

Skills Programme Curriculum Document

Curriculum Code		Curriculum Title	
900147-000-00-00		Chemical Hair Reformation Attendant	
	Name	Logo	
Quality Partner	Services SETA		

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## **SECTION 1: CURRICULUM SUMMARY**

### **1. Occupational Information**

#### **Associated Occupation**

514101 Hairdresser

### **2. Skills Addressed by this Curriculum**

SP-230301 Chemical Hair Reformation Attendant

### **3. Alternative Titles used by Industry**

None

### **4. Curriculum Information**

The total credit value for this Skills Programme: 51

This Skills Programme is at NQF Level 4

### **5. Curriculum Structure**

This qualification is made up of the following compulsory Knowledge and Application Modules:

#### **Knowledge Modules:**

- 900147-000-00-KM-01, Professional conduct and ethics, NQF Level 2, Credits 9
- 900147-000-00-KM-02, Principles of working with hair and skin, NQF Level 3, Credits 2
- 900147-000-00-KM-03, Chemical hair reformation services, NQF Level 4, Credits 15

Total number of credits for Knowledge Modules: 26

#### **Application Modules:**

- 514101-000-01-PM-05, Provide chemical hair treatments, NQF Level 4, Credits 25

Total number of credits for Application Modules: 25

### **6. Entry Requirements**

NQF Level 1 Qualification

### **7. Assessment Quality Partner Information**

Name of body: Services Sector Education Training Authority (SSETA)

Address of body: 15 Sherborne Road, Parktown, Gauteng, 2193

### **8. Learning Pathway**

#### **Horizontal Learning Pathway:**

Skills Programme Workplace Essential Skills, NQF Level 4

Occupational Certificate: Hairdresser, NQF Level 4

Occupational Certificate: Fitness Instructor, NQF Level 4

**Vertical Learning Pathway:**

Occupational Certificate: Small Business Consultant, NQF Level 5

## **SECTION 2: OCCUPATIONAL PROFILE**

### **1. Occupational Purpose**

Perform Chemical hair reformation services in a professional and safe manner.

### **2. Occupational Tasks**

- Treat hair chemically (NQF Level 4)

### **3. Occupational Task Details**

- Treat hair chemically (NQF Level 4)

#### **Unique Product or Service:**

- Chemically treated hair

#### **Occupational Responsibilities:**

- Provide chemical hair treatments

## **SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS**

### **SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS**

#### **List of Knowledge Modules for which Specifications are included**

- 900147-000-00-KM-01, Professional conduct and ethics, NQF Level 2, Credits 9
- 900147-000-00-KM-02, Principles of working with hair and skin, NQF Level 3, Credits 2
- 900147-000-00-KM-03, Chemical hair reformation services, NQF Level 4, Credits 30

## 1. 900147-000-00-KM-01, Professional conduct and ethics, NQF Level 2, Credits 9

### 1.1 Purpose of the Knowledge Modules

The main focus of the learning in this knowledge module is to build an understanding of the basics of providing a service in the hairdressing environments including various aspects related to understanding the hairdressing industry, health and safety and business etiquette.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 11,25 days.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Introduction to the hairdressing industry (10%)
- KM-01-KT02: Hazards, risks safety, health and environmental protection in the workplace (15%)
- KM-01-KT03: Basic principles of firefighting (15%)
- KM-01-KT04: Basic concepts, theories and principles of first aid and emergencies (15%)
- KM-01-KT05: Business etiquette (15%)
- KM-01-KT06: Customer service and communication (20%)
- KM-01-KT07: Principles of numeracy (10%)

### 1.2 Guidelines for Topics

#### 1.2.1 KM-01-KT01: Introduction to the hairdressing industry (10%)

**Topic elements to be covered include:**

- KT0101 Career opportunities for a qualified hairdresser
- KT0102 Legislation related to apprentices and the role of the National Artisan Moderation Body and trade tests
- KT0103 Industry trends, including hairdressing competitions, developments in technology and other trends

**Internal Assessment Criteria and Weight**

- IAC0101 The industry career opportunities for qualified hairdressers in different business sectors are identified
- IAC0102 The regulatory environment of trade testing is described, and the roles of different parties are explained
- IAC0103 Trends and developments in the industry are defined and the relevance motivated

