

DRAFT END-POINT ASSESSMENT PLAN FOR THE HAIRDRESSING PROFESSIONAL APPRENTICESHIP STANDARD

APPRENTICESHIP STANDARD REFERENCE NUMBER	LEVEL OF THIS END-POINT ASSESSMENT (EPA)	INTEGRATED
ST0213	2	No

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Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the hairdressing professional apprentices. End-point assessment organisations (EPAOs) must follow this when designing and delivering their EPA.

Hairdressing professional apprentices, their employers and training providers should read this document.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the Education and Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

A full-time apprentice typically spends 24 months on-programme (this means in training before the gateway) working towards competence as a hairdressing professional. All apprentices must spend at least 12 months on-programme. All apprentices must spend at least 20% of their on-programme time completing off-the-job training.

This EPA has 3 EPA methods.

The grades available for each EPA method are:

EPA method 1 - computer based, multi choice written test (online):

- fail
- pass

EPA method 2 - observation with questions (a maximum of 5 apprentices at any one time):

- fail
- pass
- distinction

EPA method 3 - professional discussion, underpinned by a portfolio of evidence:

- fail
- pass
- distinction

The result from each EPA method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- merit
- distinction

EPA summary table

On-programme (typically 24 months)	Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard. Training towards English and mathematics qualifications at Level 2¹, if required. Training towards any other qualifications listed in the occupational standard. The qualification(s) required are: City & Guilds Level 2 Diploma for Hair Professionals – Hairdressing TQUK Level 2 Diploma for Hair Professionals (Hairdressing) (RQF) VTCT - Level 2 Diploma for Hair Professionals (Hairdressing) The apprentice must compile a portfolio of evidence. The mandatory qualification must not be awarded until all assessment sections of the EPA have been completed and grades allocated.
End-point assessment gateway	The employer must be content that the apprentice is working at or above the level of the occupational standard. The apprentice's employer must confirm that they think the apprentice: • is working at or above the occupational standard as a hairdressing professional • has the evidence required to pass the gateway and is ready to take the EPA An apprentice must have passed any other qualifications listed in the hairdressing professional occupational standard ST0213. The qualification(s) required are: • City & Guilds Level 2 Diploma for Hair Professionals - Hairdressing • TQUK Level 2 Diploma for Hair Professionals (Hairdressing) (RQF) • VTCT - Level 2 Diploma for Hair Professionals (Hairdressing) The apprentice must have passed English and mathematics qualifications at Level 1 and have taken the tests for Level 2¹. (For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language).

	For the professional discussion, underpinned by a portfolio of evidence, the apprentice must submit a portfolio of evidence. The apprentice must submit all gateway evidence to the EPAO. The EPAO must review the evidence. When the EPAO confirms the gateway requirements have been met, the EPA period starts. The EPA typically takes 3 months to complete. The expectation is that the EPAO will confirm the gateway requirements have been met as quickly as possible. The apprentice must submit any policies and procedures as requested by the EPAO.
End-point assessment (typically 3 months)	Grades available for each method: Computer based, multi choice written test (on demand online) • fail • pass Observation with questions (a maximum of 5 apprentices at any one time) • fail • pass • distinction Professional discussion, underpinned by a portfolio of evidence • fail • pass • distinction Overall EPA and apprenticeship can be graded: ○ fail ○ pass ○ merit ○ distinction
Re-sits and re-takes	• Re-take and re-sit grade cap: pass • Re-sit timeframe: typically, 2 months • Re-take timeframe: typically, 3 months

¹For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

Length of end-point assessment period

The EPA will be taken within the EPA period. The EPA period begins when the EPAO confirms the gateway requirements are met and is typically 3 months.

The expectation is that the EPAO will confirm the gateway requirements are met and the EPA begins as quickly as possible.

EPA gateway

The apprentice's employer must confirm that they think the apprentice is working at or above the occupational standard as a hairdressing professional. They will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

Apprentices must meet the following gateway requirements before starting their EPA.

These are:

- achieved English and mathematics Level 1 and taken the tests for Level 2¹.
- achieved City & Guilds Level 2 Diploma for Hair Professionals - Hairdressing
- achieved TQUK Level 2 Diploma for Hair Professionals (Hairdressing) (RQF)
- achieved VTCT - Level 2 Diploma for Hair Professionals (Hairdressing)
- for the professional discussion, underpinned by a portfolio of evidence apprentices must submit: portfolio of evidence

The mandatory qualification must not be awarded until all assessment sections of the EPA have been completed and grades allocated. Evidence generated from the mandatory qualification should be used to create the portfolio of evidence.

Portfolio of evidence requirements:

Apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should contain evidence related to the KSBs that will be assessed by this assessment method. The portfolio of evidence will typically contain 10 discrete pieces of evidence

PD	Theme	Evidence
1	The hairdressing industry	2
2	Ways of working – legal and organisational	4
3	Technical - Setting and dressing	2
4	Technical - Change the structure of the hair by one classification using chemical services	2

Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- workplace documentation/records, for example:
 - workplace policies/procedures, records
 - witness statements
 - annotated photographs
 - video clips (maximum total duration 5 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the discussion. Independent assessors should review the portfolio of evidence to prepare questions for the discussion assessment method. They are not required to provide feedback after this review.

Apprentices must submit any policies and procedures as requested by the EPAO.

The EPA period starts when the EPAO confirms all gateway requirements have been met.

The expectation is they will do this as quickly as possible.

Assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

EPA Discrete Themes sections:

- Ways of working – legal and organisation
- Ways of working - Client care / customer service
- Technical - Shampoo, condition and finish hair
- Technical - Cut and restyle hair
- Technical - colouring and lightening services
- Technical - Setting and dressing
- Technical - Change the structure of the hair by one classification using chemical services
- Hairdressing industry

Computer based, multi choice written test (on demand online)

Overview

A test is an assessment for asking questions in a controlled and invigilated environment.

Rationale

The rationale for this assessment method is:

- it is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods.
- This method confirms competency against health and safety requirements which is essential to this occupation
- it allows for efficient testing of knowledge where there is a right or wrong answer
- it allows for flexibility in terms of when, where and how it is taken
- it allows larger volumes of apprentices to be assessed at one time.

This method ensures the apprentice has the underpinning knowledge of the legal requirements, science and technical background required to work as a hairdressing professional.

Delivery

This method must be appropriately structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this EPA method to the highest available grade.

The computer based, multi choice written test (online) can be computer based. The computer based, multi choice written test (online) will consist of 40 multiple-choice questions.

These questions will consist of closed response questions (multiple-choice questions). The multiple-choice questions will have four options of which one will be correct. The questions must be varied to avoid the text becoming too predictable yet allow assessment of the relevant knowledge.

The apprentice must be given at least 5 days' notice of the date and time of the computer based, multi choice written test (on demand online).

