

Red Seal Occupational Standard Hairstylist



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RED SEAL
OCCUPATIONAL
STANDARD
HAIRSTYLIST



Title: Hairstylist

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FOREWORD

The Canadian Council of Directors of Apprenticeship (CCDA) recognizes this Red Seal Occupational Standard (RSOS) as the Red Seal standard for the Hairstylist trade.

Background

The first National Conference on Apprenticeship in Trades and Industries, held in Ottawa in 1952, recommended that the federal government be requested to cooperate with provincial and territorial apprenticeship committees and officials in preparing analyses of a number of skilled occupations. Employment and Social Development Canada (ESDC) sponsors the Red Seal Program, which, under the guidance of the CCDA, develops a national occupational standard for each of the Red Seal trades.

Standards have the following objectives:

- to describe and group the tasks performed by skilled workers;
- to identify which tasks are performed in every province and territory;
- to develop instruments for use in the preparation of Interprovincial Red Seal Examinations and assessment tools for apprenticeship and certification authorities;
- to develop common tools for apprenticeship on-the-job and technical training in Canada;
- to facilitate the mobility of apprentices and skilled workers in Canada;
- to supply employers, employees, associations, industries, training institutions and governments with occupational standards.

Any questions, comments, or suggestions for changes, corrections, or revisions to this standard or any of its related products may be forwarded to:

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This standard was prepared by the Apprenticeship and Sectoral Initiatives Directorate of ESDC. The coordinating, facilitating and processing of this standard were undertaken by employees of the standards development team of the Trades and Apprenticeship Division and of Saskatchewan, the host jurisdiction for this trade.

STRUCTURE OF THE OCCUPATIONAL STANDARD

To facilitate understanding of the occupation, this standard contains the following sections:

Methodology: an overview of the process for development, review, validation and weighting of the standard

Description of the Hairstylist trade: An overview of the trade's duties, work environment, job requirements, similar occupations and career progression

Trends in the Hairstylist trade: Some of the trends identified by industry as being the most important for workers in this trade

Essential Skills Summary: An overview of how each of the nine essential skills is applied in this trade

Roles and Opportunities for Skilled Trades in a Sustainable Future: an overarching description of how in the context of climate change, skilled trades play a large role in implementing solutions and adjusting to changes in the world. In addition to highlighting the importance of this awareness, the standard may also contain more details on activities, skills and knowledge elements that are specific to the trade

Industry Expected Performance: description of the expectations regarding the level of performance of the tasks, including information related to specific codes, regulations and standards that must be observed

Language Requirements: description of the language requirements for working and studying in this trade in Canada

Pie Chart of Red Seal Examination Weightings: a graph which depicts the national percentages of exam questions assigned to the major work activities

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard

Major Work Activity (MWA): the largest division within the standard that is comprised of a distinct set of trade activities

Task: distinct actions that describe the activities within a major work activity

Task Descriptor: a general description of the task

Sub-task: distinct actions that describe the activities within a task

Skills:

Performance Criteria: description of the activities that are done as the sub-task is performed

Evidence of Attainment: proof that the activities of the sub-task meet the expected performance of a tradesperson who has reached journeyperson level

Knowledge:

Learning Outcomes: describes what should be learned relating to a sub-task while participating in technical or in-school training

Learning Objectives: topics to be covered during technical or in-school training in order to meet the learning outcomes for the sub-task

Range of Variables: elements that provide a more in-depth description of a term used in the performance criteria, evidence of attainment, learning outcomes, or learning objectives

Appendix A – Acronyms: a list of acronyms used in the standard with their full name

Appendix B – Tools and Equipment / Outils et équipement: a non-exhaustive list of tools and equipment used in this trade

Appendix C – Glossary / Glossaire: definitions or explanations of selected technical terms used in the standard

METHODOLOGY

Development of the Standard

A draft standard is developed by a broad group of trade representatives, including tradespeople, instructors and employers at a National Workshop led by a team of facilitators. This draft standard breaks down all the tasks performed in the occupation and describes the knowledge and abilities required for a tradesperson to demonstrate competence in the trade.

Draft Review

The RSOS development team forwards a copy of the standard and its translation to provincial and territorial authorities who consult with industry representatives to review it. Their recommendations are assessed and incorporated into the standard.

Validation and Weighting

Participating provinces and territories also consult with industry to validate and weight the document for the purpose of planning the makeup of the Red Seal Interprovincial Examination for the trade. They validate and weight the major work activities (MWA), tasks and sub-tasks, of the standard as follows:

MWA	Each jurisdiction assigns a percentage of questions to each MWA for an examination that would cover the entire trade.
TASKS	Each jurisdiction assigns a percentage of exam questions to each task within a MWA.
SUB-TASKS	Each jurisdiction indicates, with a YES or NO, whether or not each sub-task is performed by skilled workers within the occupation in its jurisdiction.

The results of this exercise are submitted to the RSOS development team who then analyzes the data and incorporates it into the document. The RSOS provides the individual jurisdictional validation results as well as the national averages of all responses. The national averages for MWA and task weighting guide the Interprovincial Red Seal Examination plan for the trade.

The validation of the RSOS is used to identify common core sub-tasks across Canada for the occupation. If at least 70% of the responding jurisdictions' industry performs a sub-task, it shall be considered common core. Interprovincial Red Seal Examination questions are limited to the common core sub-tasks identified through this validation process.

Definitions for Validation and Weighting

YES	sub-task performed by qualified workers in the occupation in that province or territory
NO	sub-task not performed by qualified workers in the occupation in that province or territory
NV	standard <u>N</u> ot <u>V</u> alidated by that province or territory
ND	trade <u>N</u> ot <u>D</u> esignated in a province or territory
NOT COMMON CORE (NCC)	sub-task, task or MWA performed less than 70% of responding jurisdictions; these will not be tested by the Interprovincial Red Seal Examination for the trade
NATIONAL AVERAGE %	average percentage of questions assigned to each MWA and task in Interprovincial Red Seal Examination for the trade

Provincial/Territorial Abbreviations

NL	Newfoundland and Labrador
NS	Nova Scotia
PE	Prince Edward Island
NB	New Brunswick
QC	Quebec
ON	Ontario
MB	Manitoba
SK	Saskatchewan
AB	Alberta
BC	British Columbia
NT	Northwest Territories
YT	Yukon Territory
NU	Nunavut

DESCRIPTION OF THE HAIRSTYLIST TRADE

“Hairstylist” is this trade’s official Red Seal occupational title approved by the CCDA.

Hairstylists shampoo, cut, style and chemically treat hair. In some jurisdictions, hairstylists may also provide services such as scalp treatments, hair addition applications and barbering techniques.

To be a successful hairstylist, one must incorporate technical and interpersonal skills. Continuous personal and professional development and client retention are crucial for long-term success. Hairstylists may recommend styles based on trends, clients’ physical features and lifestyle. Critical thinking, questioning and listening skills are important to serve their clientele. Depending on the workplace and jurisdiction, recommending and selling hair and skin products may be done by the hairstylist.

According to jurisdictional requirements, hairstylists may work in hair salons, spas, barber shops, schools, hair replacement clinics, health care establishments, hotels, and in the tourism, fashion and entertainment industries. With experience, hairstylists may move into other positions such as salon managers, salon owners, fashion consultants, educators, platform artists and product sales representatives. Hairstylists may be remunerated through salary, commission, a combination of salary and commission or chair rental agreements. Some hairstylists work out of their residences where by-laws allow.

Hairstylists work with various tools and equipment including brushes, combs, shears, clippers, razors, hair dryers and thermal tools. They own most of their tools and must keep them sanitized, disinfected and maintained according to health and safety rules and regulations.

Some hairstylists specialize in areas such as cutting, hair additions, chemical services and gender-spectrum services. In addition, diversity across Canada may require further specialization in ethnic specific services.

Hairstylists work in clean environments, though the chemicals that they use may irritate their skin and have strong odours and fumes that may result in respiratory issues. Some physical considerations of this trade are long periods of standing, posture fatigue and repetitive motion. This may result in repetitive strain injury, back and foot pain, although ergonomic considerations may reduce these effects.

Key attributes for people entering this trade are communication skills, personal interaction, self-motivation, coordination, manual dexterity, stamina, colour vision and depth perception. Respect, professionalism, teamwork, tact, discretion and creativity are important personal qualities. To keep current with trends and styles, hairstylists need to update their skills through trade shows, online platforms and other educational venues. They may need skills in using and maintaining social media sites to showcase and promote their services to existing and potential clients. They must also understand and implement personal and public hygiene procedures to maintain workplace health and safety.

Continuous learning and upgrading on styles, techniques, products and tools are crucial to this trade for professional success.

TRENDS IN THE HAIRSTYLIST TRADE

New products and techniques

The introduction of bond rebuilders, which help protect the hair fiber, are allowing technical services that were previously unable to be performed to now be carried out.

There are new colouring techniques such as freehand, hair painting, stenciling and pixilating techniques that continue to gain popularity. There is an increase in multicolour service applications which impact time and cost.

With Canada's increasingly diverse population, there is an increased need for hairstylists to be able to work with a wide range of textures of hair.

With clients becoming more educated about trends, hairstylists need to be motivated to stay current in the industry. Along with trade shows and educational events, there are more opportunities to access information about styles and techniques through online learning platforms. Continuous learning is paramount to a hairstylist's success.

Barbering and Facial Grooming

Barbering and facial grooming are growing segments of the hairstylist industry. There is more focus on barbering and facial grooming. Because of this trend, there is a heightened awareness for skills in using clippers, trimmers and razors to create advanced styles such as fades and designs. This comes with the need for a heightened awareness for infection prevention and control.

