen peroxide strengths	Ha 3:17–3:18	Unit H13		N1/L1.6; N2/L1.8	N1.1
Diluting hydrogen peroxide	Ha 3:19–3:20	Unit H13		N2/L1.2; N2/L2.3	N1.2; N2.2

Hairdressing – Module 4: Working safely in the salon					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Finding information	Ha 4:1–4:2	Unit G8	Rt/L1.2; Rt/L1.4; Rt/L1.5; Rt/L2.7; Rw/L1.2		C2.2
Policies and codes of practice	Ha 4:3–4:4	Unit G1; Unit H8	Rt/L1.2; Rt/L1.4; Rt/L1.5; Rw/L1.1; Rw/L1.2		C1.2; C2.2
Fire extinguishers	Ha 4:5–4:7	Unit G1	Rt/E3.5; Rt/E3.8; Rt/E3.9; Rt/L1.3; Rt/L1.4; Rw/E3.1		
Fire action	Ha 4:8–4:10	Unit G1	Rt/E3.7; Rt/E3.8; Rs/E3.1; Rw/E3.3; Rw/E3.5		C1.2
PPE	Ha 4:11–4:12	Unit G1; Unit H1; Unit H2; Unit H3; Unit H5; Unit H6; Unit H7; Unit H8; Unit H9; Unit H10; Unit H11; Unit H12; Unit H13; Unit H14; Unit H15; Unit H16; Unit H17; Unit H18	SLlr/L1.1; SLlr/L1.2; SLlr/L1.3		
A risky business	Ha 4:13–4:14	Unit G1	Rt/E3.5; Rt/E3.9		
Hygiene	Ha 4:15–4:16	Unit G1; Unit G5; Unit H5; Unit H7; Unit H8; Unit H9; Unit H10; Unit H11; Unit H12; Unit H13; Unit H14; Unit H15	Rt/L1.1; Rt/L1.2; Rt/L1.5; Rs/L1.1; Rw/L1.2		C1.2
Reporting accidents	Ha 4:17–4:19	Unit G1; Unit G2	Wt/L1.2; Wt/L1.4; Wt/L1.5; Wt/L1.6	MSS1/E2.3	

Hairdressing – Module 5: Giving a good impression					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Job roles and responsibilities	Ha 5:1–5:2	Unit G5; Unit G8	SLc/L2.3; Rt/L2.1; Rt/L2.3; Rt/L2.7; Rt/L2.8; Rs/L2.2; Rw/L2.1; Rw/L2.2; Rw/L2.3		C1.2
Communicating in the salon	Ha 5:3–5:5	Unit G5; Unit G8; Unit G9	SLlr/L1.3; SLc/L1.1; SLc/L1.3		
Checking your wage slip	Ha 5:6–5:7			MSS1/L1.1; N2/E3.4	N1.1
Targets, incentives and commission	Ha 5:8–5:9			N2/L1.8; MSS1/E3.1	
Appraisal	Ha 5:10–5:11	Unit G8	SLc/L2.1; SLc/L2.3; Rt/L1.1; Wt/L1.2; Wt/L1.4; Wt/L1.5		C2.1
NVQ jargon busting	Ha 5:12–5:13	All	Rt/L2.1; Rt/L2.3; Rt/L2.6; Rt/L2.8; Rs/L2.1; Rw/L2.1		C2.2; C2.3
Dealing with problems	Ha 5:14–5:15	Unit G5	SLlr/L2.1; SLlr/L2.4; SLc/L2.1; SLc/L2.2; SLc/L2.3; SLd/L2.5; Rt/L2.2		

Links between Habia Learning Support Packs Level 1 and Level 2 and Materials for Embedded Learning for Hairdressing

Level 1 units are shown in red. Level 2 units are shown in black. G1 is common to both levels. Skills learned in each theme can be applied to support learning and give further practice in the Habia units as identified below.

Habia LSP Units	Module 1 – Reception	Module 2 – Stylist and client	Module 3 – Using products	Module 4 – Working safely in the salon	Module 5 – Giving a good impression
G1 Ensure your own actions reduce risks to Health and Safety	1:7-1:9 Legal requirements in the salon	2:7-2:8 Completing tests	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets 3:13-3:14 Measuring liquids 3:15-3:16 Measuring colour from tubes 3:17-3:18 Hydrogen peroxide strengths 3:19-3:20 Diluting hydrogen peroxide	4:3-4:4 Policies and codes of practice 4:5-4:7 Fire extinguishers 4:8-4:10 Fire action 4:11-4:12 PPE 4:13-4:14 A risky business 4:15-4:16 Hygiene 4:17-4:19 Reporting accidents	5:12-5:13 NVQ jargon busting
G2 Assist with salon reception duties	1:1-1:2 Meeting and greeting 1:3-1:4 Using the telephone 1:5-1:6 Dealing with enquiries 1:10-1:16 Making appointments 1:23-1:24 Stock control	2:11-2:12 Product knowledge			5:3-5:5 Communicating in the salon 5:12-5:13 NVQ jargon busting
G3 Contribute to the development of effective working relationships	1:1-1:2 Meeting and greeting				5:1-5:2 Job roles and responsibilities 5:3-5:5 Communicating in the salon 5:10-5:11 Appraisal 5:12-5:13 NVQ jargon busting 5:14-5:15 Customer complaints