Themes sections	Knowledge	Question per knowledge statement
Ways of working - legal and organisation	K1, K3, K4, K5, K8, K15, K29	2 questions
Consultation - science	K18, K30, K31, K32, K33	4 questions
Technical - Change the structure of the hair by one classification using chemical services	K36, 37	3 questions
Total		40 questions

The apprentice must be given at least 5 days' notice of the date and time of the computer based, multi choice written test (on demand online).

Test administration

Apprentices must have 60 minutes to complete the test.

The computer based, multi choice written test (online) is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The computer based, multi choice written test (online) must be taken in the presence of an invigilator who is the responsibility of the EPAO. Specialised (proctor) software can be used if the test can be taken on-line, to ensure the security of the test.

The EPAO must have an invigilation policy setting out how the computer based, multi choice written test (online) must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the test to take place in a secure way.

The EPAO must verify the identity of the apprentice.

The EPAO is responsible for the security of the computer based, multi choice written test (online) including the arrangements for on-line testing. The EPAO must ensure that their security arrangements maintain the validity and reliability of the computer based, multi choice written test (online).

Marking

The computer based, multi choice written test (online) must be marked by independent assessors or markers employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where question types support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the computer based, multi choice written test (online). The EPAO must ensure standardisation and moderation of written response test.

Assessment location

Apprentices must take the computer based, multi choice written test (online) in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The computer based, multi choice written test (online) could take place remotely if the appropriate technology and systems are in place to prevent malpractice. EPAOs must verify the apprentice's identity and ensure invigilation of apprentices for example with, and not limited to, 360-degree cameras and screen sharing facilities.

Question and resource development

EPAOs must write a test specification and question bank. The specification must be relevant to the occupation and demonstrate how to assess the KSBs shown in the mapping. It is recommended this is done in consultation with employers of this occupation. EPAOs should maintain the security and confidentiality of EPA materials when consulting employers. The questions must be unpredictable. A question bank of sufficient size will support this. The

test specification and questions must be reviewed at least once a year to ensure they remain fit-for-purpose.

EPAOs will develop purpose-built question banks and ensure that appropriate quality assurance procedures are in place, for example, considering previous item performance data, item analysis, standardisation, training and moderation. EPAOs will ensure that questions are refined and developed to a high standard.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits or re-takes.

EPAOs must produce the following materials to support the computer based, multi choice written test (online):

- independent assessor assessment materials which include:

- training materials
- administration materials
- moderation and standardisation materials
- guidance materials
- grading guidance
- test specification
- sample test and mark schemes
- live tests and mark schemes
- question bank

- EPA guidance for the apprentice and employer

Observation with questions (a maximum of 5 apprentices at any one time)

Overview

In an observation with questions, an independent assessor observes an apprentice in their workplace. The apprentice completes their day-to-day duties under normal working conditions. This allows the apprentice to demonstrate the KSBs shown in the mapping through naturally occurring evidence. The independent assessor asks questions as explained below. Simulation is not permitted during the observation.

The observation and responses to questions must be assessed holistically by the independent assessor when they are deciding the grade for the observation with questions (a maximum of 5 apprentices at any one time).

Rationale

This EPA method is being used because it effectively tests the apprentices' practical skills and competency because:

- the occupation involves practical activity best assessed through observation; it would be difficult to replicate the working environment in a valid way and employers would doubt the occupational competence of an individual not assessed in this way.
- this is a practical role, best demonstrated through completing tasks in a real work environment
- observation makes use of employer resources and equipment, which will be familiar to the apprentice and thus allow them to perform at their best
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors, which may not naturally occur as the assessment.
- Tasks completed during the observation should be valid, contribute to workplace productivity, and should demonstrate a typical service completed in barbershop column
- This allows the apprentice to demonstrate the KSBs shown in the mapping through naturally occurring evidence
- this is a holistic assessment of the KSB, on live clients, with differing requirements, hair classifications and characteristics.

Simulation is not permitted during the observation

The independent assessor can observe up to 5 apprentices in one observation to ensure quality and rigour and they must be as unobtrusive as possible.

Delivery

The observation with questions (a maximum of 5 apprentices at any one time) must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this EPA method to the highest available grade.

The independent assessor can observe up to 5 apprentices to ensure quality and rigour and they must be as unobtrusive as possible.

The EPAO must give an apprentice 5 days' notice of the observation.

In order to demonstrate occupational competence an apprentice must complete number of hairdressing services within commercial timings to demonstrate they can competently complete a column of real clients in a salon. Service time have been combined for similar service to replicate commercial timings.

Obs	Service	Total service timings
1	Colour and lighten hair using a range of techniques	3 hours
2	Shampoo, cut and finish hair	1 hour 30 minutes
3	restyle hair	1 hour
Total Observation time		5 hours and 30 mins

The observation must take no longer than 5 hours 30 minutes.

The services should be completed on a minimum of two clients.

The practical assessment can be completed on any Hair Classification Type

Type 1	Straight hair
1.1	Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
1.2	Medium – hair has lots of volume and body
1.3	Coarse – hair usually is extremely straight and difficult to curl.
Type 2	Wavy hair
2.1	Fine/Thin – hair has a definite “S” pattern. Usually, can accomplish various styles.
2.2	Medium – hair tends to be frizzy and a little resistant to styling.
2.3	Coarse – hair is also resistant to styling and usually very frizzy; it tends to have thicker waves.
Type 3	Curly hair
	3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
	3.2 Tight curls – also tend to have a combination texture, with a medium amount of curl.
Type 4	Very curly hair
4.1	Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
4.2	Wiry – also very fragile and tightly coiled; however, with a less defined curly pattern – has more of a “Z” pattern shape

The independent assessor can increase the time of the observation by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary. The observation and questioning must allow the apprentice the opportunity to demonstrate the KSBs at the highest possible grade.

The observation may be split into discrete sections held on the same working day.

EPAOs must manage invigilation of apprentices at all times to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the observation before it begins. This does not count towards the assessment time.

The independent assessor should observe the following during the observations:

Observation 1 - Colour and lighten hair using a range of techniques (Look1)

During observation 1 the apprentice must:

THEME: Ways of working- legal and regulatory (K1, K2, K17S1, S1, S2, S11, B1, B2, B4).