Digital Technology

There is an increase in the use and management of social media to connect with existing and potential clients. Online platforms such as Facebook, Instagram and Twitter enable hairstylists to showcase their work and promote their salon. These platforms have become a powerful marketing tool.

Environmental

Hairstylists are more aware and accountable of the environmental footprint of products used in large quantities on an everyday basis in hair salons. The recycling of materials such as hair, colour tubes, bottles, aluminum foils, plastics, colours and other products is becoming more popular.

Health and Safety

The use of natural products containing plant extracts, vitamin complexes and essential oils is becoming more commonplace. These products may reduce the toxicity due to less exposure of chemical products and may reduce the risk of allergic and skin reactions.

Hairstylists are becoming more vigilant about health and safety issues such as infection prevention and control, use of Workplace Hazardous Materials Information System (WHMIS) and Occupational Health and Safety (OH&S).

Legislative

The *Personal Information Protection and Electronic Documents Act (PIPEDA)* is impacting the industry, further protecting the client and hairstylist. Caution should be exercised when handling personal information and using any images of clients in media and advertising.

ESSENTIAL SKILLS SUMMARY

Essential skills are needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change.

Through extensive research, the Government of Canada and other national and international agencies have identified and validated nine essential skills. These skills are used in nearly every occupation and throughout daily life in different ways.

A series of CCDA-endorsed tools have been developed to support apprentices in their training and to be better prepared for a career in the trades. The tools can be used independently or with the assistance of a tradesperson, trainer, employer, teacher or mentor to:

- understand how essential skills are used in the trades;
- learn about individual essential skills strengths and areas for improvement; and
- improve essential skills and increase success in an apprenticeship program.

The tools are available online or for order at: <https://www.canada.ca/en/employment-social-development/programs/essential-skills/profiles.html>.

The application of these skills may be described throughout this document within the skills and knowledge that support each sub-task of the trade. The following are summaries of the requirements in each of the essential skills, taken from the essential skills profile. A link to the complete essential skills profile can be found at <http://www.red-seal.ca/>.

READING

Hairstylists read a variety of materials including bulletins, manufacturers' specifications and directions, notices, labels, product inserts, client history profiles and forms. They read regulations, agreements outlining chair-rental contracts, salaries and commissions. Hairstylists may read city by-laws to determine health and safety standards, licensing requirements and allowable business practices. They read articles and trade magazines to stay informed about industry trends and developments as well as descriptions of new products.

DOCUMENT USE

Hairstylists locate information on labels to determine ingredients, storage techniques, safety data sheets (SDS) and safety hazards. They also review trend releases and specifications on swatch books, colour charts, diagrams and tables, and manuals in order to identify processing times, mixing ratios and colouring agents. They consult client records.

WRITING

Hairstylists update client records. They complete forms and write reminders/notes to co-workers and clients. They also write a variety of material to promote services and products on social media sites.

ORAL COMMUNICATION

Hairstylists communicate with clients to determine clients' needs and hairstyling service required. They discuss a variety of topics with clients including fashion trends and hairstyle choices. Hairstylists also exchange information with co-workers, supervisors and distributors. There may be a need to provide reassurance and resolve conflicts.

NUMERACY

Hairstylists use numeracy in a range of tasks. For example, they measure the amount of fluids using scales, beakers and tubes. They also compare measurements of time, temperature and fluid volume to product specification and colouring charts. Hairstylists determine length of hair being cut. When scheduling appointments, they also determine the amount of time needed to complete appointments and maximize productivity by taking into consideration condition of hair, service being delivered and time specified on product information sheet. They complete financial transactions and collect payment for hairstyling, services and products. They must also calculate percentages for various activities.

THINKING

Hairstylists use critical thinking skills to select tools and products required to create specific hairstyles and to judge the performance of hair care products by considering clients' hair. They use problem-solving skills to meet client preferences. Hairstylists evaluate condition of hair and scalp to determine treatment and hairstyle options.

DIGITAL TECHNOLOGY

Hairstylists may use current technology to communicate with clients, distributors, access product manufacturers' website and update client information and book appointments. They may use calculators or point of sale systems to complete numeracy-related tasks. They may use social media for marketing themselves, networking with others, researching current trends, inspiring creativity and training/self-development.

WORKING WITH OTHERS

Hairstylists may work independently or with other team members to perform tasks and optimize client experience in a professional manner. Hairstylists may also mentor apprentices.

CONTINUOUS LEARNING

Continuous learning is important for hairstylists due to ongoing changes in the industry. They also learn by speaking with co-workers and colleagues and by participating in training. Hairstylists may also learn by reading articles, attending educational events and shows, consulting online platforms, analyzing photographs and noting hairstyle and fashion trends, and influencers.

Roles and Opportunities for Skilled Trades in a Sustainable Future

Climate change affects all of us. Trades play a large role in implementing solutions and adjusting to changes in the world.

Throughout this standard, there may be specific references to tasks, skills and knowledge that clearly show this trade's role in a more sustainable future. Each trade has different roles to play and contributions to make in their own way.

For example:

- Construction tradespeople need to consider the materials they are using, building methods, and improvements to mechanical and electrical installations. There are important changes to codes and standards to help meet the climate change goals and commitments set for 2030 and 2050. Retrofits and new construction of low-energy buildings provide enormous opportunities for workers in this sector. Concepts, such as energy efficiency and regarding buildings as systems are foundational.
- Automotive and mechanical trades are seeing a shift towards the electrification of vehicles and equipment. As a result, new skills and knowledge will be required for tradespeople working in this sector. There are mandates for sales of new light-duty zero-emission vehicles (ZEV) in Canada, with the goal of achieving 100% ZEV sales by 2035. Due to this mandate, the demand for these vehicles is growing quickly among consumers and fleets. With this escalating demand, the need for skilled workers to maintain and repair these vehicles is also increasing.
- In industrial and resource sectors, there is pressure to move towards increased electrification of industrial processes. Many industrial and commercial facilities are also being upgraded to improve energy efficiency in areas such as lighting systems, and new production processes and technologies. There are also opportunities in carbon capture, utilization and storage (CCUS), as well as the production and export of low-carbon hydrogen.
- Trades in the service sector may also need to be aware of responsible sourcing, as well as efficient use of products and materials. New ways of working better are always a part of the job.

There are fast-moving changes in guidelines, codes, regulations and specifications. Many are being implemented for the purpose of energy efficiency and climate change. Those that affect specific trades may be mentioned within the standard. Examples of these guidelines and legislation include:

- The National Energy Code of Canada for Buildings (NECB).
- The Canadian Net-Zero Emissions Accountability Act (CNZEAA).
- programs that encourage sustainable building design and construction such as Leadership in Energy and Environmental Design (LEED) and the Zero Carbon Building (ZCB) standards.
- the Montreal Protocol for phasing out R22 refrigerants.
- energy efficiency programs such as ENERGY STAR.

- principles of the United Nations Declaration for the Rights of Indigenous Peoples pertaining to energy sector development.

Apprentices and tradespeople need to increase their climate literacy and reinforce their own understanding of energy issues and environmental practices. It is important for them to understand why these changes are happening and their effect on trades' work. While individual tradespeople and apprentices may not be able to choose certain elements like; the architectural design of buildings, building material selection, regulatory requirements, use of electric vehicles and technologies, they must understand the impact of using these elements in their work. Impacts include using environmentally friendly products and following requirements related to the disposal and recycling of materials.

In apprenticeship, as well as in ongoing professional development, employers and instructors should encourage learning about these concepts, why they are important, how they are implemented, and the overarching targets they are aiming to achieve.

All in all, it's about doing the work better and building a better world.

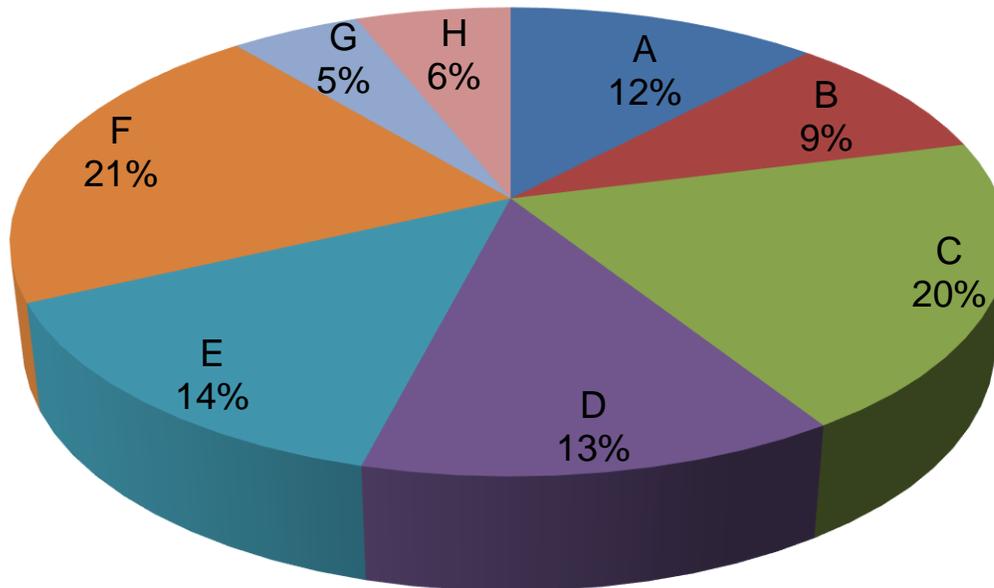
INDUSTRY EXPECTED PERFORMANCE

All tasks must be performed according to the applicable jurisdictional standards and regulations. All health and safety rules and regulations must be respected and observed. Work should be done efficiently and with competence to industry standards without material waste or environmental damage. All requirements of employers, manufacturers, client specifications, OH&S and WHMIS regulations must be met. At a journey person level of performance, all tasks must be done with minimal direction and supervision. As a journey person progresses in their career, there is an expectation they continue to upgrade their skills and knowledge to maintain pace with industry and promote continuous learning in their trade through mentoring of apprentices.