**(Weight 10%)**

#### 1.2.2 KM-01-KT02: Hazards, risks safety, health and environmental protection in the workplace (15%)

**Topic elements to be covered include:**

- KT0201 Safety and health risks in a salon

- KT0202 Types of safety signs
- KT0203 Theories and principles of safe handling and storage of hazardous substances
- KT0204 Concepts of cleaning, sanitation and disinfection
- KT0205 Principles of waste storage and disposal

***Internal Assessment Criteria and Weight***

- IAC0201 The principles of safe use of electricity (including dangers of water and electrical appliances; damaged power cords or frayed cables; ensuring appliances are properly wired and earthed and the connection of a 3 pin plug) are identified
- IAC0202 Legislative compliance requirements in terms of health and safety are outlined
- IAC0203 Safety signs and what they represent (including warning signs, Hazchem signs, mandatory instruction signs, prohibitory signs, fire signs and general information safety signs are identified
- IAC0203 The use of safety signs related to hairdressing chemicals are identified
- IAC0204 The important aspects of safe handling and storage of hazardous substances including cleaning materials, and chemicals are identified
- IAC0205 Sanitation and sterilization requirements of a hair salon is explained
- IAC0206 Safety and sanitary precautions to be taken at a hair salon is explained
- IAC0207 The use and disposal of disinfectants in a salon is explained
- IAC0208 The requirements for the discarding of waste and emptying containers are identified
- IAC0209 The principles of waste storage and disposal are identified

***(Weight 15%)***

**1.2.3 KM-01-KT03: Basic principles of firefighting (15%)**

***Topic elements to be covered include:***

- KT0301 Causes of fire and explosions
- KT0302 Elements of the Fire Triangle
- KT0303 Types of fires and related firefighting equipment

***Internal Assessment Criteria and Weight***

- IAC0301 The main causes of fire and explosions in the workplace including electrical faults, cigarette smoking and gas leaks, and gas build-up are identified
- IAC0302 The elements of the Fire Triangle and how they can be used to extinguish a fire including fuel (remove the source of the fuel); oxygen (remove supply of oxygen or smother) and ignition source (remove the source of the spark / switch off the electrical power) are explained
- IAC0303 The different types of fires and related firefighting equipment for each type, including Class A (ordinary combustibles such as wood, paper, textiles, plastic) using fire



hose/water extinguisher and sand bucket; Class B (flammable liquids and gasses such as petrol, diesel, oils, solvents, propane, butane, LPG, acetylene and chemicals) using fire blanket, foam extinguisher, carbon dioxide extinguisher, dry chemical powder (DCP) extinguisher; and Class C (electrical) using carbon dioxide extinguisher and dry chemical powder (DCP) extinguisher, are identified

**(Weight 15%)**

#### **1.2.4 KM-01-KT06: Basic concepts, theories and principles of first aid and emergencies (15%)**

**Topic elements to be covered include:**

- KT0401 Legal requirements for a first aid box
- KT0402 Concept of basic first aid
- KT0403 Principles of emergency procedures

**Internal Assessment Criteria and Weight**

- IAC0401 The legal requirements for a first aid box
- IAC0402 Basic first aid requirements for cuts and abrasions, burns and scalds (thermal, electrical, chemical), muscle strains and sprains, bone injuries, electric shock, chemical ingestion, and choking (Heimlich, finger-sweep, and piece of bread for fish bone) are identified
- IAC0403 The implications of HIV/Aids pertaining to first aid procedures are explained
- IAC0404 The importance of emergency procedures and the relevant reporting forms and formats are explained

**(Weight 15%)**

#### **1.2.5 KM-01-KT05: Business etiquette (15%)**

**Topic elements to be covered include:**

- KT0501 Concept and importance of etiquette
- KT0502 Positive attitude and professionalism
- KT0503 Professional image
- KT0504 Dress code
- KT0505 Email etiquette
- KT0506 Telephone etiquette
- KT0507 Ways of closing an interaction

**Internal Assessment Criteria and Weight**

- IAC0501 The concept of etiquette is explained
- IAC0502 The importance of etiquette and reasons to honour one's working environment is explained