- Maintained safe, hygienic effective and safe methods of working and infection control. (K2, S2, B1)
- Adhered to legal and organisational requirements S1
- Promoted environmental and sustainable working practices (K17, S11)
- Be flexible and adaptable to changing working environments and demands (B2)
- Demonstrate professionalism and passion (B4)
- complete services in a commercially viable time and to a high standard (B4)

THEME: Client care / customer service (K9, K11, K19, S3, S4, S5, S9, S12, S13, S21, B3, B5, B6)

- Communicated, presented and behaved in a manner, that was helpful, courteous, professional and met industry and organisational requirements (S3, B3)
- Meets client care principles and practices and promote and respect, discretion, equality, diversity, and inclusion (K9 S4)
- Maintains professional ethics and meets organisational and industry standards of appearance (B6)
- Carried out a consultation, examine and analyse the hair, skin and scalp (K19 S12)
 - used all means of identifying clients' wishes
 - question
 - observation
 - have taken into account all hair characteristics
 - hair density
 - hair texture
 - hair elasticity
 - hair porosity
 - hair condition
 - hair growth patterns
 - adapted their advice to take into account the factors limiting or affecting services (K22 S13).
- adverse hair, skin and scalp conditions
- incompatibility of previous services and products used
 - client's lifestyle
 - test results
- hair classification type
- hair characteristics tests
- temperature
- existing colour of hair
- percentage of white hair
- test results (AAT, incompatibility, strand)
- previous chemical services
- strength of hydrogen peroxide
- hair length
- skin tone
- recent removal of hair extensions
 - Identified or can describe any contraindications
 - suspected infections
 - suspected infestations
 - Provides advice, guidance and recommendations (K11, S5)
 - Evaluated the results of the service and recorded the outcomes (K39, S9, S21)

THEME: Technical - colouring and lightening services (K14, K38, S20)

- Completing a colouring and lightening service on **one client** using a minimum of **two products and techniques** to change the colour (depth and tone) of the hair (S20 K38).
- Use a range of relevant products, tools, equipment meeting legal organisational requirements for the safe use and storage (K14 S8).
This must include:
- Woven highlights using either foils or wraps to the root on a minimum 30% of the hair (this could include a T-section of the head or scattered throughout the hair) using

either a **high lift colour or lightening product** (high lift tint or pre lightener) **achieving at least two levels of lift**

- Application of another colouring product either a quasi-permanent, demi-permanent or permanent colour) to change the tone of the hair.

Observation 1 Total time **3 hours**

THEME: Technical - Shampoo, condition, and finish hair (K24, K26, S8, S14, S15)

Observation 2 - Shampoo, cut and finish hair (Look 2)

- Shampoo, condition and treat the hair and scalp (S14, K24).
- Completing a service on **one client**, this must include:
 - selecting the correct shampoo and conditioner
 - using and adapting the relevant massage techniques
- effleurage
- o rotary
- o friction
 - adapted their shampooing techniques
 - ensure client's comfort
 - used and removed the conditioning product
 - used conditioning massage techniques
- effleurage
- petrissage
- Dry, style and finish hair to create a look, that meets the intended shape, direction, balance and volume agreed with the client (K26, S15)
 - controlling the styling tools to achieve the desired look
 - using heated styling equipment
 - taking sections of hair which suit the size of the styling tools
 - maintaining an even tension throughout the blow-drying process
 - keeping the hair evenly damp throughout the blow-drying process
 - controlling the hair length during the blow-drying process

THEME: Technical - Cut and restyle hair (K28, S17, S18)

- Cut hair using a range of technical skills and cutting techniques to create a look, taking into account:
 - weight distribution
 - cutting angles
 - balance and degree of graduation
 - and the natural growth patterns of the hair
 - length of the hair

Observation 2 Total time 1 hour 30 minutes

Observation 3 Restyle hair

- Restyle hair to create a short or medium (above the shoulder) length hair cut, changing the shape, length and style hair using a range of cutting techniques. (S18)

Observation 3 Total time 1 hour

To ensure the observation reciprocates a real work environment and a diverse range of clients the below K&S are covered in observation

During observation 2 and 3 Cut hair using a range of technical skills and cutting techniques to create precision and personalised look (S17) the apprentice must:

Have considered:

- weight distribution
- cutting angles
- balance and degree of graduation
- shape
- creating texture or removing bulk

Used a minimum of six different cutting techniques (K28)

- club cutting
- precision cutting
- scissor over comb
- clipper over comb
- texturizing
- disconnection
- layering
- razor cutting
- graduation
- freehand

Used the dry, style and finish techniques

- blow drying with a round brush
- finger drying

Used a minimum of 2 products

- heat protectors
- sprays
- mousse
- creams
- gels
- serums
- setting lotions
- wax

Taken into account all factors

- hair characteristics
- hair classification
- test results
- client's own hair length
- finished look
- head and face shape
- the occasion for which the look is required

Total Observation time 5 hours and 30 mins**The services should be completed on a minimum of two clients.**

The practical assessment can be completed on any Hair Type (Classification 1-4)

These activities provide the apprentice with the opportunity to demonstrate the KSBs as shown in the mapping.

Questioning can occur during the observation. The time for questions asked during the observation is included in the overall assessment time. The independent assessor must ask at least 10 questions, during the observation. To remain as unobtrusive as possible, independent assessors should ask questions during natural stops between tasks rather than disrupting the apprentice's flow.

Follow-up questions are allowed. The independent assessor must use the questions from the EPAO's question bank or create their own questions in-line with the EPAO's training.

The independent assessor must ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the set number of questions for the observation. The independent assessor can also ask questions to clarify answers given by the apprentice.

The independent assessor conducts and assesses the observation with questions (a maximum of 5 apprentices at any one time). They must record the KSBs observed, KSBs demonstrated in answers to questions and the grade achieved. The apprentice's answers to questions must also be recorded.

The independent assessor makes all grading decisions.

Assessment location

The observation with questions (a maximum of 5 apprentices at any one time) must take place in the apprentice's normal place of work (for example their employer's premises or a customer's premises). Equipment and resources needed for the observation must be provided by the employer and be in good working condition.

Additional venue requirements that must be in place include:

specific venue requirements that must be in place to ensure a real work hair salon environment include:

- that all end-point assessments must be carried out under realistic commercial salon conditions
- the space per working area conforms to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- all byelaws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account; all relevant large items of equipment e.g. hairdressing chair, shampooing station must be provided
- the employer is responsible for providing tools and equipment and the products they will be using

- all equipment must be familiar to the apprentice, be in good working order and legally compliant

Question and resource development

EPAOs must write an assessment specification and question bank. The specification must be relevant to the occupation and demonstrate how to assess the KSBs shown in the mapping. It is recommended this is done in consultation with employers of this occupation. EPAOs should maintain the security and confidentiality of EPA materials when consulting employers. The questions must be unpredictable. A question bank of sufficient size will support this. The assessment specification and questions must be reviewed at least once a year to ensure they remain fit-for-purpose.

EPAOs will develop purpose-built question banks and ensure that appropriate quality assurance procedures are in place, for example, considering standardisation, training and moderation. EPAOs will ensure that questions are refined and developed to a high standard.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits or re-takes.

EPAOs must produce the following materials to support the observation with questions (a maximum of 5 apprentices at any one time):

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and employer

Professional discussion, underpinned by a portfolio of evidence

Overview

In the professional discussion, an independent assessor and apprentice have a formal two-way conversation. It gives the apprentice the opportunity to demonstrate their competency across the KSBs as shown in the mapping.

Rationale

This EPA method is being used because it allows some KSBs which may not naturally occur in every workplace or may take too long to observe to be assessed. Professional discussion also allows for testing of responses where there are a range of potential answers that can't be tested through the knowledge test.