LANGUAGE REQUIREMENTS

It is expected that journeypersons are able to understand and communicate in either English or French, which are Canada's official languages. English or French are the common languages of business as well as languages of instruction in apprenticeship programs.

PIE CHART OF RED SEAL EXAMINATION WEIGHTINGS



MWA A	Performs common occupational skills	12%
MWA B	Performs hair and scalp care	9%
MWA C	Cuts hair	20%
MWA D	Styles hair	13%
MWA E	Performs chemical texture services on hair	14%
MWA F	Alters hair colour	21%
MWA G	Performs specialized services	5%
MWA H	Performs salon operations	6%

This pie chart represents a breakdown of the interprovincial Red Seal examination. Percentages are based on the collective input from workers from the trade from across Canada. The Task Matrix on the next pages indicates the breakdown of tasks and sub-tasks within each Major Work Activity and the breakdown of questions assigned to the Tasks. The Interprovincial examination for this trade has 120 questions.

HAIRSTYLIST

TASK MATRIX

A – Performs common occupational skills

12%

Task A-1 Performs safety-related and hygienic functions 31%	A-1.01 Disinfects tools and equipment	A-1.02 Sanitizes towels, capes and smocks	A-1.03 Maintains safe and hygienic work environment
Task A-2 Uses tools and equipment 27%	A-2.01 Uses manual tools	A-2.02 Uses electric tools	A-2.03 Uses major equipment
Task A-3 Prepares for client services 23%	A-3.01 Consults with client	A-3.02 Plans client services	A-3.03 Drapes client
	A-3.04 Uses documentation		
Task A-4 Uses communication and mentoring techniques 19%	A-4.01 Uses communication techniques	A-4.02 Uses mentoring techniques	

B – Performs hair and scalp care

9%

<p>Task B-5 Analyzes and responds to hair and scalp conditions 53%</p>	<p>B-5.01 Analyzes hair and scalp for non-chemical services</p>	<p>B-5.02 Analyzes hair and scalp for chemical services</p>	<p>B-5.03 Responds to unfavourable hair and scalp reactions</p>
<p>Task B-6 Shampoos and conditions hair and scalp 47%</p>	<p>B-6.01 Brushes hair</p>	<p>B-6.02 Controls flow and temperature of water</p>	<p>B-6.03 Manipulates hair and scalp using shampoo and conditioner</p>
	<p>B-6.04 Performs hair and scalp treatment</p>		

C – Cuts hair

20%

<p>Task C-7 Cuts diverse textures of hair using cutting tools 78%</p>	<p>C-7.01 Cuts hair with elevation</p>	<p>C-7.02 Cuts hair without elevation</p>	<p>C-7.03 Customizes haircuts</p>
<p>Task C-8 Cuts facial and nape hair 22%</p>	<p>C-8.01 Trims facial and nape hair</p>	<p>C-8.02 Removes facial and nape hair with straight razor</p>	

D – Styles hair

13%

Task D-9 Prepares and styles wet hair 51%	D-9.01 Uses styling aids for wet hair	D-9.02 Dries hair	D-9.03 Places hair using freestyle techniques
	D-9.04 Sets wet hair into style pattern using setting tools	D-9.05 Styles hair using finger waves and pin curls	
Task D-10 Styles and finishes dry hair 49%	D-10.01 Uses styling and finishing aids for dry hair	D-10.02 Styles hair using thermal tools and equipment	D-10.03 Styles updos
	D-10.04 Creates hairstyle with hair additions	D-10.05 Finishes hair	

E – Performs chemical texture services on hair

14%

Task E-11 Chemically waves hair 59%	E-11.01 Wraps hair	E-11.02 Processes hair with waving and neutralizing solutions	E-11.03 Removes tools
	Task E-12 Chemically relaxes hair 41%	E-12.01 Applies chemical relaxers and neutralizing products	E-12.02 Processes hair with chemical relaxers and neutralizing products

F – Alters hair colour

21%

Task F-13 Colours hair 35%	F-13.01 Colours virgin hair	F-13.02 Colours regrowth	F-13.03 Colours hair using colour placement and techniques
Task F-14 Lightens hair 30%	F-14.01 Lightens virgin hair	F-14.02 Lightens regrowth	F-14.03 Lightens hair using customized placement and techniques
	F-14.04 Tones pre-lightened hair		
Task F-15 Performs colour correction 35%	F-15.01 Determines process	F-15.02 Removes unwanted colour	F-15.03 Completes colour correction

G – Performs specialized services

5%

Task G-16 Performs services for hair extensions, wigs and hairpieces 73%	G-16.01 Selects hair extensions, wigs and hairpieces	G-16.02 Customizes hair extensions, wigs and hairpieces	G-16.03 Maintains hair extensions, wigs and hairpieces
Task G-17 Performs basic services on the face and nape 27%	G-17.01 Performs depilatory facial and nape services	G-17.02 Colours facial hair	

H – Performs salon operations

6%

Task H-18
Performs front desk responsibilities
65%

H-18.01 Performs communication duties	H-18.02 Schedules appointments	H-18.03 Interacts with clients
H-18.04 Completes financial transactions	H-18.05 Maintains inventory	H-18.06 Prices retail products
H-18.07 Maintains retail displays		

Task H-19
Establishes business fundamentals
35%

H-19.01 Develops business plan	H-19.02 Presents professionalism	H-19.03 Markets products and services
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Harmonization of Apprenticeship Training

Provincial and territorial apprenticeship authorities are each responsible for their respective apprenticeship programs. In the spirit of continual improvement, and to facilitate mobility among apprentices in Canada, participating authorities have agreed to work towards harmonizing certain aspects of their programs where possible. After consulting with their stakeholders in the trade, they have reached consensus on the following elements. Note that implementation of these elements may vary from jurisdiction to jurisdiction, depending on their own circumstances. For more information on the implementation in any province and territory, please contact that jurisdiction’s apprenticeship authority.

1. Trade name

The official Red Seal name for this trade is Hairstylist.

2. Number of Levels of Apprenticeship

The number of levels of technical training recommended for this trade is 2 (two).

3. Total Training Hours During Apprenticeship Training

The total hours of training, including both on-the-job and in-school training for this trade is 3600.

4. Sequencing Topics and Related Sub-tasks

The topic titles in the table below are placed in a column for each apprenticeship level for technical training. Each topic is accompanied by the sub-tasks and their reference number. The topics in the grey shaded cells represent those that are covered “in context” with other training in the subsequent years.

Level 1	Level 2
	Context
	Safety-Related and Hygienic Functions
	Client Service (Preparation)
	Hair and Scalp (Analysis and Response)
Safety-Related and Hygienic Functions 1.01 Disinfects tools and equipment 1.02 Sanitizes towels, capes and smocks 1.03 Maintains safe and hygienic work environment	
Tools and Equipment 2.01 Uses manual tools 2.02 Uses electric tools 2.03 Uses major equipment	Tools and Equipment 2.01 Uses manual tools

Level 1	Level 2
<p>Client Service (Preparation)</p> <p>3.01 Consults with client 3.02 Plans client services 3.03 Drapes client 3.04 Uses documentation</p>	
<p>Communication Techniques</p> <p>4.01 Uses communication techniques</p>	<p>Mentoring Techniques</p> <p>4.02 Uses mentoring techniques</p>
<p>Hair and Scalp (Analysis and Response)</p> <p>5.01 Analyzes hair and scalp for non-chemical services 5.02 Analyzes hair and scalp for chemical services 5.03 Responds to unfavourable hair and scalp reactions</p>	
<p>Shampoo and Condition Hair</p> <p>6.01 Brushes hair 6.02 Controls flow and temperature of water 6.03 Manipulates hair and scalp using shampoo and conditioner 6.04 Performs hair and scalp treatment</p>	
<p>Hair Cutting (Basic)</p> <p>7.01 Cuts hair with elevation 7.02 Cuts hair without elevation 7.03 Customizes haircuts</p>	<p>Hair Cutting (Advanced)</p> <p>7.01 Cuts hair with elevation 7.02 Cuts hair without elevation 7.03 Customizes haircuts</p>
<p>Facial and Nape Hair Services</p> <p>8.01 Trims facial and nape hair 8.02 Removes facial and nape hair with straight razor</p>	<p>Facial and Nape Hair Services</p> <p>8.02 Removes facial and nape hair with straight razor</p>
<p>Wet Hair Styling</p> <p>9.01 Uses styling aids for wet hair 9.02 Dries hair 9.03 Places hair using freestyle techniques</p>	<p>Wet Hair Styling</p> <p>9.04 Sets wet hair into style pattern using setting tools 9.05 Styles hair using finger waves and pincurls</p>
<p>Dry Hair Finishing and Styling</p> <p>10.01 Uses styling and finishing aids for dry hair 10.02 Styles hair using thermal tools and equipment 10.05 Finishes hair</p>	<p>Dry Hair Finishing and Styling</p> <p>10.03 Styles up-dos 10.04 Creates hair style with hair additions 10.05 Finishes hair</p>
	<p>Chemical Waving</p> <p>11.01 Wraps hair 11.02 Processes waving and neutralizing solutions 11.03 Removes tools</p>