- IAC0503 The importance of a positive attitude is explained and examples thereof provided
- IAC0504 It is explained how to network for success
- IAC0505 It is explained how to carry yourself professionally
- IAC0506 It is explained how to act professionally
- IAC0507 It is explained how to meet and greet and portraying a positive body language and image
- IAC0508 It is explained how to act when meeting people for the first time
- IAC0509 The importance of personal hygiene is explained
- IAC0510 The importance of dress code, and language is explained,
- IAC0511 The importance of posture, poise and attitude is explained
- IAC0512 Ways in which we can improve our self-esteem is explained
- IAC0513 The concept of dressing for success is explained
- IAC0514 The meaning of colours is identified
- IAC0515 It is explained how to decide what to wear
- IAC0516 The concept of personal grooming for a professional world is explained
- IAC0517 The importance of first impression and why it lasts is explained
- IAC0518 The principles of email etiquette are identified
- IAC0519 The principles of telephone etiquette are identified
- IAC0520 Different ways of closing an interaction with a client, colleagues are identified

**(Weight 15%)**

### **1.2.6 KM-01-KT06: Customer service and communication (20%)**

***Topic elements to be covered include:***

- KT0601 Communication, barriers to communication and active listening
- KT0602 Use of verbal communication
- KT0603 Communication protocols
- KT0604 Non-verbal communication
- KT0605 Internal and external customers
- KT0606 Dealing with difficult customers
- KT0607 Principles and psychology of selling

***Internal Assessment Criteria and Weight***

- IAC0601 Communication and the communication process is explained
- IAC0602 The barrier to communication is identified and explained
- IAC0603 It is explained how communication skills can improve the customer experience
- IAC0604 The concept of active listening is explained ways of becoming a better listener are identified

- IAC0605 Discuss the use of verbal communication in relation to colleagues, stakeholders and external customer are explained
- IAC0606 Communication protocols in a salon are explained
- IAC0607 Communication boundaries are identified
- IAC0608 The importance of cultural awareness in verbal communication is explained
- IAC0609 Topics that may not be discussed in a Salon are identified and explained
- IAC0610 The importance of body language, tone of voice and eye contact in relation to various cultures are explained
- IAC0611 The difference between internal and external customers are explained
- IAC0612 The impact of attitude on customer service is explained
- IAC0613 The importance of "getting to the heart of the problem" when dealing with difficult customers are explained
- IAC0614 Ways of being assertive with difficult customers are identified
- IAC0615 Ways in which to reduce conflict are identified
- IAC0616 Factors that motivate a client to book a service or buy a product are identified
- IAC0617 Buying signals and tips are identified

**(Weight 20%)**

### **1.2.7 KM-01-KT07: Principles of numeracy (10%)**

**Topic elements to be covered include:**

- KT0701 Reading a payslip
- KT0702 Basic calculations
- KT0703 Ratios, percentages, and VAT

**Internal Assessment Criteria and Weight**

- IAC0701 Information appearing on a payslip is explained
- IAC0702 Method of basic addition, subtraction, multiplication, and division using a calculator is explained
- IAC0703 It is explained how to use fractions (halves, thirds, quarters, eighths) using a calculator for hairdressing services.
- IAC0704 It is explained how to work out percentages using a calculator
- IAC0705 It is explained how to round off (decimal points)
- IAC0706 It is explained how to work out cost price vs selling price
- IAC0707 It is explained how to determine the cost of a service.
- IAC0708 The purpose and how to determine ratios are explained
- IAC0709 The purpose and how to determine percentages are explained
- IAC0710 It is explained how to add and subtract VAT

**(Weight 10%)**

### **1.3 Provider Accreditation Requirements for the Knowledge Module**

#### *Physical Requirements:*

- Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
- Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
- All learning materials, workbooks, assessment guides to cover the related topics
- Tools and standards for internal assessment
- Record keeping systems to capture learner data and issue a statement of results

#### *Human Resource Requirements:*

- Facilitators with a NQF Level 3 Qualification and/or three years' facilitation experience (relevant to the specific Topic he/she is responsible for), and the capacity to facilitate occupational learning
- Access to assessors with three years' relevant assessment experience and have the capacity to assess learners
- Access to moderators with three years' relevant assessment experience and have the capacity to moderate the assessment of learners
- A Facilitator to learner ratio of not more than 1:20

#### *Legal Requirements:*

- CIPC registered entity
- SARS Tax compliance pin
- Compliant and current health and safety audit report
- Relevant labour legislation visible in facility or on platform (as required by current legislation)
- POPI policy