As clear and effective communication is a fundamental part of barbering services, as well as being competent in their practical skills, a hairdressing professional must be able to hold a conversation and demonstrate they can convey their opinion and knowledge on a number of subjects. The professional discussion will enable the independent assessor to assess how confidently the apprentice articulates the KSB covered. The grading criteria has been written to ensure the independent assessor can clearly distinguish the level of communication and understanding of the apprentice.

The inclusion of the professional discussion in the overall grading enables an apprentice to achieve a merit if they achieve a distinction in their professional discussion but a pass in their practical.

It is cost effective, as it may be conducted on the day of the practical observation with questions (time permitting) or remotely, therefore potentially reducing travelling time.

The portfolio which will underpin this assessment method will be developed during the on-programme stage and submitted as part of the Gateway. The portfolio of evidence is not directly assessed, as it underpins the professional discussion and therefore should not be marked by the EPAO.

EPAOs should review the portfolio of evidence in preparation for the professional discussion but are not required to provide feedback after this review of the portfolio.

In the professional discussion, an independent assessor and apprentice have a formal two-way conversation covering the KSB identified.

This assessment methods may be completed after the observation with questions (time permitting) or online at a date prior or after the other assessment methods

This assessment methods may be completed online

Delivery

The professional discussion must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this EPA method to the highest available grade.

The independent assessor conducts and assesses the professional discussion.

PD	Theme	Questions	Total timings
1	The hairdressing industry	2	4 minutes
2	Ways of working – legal and organisational	4	8 minutes
3	Technical - Setting and dressing	2	4 minutes
4	Technical - Change the structure of the hair by one classification using chemical services	2	4 minutes
Total Professional discussion time			20 minutes

THEME: The hairdressing industry

The apprentice will describe:

- the origin of hairdressing and how culture impacts the types of salon and employment routes (K6)
- hairdressing values, industry codes of practice and ethics and a willingness to learn (K7, B7)

THEME: Ways of working – legal and organisational

The apprentice will describe:

- the function of front of house duties, wider salon duties, how and when and who to report problems to (K13, S7).
- the principles of teamwork, in supporting the Salon. (K16, S10).
- ways of supporting mental health and wellbeing of self and client (K10)
- benefits and drawbacks how to promote self, organisation, products and services on social media (K12, S6).

THEME: Technical - Setting and dressing

The apprentice will describe:

- Techniques and methodology behind setting and dressing hair safely, the effects that can be created and the impact on the finished result (K27 S16)
 - **Setting and dressing hair:** creating the desire look shape, direction, balance and volume agreed with the client, controlling the clients' hair throughout the setting process, factors, heated styling equipment, factor that influence the service
 - **Hair up styles:** Classic and on-trend fashionable up-styles using plaiting, braiding, rolls and curls twisting and knotting techniques.

THEME: Technical - Change the structure of the hair by one classification using chemical services

The apprentice will describe:

- the techniques and methodology behind changing the structure of the hair by one classification using chemical services (K35, S19)

The type of classification change (a minimum of one classification) will be dependent on the option taken within the on-programme qualification.

20 mins in total

The EPAO must give an apprentice 5 days notice of the professional discussion. The independent assessor must have at least 4 week(s) to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the professional discussion.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio of evidence is not directly assessed.

The professional discussion must last for 20 minutes. The independent assessor can increase the time of the professional discussion by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

For the professional discussion, the independent assessor must ask at least 10 questions. Follow-up questions are allowed. The independent assessor must use the questions from the EPAO's question bank or create their own questions in-line with the EPAO's training. The professional discussion must allow the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method at the highest possible grade.

The independent assessor must keep accurate records of the assessment. The records must include the KSBs met, the grade achieved and answers to questions.

The independent assessor will make all grading decisions.

Assessment location

The professional discussion must take place in a suitable venue selected by the EPAO (for example the EPAO's or employer's premises).

The professional discussion can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The professional discussion should take place in a quiet room, free from distractions and influence. Additional venue requirements include:

This assessment methods may be completed online (must be taken in the presence of an invigilator who is the responsibility of the EPAO) at a date prior or after the other assessment methods or may be completed following the practical assessment (time permitting).

Question and resource development

EPAOs must write an assessment specification and question bank. The specification must be relevant to the occupation and demonstrate how to assess the KSBs shown in the mapping. It is recommended this is done in consultation with employers of this occupation. EPAOs

should maintain the security and confidentiality of EPA materials when consulting employers. The questions must be unpredictable. A question bank of sufficient size will support this. The assessment specification and questions must be reviewed at least once a year to ensure they remain fit-for-purpose.

EPAOs will develop purpose-built question banks and ensure that appropriate quality assurance procedures are in place, for example, considering standardisation, training and moderation. EPAOs will ensure that questions are refined and developed to a high standard.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits or re-takes.

EPAOs must produce the following materials to support the professional discussion, underpinned by a portfolio of evidence:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and employer

Mapping of KSBs to grade themes

Observation with questions (a maximum of 5 apprentices at any one time) - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Ways of working – legal and organisation K2 K17 S1 S2 S11 B1 B2 B4	How to maintain effective and safe methods of working and infection control when completing hairdressing services and	Adhere to legal and organisational requirements for the safe use of products, tools, materials and equipment. (S1) Apply safe, hygienic, and effective methods of working and infection control, while completing	Facilitates safe working practices ensures safety of self and others, challenges safety issues. (B1) Flexible and adaptable to changing working environments and demands, demonstrates forward thinking to adopting new ways of thinking and working. (B2)

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
	the reasons for doing so. (K2) Methods that promote environmental and sustainable working practices (e.g., recycling, limiting use of single-use plastics, mindful use of energy and water consumption, choosing environmentally friendly products). (K17)	hairdressing services. (S2) Use working methods that promote environmental and sustainable working practices. (S11)	Demonstrate professionalism and a passion for the industry with a commitment to quality whilst working to complete services in a commercially viable time and to a high standard in time pressured situation. (B4)

Observation with questions (a maximum of 5 apprentices at any one time) - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Client care / customer service K9 K11 K19 K22 K39 S3 S4 S5 S9 S12 S13 S21 B3 B5 B6	Client care principles and practices and how to actively promote and respect equality, diversity, and inclusion. (e.g., communication, confidentiality, discretion, comfort, modesty, privacy welfare, limitations required). (K9) The types of advice and guidance that should be provided prior, during and post service on the maintenance of the look, complementary services and retail products available in the salon. (K11) How to complete consultation, examine and analyse the hair, skin and scalp for	Use communication and etiquette that meets industry requirements, suits and is appropriate to the organisation. (S3) Maintain the client's confidentiality and comfort (modesty, privacy) at the start and during the service. (S4) Advise clients (new and regular) pre, during and after service on the maintenance of the look, complementary services and retail products available in the salon. (S5) Complete and maintain client records in accordance with legal and organisational requirements. (S9) Carry out a consultation, examine and analyse the hair,	Communicates and behaviour appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation. (B3) Meets organisational and industry standards of appearance and maintains a positive attitude, observe professional ethics and works as part of a team. (B5) Maintains professional ethics, time management, self-management, integrity, respect, empathy, client