Level 1	Level 2
	<p>Chemical Relaxing 12.01 Applies chemical relaxers and neutralizing products 12.02 Processes hair with chemical relaxers and neutralizing products 12.03 Removes chemical relaxers and neutralizing products</p>
<p>Colouring 13.01 Colours virgin hair 13.02 Colours regrowth 13.03 Colours hair using colour placement and techniques</p>	<p>Colouring 13.03 Colours hair using colour placement and techniques</p>
<p>Lightening (Introduction) 14.01 Lightens virgin hair 14.02 Lightens regrowth 14.03 Lightens hair using customized placement and techniques 14.04 Tones pre-lightened hair</p>	<p>Lightening 14.01 Lightens virgin hair 14.02 Lightens regrowth 14.03 Lightens hair using customized placement and techniques 14.04 Tones pre-lightened hair</p>
	<p>Colour Correction 15.01 Determines process 15.02 Removes unwanted colour 15.03 Completes colour correction</p>
	<p>Extensions, Wigs and Hairpieces 16.01 Selects hair extensions, wigs and hairpieces 16.02 Customizes hair extensions, wigs and hairpieces 16.03 Maintains hair extensions, wigs and hairpieces</p>
	<p>Face and Nape Services (Basic) 17.01 Performs depilatory facial and nape services 17.02 Colours facial hair</p>
<p>Front Desk 18.01 Performs communications duties 18.02 Schedules appointments 18.03 Interacts with clients 18.04 Completes financial transactions 18.05 Maintains inventory 18.06 Prices retail products 18.07 Maintains retail displays</p>	
<p>Business Fundamentals 19.02 Presents professionalism 19.03 Markets products and services</p>	<p>Business Fundamentals 19.01 Develops business plan 19.02 Presents professionalism 19.03 Markets products and services</p>

MAJOR WORK ACTIVITY A

Performs common occupational skills

TASK A-1 Performs safety-related and hygienic functions

TASK DESCRIPTOR

Hairstylists clean, sanitize and disinfect tools and equipment to avoid cross-contamination.

A-1.01 Disinfects tools and equipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-1.01.01P	clean tools and equipment	tools and equipment are cleaned so that disinfecting procedure is effective
A-1.01.02P	select <i>method</i> of disinfection	<i>method</i> of disinfection is selected according to health and safety rules and regulations, type of contamination and type of tools and equipment
A-1.01.03P	disinfect tools and equipment	tools and equipment are disinfected according to manufacturers' specifications and directions using <i>methods</i>
A-1.01.04P	replace disinfecting solution	disinfecting solution is replaced according to manufacturers' specifications to maintain required disinfecting strength
A-1.01.05P	store sanitizing and disinfecting solutions	sanitizing and disinfecting solutions are stored according to manufacturers' specifications

RANGE OF VARIABLES

methods include: spraying disinfectant, wiping, soaking tools in disinfectant solution

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-1.01.01L	demonstrate knowledge of disinfecting products, tools, and their applications	describe the importance of disinfection when working in a salon environment identify types of cleaning and disinfecting products and their applications identify types of disinfecting tools and equipment and their applications identify hazards and describe safe work practices
A-1.01.02L	demonstrate knowledge of the procedures used for disinfecting tools and equipment	describe the methods used to disinfect tools and equipment
A-1.01.03L	demonstrate knowledge of regulatory requirements pertaining to the disinfection of tools and equipment	identify and describe workplace health and safety rules and regulations, <i>OH&S Act</i> and WHMIS regulations

RANGE OF VARIABLES

methods include: spraying disinfectant, wiping, soaking tools in disinfectant solution

A-1.02 Sanitizes towels, capes and smocks

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-1.02.01P	operate washing and drying machine	washing and drying machines are operated according to manufacturers' specifications and directions
A-1.02.02P	select detergent for towels, capes and smocks	detergent for towels, capes and smocks is selected
A-1.02.03P	wash towels	towels are washed after every use and according to jurisdictional regulations
A-1.02.04P	wash capes and smocks	capes and smocks are washed according to jurisdictional regulations
A-1.02.05P	inspect capes, towels and smocks for stains and wear	capes, towels and smocks are inspected for stains and wear and replaced as required

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-1.02.01L	demonstrate knowledge of sanitizing products, tools and equipment, and their applications	describe the importance of sanitation when working in a salon environment
		identify types of sanitizing tools, equipment and products and their applications
		identify hazards and describe safe work practices
A-1.02.02L	demonstrate knowledge of the procedures used for sanitizing towels, capes and smocks	describe the procedure used to sanitize towels, capes and smocks
A-1.02.03L	demonstrate knowledge of regulatory requirements pertaining to the sanitization of towels, capes and smocks	identify and describe workplace health and safety rules and regulations pertaining to the sanitization of towels, capes and smocks

A-1.03 Maintains safe and hygienic work environment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-1.03.01P	clean work area	work area is cleaned according to health and safety rules and regulations and for <i>infection control</i>
A-1.03.02P	ensure that all areas for clients and employees are safe	<i>hazards</i> are removed or controlled to prevent injury or accidents
A-1.03.03P	discard sharps	sharps are discarded according to health and safety rules and regulations to prevent infection and injury
A-1.03.04P	use <i>personal protective equipment (PPE)</i>	<i>PPE</i> is used according to manufacturers' specifications and directions to protect self and client
A-1.03.05P	use <i>safety equipment</i>	<i>safety equipment</i> is used according to manufacturers' specifications and directions
A-1.03.06P	perform basic first aid	basic first aid is performed according to salon policies and procedures

A-1.03.07P	store salon supplies	salon supplies are stored to maintain safety and cleanliness and according to jurisdictional regulations
A-1.03.08P	maintain personal hygiene	personal hygiene is maintained

RANGE OF VARIABLES

infection control includes: washing hands, cleaning work station, keeping garbage bins covered, keeping towel bins covered

hazards include: slipping, tripping, electrical shock, blood spills, communicable diseases

personal protective equipment (PPE) includes: gloves, smocks, masks, safety glasses

safety equipment includes: fire extinguishers, first aid kits, eyewash station

salon supplies include: colour, lighteners, peroxide, chemical texturizers, cleaning products, styling products

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
A-1.03.01L	demonstrate knowledge of safe and hygienic work practices	describe the importance of sanitation when working in a salon environment
		identify hazards and describe safe work practices
		describe methods of infection control
		describe methods of disposal for infectious materials
		identify types of PPE and safety equipment and describe their applications and limitations
		describe the procedures used to maintain PPE and safety equipment
		describe the importance of maintaining personal hygiene
		describe basic first aid requirements and techniques
A-1.03.02L	demonstrate knowledge of regulatory requirements pertaining to safety	identify and describe workplace health and safety rules and regulations

RANGE OF VARIABLES

hazards include: slipping, tripping, electrical shock, blood spills, communicable diseases

infection control includes: washing hands, cleaning work station, keeping garbage bins covered, keeping towel bins covered

infectious materials include: sharps, contaminated materials (towels, capes)

PPE includes: gloves, smocks, masks, safety glasses

safety equipment includes: fire extinguishers, first aid kits, eyewash station

TASK A-2 Uses tools and equipment

TASK DESCRIPTOR

Hairstylists use tools and equipment to perform client services. They maintain their tools and equipment to maximize their longevity.

A-2.01 Uses manual tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.01.01P	clean/sanitize, disinfect and oil cutting tools	cutting tools are cleaned/sanitized, disinfected and oiled according to manufacturers' specifications and directions
A-2.01.02P	replace worn and damaged cutting tools and their components	worn and damaged cutting tools and their components are replaced by a professional technician if necessary
A-2.01.03P	sharpen cutting tools	cutting tools are sharpened using a professional sharpening technician when needed
A-2.01.04P	remove debris from styling tools	debris from styling tools is removed
A-2.01.05P	replace or maintain chemical texturizing rods	chemical texturizing rods are maintained using maintenance techniques according to jurisdictional regulations by removing all traces of product or replaced when damaged
A-2.01.06P	organize and store manual tools	manual tools are organized and stored according to jurisdictional regulations
A-2.01.07P	maintain colouring tools	colouring tools are maintained according to jurisdictional regulations by removing all traces of product to prevent unintentional mixing of colours

RANGE OF VARIABLES

cutting tools include: shears, blades

styling tools include: combs, brushes, clips, rollers

maintenance techniques are: cleaning and disinfecting tools after use

manual tools include: shears, chemical texturizing tools, combs, brushes, blades

colouring tools include: applicator bottles, non-metallic bowls, colour brushes, reusable highlighting caps and hooks

KNOWLEDGE

Learning Outcomes	Learning Objectives
A-2.01.01L demonstrate knowledge of manual tools , their characteristics, applications, and procedures for use	identify types of manual tools and describe their characteristics and applications
	identify types of cutting tools and describe their characteristics and applications
	identify types of styling tools and describe their characteristics and applications
	identify types of chemical texturizing rods and describe their characteristics and applications
	identify types of colouring tools and describe their characteristics and applications
A-2.01.02L demonstrate knowledge of the procedures used to inspect and maintain manual tools	describe the procedures used to inspect and maintain manual tools
	describe the procedures used to inspect and maintain styling tools
	describe the procedures used to inspect and maintain chemical texturizing tools
	describe the procedures used to inspect and maintain colouring tools
A-2.01.03L demonstrate knowledge of regulatory requirements pertaining to the use and maintenance of manual tools	identify and describe health and safety rules and regulations

RANGE OF VARIABLES

manual tools include: shears, chemical texturizing tools, combs, brushes, blades

cutting tools include: shears, blades

styling tools include: combs, brushes, clips, rollers

colouring tools include: applicator bottles, non-metallic bowls, colour brushes, reusable highlighting caps and hooks

A-2.02 Uses electric tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.02.01P	remove debris and oil from clippers and trimmers and then re-oil	debris and oil is removed from clippers and trimmers and they are re-oiled for optimal performance
A-2.02.02P	remove debris from filter in hair dryers	debris is removed from filter in hair dryers for optimal performance
A-2.02.03P	remove product build-up from surface of electric tools	product build-up is removed from surface of electric tools
A-2.02.04P	organize and store electric tools	electric tools are organized and stored
A-2.02.05P	inspect electric tools	electric tools are inspected and replaced or repaired according to manufacturers' specifications and directions