### **1.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None specified

### **1.5 Exemptions**

None recognised

## **2. 900147-000-00-KM-02, Principles of working with Hair and skin, NQF Level 3 Credits 2**

### **2.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of the basic concepts related to the structure and function of hair and skin. Knowledge of common hair and scalp disorders are included for recognition purposes only.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 2.5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: The structure and function of the skin in relation to the scalp (40%)
- KM-02-KT02: Signs of common hair and scalp of disorders (40%)
- KM-02-KT03: Client consultation, including hair and scalp analysis (20%)

### **2.2 Guidelines for Topics**

#### **2.2.1. KM-02-KT01: The structure and function of the skin in relation to the scalp (40%)**

***Topic elements to be covered include:***

- KT0101 The layers of the skin
- KT0102 The function of the skin
- KT0103 The hair follicles

***Internal Assessment Criteria and Weight***

- IAC0101 Physical characteristics and function of the skin in relation to hair are explained  
***(Weight 40%)***

#### **2.2.2. KM-02-KT02: Signs of common hair and scalp of disorders (40%)**

***Topic elements to be covered include:***

- KT0201 Characteristics of disorders caused by bacteria and appropriate response
- KT0202 Characteristics of disorders caused by viruses and appropriate response
- KT0203 Characteristics of disorders caused by fungi and appropriate response
- KT0204 Characteristics of disorders caused by parasites and appropriate response

***Internal Assessment Criteria and Weight***

- IAC0201 Characteristics of disorders affecting the hair and scalp are listed
- IAC0202 Features distinguishing bacterial, viral, fungal and parasitical disorders from each other are identified

***(Weight 40%)***

#### **2.2.3. KM-02-KT03: Client consultation, including hair and scalp analysis (20%)**

***Topic elements to be covered include:***

- KT0301 Techniques of client consultation, including recommendation to client
- KT0302 Visual and physical testing of hair and scalp and relevant skin areas
- KT0303 Completion of client record card, including recording of test outcomes

### ***Internal Assessment Criteria and Weight***

- IAC0301 Techniques of hair and scalp testing and analysis are outlined
- IAC0302 Client record keeping is explained
- IAC0303 Techniques of client consultation are discussed, including recommendations to client

***(Weight 20%)***

### **2.3 Provider Accreditation Requirements for the Knowledge Module**

#### *Physical Requirements:*

- Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
- Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
- All learning materials, workbooks, assessment guides to cover the related topics
- Tools and standards for internal assessment
- Record keeping systems to capture learner data and issue a statement of results

#### *Human Resource Requirements:*

- Facilitators with a NQF Level 5 Qualification and/or three years' hairdressing industry experience after successful completion of a trade test (relevant to the specific Topic he/she is responsible for), who has the capacity to facilitate occupational learning
- Access to assessors with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to assess learners
- Access to moderators with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to moderate the assessment of learners
- A Facilitator to learner ratio of not more than 1:20

#### *Legal Requirements:*

- CIPC registered entity
- SARS Tax compliance pin
- Compliant and current health and safety audit report
- Relevant labour legislation visible in facility or on platform (as required by current legislation)
- POPI policy

### **2.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None specified

## 2.5 Exemptions

- None recognised

### **3. 900147-000-00-KM-03, Chemical hair reformation services, NQF Level 4, Credits 15**

#### **3.1. Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to build an understanding of techniques used for chemical hair services. Address key concepts within each technique that include:

consulting, preparing and protecting the client, tools and equipment care of tools, equipment sanitation, sterilization of tools, steps, methods and techniques, products and instructions, common mistakes and solutions, finishing off of the service.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 37,5 days.

The learning will enable learners to demonstrate an understanding of:

- KM-03-KT02: Hair texturing (100%)

#### **3.2. Guidelines for Topics**

##### **3.2.1. KM-03-KT01: Hair texturing (50%)**

***Topic elements to be covered include:***

- KT0101 Chemical waving (Perm) (Alkaline-based chemical waving, Acid-based chemical waving)
- KT0102 Hair relaxing (S-Curl, Blow outs)
- KT0103 Straightening
- KT0104 Keratin treatments