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
	hairdressing services (e.g., hair classification type and characteristics tests). (K19) How to recognise contra-indications that would prevent the service and a limiting factor that would restrict a service and when to refer to a general practitioner and or trichologist. (K22) Evaluation techniques. (K39)	skin and scalp and complete relevant industry tests (e.g., hair classification type and characteristics tests). (S12) Identify (question/observation) any contraindications or limiting factors that are likely to affect or influence the service. (S13) Evaluate the results of the service. (S21)	confidence and confidentiality and discretion. (B6)

Observation with questions (a maximum of 5 apprentices at any one time) - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Technical - Shampoo, condition and finish hair K24 K26 S8 S14 S15	How to shampoo, treat and condition the hair and scalp safely. (K24) How to dry, style and finish hair safely. (K26)	Use a range of products, tools, equipment used in Hairdressing services in accordance with legal organisational requirements. (S8) Shampoo, condition and treat the hair and scalp. (S14) Dry and finish hair using a range of techniques to create a range of looks, that meets the intended shape, direction, balance and volume agreed with the client. (S15)	N/A

Observation with questions (a maximum of 5 apprentices at any one time) - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Technical - Cut and restyle hair K28 S17 S18	The cutting techniques, tools and equipment required to create different effects, establishing accurate distribution of weight, balance and shape to create precision and personalised looks (graduating, layering, thinning, tapering, club cutting, freehand, razoring, sectioning patterns, guidelines, creating texture, scissor over comb, clipper over comb, removing bulk, creating round, square, triangular shape). (K28)	Cut hair using a range of technical skills and cutting techniques to create a range of looks, considering weight distribution, cutting angles, balance and degree of graduation, and the natural growth patterns of the hair, length of the hair.(club cutting, scissor over comb, clipper over comb, texturising, freehand, thinning, layering and razor cutting). (S17) Restyle hair to create a short or medium (above the shoulder) length hair cut, changing the shape, length and style hair using a range of cutting techniques. (S18)	N/A

Observation with questions (a maximum of 5 apprentices at any one time) - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Technical - colouring and lightening services K14 K38 S20	The range and use of products, tools, equipment used in hairdressing services, legal organisational requirements for the safe use and storage. (K14) The techniques and methodology behind changing the depth and tone of hair, using a variety of techniques (e.g. root regrowth, full head application, partial head	Complete a range of hair colouring and lightening services to change the depth and tone using current colouring techniques (e.g., freehand techniques, woven highlights or lowlights, root re-touch, half head and full head application, temporary, semi-permanent, demi- permanent, quasi-permanent, permanent colour and lighteners). (S20)	N/A

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
	application, woven highlights, freehand). (K38)		

Professional discussion, underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
The hairdressing industry K6 K7 B7	Hairdressing origins, history, culture, types of salons and employment routes. (K6) Hairdressing professionalism, values, industry codes of practice and ethics. (K7)	N/A	Shows a willingness to learn. (B7)

Professional discussion, underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Ways of working - legal and organisation K10 K12 K13 K16 S6 S7 S10	Ways of supporting the mental health and wellbeing of self and client. (K10) The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business. (K12) The role and function of the front of house or reception area in a hairdressing business (e.g., services, bookings, payments, retail, upselling and sales). (K13) Teamwork principles. (K16)	Promote yourself, your organisation, products and services via a variety of social channels. (S6) Carry out wider salon duties to support the salon business (e.g., services, bookings, payments, retail, upselling and sales). (S7) Work as part of a team to support the salon businesses. (S10)	N/A

Professional discussion, underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Technical - Setting and dressing K27 S16	The techniques and methodology behind setting and dressing hair safely (sectioning, winding, setting, styling, dressing hair-up styles, plaiting/braiding, knots, twisting, curls, waves, using additional hair and accessories).. (K27)	Use current setting and dressing techniques to create a range of looks that meets the intended shape, direction, balance, and volume agreed with the client. (S16)	N/A

Professional discussion, underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Technical - Change the structure of the hair by one classification K35 S19	The techniques and methodology behind changing the hair structure using chemical services to add wave or curl. (K35)	Change the structure of the hair by one classification. (S19)	N/A

Grading

Observation with questions (a maximum of 5 apprentices at any one time)

Fail - does not meet pass criteria

THEME	PASS	DISTINCTION
KSBS	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
Ways of working – legal and organisation K2 K1 7 S1 S2 S11 B1 B2 B4	Complete hairdressing services to a high standard in a commercially viable time, adhere, safe, hygienic, and effective methods of working and infection control, whilst maintaining	Worked systematically and methodically, is confident, organised and proactive in their approach to safe, hygienic, and effective methods of working and infection control, whilst being flexible to changing demands and adopting a different

THEME	PASS	DISTINCTION
KSBs	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	legal and organisational requirements for the safe use of products, tools, materials, and equipment. (K2, S1, S2, B1, B2, B4) Apply working methods that always promote environmental and sustainable working practices. (S11, K17)	way of working to reflect these, they continually manage and use time and resources (products, tools, materials, and equipment) effectively and demonstrate a constant attention to detail. (K2, S1, S2, B1, B2, B4) Consistently used products and resources efficiently and economically throughout the service which demonstrates effective environmental and sustainable working practices. (K17, S11)
Client care / customer service K9 K11 K19 K22 K39 S3 S4 S5 S9 S12 S13 S21 B3 B5 B6	Communicated, presented and behaved in a manner, that was helpful, courteous, professional and met industry and organisational requirements, whilst completing the consultation and providing appropriate advice to clients, throughout the duration of the service on all aspects in positive manner, analysing hair skin and scalp, conducting industry tests and recognising contra-indications or limiting factors as required (K11, K19, K22, S3, S4, S5, S12, S13, B3, B5) Evaluated the results of the service and recorded the outcomes in accordance with legal and organisational requirements (K39, S9, S21)	Communicated in respectful considered manner, demonstrating empathy and confidence, clients were consistently fully informed with explanations or justifications for any recommendations, the response was intuitive, showing tact and diplomacy, respecting individual client characteristics, in a timely manner, throughout the service (K9, B6)