RANGE OF VARIABLES

electric tools include: thermal tools (curling irons, flat irons), hair dryers, colour-processing equipment, clippers, trimmers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.02.01L	demonstrate knowledge of electric tools , their characteristics, applications, and procedures for use	identify types of electric tools and describe their characteristics, applications and procedures for use
A-2.02.02L	demonstrate knowledge of the procedures used to inspect and maintain electric tools	describe the procedures used to inspect and maintain electric tools
A-2.02.03L	demonstrate knowledge of regulatory requirements pertaining to the use and maintenance of electric tools	identify and describe health and safety rules and regulations pertaining to the use and maintenance of electric tools

RANGE OF VARIABLES

electric tools include: thermal tools (curling irons, flat irons), hair dryers, colour-processing equipment, clippers, trimmers

A-2.03 Uses major equipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-2.03.01P	select <i>major equipment</i>	<i>major equipment</i> is selected according to job task
A-2.03.02P	maintain <i>major equipment</i>	<i>major equipment</i> is maintained according to manufacturers' specifications
A-2.03.03P	adjust <i>major equipment</i>	<i>major equipment</i> is adjusted according to hairstylist ergonomic needs
A-2.03.04P	inspect <i>major equipment</i>	<i>major equipment</i> is inspected for breakage and malfunctions and arranged for repairs and replacements

RANGE OF VARIABLES

major equipment includes: electric/hydraulic chairs, sinks, overhead hood dryers, stationary hood dryers, cutting stools, hair processing lamps, trolleys

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-2.03.01L	demonstrate knowledge of <i>major equipment</i> , their characteristics, applications, and procedures for use	identify types of <i>major equipment</i> and describe their characteristics, applications and procedures for use
A-2.03.02L	demonstrate knowledge of the procedures used to inspect and maintain <i>major equipment</i>	describe the procedures used to inspect and maintain <i>major equipment</i>
A-2.03.03L	demonstrate knowledge of regulatory requirements pertaining to the use and maintenance of <i>major equipment</i>	identify and describe health and safety rules and regulations pertaining to the use and maintenance of <i>major equipment</i>

RANGE OF VARIABLES

major equipment includes: electric/hydraulic chairs, sinks, overhead hood dryers, stationary hood dryers, cutting stools, hair processing lamps, trolleys

TASK A-3 Prepares for client services

TASK DESCRIPTOR

In order to ensure efficient delivery of services, hairstylists will refer to salon documents and have a thorough consultation with the client.

A-3.01 Consults with client

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-3.01.01P	obtain client information	client information is obtained by completing forms and by asking questions
A-3.01.02P	determine client needs	client needs are determined by listening attentively
A-3.01.03P	identify condition of hair and scalp	condition of hair and scalp is identified in relation to past services
A-3.01.04P	identify client features	client features are identified
A-3.01.05P	identify client service required	client service required is identified and explained to client
A-3.01.06P	inform client of estimated time, cost and maintenance required for desired services	client is informed of estimated time, cost and maintenance required for desired services
A-3.01.07P	confirm services with client	services to be performed are confirmed with client

RANGE OF VARIABLES

client information includes: style desires, allergies, sensitivity, medical conditions, hair history, formulas used, personal information

condition of hair and scalp includes: previous chemical treatments, products, hair history, unfavourable conditions of scalp and hair

client features include: skin tone, hair type, profile, facial shape, growth patterns

services include: styling, cutting, chemical services, scalp treatments, shampoo

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-3.01.01L	demonstrate knowledge of consultation skills	identify types of client information required from client before performing services
		identify types of salon documents required to provide client services

		describe procedure to identify condition of hair and scalp and client features
		explain the process involved to perform client services
		describe procedure to determine time, cost and maintenance of proposed service
A-3.01.02L	demonstrate knowledge of the regulatory requirements pertaining to the collection of personal information	describe the <i>Personal Information Protection and Electronic Documents Act (PIPEDA)</i> in relation to the collection of personal information

RANGE OF VARIABLES

client information includes: style desires, allergies, sensitivity, medical conditions, hair history, formulas used, personal information

services include: styling, cutting, chemical services, scalp treatments, shampoo

salon documents include: client scheduling system, manufacturers' specifications and directions, waivers, client records, receipts, consultation questionnaire, price lists, brochures

condition of hair and scalp includes: previous chemical treatments, products, hair history, unfavourable conditions of scalp and hair

client features include: skin tone, hair type, profile, facial shape, growth patterns

A-3.02 Plans client services

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-3.02.01P	assess time required for service	time required for service is assessed
A-3.02.02P	organize schedule and manage time effectively	schedule is organized and time is managed effectively to coordinate multiple clients and services
A-3.02.03P	select and organize products, supplies, tools and equipment	products, supplies, tools and equipment are selected and organized according to services to be performed

RANGE OF VARIABLES

services include: styling, cutting, chemical services, scalp treatments, shampoo, facial grooming

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-3.02.01L	demonstrate knowledge of the procedures used to plan client services	describe procedures used to identify time required for service to be performed
		describe the considerations required to schedule and manage time to coordinate multiple clients and services
		describe procedures used to determine products, supplies, tools and equipment required for services to be performed
		describe procedures used to organize products, supplies, tools and equipment

RANGE OF VARIABLES

services include: styling, cutting, chemical services, scalp treatments, shampoo, facial grooming

A-3.03

Drapes client

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-3.03.01P	select cape	cape is selected according to service
A-3.03.02P	determine barrier required between neck and cape	barrier required between neck and cape is determined to protect skin and according to service being performed
A-3.03.03P	drape cape on client	cape is draped on client to protect clothing and skin according to salon policies and procedures, and jurisdictional regulations
A-3.03.04P	drape towel	client is draped with towel according to service being provided
A-3.03.05P	secure cape	cape is secured around client's neck with appropriate fastening method

RANGE OF VARIABLES

capes include: waterproof, nylon

services include: styling, cutting, chemical, scalp treatments, shampoo

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-3.03.01L	demonstrate knowledge of procedures used to drape clients	identify types of cap es required for service to be performed describe procedures used to establish barrier required between neck and cape identify fasteners used to secure cape
A-3.03.02L	demonstrate knowledge of regulatory requirements pertaining to draping	identify and describe workplace health and safety rules and regulations pertaining to draping

RANGE OF VARIABLES

capes include: waterproof, nylon

services include: styling, cutting, chemical, scalp treatments, shampoo

A-3.04 Uses documentation

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-3.04.01P	record and store client information	client information is recorded and stored according to the PIPEDA
A-3.04.02P	consult salon documents	salon documents are consulted
A-3.04.03P	use swatch books and colour charts	swatch books and colour charts are used to select colour desired
A-3.04.04P	organize information and documents	information and documents are organized according to salon policies and procedures using document management system
A-3.04.05P	update client information	client information is updated

RANGE OF VARIABLES

client information includes: style desires, allergies, sensitivity, medical conditions, hair history, formulas used, personal information

salon documents include: client scheduling system, manufacturers' specifications and directions, waivers, client records, receipts, consultation questionnaire, price lists, brochures

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-3.04.01L	demonstrate knowledge of trade-related documentation and its use	identify and interpret salon documents
		identify, interpret and record client information
		identify and interpret swatch books and colour charts
		describe procedures used to organize information and documents in a document management system
A-3.04.02L	demonstrate knowledge of the regulatory requirements pertaining to the collection of personal information	describe PIPEDA in relation to the collection of personal information

RANGE OF VARIABLES

salon documents include: client scheduling system, manufacturers' specifications and directions, waivers, client records, receipts, consultation questionnaire, price lists, brochures

client information includes: style desires, allergies, sensitivity, medical conditions, hair history, formulas used, personal information

TASK A-4 Uses communication and mentoring techniques

TASK DESCRIPTOR

Learning in the trades is done primarily in the workplace with tradespeople passing on their skills and knowledge to apprentices, as well as sharing knowledge among themselves. Apprenticeship is, and always has been about mentoring – learning workplace skills and passing them on. Because of the importance of this to the trade, this task covers the activities related to communication in the workplace and mentoring skills.