##### ***Internal Assessment Criteria and Weight***

- IAC0101 The principles of chemicals use in chemical hair texturing are discussed and illustrated
- IAC0102 Types of processes are explained indicating which products would be appropriate for each process
- IAC0103 Key concepts relating to the mixing of products are outlined and discussed, including a range of activators and safety issues
- IAC0104 Techniques of application and removal are understood and discussed, including comparison between virgin hair and re-growth
- IAC0105 Selection, components, use, handling and maintenance of tools and equipment are discussed
- IAC0106 Common mistakes and solutions are addressed

***(Weight 50%)***

#### **3.3. Provider Accreditation Requirements for the Knowledge Module**

***Physical Requirements:***



- Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
- Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
- All learning materials, workbooks, assessment guides to cover the related topics
- Tools and standards for internal assessment
- Record keeping systems to capture learner data and issue a statement of results

*Human Resource Requirements:*

- Facilitators with a NQF Level 5 Qualification and/or three years' hairdressing industry experience after successful completion of a trade test (relevant to the specific Topic he/she is responsible for), who has the capacity to facilitate occupational learning
- Access to assessors with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to assess learners
- Access to moderators with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to moderate the assessment of learners
- A Facilitator to learner ratio of not more than 1:20

*Legal Requirements:*

- CIPC registered entity
- SARS Tax compliance pin
- Compliant and current health and safety audit report
- Relevant labour legislation visible in facility or on platform (as required by current legislation)
- POPI policy

**3.4. Critical Topics to be Assessed Externally for the Knowledge Module**

- None specified

**3.5. Exemptions**

- None recognised

### **SECTION 3B: APPLICATION MODULE SPECIFICATIONS**

#### List of Application Module Specifications

- 514101-000-01-PM-05, Provide chemical hair treatments, NQF Level 4, Credits 25

## **1. 514101-000-01-PM-05, Provide chemical hair treatments, NQF Level 4, Credits 25**

### **1.1. Purpose of the Practical Skill Module**

The focus of the learning in this module is on providing the learner an opportunity to provide chemical treatments to different hair types.

The learning contract time, which is the time that reflects the required duration of enrolment for this module, is at least 31,25 days.

The learner will be required to:

- PM-05-PS01: Provide acid-based chemical waving (Perm) services
- PM-05-PS02: Provide alkaline-based chemical waving (Perm) services
- PM-05-PS03: Provide S-Curl/blow out hair services
- PM-05-PS04: Provide hair-relaxing services
- PM-05-PS05: Provide hair-straightening services
- PM-05-PS06: Provide hair-keratin services

### **1.2. Guidelines for Practical Skills**

#### **1.2.1. PM-01-PS01: Provide acid-based chemical waving (Perm) services**

##### ***Scope of Practical Skill***

Given a workstation, hand gloves, perming chemicals, manufacturer specifications, winding tools, chemical application tools, measuring jugs, mixing bowls, cotton wool, towels, sanitation and cleaning materials, and recording sheets, the learner must be able to:

- PA0101 Prepare the workstation with proper sterilisation and tool layout (including personal protection equipment)
- PA0102 Receive, consult, analyse and records findings on record sheet
- PA0103 Record the perm action plan
- PA0104 Prepare the client for perming of hair (including gowning of the client)
- PA0105 Section and sub-section hair for control
- PA0106 Winding of hair as agreed with client
- PA0107 Conduct a perming service, adhering to product directions, ensuring a test curl is done
- PA0108 Review result and finish client service
- PA0109 Perform sanitation, cleaning and housekeeping on the workstation and basin

##### ***Applied Knowledge***

- AK0101 Product knowledge
- AK0102 Application and removal techniques
- AK0103 After care

##### ***Internal Assessment Criteria***

- IAC0101 Professional conduct is demonstrated when dealing with clients
- IAC0102 Client care and protection are performed to an acceptable standard

- IAC0103 Health, safety and environmental protection standards are upheld throughout the service
- IAC0104 Hair and scalp conditions are accurately recognised and recorded
- IAC0105 Products are used as directed by the manufacturer
- IAC0106 Final result meets expectation
- IAC0107 Service is performed in a viable time

### **1.2.2. PM-01-PS02: Provide alkaline-based chemical waving (Perm) services**

#### ***Scope of Practical Skill***

Given a workstation, hand gloves, perming chemicals, manufacturer specifications, winding tools (perm rods), chemical application tools, measuring jugs, mixing bowls, cotton wool, towels, sanitation and cleaning materials, and recording sheets, the learner must be able to:

- PA0201 Prepare the workstation with proper sterilisation and tool layout (including personal protection equipment)
- PA0202 Receive, consult, analyse and records findings on record sheet
- PA0203 Record the perm action plan
- PA0204 Prepare the client for perming of hair (including gowning of the client)
- PA0205 Section and sub-section hair for control
- PA0206 Winding of hair as agreed with client
- PA0207 Conduct a perming service, adhering to product directions, ensuring a test curl is done
- PA0208 Review result and finish client service
- PA0209 Perform sanitation, cleaning and housekeeping on the workstation and basin

#### ***Applied Knowledge***

- AK0201 Product knowledge
- AK0202 Application and removal techniques
- AK0203 After care

#### ***Internal Assessment Criteria***

- IAC0201 Professional conduct is demonstrated when dealing with clients
- IAC0202 Client care and protection are performed to an acceptable standard
- IAC0203 Health, safety and environmental protection standards are upheld throughout the service
- IAC0204 Hair and scalp conditions are accurately recognised and recorded
- IAC0205 Products are used as directed by the manufacturer
- IAC0206 Final result meets expectation
- IAC0207 Service is performed in a viable time

### **1.2.3. PM-01-PS03: Provide S-Curl/blow out hair services**

#### ***Scope of Practical Skill***

Given a workstation, combs and paddle brushes, finishing products, heat protectants, sanitation and cleaning materials, and recording sheets, the learner must be able to:

- PA0301 Prepare the workstation with proper sterilisation and tool layout (including personal protection equipment)
- PA0302 Receive, consult, analyse and records findings on record sheet
- PA0303 Record the S-Curl/blow out action plan
- PA0304 Prepare the client for S-Curl/blow out of hair (including gowning of the client, application of barrier cream)
- PA0305 Conduct a S-Curl/blow out service, adhering to product directions, ensuring client expectations are met
- PA0306 Review result and finish client service
- PA0307 Perform sanitation, cleaning and housekeeping on the workstation and basin

#### ***Applied Knowledge***

- AK0301 Product knowledge
- AK0302 Application and removal techniques
- AK0303 After care

#### ***Internal Assessment Criteria***

- IAC0301 Professional conduct is demonstrated when dealing with clients
- IAC0302 Client care and protection are performed to an acceptable standard
- IAC0303 Health, safety and environmental protection standards are upheld throughout the service
- IAC0304 Hair and scalp conditions are accurately recognised and recorded
- IAC0305 Products are used as directed by the manufacturer
- IAC0306 Final result meets expectation
- IAC0307 Service is performed in a viable time

### **1.2.4. PM-01-PS04: Provide hair-relaxing services**

#### ***Scope of Practical Skill***

Given a workstation, hand gloves, relaxing chemicals, manufacturer specifications, chemical application tools, measuring jugs, mixing bowls, barrier creams, finishing products, heat protectants sanitation and cleaning materials, and recording sheets the learner must be able to:

- PA0401 Prepare the workstation with proper sterilisation and tool layout (including personal protection equipment)
- PA0402 Receive, consult, analyse and records findings on record sheet
- PA0403 Record the relaxing action plan

- PA0404 Prepare the client for relaxing of hair (including gowning of the client, application of barrier cream)
- PA0405 Conduct a relaxing service, adhering to product directions, ensuring client expectations are met
- PA0406 Review result and finish client service
- PA0407 Perform sanitation, cleaning and housekeeping on the workstation and basin

#### ***Applied Knowledge***

- AK0401 Product knowledge
- AK0402 Application and removal techniques
- AK0403 After care

#### ***Internal Assessment Criteria***

- IAC0401 Professional conduct is demonstrated when dealing with clients
- IAC0402 Client care and protection are performed to an acceptable standard
- IAC0403 Health, safety and environmental protection standards are upheld throughout the service
- IAC0404 Hair and scalp conditions are accurately recognised and recorded
- IAC0405 Products are used as directed by the manufacturer
- IAC0406 Final result meets expectation
- IAC0407 Service is performed in a viable time

### **1.2.5. PM-01-PS05: Provide hair-straightening services**

#### ***Scope of Practical Skill***

Given a workstation, hand gloves, hair straightening chemicals, neutralizers, manufacturer specifications, chemical application tools, measuring jugs, mixing bowls, towels, barrier creams, finishing products, heat protectants, sanitation and cleaning materials, and recording sheets, the learner must be able to:

- PA0501 Prepare the workstation with proper sterilisation and tool layout
- PA0502 Receive, consult, analyse and records findings on record sheet
- PA0503 Record the hair straightening action plan
- PA0504 Prepare the client for straightening of hair (including gowning of the client, application of barrier cream)
- PA0505 Conduct a hair straightening service, adhering to product directions, ensuring client expectations are met
- PA0506 Review result and finish client service
- PA0507 Perform sanitation, cleaning and housekeeping on the workstation and basin

#### ***Applied Knowledge***

- AK0501 Product knowledge

- AK0502 Application and removal techniques
- AK0503 After care

***Internal Assessment Criteria***

- IAC0501 Professional conduct is demonstrated when dealing with clients
- IAC0502 Client care and protection are performed to an acceptable standard
- IAC0503 Health, safety and environmental protection standards are upheld throughout the service
- IAC0504 Hair and scalp conditions are accurately recognised and recorded
- IAC0505 Products are used as directed by the manufacturer
- IAC0506 Final result meets expectation
- IAC0507 Service is performed in a viable time

**1.2.6. PM-01-PS06: Provide hair-keratin services**

***Scope of Practical Skill***

Given a workstation, hair keratin products, manufacturer specifications, blow dryer, towels, hand gloves, measuring jugs, mixing bowls, keratin application tools, clear foil, combs, round and paddle brushes, flat iron, sanitation and cleaning materials, and recording sheets, the learner must be able to:

- PA0601 Prepare the workstation with proper sterilisation and tool layout
- PA0602 Receive, consult, analyse and records findings on record sheet
- PA0603 Record the hair keratin action plan
- PA0604 Prepare the client for keratin treatment of hair (including gowning of the client, application of barrier cream)
- PA0605 Conduct a hair keratin service, adhering to product directions, ensuring client expectations are met
- PA0606 Review result and finish client service
- PA0607 Perform sanitation, cleaning and housekeeping on the workstation and basin

***Applied Knowledge***

- AK0601 Product knowledge
- AK0602 Application and removal techniques
- AK0603 After care

***Internal Assessment Criteria***

- IAC0601 Professional conduct is demonstrated when dealing with clients
- IAC0602 Client care and protection are performed to an acceptable standard
- IAC0603 Health, safety and environmental protection standards are upheld throughout the service
- IAC0604 Hair and scalp conditions are accurately recognised and recorded

- IAC0605 Products are used as directed by the manufacturer
- IAC0606 Final result meets expectation
- IAC0607 Service is performed in a viable time

### **1.3. Provider Accreditation Requirements for the Practical Skill Module**

#### *Physical Requirements:*

- Physical training facilities (or if using a hybrid or e-learning model – software or internet platform) conducive to hosting the number of learners comfortably and safely for the duration of this module
- Facilities that meet the minimum requirements for the comfort of learners (ablutions, hand washing facilities, sheltered from the elements etc.) if relevant
- Record keeping systems to capture learner data and issue a statement of results
- The provider must have practical guidebooks with clear instructions on activities (including templates)
- The provider must have blow dryers, hand gloves, perming chemicals, relaxing chemicals, hair straightening chemicals, neutralizers, hair keratin products, manufacturer specifications, measuring jugs, mixing bowls, keratin application tools, chemical application tools, winding tools, clear foil, combs, round and paddle brushes, cotton wool, towels, barrier creams, combs and round and paddle brushes, finishing products, heat protectants, sanitation and cleaning materials, and recording sheets as stated in the given statements
- The provider must have logbooks to capture learner progress against the practical activities

#### *Human Resource Requirements:*

- Facilitator with three years' hairdressing industry experience after successful completion of a relevant trade test, who has the capacity to facilitate occupational learning
- Access to assessors with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to assess learners
- Access to moderators with three years' hairdressing industry experience after successful completion of a relevant trade test, who have the capacity to moderate the assessment of learners
- Not more than 20 learners per Facilitator

#### *Legal Requirements:*

- CIPC registered entity
- SARS Tax compliance pin
- Compliant and current health and safety audit report
- Relevant labour legislation visible in facility or on platform (as required by current legislation)
- POPI policy



#### **1.4. Critical Topics to be Assessed Externally for the Practical Skill Module**

- None required

#### **1.5. Exemptions**

- None recognised