G4 Fulfil salon reception duties	1:1-1:2 Meeting and greeting 1:3-1:4 Using the telephone 1:5-1:6 Dealing with enquiries 1:7-1:9 Legal requirements in the salon 1:10-1:16 Making appointments 1:17-1:18 Handling cash 1:19-1:20 Non-cash payments 1:21-1:22 Tills and floats 1:23-1:24 Stock control	2:7-2:8 Completing tests 2:11-2:12 Product knowledge 2:13-2:14 Advising clients 2:15-2:16 Client records	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets	4:15-4:16 Hygiene	5:3-5:5 Communicating in the salon 5:12-5:13 NVQ jargon busting 5:14-5:15 Customer complaints
G5 Give clients a positive impression of yourself and your organisation	1:1-1:2 Meeting and greeting 1:3-1:4 Using the telephone 1:5-1:6 Dealing with enquiries 1:7-1:9 Legal requirements in the salon	2:5-2:6 Science and hair 2:11-2:12 Product knowledge 2:13-2:14 Advising clients	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets	4:3-4:4 Policies and codes of practice	5:1-5:2 Job roles and responsibilities 5:3-5:5 Communicating in the salon 5:12-5:13 NVQ jargon busting 5:14-5:15 Dealing with problems
G6 Promote additional products or services to clients	1:7-1:9 Legal requirements in the salon	2:1-2:2 Client consultation 2:3-2:4 Hair structure and types 2:5-2:6 Science and hair 2:7-2:8 Completing tests 2:11-2:12 Product knowledge 2:13-2:14 Advising clients	3:8-3:10 Language and terminology	5:12-5:13 NVQ jargon busting	5:1-5:2 Job roles and responsibilities 5:8-5:9 Targets, incentives and commission 5:12-5:13 NVQ jargon busting
G7 Advise and consult with clients	1:7-1:9 Legal requirements in the salon	2:1-2:2 Client consultation 2:3-2:4 Hair structure and types 2:5-2:6 Science and hair 2:7-2:8 Completing tests 2:11-2:12 Product knowledge 2:13-2:14 Advising clients	4:1-4:2 Finding information 4:3-4:4 Policies and codes of practice	5:1-5:2 Job roles and responsibilities 5:3-5:5 Communicating in the salon 5:10-5:11 Appraisal 5:12-5:13 NVQ jargon busting	5:1-5:2 Job roles and responsibilities 5:3-5:5 Communicating in the salon 5:10-5:11 Appraisal 5:12-5:13 NVQ jargon busting

Habia LSP Units	Module 1 – Reception	Module 2 – Stylist and client	Module 3 – Using products	Module 4 – Working safely in the salon	Module 5 – Giving a good impression
H1 Shampoo and condition hair		2:11–2:12 Product knowledge		4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H2 Assist with perming and colouring services		2:11–2:12 Product knowledge	3:1–3:2 Labels 3:3–3:4 Manufacturer's instructions 3:13–3:14 Measuring liquids	4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H3 Assist with perming, relaxing and colouring services		2:11–2:12 Product knowledge	3:1–3:2 Labels 3:3–3:4 Manufacturer's instructions 3:13–3:14 Measuring liquids	4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H5 Prepare for hairdressing services and maintain work area	1:23–1:24 Stock control			4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H6 Cut hair using basic techniques		2:17–2:18 Sections and cutting angles		4:11–4:12 PPE	5:12–5:13 NVQ jargon busting
H7 Cut hair using basic barbering techniques		2:3–2:4 Hair structure and types 2:5–2:6 Science and hair 2:17–2:18 Sections and cutting angles	3:8–3:10 Language and terminology	4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H8 Cut facial hair to shape using basic barbering techniques		2:5–2:6 Science and hair		4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H9 Shampoo and condition hair and scalp		2:5–2:6 Science and hair 2:9–2:10 The pH scale	3:5–3:7 Product data sheets	4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H10 Style, dress and finish hair using basic techniques	1:7–1:9 Legal requirements in the salon	2:5–2:6 Science and hair 2:11–2:12 Product knowledge 2:15–2:16 Client records		4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting
H11 Style hair using basic plaiting techniques and added hair	1:7–1:9 Legal requirements in the salon	2:5–2:6 Science and hair 2:11–2:12 Product knowledge 2:13–2:14 Advising clients		4:11–4:12 PPE 4:15–4:16 Hygiene	5:12–5:13 NVQ jargon busting