A-4.01 Uses communication techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-4.01.01P	demonstrate communication practices with individuals or in a group	instructions and messages are interpreted by all parties involved in communication
A-4.01.02P	listen using active listening practices	active listening practices are utilized

A-4.01.03P	receive and respond to feedback on work	response to feedback indicates understanding and that corrective measures are taken
A-4.01.04P	explain and provide feedback	explanation and feedback is provided and task is carried out as directed
A-4.01.05P	use questioning to improve communication	questions enhance understanding, on-the-job training and goal setting
A-4.01.06P	participate in safety and information meetings	meetings are attended, information is relayed to the workforce, and is applied

RANGE OF VARIABLES

active listening includes: hearing, interpreting, reflecting, responding, paraphrasing

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
A-4.01.01L	demonstrate knowledge of trade terminology	define terminology used in the trade
A-4.01.02L	demonstrate knowledge of effective communication practices	describe the importance of using effective verbal and non-verbal communication with people in the workplace
		identify sources of information to effectively communicate
		identify communication and learning styles
		describe effective listening and speaking skills
		identify personal responsibilities and attitudes that contribute to on-the-job success
		identify the value of diversity in the workplace
		identify communication that constitutes harassment and discrimination

RANGE OF VARIABLES

people in the workplace include: other tradespeople, colleagues, apprentices, supervisors, clients, authorities having jurisdiction (AHJ), manufacturers

sources of information include: regulations, codes, occupational health and safety requirements, AHJ requirements, company and client documentation

learning styles include: seeing it, hearing it, trying it

personal responsibilities and attitudes include: asking questions, working safely, accepting constructive feedback, time management and punctuality, respect for authority, good stewardship of materials, tools and property, efficient work practice

harassment includes: objectionable conduct, comment or display made either on a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment to the recipient, cyber bullying

discrimination is prohibited based on: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability, genetic characteristics, pardoned conviction

A-4.02 Uses mentoring techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
A-4.02.01P	identify and communicate learning objective and point of lesson	apprentice or learner can explain the objective and point of the lesson
A-4.02.02P	link skill to other skills and the job	skill order and unplanned learning opportunities are defined
A-4.02.03P	demonstrate performance of a skill to an apprentice or learner	steps required to demonstrate a skill are performed
A-4.02.04P	set up conditions required for an apprentice or learner to practice a skill	practice conditions are set up so that the skill can be practiced safely by the apprentice or learner
A-4.02.05P	assess apprentice or learner's ability to perform tasks with increasing independence	performance of apprentice or learner improves with practice to a point where the skill can be done with little supervision
A-4.02.06P	give supportive and corrective feedback	apprentice or learner adopts best practice after having been given supportive or corrective feedback
A-4.02.07P	support apprentices or learners in pursuing technical training opportunities	technical training is completed within timeframe prescribed by apprenticeship authority

A-4.02.08P	support anti-harassment in the workplace	workplace is harassment- and discrimination-free
A-4.02.09P	assess apprentice or learner suitability to the trade during probationary period	apprentice or learner is given feedback that helps them identify their own strengths and weaknesses and suitability for the trade

RANGE OF VARIABLES

steps required to demonstrate a skill include: identifying the who, what, where, when, why, and how, explaining, showing, giving encouragement, following up to ensure skill is performed correctly

practice conditions means: guided, limited independence, full independence

harassment includes: objectionable conduct, comment or display made either on a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment to the recipient, cyber bullying

discrimination is prohibited based on: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, disability, genetic characteristics, pardoned conviction

KNOWLEDGE

	Learning Outcomes	Learning Objectives
A-4.02.01L	demonstrate knowledge of strategies for learning skills in the workplace	describe the importance of individual experience
		describe the shared responsibilities for workplace learning
		determine one's own learning preferences and explain how these relate to learning new skills
		describe the importance of different types of skills in the workplace
		describe the importance of essential skills in the workplace
		identify different learning styles
		identify different learning needs and strategies to meet them
A-4.02.02L	demonstrate knowledge of strategies for teaching workplace skills	identify strategies to assist in learning a skill
		identify different roles played by a workplace mentor
		describe mentoring skills
		explain the importance of identifying the point of a lesson
		identify how to choose a good time to present a lesson
		explain the importance of linking the lessons

	identify the components of the skill (the context)
	describe considerations in setting up opportunities for skill practice
	explain the importance of providing feedback
	identify techniques for giving effective feedback
	describe a skills assessment
	identify methods of assessing progress
	explain how to adjust a lesson to different situations

RANGE OF VARIABLES

essential skills are: reading, writing, document use, oral communication, numeracy, thinking, working with others, digital technology, continuous learning

learning styles include: seeing it, hearing it, trying it

learning needs include: learning disabilities, learning preferences, language proficiency

strategies to assist in learning a skill include: understanding the principles of instruction, developing coaching skills, being patient, providing feedback

mentoring skills include: identifying the point of the skill, linking the practice and demonstration of the skill, giving feedback, assessing skills and progress

MAJOR WORK ACTIVITY B

Performs hair and scalp care

TASK B-5 Analyzes and responds to hair and scalp conditions

TASK DESCRIPTOR

Hair and scalp care allow the stylist to perform current and future services and make product recommendations to ensure the maintenance of the client's hair. Hair and scalp analysis enable stylists to make informed decisions promoting optimum health and condition of both the hair and scalp.

B-5.01 Analyzes hair and scalp for non-chemical services

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-5.01.01P	determine hair characteristics	hair characteristics are determined by visually inspecting the hair and feeling hair with hands and fingers
B-5.01.02P	identify scalp disorders and conditions	scalp disorders and conditions are identified by visually inspecting the hair and scalp by parting the hair using hands or comb
B-5.01.03P	identify hair disorders and conditions	hair disorders and conditions are identified by visually inspecting the hair and scalp by parting the hair using hands or comb
B-5.01.04P	ask client about health condition and medical history	client's health condition and medical history is identified and considered

RANGE OF VARIABLES

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity, stages of hair growth

scalp disorders and conditions include: head lice (pediculosis capitis), ringworm, cradle cap, hypopigmentation, hyperpigmentation, psoriasis, alopecia, dandruff, dry scalp, oily scalp, abrasions, eczema

hair disorders and conditions include: lice nits, dryness, split ends, breakage, chemical damage, fragile hair, compromised hair, beaded hair, knotted hair, hypopigmentation, hyperpigmentation

health condition and medical history includes: medication, hormonal changes, allergies, carcinomas

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-5.01.01L	demonstrate knowledge of hair and scalp characteristics, structure, disorders and conditions	identify hair characteristics
		identify types of hair and scalp disorders and conditions
B-5.01.02L	demonstrate knowledge of procedures used to analyze hair and scalp for non-chemical services	describe procedures used to inspect hair and scalp visually
		describe procedures used to determine hair characteristics
		explain the importance of obtaining client's health condition and medical history
		describe the impact of health on hair and scalp disorders and condition

RANGE OF VARIABLES

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity, stages of hair growth

structure of hair includes: cuticle, cortex, medulla

structure of scalp includes: hair root, papilla

hair disorders and conditions include: lice nits, dryness, split ends, breakage, chemical damage, fragile hair, compromised hair, beaded hair, knotted hair, hypopigmentation, hyperpigmentation

scalp disorders and conditions include: head lice (pediculosis capitis), ringworm, cradle cap, hypopigmentation, hyperpigmentation, psoriasis, alopecia, dandruff, dry scalp, oily scalp, abrasions, eczema

health condition and medical history includes: medication, hormonal changes, allergies, carcinomas

B-5.02 Analyzes hair and scalp for chemical services

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-5.02.01P	ask client about health condition and medical history	client's health condition and medical history is identified
B-5.02.02P	ask client about environmental factors affecting hair and previous natural and chemical services	client's exposure to environmental factors affecting hair and previous natural and chemical services are identified

B-5.02.03P	determine hair characteristics	hair characteristics are determined by visually observing hair and feeling hair with hands and fingers
B-5.02.04P	determine degree of elasticity	degree of elasticity is determined by performing an elasticity strand test
B-5.02.05P	inspect scalp visually	scalp is visually inspected to identify scalp disorders and conditions
B-5.02.06P	perform patch test	patch test is performed to check for adverse reactions
B-5.02.07P	perform strand test	strand test is performed to select correct product, formula and application method
B-5.02.08P	inspect hair visually	hair is inspected for previous chemical services and damage

RANGE OF VARIABLES

health condition and medical history include: medication, hormonal changes, dietary factors, allergies
environmental factors affecting hair include: water qualities, air quality, pollution, climate change (wind, ultraviolet rays)

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity, stages of hair growth

scalp disorders and conditions include: head lice (pediculosis capitis), ringworm, cradle cap, hypopigmentation, hyperpigmentation, psoriasis, alopecia, dandruff, dry scalp, oily scalp, abrasions, eczema

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-5.02.01L	demonstrate knowledge of hair and scalp characteristics, structure, disorders and conditions	identify hair characteristics identify types of hair and scalp disorders and conditions
B-5.02.02L	demonstrate knowledge of procedures used to analyze hair and scalp for chemical services	describe procedures used to inspect hair and scalp visually describe procedures used to determine hair characteristics explain the importance of obtaining client's health condition and medical history describe the impact of health on hair and scalp condition

B-5.02.03L	demonstrate knowledge of procedures used to analyze hair and scalp for chemical services	explain the importance of obtaining client's health condition and medical history
		explain the importance of obtaining environmental factors affecting hair
		describe the techniques used to determine hair characteristics

RANGE OF VARIABLES

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity, stages of hair growth

structure of scalp includes: hair root, papilla

structure of hair includes: cuticle, cortex, medulla

hair disorders and conditions include: lice nits, dryness, split ends, breakage, chemical damage, fragile hair, compromised hair, beaded hair, knotted hair, hypopigmentation, hyperpigmentation

scalp disorders and conditions include: head lice (pediculosis capitis), ringworm, cradle cap, hypopigmentation, hyperpigmentation, psoriasis, alopecia, dandruff, dry scalp, oily scalp, abrasions, eczema

health condition and medical history include: medication, hormonal changes, allergies, carcinomas

environmental factors affecting hair include: water qualities, air quality, pollution, climate change (wind, ultraviolet rays)

B-5.03 Responds to unfavourable hair and scalp reactions

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-5.03.01P	monitor hair and scalp visually during and after services	hair and scalp are visually monitored during and after services to check for scalp irritation and hair damage
B-5.03.02P	remove tools and materials from hair	tools and materials are removed from hair
B-5.03.03P	rinse products and solutions from hair and scalp	products and solutions are rinsed from hair and scalp according to manufacturers' specifications and directions

B-5.03.04P	adjust water temperature and pressure	water temperature and pressure are adjusted according to unfavourable reaction
B-5.03.05P	advise client of next steps based on unfavourable reaction	client is advised of next steps based on unfavourable reaction according to manufacturers' warnings, jurisdictional regulations, and salon policies and procedures

RANGE OF VARIABLES

scalp irritation includes: dryness, redness, burning, itchiness, sores, blisters, hives, scalp abrasions, inflammation, swelling

KNOWLEDGE

Learning Outcomes		Learning Objectives
B-5.03.01L	demonstrate knowledge of procedures used to analyze and respond to unfavourable hair and scalp reactions	describe procedures used to visually inspect hair and scalp
		identify types of unfavourable reactions
		identify types of treatments for unfavourable reactions

TASK B-6 Shampoos and conditions hair and scalp

TASK DESCRIPTOR

Hairstylists shampoo and condition hair and scalp to cleanse, treat and prepare hair and scalp for further cutting and styling services.