THEME	PASS	DISTINCTION
KSBs	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
Technical - Shampoo, condition and finish hair K24 K26 S8 S14 S15	Applied used correct products tools and equipment during services, following legal and organisational requirements (S8) Applied and followed correct methodology and techniques whilst shampooing, conditioning, and treating the hair scalp (K24, S14) Applied and followed correct methodology and techniques throughout the drying, styling and finishing process, which met the intended balance, volume and shape. (K25, K26, S15)	Use a creative approach by combining and adapting a range of styling and finishing techniques, products tools and equipment throughout the service , which maximised the style potential, showing specific attention to precision and detail, that took into account the hair characteristics to enhance and personalise the look. (K25, K26, S15)
Technical - Cut and restyle hair K28 S17 S18	Applied and followed correct methodology with precision throughout the haircut, personalising where required, whilst considering the hair characteristics weight distribution, balance and natural growth patterns, using correct moisture, tension, cutting angles and cutting techniques to achieve the desired look. (K28, S17) Restyled the hair using a range of cutting techniques to create a short or medium length hair cut, changing the shape, length and style.	Use a creative approach by combining and adapting a range of technical skills and cutting techniques, throughout the service, which maximised the style potential, showing specific attention to precision and detail that took into account the hair characteristics to enhance and personalise the look. (K28, S17) Use a creative approach to restyle the hair by combining and adapting a range of technical skills and cutting techniques, to create a short or medium length hair cut, throughout the service changing the shape, length and style showing specific attention to precision and detail, that took into account the hair

THEME	PASS	DISTINCTION
KSBs	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	(S18)	characteristics to enhance and personalise the look. (S18)
Technical - colouring and lightening services K14 K38 S20	Colour and lighten the hair using suitable methodology, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, following legal and organisational requirements for use and storage (K14, K38, S20)	Use a creative approach to colour and lighten the hair by combining and adapting a range of technical skills and methodologies, products tools and equipment and current colouring techniques to achieve the change of depth and tone, meeting the service objectives, that take into account the hair characteristics to enhance and personalise the colour result. (K38, S20)

Professional discussion, underpinned by a portfolio of evidence

Fail - does not meet pass criteria

THEME	PASS	DISTINCTION
KSBs	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
The hairdressing industry K6 K7 B7	Describes the history and origin of hairdressing and how culture impacts the types of salon and employment routes. (K6) Explains how hairdressing values, industry codes of conduct, best practice and ethics and a willingness to learn are important to the hairdressing industry (K7, B7)	Provide a detailed description the history and origin of hairdressing, providing examples and justification of how it impacted hairdressing salons and employment routes. (K6) Provide a detailed evaluation of how hairdressing values, industry codes of conduct, best practice and ethics and a willingness to learn are important to the hairdressing industry back up with clear evidence justifying the rationale (K7, B7)
Ways of working - legal and organisation K10 K12 K13 K16 S6 S7 S10	Describe the function of front of house duties, wider salon duties, how and when and who to report problems to and the principles of teamwork, in supporting the Salon. (K13, K16, S7, S10) Explains benefits and drawbacks how to promote self, organisation, products and services on social media channels (K12, S6) Describes ways of supporting mental health and wellbeing of self and client	Describe and justify how the function of front of house duties, wider salon duties, and team work contribute to continuing improvement, the a successful client journey and professionalism with the salon (K13, K16, S7, S10) Provide an evaluation of the benefits and drawbacks of using social media to promote self, organisation, products and services, provides a detailed rationale, with examples of ways social media channels can be used to promote the business (K12, S6) Confidently justifies and provides examples of implementing initiatives to raise awareness of mental health and wellbeing of self and client (K10)

THEME	PASS	DISTINCTION
KSBs	Apprentices must demonstrate all the pass descriptors	Apprentices must demonstrate all the pass descriptors and all of the distinction descriptors
	(K10)	
Technical - Setting and dressing K27 S16	Describes techniques and methodology behind setting and dressing hair safely, the effects that can be created and the impact on the finished result. To include: - Setting and dressing hair: creating the desire look shape, direction, balance and volume agreed with the client, controlling the clients' hair throughout the setting process, factors, heated styling equipment, factor that influence the service (K27) - Hair up styles: Classic and on-trend fashionable up-styles using plaiting, braiding, rolls and curls twisting and knotting techniques (K27, S16)	Confidently describes how hair characteristics and classifications, products, tool and equipment selected impact the techniques and methodology behind setting and dressing hair safely, providing examples a good practice and the consequences of incorrectly applied methodologies and techniques on the result (K27)
Technical - Change the structure of the hair by one classification K35 S19	Describes the techniques, and methodology behind changing the structure of the hair by one classification using chemical services (K35, S19)	Confidently describes how hair characteristics and classifications, products, tool and equipment selected impact the techniques and methodology behind changing the structure of the hair by one classification using chemical services, providing examples a good practice and the consequences of incorrectly applied methodologies and techniques on the result (K27)

Computer based, multi choice written test (online)

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	14
Pass	15	20

Overall EPA grading

The EPA methods contribute equally to the overall EPA grade.

Performance in the EPA will determine the apprenticeship grade of:

- fail
- pass
- merit
- distinction

Independent assessors must individually grade the: observation with questions (a maximum of 5 apprentices at any one time), professional discussion and underpinned by a portfolio of evidence according to the requirements set out in this EPA plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA fail.

Apprentices must achieve at least a pass in all the EPA methods to get an overall pass. To achieve an overall EPA 'merit,' the apprentice must achieve a pass in the knowledge test and a distinction in either the practical observation or professional discussion. To achieve an overall EPA 'distinction,' the apprentice must achieve a pass in the knowledge test and a distinction in both the practical observation and professional discussion.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole.

COMPUTER BASED, MULTI CHOICE WRITTEN TEST (ONLINE)	OBSERVATION WITH QUESTIONS (A MAXIMUM OF 5 APPRENTICES AT ANY ONE TIME)	PROFESSIONAL DISCUSSION, UNDERPINNED BY A PORTFOLIO OF EVIDENCE	OVERALL GRADING
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Merit
Pass	Pass	Distinction	Merit

COMPUTER BASED, MULTI CHOICE WRITTEN TEST (ONLINE)	OBSERVATION WITH QUESTIONS (A MAXIMUM OF 5 APPRENTICES AT ANY ONE TIME)	PROFESSIONAL DISCUSSION, UNDERPINNED BY A PORTFOLIO OF EVIDENCE	OVERALL GRADING
Pass	Distinction	Distinction	Distinction

Re-sits and re-takes

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

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

The employer and EPAO agree the timescale for a re-sit or re-take. A re-sit is typically taken within 3 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

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

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

An apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITY
Apprentice	As a minimum, apprentices should: • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake 20% off-the-job training as arranged by the employer and training provider • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	As a minimum, employers must: • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs

ROLES	RESPONSIBILITY
	• arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the level required by the occupational standard and so is ready for EPA • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is well prepared for the EPA • require the training provider and EPAO to ensure the EPA is booked in a timely manner Post-gateway, employers must: • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the KSBs to be met • remain independent from the delivery of the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis • pass the certificate to the apprentice upon receipt from the EPAO
EPAO	As a minimum, EPAOs must: • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship standard • understand the occupational standard

ROLES	RESPONSIBILITY
	• make all necessary contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material) • appoint suitably qualified and competent independent assessors and oversee their working • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • develop and provide appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (i.e. HEI), there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and/or markers (where used) • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually) • manage invigilation of apprentices in order to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice being assessed • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard Pre-gateway, EPAOs must:

ROLES	RESPONSIBILITY
	• make all necessary contractual arrangements, including agreeing the price of the EPA • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer. At the Gateway, EPAOs must: • confirm all gateway requirements have been met as quickly as possible. Post-gateway, EPAOs must: • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary
Independent assessor	As a minimum, independent assessors must: • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence, up-to-date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • attend induction training • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily • assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily • make all grading decisions • record and report all assessment outcome decisions, for each apprentice, following instructions and using

ROLES	RESPONSIBILITY
	assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	As a minimum, training providers should: • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard • conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan) • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from delivery of the EPAO. Where the training provider is the EPA (i.e. a HEI) there must be procedures in place to mitigate against any conflict of interest
Marker	As a minimum, markers should: • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances including when the EPAO is the training provider (i.e. HEI) • mark test answers accurately according to the EPAO's mark scheme and procedures
Invigilator	As a minimum, invigilators should: • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance (IQA)

Internal quality assurance refers to how EPAOs ensure valid, consistent and reliable EPA decisions. EPAOs must adhere to the requirements within the roles and responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent EPA regardless of employer, place, time or independent assessor
- appoint independent assessors who are competent to deliver the EPA and who:
 - have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last 5 years or significant experience of the occupation or sector
- operate induction training for anyone involved in the delivery and/or assessment of the EPA
- provide training for independent assessors in good assessment practice, operating the assessment tools and making grading decisions
- provide ongoing training for markers and invigilators
- provide standardisation activity for this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of EPA decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on EPA decisions and grades
- have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (for example a higher education institution)

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- The written test assessment methods will be completed on demand online, unless there are special circumstances where the apprentice requires a paper-based test.
- The observation with question will assess up to 5 apprentices simultaneously
- The observation with question and professional discussion assessment methods can be taken on the same day, time permitting
- The professional discussion can be completed online
- The observation with questions and professional discussion can use the employer's premises, or a real work environment (hair salon) within the training providers premises

Professional recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Mapping of KSBs to assessment methods

KNOWLEDGE	ASSESSMENT METHODS
K1 Legal, organisational and health and safety regulations relevant to hairdressing businesses.	Computer based, multi choice written test (online)
K2 How to maintain effective and safe methods of working and infection control when completing hairdressing services and the reasons for doing so.	Observation with questions (a maximum of 5 apprentices at any one time)
K3 Incidents, problems and accidents that can occur in the workplace and the actions to take, responsibilities for reporting incidents or concerns to a responsible person.	Computer based, multi choice written test (online)
K4 The types of risk, work related injury and ill health associated with hairdressing (e.g., physical injuries, posture, disorders, disease, viruses, blood, contact, or air borne, dermatitis).	Computer based, multi choice written test (online)
K5 How to mitigate, conduct and implement a health and safety risk assessment of self and others in the workplace.	Computer based, multi choice written test (online)
K6 Hairdressing origins, history, culture, types of salons and employment routes.	Professional discussion, underpinned by a portfolio of evidence
K7 Hairdressing professionalism, values, industry codes of practice and ethics.	Professional discussion, underpinned by a portfolio of evidence

KNOWLEDGE	ASSESSMENT METHODS
K8 Employment rights and responsibilities (e.g., contracts of employment, working hours; disciplinary and grievance processes, holiday and sickness absence and pay).	Computer based, multi choice written test (online)
K9 Client care principles and practices and how to actively promote and respect equality, diversity, and inclusion. (e.g., communication, confidentiality, discretion, comfort, modesty, privacy welfare, limitations required).	Observation with questions (a maximum of 5 apprentices at any one time)
K10 Ways of supporting the mental health and wellbeing of self and client.	Professional discussion, underpinned by a portfolio of evidence
K11 The types of advice and guidance that should be provided prior, during and post service on the maintenance of the look, complementary services and retail products available in the salon.	Observation with questions (a maximum of 5 apprentices at any one time)
K12 The benefits and drawbacks of using variety of social channels and how social media can be used to promote the business.	Professional discussion, underpinned by a portfolio of evidence
K13 The role and function of the front of house or reception area in a hairdressing business (e.g., services, bookings, payments, retail, upselling and sales),	Professional discussion, underpinned by a portfolio of evidence
K14 The range and use of products, tools, equipment used in hairdressing services, legal organisational requirements for the safe use and storage.	Observation with questions (a maximum of 5 apprentices at any one time)
K15 How to complete and maintain client records in accordance with legal and organisational requirements.	Computer based, multi choice written test (online)
K16 Teamwork principles, how and when and who to report problems to.	Professional discussion, underpinned by a portfolio of evidence
K17 Methods that promote environmental and sustainable working practices (e.g., recycling, limiting use of single-use plastics, mindful use of energy and water consumption, choosing environmentally friendly products).	Observation with questions (a maximum of 5 apprentices at any one time)
K18 The hair and skin science behind hairdressing services.	Computer based, multi choice written test (online)
K19 How to complete consultation, examine and analyse the hair, skin and scalp for hairdressing services (e.g., hair classification type and characteristics tests).	Observation with questions (a maximum of 5 apprentices at any one time)
K20 How to identify the four hair classification types, the limitations in relation to the type of service, products, tools and	Computer based, multi choice written test (online)

KNOWLEDGE	ASSESSMENT METHODS
equipment that can be used (e.g., 1-Straight hair, 2-Wavy hair, 3-Curly hair, 4-Combination).	
K21 The legal requirements, how and when you should complete hairdressing industry tests (e.g., allergy alert, hair characteristics, test cutting /strand, incompatibility, curl/relaxing development).	Computer based, multi choice written test (online)
K22 How to recognise contra-indications that would prevent the service and a limiting factor that would restrict a service and when to refer to a general practitioner and or trichologist.	Observation with questions (a maximum of 5 apprentices at any one time)
K23 The science behind shampooing, treating, and conditioning the hair and scalp.	Computer based, multi choice written test (online)
K24 The techniques and methodology behind shampooing, treating and conditioning the hair and scalp safety.	Observation with questions (a maximum of 5 apprentices at any one time)
K25 The science behind drying and finishing hair (e.g., hair classification types, hair characteristics, alpha to beta keratin, hair hygroscopicity, humidity).	Computer based, multi choice written test (online)
K26 The techniques and methodology behind drying, styling and finishing the hair safely.	Observation with questions (a maximum of 5 apprentices at any one time)
K27 The techniques and methodology behind setting and dressing hair safely (e.g. sectioning, winding, setting, styling, dressing hair-up styles, plaiting/braiding, knots, twisting, curls, waves, using additional hair and accessories)	Professional discussion, underpinned by a portfolio of evidence
K28 The cutting methodology, techniques, tools and equipment required to create different effects, distribution of weight, balance and shape to create precision and personalised looks (e.g., graduating, layering, thinning, tapering, club cutting, freehand, razoring, sectioning patterns, guidelines, creating texture, scissor over comb, clipper over comb, removing bulk, creating round, square, triangular shape)	Observation with questions (a maximum of 5 apprentices at any one time)
K29 Appropriate storage, disposal of products and adequate ventilation for chemical services.	Computer based, multi choice written test (online)
K30 The principles of colour selection and the use of the International Colour Chart (ICC).	Computer based, multi choice written test (online)
K31 The science behind changing the depth and tone of hair.	Computer based, multi choice written test (online)
K32 The science behind changing the hair classification type using chemical services to add wave or curl.	Computer based, multi choice written test (online)