H12 Perm and neutralise hair using basic techniques	1:7-1:9 Legal requirements in the salon	2:5-2:6 Science and hair tests 2:7-2:8 Completing tests 2:11-2:12 Product knowledge 2:15-2:16 Client records	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets 3:13-3:14 Measuring liquids	4:11-4:12 PPE 4:15-4:16 Hygiene	5:12-5:13 NVQ jargon busting
H13 Change hair colour using basic techniques	1:7-1:9 Legal requirements in the salon	2:5-2:6 Science and hair tests 2:7-2:8 Completing tests 2:9-2:10 The pH scale 2:11-2:12 Product knowledge	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets 3:11-3:12 Colour charts 3:13-3:14 Measuring liquids 3:15-3:16 Measuring colour from tubes 3:17-3:18 Hydrogen peroxide strengths 3:19-3:20 Diluting hydrogen peroxide	4:11-4:12 PPE 4:15-4:16 Hygiene	5:12-5:13 NVQ jargon busting
H14 Dry hair to shape to create finished looks for men	1:7-1:9 Legal requirements in the salon	2:5-2:6 Science and hair tests 2:11-2:12 Product knowledge 2:17-2:18 Sections and cutting angles	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets	4:11-4:12 PPE 4:15-4:16 Hygiene	5:12-5:13 NVQ jargon busting
H15 Perm, relax and neutralise hair	1:7-1:9 Legal requirements in the salon	2:3-2:4 Hair structure and types 2:5-2:6 Science and hair tests 2:7-2:8 Completing tests 2:11-2:12 Product knowledge 2:15-2:16 Client records	3:1-3:2 Labels 3:3-3:4 Manufacturer's instructions 3:5-3:7 Product data sheets 3:13-3:14 Measuring liquids 3:17-3:18 Hydrogen peroxide strengths 3:19-3:20 Diluting hydrogen peroxide	4:11-4:12 PPE 4:15-4:16 Hygiene	5:12-5:13 NVQ jargon busting
H18 Provide scalp massage service	1:7-1:9 Legal requirements in the salon	2:1-2:2 Client consultation 2:5-2:6 Science and hair tests 2:11-2:12 Product knowledge 2:15-2:16 Client records		4:11-4:12 PPE 4:15-4:16 Hygiene	5:3-5:5 Communicating in the salon 5:12-5:13 NVQ jargon busting

Links to National Tests

The curriculum objectives highlighted in the chart on pages 9–13 indicate the content objectives of the National Tests that are addressed within the scope of this file. The chart below indicates content areas covered by the National Tests that do not receive attention within the coverage of this file.

National Test references <i>not</i> featured in the Hairdressing file			
Numeracy		Literacy	
Level 1	Level 2	Level 1	Level 2
N1/L1.3	N1/L2.1		Rt/L2.4
N1/L1.5	N1/L2.2	Wt/L1.3	Wt/L2.3
N1/L1.7	N1/L2.3		Wt/L2.5
N1/L1.8	N1/L2.4		Wt/L2.7
N1/L1.9		Rw/L1.2	
N2/L1.3	N2/L2.2	Ww/L1.1	Ww/L2.1
N2/L1.5	N2/L2.4	Ws/L1.1	Ws/L2.1
N2/L1.6	N2/L2.5	Ws/L1.2	Ws/L2.2
N2/L1.7	N2/L2.6	Ws/L1.3	Ws/L2.3
N2/L1.9	N2/L2.7		Ws/L2.4
N2/L1.10	N2/L2.8		
	N2/L2.9		
MSS1/L1.5	MSS1/L2.1		
MSS1/L1.6	MSS1/L2.2		
MSS1/L1.7	MSS1/L2.4		
MSS1/L1.8	MSS1/L2.5		
MSS1/L1.9	MSS1/L2.6		
MSS1/L1.10	MSS1/L2.7		
	MSS1/L2.8		
	MSS1/L2.9		
	MSS1/L2.10		
MSS2/L1.1	MSS2/L2.1		
HD1/L1.1	HD1/L2.1		
HD1/L1.2	HD1/L2.2		
HD1/L1.3	HD1/L2.3		
HD1/L1.4	HD1/L2.4		
HD2/L1.1			
HD2/L1.2			

Contents

Integrated assignments	20
Source material	35
Glossary	93