B-6.01 Brushes hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
B-6.01.01P	inspect hair visually	hair is inspected visually to determine hair enhancements and condition
B-6.01.02P	select and use brush	brush is selected and used according to hair characteristics

B-6.01.03P	remove tangles	tangles are removed gently starting at the nape, moving from the hair ends toward the scalp
B-6.01.04P	move brush from scalp to ends	brush is moved from scalp to ends to loosen debris on hair and scalp, and increase blood circulation

RANGE OF VARIABLES

hair enhancements include: coloured sprays, hair tinsel, hair extensions, wefts, wiglets, feathers, beads, gems, clips

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-6.01.01L	demonstrate knowledge of brushes, their characteristics and applications for use	identify types of brushes for wet, dry hair and enhancements
B-6.01.02L	demonstrate knowledge of techniques used to brush hair	identify procedures used to inspect hair visually for enhancements
		describe situations where hair brushing should be avoided
		describe technique used to detangle hair
		describe technique used to brush hair

RANGE OF VARIABLES

hair enhancements include: coloured sprays, hair tinsel, hair extensions, wefts, wiglets, feathers, beads, gems, clips

B-6.02 Controls flow and temperature of water

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-6.02.01P	test and adjust flow and temperature of water	flow and temperature of water is tested and adjusted for client comfort
B-6.02.02P	control direction of water	direction of water is controlled by holding nozzle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-6.02.01L	demonstrate knowledge of procedures used to <i>control water</i>	describe the procedures used to control the flow and temperature of water
		describe the procedures used to control the direction of water

RANGE OF VARIABLES

control water includes: water flow, water temperature available

B-6.03 Manipulates hair and scalp using shampoo and conditioner

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-6.03.01P	select shampoo and conditioner	shampoo and conditioner are selected according to client's scalp, hair and service to be performed
B-6.03.02P	distribute shampoo onto palm and emulsify before applying to scalp and hair	shampoo is distributed onto palm and emulsified before applying to scalp and hair
B-6.03.03P	apply shampoo to scalp and hair	shampoo is applied to scalp and hair according to <i>hair characteristics</i>
B-6.03.04P	lather shampoo and perform manipulations	shampoo is lathered and manipulations are performed using pads of fingers and pressure according to service being performed and client comfort
B-6.03.05P	distribute conditioner onto palm and emulsify before applying to scalp and hair	conditioner is distributed onto palm and emulsified before applying to scalp and hair according to services being performed and <i>hair characteristics</i>
B-6.03.06P	apply conditioner	conditioner is emulsified and applied according to services being performed and <i>hair characteristics</i>
B-6.03.07P	adjust water temperature and pressure	water temperature and pressure are adjusted
B-6.03.08P	rinse and handle hair	hair is rinsed and handled with hands and water to remove products

B-6.03.09P	towel blot hair	hair is towel blotted to remove excess moisture
B-6.03.10P	wrap and secure wet hair in towel	wet hair is wrapped and secured in towel to remove excess moisture, and for client comfort

RANGE OF VARIABLES

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity

KNOWLEDGE

	Learning Outcomes	Learning Objectives
B-6.03.01L	demonstrate knowledge of the procedures used to manipulate hair and scalp using shampoo and conditioner	describe the procedures used to manipulate hair and scalp using shampoo and conditioner
		identify types of shampoos and conditioners
		describe the procedures used to choose shampoo and conditioner according to hair and scalp analysis
		describe the distance the water nozzle should be held from head

B-6.04 Performs hair and scalp treatment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
B-6.04.01P	determine hair or scalp treatment required	hair or scalp treatment is determined according to results of hair and scalp analysis
B-6.04.02P	apply hair and scalp treatments	hair and scalp treatments are applied according to manufacturers' specifications and directions
B-6.04.03P	manipulate and massage scalp	scalp is manipulated and massaged by hand or by equipment
B-6.04.04P	apply heat when required	heat is applied according to manufacturers' specifications and directions when required
B-6.04.05P	rinse hair with water	hair is rinsed with water to remove products

RANGE OF VARIABLES

equipment includes: manual and electric massagers

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
B-6.04.01L	demonstrate knowledge of hair and scalp treatment products	identify types of hair and scalp treatments and their associated products
		identify types of scalp massage equipment
B-6.04.02L	demonstrate knowledge of the procedures used to perform hair and scalp treatments	describe the procedures used to perform hair and scalp treatments
		identify types of scalp massages performed by hand or with equipment
		describe manipulation techniques used to massage scalp
		identify benefits of a scalp massage

RANGE OF VARIABLES

equipment includes: manual and electric massagers

benefits of a scalp massage include: enhances blood circulation, promotes relaxation, strengthens root of hair, softens and conditions hair, spreads natural oils of scalp

MAJOR WORK ACTIVITY C

Cuts hair

TASK C-7 Cuts diverse textures of hair using cutting tools

TASK DESCRIPTOR

Because of Canada's diverse population, it is extremely important for hairstylists to consider the specific needs of a wide variety of hair characteristics and styles. Haircutting involves the removal of hair from the head using various cutting tools and techniques to create a customized desired length, volume, form and shape.

C-7.01 Cuts hair with elevation

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
C-7.01.01P	determine suitability of style	suitability of style is determined taking into consideration client's face shape and body proportions
C-7.01.02P	analyze hair characteristics	hair characteristics are analyzed in order to plan haircut
C-7.01.03P	determine desired results and cutting techniques	cutting techniques are determined according to hair characteristics and desired results
C-7.01.04P	select and use cutting tools	cutting tools are selected and used according to cutting technique, hair characteristics and desired results
C-7.01.05P	section hair	hair is sectioned to achieve control, balanced distribution and desired results
C-7.01.06P	establish guidelines	guidelines are established to determine a starting point and plan for cut
C-7.01.07P	follow guidelines	guidelines are followed throughout the hair to achieve desired form and shape
C-7.01.08P	maintain control of hair throughout cut	client's hair tension is controlled during cut to achieve evenness of cut and achieve desired shape
C-7.01.09P	position client's head and body throughout cut	client's head and body is positioned throughout cut to achieve evenness of cut and desired shape

C-7.01.10P	remove length of hair	length of hair is removed with cutting tool
C-7.01.11P	crosscheck haircut	haircut is crosschecked to achieve desired results
C-7.01.12P	maintain moisture consistency throughout cut	moisture consistency is maintained to achieve evenness of cut
C-7.01.13P	position body stance	body stance is positioned according to hair section as it relates to the cutting technique
C-7.01.14P	perform visual evaluation throughout and after cut	visual evaluation is performed for design, shape and form

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health, form

cutting techniques include: point cutting, slide cutting, disconnection, blunt cutting

cutting tools include: conventional shears, razors, texturizing shears, clippers, combs, clips

guidelines include: interior, perimeter, travelling, stationary

maintain control includes: combing sections and subsections, applying necessary tension, holding hair at desired angle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-7.01.01L	demonstrate knowledge of elements and principles of cutting design	interpret client consultation results to determine cutting design identify prominent or irregular features interpret analysis of hair characteristics
C-7.01.02L	demonstrate knowledge of haircuts with elevation	identify types of haircuts with elevation
C-7.01.03L	demonstrate knowledge of the techniques used to cut hair with elevation	determine where excess hair needs to be removed identify types of cutting tools used for cutting hair with elevation and describe their characteristics and applications identify cutting techniques used for cutting hair with elevation identify combing and sectioning techniques identify the correct distribution of hair in relation to the sectioning line describe the purpose of elevations and angles used in cutting hair describe the outcome of the finished cut when using over-directed elevation explain horizontal, vertical and diagonal lines and angles used in hair cutting

		explain the difference between a stationary guide and a travelling guide
		describe the purpose of maintaining consistent tension and moisture on the hair during cutting service
		explain the importance of cross-checking haircut
C-7.01.04L	demonstrate knowledge of ergonomics related to cutting hair	describe ergonomics related to holding tools
		describe ergonomics related to body position

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health, form

haircuts with elevation include: tapers, fades, layered, graduated

cutting tools include: conventional shears, razors, texturizing shears, clippers, combs, clips

cutting techniques include: point cutting, slide cutting, disconnection, blunt cutting

C-7.02 Cuts hair without elevation

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
C-7.02.01P	determine suitability of style	suitability of style is determined taking into consideration client's face shape and body proportions
C-7.02.02P	analyze hair characteristics	hair characteristics are analyzed in order to plan haircut
C-7.02.03P	determine desired results and cutting techniques	cutting techniques are determined according to hair characteristics and desired results
C-7.02.04P	select and use cutting tools	cutting tools are selected and used according to cutting technique, hair characteristics and desired results
C-7.02.05P	section hair	hair is sectioned to achieve control, balanced distribution and desired results
C-7.02.06P	establish a stationary guideline	a stationary guideline is established to give starting point and line to follow throughout cut
C-7.02.07P	comb hair without elevation to perimeter guideline	hair is combed without elevation to perimeter guideline