KNOWLEDGE	ASSESSMENT METHODS
K33 The science behind changing the hair classification type using semi-and permanent rearranging chemical services to remove curl or wave.	Computer based, multi choice written test (online)
K34 The types, uses, precautions, benefits and consequences of chemical services used in Hairdressing salons to change the degree of curl or straightness of the hair and the depth and tone of colour.	Computer based, multi choice written test (online)
K35 The techniques and methodology behind changing the hair structure using chemical services to add wave or curl	Professional discussion, underpinned by a portfolio of evidence
K36 The techniques and methodology behind changing the hair structure using semi-permanent rearranging chemical services to remove curl or wave.	Computer based, multi choice written test (online)
K37 The techniques and methodology behind permanent rearranging and relaxing of type 3 and type 4 hair classifications.	Computer based, multi choice written test (online)
K38 The techniques and methodology behind changing the depth and tone of hair, using a variety of techniques (e.g. root regrowth, full head application, partial head application, woven highlights, freehand).	Observation with questions (a maximum of 5 apprentices at any one time)
K39 Evaluation techniques.	Observation with questions (a maximum of 5 apprentices at any one time)
SKILL	ASSESSMENT METHODS
S1 Adhere to legal and organisational requirements for the safe use of products, tools, materials and equipment.	Observation with questions (a maximum of 5 apprentices at any one time)
S2 Apply safe, hygienic, and effective methods of working and infection control, while completing hairdressing services.	Observation with questions (a maximum of 5 apprentices at any one time)
S3 Use communication and etiquette that meets industry requirements, suits and is appropriate to the organisation.	Observation with questions (a maximum of 5 apprentices at any one time)
S4 Maintain the client's confidentiality and comfort (modesty, privacy) at the start and during the service.	Observation with questions (a maximum of 5 apprentices at any one time)
S5 Advise clients (new and regular) pre, during and after service on the maintenance of the look, complementary services and retail products available in the salon.	Observation with questions (a maximum of 5 apprentices at any one time)

KNOWLEDGE	ASSESSMENT METHODS
	apprentices at any one time)
S6 Promote yourself, your organisation, products and services via a variety of social channels.	Professional discussion, underpinned by a portfolio of evidence
S7 Carry out wider salon duties to support the salon business (e.g., services, bookings, payments, retail, upselling and sales).	Professional discussion, underpinned by a portfolio of evidence
S8 Use a range of products, tools, equipment used in Hairdressing services in accordance with legal organisational requirements.	Observation with questions (a maximum of 5 apprentices at any one time)
S9 Complete and maintain client records in accordance with legal and organisational requirements.	Observation with questions (a maximum of 5 apprentices at any one time)
S10 Work as part of a team to support the salon businesses.	Professional discussion, underpinned by a portfolio of evidence
S11 Use working methods that promote environmental and sustainable working practices.	Observation with questions (a maximum of 5 apprentices at any one time)
S12 Carry out a consultation, examine and analyse the hair, skin and scalp and complete relevant industry tests (e.g., hair classification type and characteristics tests).	Observation with questions (a maximum of 5 apprentices at any one time)
S13 Identify (question/observation) any contraindications or limiting factors that are likely to affect or influence the service.	Observation with questions (a maximum of 5 apprentices at any one time)
S14 Shampoo, condition and treat the hair and scalp.	Observation with questions (a maximum of 5 apprentices at any one time)
S15 Dry and finish hair using a range of techniques to create a range of looks, that meets the intended shape, direction, balance and volume agreed with the client.	Observation with questions (a maximum of 5 apprentices at any one time)
S16 Use current setting and dressing techniques to create a range of looks that meets the intended shape, direction, balance, and volume agreed with the client.	Professional discussion, underpinned by a portfolio of evidence

KNOWLEDGE	ASSESSMENT METHODS
S17 Cut hair using a range of technical skills and cutting techniques to create a range of looks, considering weight distribution, cutting angles, balance and degree of graduation, and the natural growth patterns of the hair, length of the hair.(club cutting, scissor over comb, clipper over comb, texturising, freehand, thinning, layering and razor cutting).	Observation with questions (a maximum of 5 apprentices at any one time)
S18 Restyle hair to create a short or medium (above the shoulder) length hair cut, changing the shape, length and style hair using a range of cutting techniques.	Observation with questions (a maximum of 5 apprentices at any one time)
S19 Change the structure of the hair by one classification	Professional discussion, underpinned by a portfolio of evidence
S20 Complete a range of hair colouring and lightening services to change the depth and tone using current colouring techniques (e.g., freehand techniques, woven highlights or lowlights, root re-touch, half head and full head application, temporary, semi-permanent, demi- permanent, quasi-permanent, permanent colour and lighteners).	Observation with questions (a maximum of 5 apprentices at any one time)
S21 Evaluate the results of the service.	Observation with questions (a maximum of 5 apprentices at any one time)
BEHAVIOUR	ASSESSMENT METHODS
B1 Facilitates safe working practices ensures safety of self and others, challenges safety issues.	Observation with questions (a maximum of 5 apprentices at any one time)
B2 Flexible and adaptable to changing working environments and demands, demonstrates forward thinking to adopting new ways of thinking and working.	Observation with questions (a maximum of 5 apprentices at any one time)
B3 Communicates and behaviour appropriately, is always helpful and courteous and adapts behaviour in response to each client and situation.	Observation with questions (a maximum of 5 apprentices at any one time)
B4 Demonstrate professionalism and a passion for the industry with a commitment to quality whilst working to complete services in a commercially viable time and to a high standard in time pressured situation.	Observation with questions (a maximum of 5 apprentices at any one time)
B5	Observation with questions (a maximum of 5 apprentices at any one time)

BEHAVIOUR	ASSESSMENT METHODS
Meets organisational and industry standards of appearance and maintains a positive attitude, observe professional ethics and works as part of a team.	
B6 Maintains professional ethics, time management, self-management, integrity, respect, empathy, client confidence and confidentiality and discretion.	Observation with questions (a maximum of 5 apprentices at any one time)
B7 Shows a willingness to learn.	Professional discussion, underpinned by a portfolio of evidence

Supporting information

External quality assurance

Option selected: Ofqual

Notice period

Immediately (generally meaning within 14 days)

The Hair Professional Apprenticeship Steering group, feel that the new version of the apprenticeship standard (comprising the occupational standard, end-point assessment plan and funding band) can be introduced with a short notice period before it replaces the old version for new starts. This will allow sufficient time for training providers, employers, EPAOs and other parties a period of time to prepare for the new version.

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