C-7.02.08P	<i>maintain control</i> of hair throughout cut	client's hair tension is controlled during cut to achieve evenness of cut and desired shape
C-7.02.09P	position client's head and body throughout cut	client's head and body is positioned throughout cut to achieve evenness of cut and desired shape
C-7.02.10P	remove length from hair	length from hair is removed using <i>cutting tool</i>
C-7.02.11P	check haircut	haircut is checked to achieve desired results
C-7.02.12P	maintain consistent moisture content throughout cut	moisture content is maintained to achieve evenness of cut
C-7.02.13P	position body stance	body stance is positioned according to projection/elevation
C-7.02.14P	perform visual evaluation throughout and after cut	visual evaluation is performed for design shape, form and texture

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health, form

cutting techniques include: disconnected, zero degree elevation

cutting tools include: conventional shears, combs, clips

maintain control includes: combing sections and subsections, applying necessary tension, holding hair at desired angle, maintaining natural fall

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-7.02.01L	demonstrate knowledge of elements and principles of cutting design	interpret client consultation results to determine cutting design identify prominent or irregular features interpret analysis of <i>hair characteristics</i>
C-7.02.02L	demonstrate knowledge of <i>haircuts without elevation</i>	identify types of <i>haircuts without elevation</i>
C-7.02.03L	demonstrate knowledge of technique used to cut hair without elevation	determine where excess hair needs to be removed identify types of <i>cutting tools</i> used for cutting hair without elevation and describe their characteristics and applications identify <i>cutting techniques</i> used for cutting hair without elevation identify combing and sectioning techniques identify horizontal and diagonal lines and angles used in hair cutting without elevation explain the function of a stationary guide

		describe the purpose of maintaining consistent tension and moisture on the hair during cutting service
		explain the importance of checking haircut for accuracy during cut
C-7.02.04L	demonstrate knowledge of ergonomics related to cutting hair	describe ergonomics related to holding tools
		describe ergonomics related to body position

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health, form

haircuts without elevation include: blunt, solid form (one-length), A-line bobs, page boy

cutting tools include: conventional shears, combs, clips

cutting techniques include: disconnected, zero degree elevation

C-7.03 Customizes haircuts

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
C-7.03.01P	determine suitability of style	suitability of style is determined taking into consideration client's face shape and body proportions
C-7.03.02P	analyze hair characteristics	hair characteristics are analyzed in order to customize haircut
C-7.03.03P	determine excess hair to be removed	excess hair to be removed is determined according to hair characteristics and desired results
C-7.03.04P	select sections of hair	sections of hair are selected to determine where hair is to be removed to achieve desired results
C-7.03.05P	maintain control of hair throughout cut	client's hair tension is controlled during cut to achieve evenness of cut and desired shape
C-7.03.06P	position client's head and body throughout cut	client's head and body is positioned throughout cut to achieve evenness of cut and desired shape
C-7.03.07P	maintain moisture consistency of hair in cutting location	moisture consistency is maintained according to selected cutting tool and cutting technique

C-7.03.08P	select cutting technique	cutting technique is selected to personalize haircut
C-7.03.09P	remove hair	hair is removed using cutting tools and cutting techniques to achieve desired results
C-7.03.10P	manipulate hair	hair is manipulated to determine if more customizing is required
C-7.03.11P	position body stance	body stance is positioned according to hair section as it relates to cutting technique
C-7.03.12P	check haircut	haircut is checked to achieve desired results
C-7.03.13P	perform visual evaluation throughout and after cut	visual evaluation is performed for design shape and form

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health

desired results include: increased volume, reduced bulk, accentuated effects

maintain control includes: combing sections and subsections, applying necessary tension, holding hair at desired angle, maintaining natural fall

cutting tools include: conventional shears, razors, texturizing shears, clippers

cutting techniques include: undercutting, slide cutting, point cutting, texturizing, slithering, chunking, feathering, c-shaping, scooping

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-7.03.01L	demonstrate knowledge of elements and principles of cutting design	interpret client consultation results to determine type of cutting design to be performed
		identify prominent or irregular features
		interpret analysis of hair characteristics
C-7.03.02L	demonstrate knowledge of techniques used to customize haircuts	identify current trends and techniques for customizing haircuts
		identify types of cutting tools used to customize haircuts and describe their characteristics and applications
		identify cutting techniques used to customize haircuts
		identify objectives of customizing haircuts
		describe applications for customizing techniques
		identify combing and sectioning techniques

		identify horizontal, vertical and diagonal lines and angles used in customizing haircuts
		describe the purpose of maintaining consistent tension and moisture on the hair during customizing
		explain the importance of checking haircut for accuracy during cut
C-7.03.03L	demonstrate knowledge of ergonomics related to cutting hair	describe ergonomics related to holding tools
		describe ergonomics related to body position

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health

cutting tools include: conventional shears, razors, texturizing shears, clippers

cutting techniques include: undercutting, slide cutting, point cutting, texturizing, slithering, chunking, feathering, c-shaping, scooping

TASK C-8 Cuts facial and nape hair

TASK DESCRIPTOR

Hairstylists remove unwanted facial and nape hair using cutting tools to create desired length and shape. They may perform shaving using straight razors to remove facial and nape hair.

C-8.01 Trims facial and nape hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
C-8.01.01P	determine suitability of style	suitability of style is determined taking into consideration client's face shape and body proportions
C-8.01.02P	select and use cutting tools	cutting tools are selected and used according to desired results
C-8.01.03P	establish an outline	an outline is established to guide shape of facial and nape hair

C-8.01.04P	remove unwanted length of facial hair	unwanted length of facial hair is removed by holding cutting tool at angle required to achieve desired shape
C-8.01.05P	eliminate unwanted weight lines	unwanted weight lines are eliminated by coordinating cutting tool and comb
C-8.01.06P	move cutting tool in the opposite direction of hair growth	cutting tool is moved in the opposite direction of hair growth to control natural growth patterns
C-8.01.07P	check facial and nape hair	facial and nape hair is checked to achieve evenness and balance
C-8.01.08P	detail facial and nape hair perimeters	facial and nape hair perimeters are detailed according to desired results

RANGE OF VARIABLES

cutting tools include: shears (conventional, texturizing), razors, clippers, trimmers, blades, outliners

detailing techniques include: using inverted trimmers to create sharp lines, using clipper blade by rocking to create a soft fade, laying trimmer blade flat while moving against skin

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-8.01.01L	demonstrate knowledge of principles involved in analyzing facial and nape hair	identify facial and nape hair growth patterns
		identify facial and nape hair density
		identify skin characteristics
		identify facial and nape shape
		identify beard, moustache and sideburn styles
C-8.01.02L	demonstrate knowledge of the technique used to trim facial and nape hair	identify cutting tools used for trimming facial and nape hair
		identify finishing and grooming techniques used when trimming facial and nape hair
		describe combing and sectioning techniques
		describe detailing techniques
		explain the importance of checking trim

RANGE OF VARIABLES

skin characteristics include: sensitivities, blemishes, growths

beard, moustache and sideburn styles include: goatee, pencil, handlebar, lambchop, muttonchops, chinstrap, lumberjack

cutting tools include: shears (conventional, texturizing), razors, clippers, trimmers, blades, outliners

finishing and grooming techniques include: facial hair grooming, eyebrow and ear hair grooming, stray hair removal, brushing off loose hair

detailing techniques include: using inverted trimmers to create sharp lines, using clipper blade by rocking to create a soft fade, laying trimmer blade flat while moving against skin

C-8.02 Removes facial and nape hair with straight razor

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
C-8.02.01P	analyze face and nape in preparation for shave	face and nape are analyzed to identify skin characteristics and contour of the face
C-8.02.02P	apply hot towel	hot towel is applied to soften facial and nape hair
C-8.02.03P	apply shaving cream	shaving cream is applied to allow straight razor to glide on skin
C-8.02.04P	pull skin taut before using straight razor	skin is pulled taut before using straight razor to achieve clean shave
C-8.02.05P	apply pressure on straight razor at correct angle in relation to contour	pressure is applied on straight razor at correct angle in relation to contour
C-8.02.06P	detail facial and nape hair	facial and nape hair is detailed by using straight razor around perimeter to create clean and sharp lines
C-8.02.07P	remove shaving cream	shaving cream is removed
C-8.02.08P	apply aftershave and moisturizer	aftershave and moisturizer is applied to close pores, avoid infection and moisturize skin

RANGE OF VARIABLES

skin characteristics include: sensitivities, blemishes, growths

KNOWLEDGE

	Learning Outcomes	Learning Objectives
C-8.02.01L	demonstrate knowledge of principles involved in analyzing facial and nape hair	identify facial and nape hair growth patterns
		identify facial and nape hair density
		identify skin characteristics
		identify facial and nape shape
		identify beard, moustache and sideburn styles
C-8.02.02L	demonstrate knowledge of the technique used to remove facial and nape hair with straight razor	describe procedure used to determine outline and shape of desired results
		describe technique used to cut facial and nape hair with straight razor
		explain the benefits of applying aftershave and moisturizer

RANGE OF VARIABLES

skin characteristics include: sensitivities, blemishes, growths

beard, moustache and sideburn styles include: goatee, pencil, handlebar, lambchop, muttonchops, chinstrap, lumberjack

MAJOR WORK ACTIVITY D

Styles hair

TASK D-9 Prepares and styles wet hair

TASK DESCRIPTOR

Hairstylists mould and manipulate wet hair using styling products, tools and equipment to create direction, volume and texture.

D-9.01 Uses styling aids for wet hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
D-9.01.01P	remove excess moisture from hair	excess moisture is removed from hair using towel to prevent product dilution and to shorten drying time
D-9.01.02P	select styling aids	styling aids are selected according to hair characteristics and desired finish
D-9.01.03P	distribute styling aids	styling aids are distributed according to manufacturers' specifications, directions and desired results

RANGE OF VARIABLES

styling aids include: mousse, shine drops, serums, gel, thermal protectors, setting lotions, volumizers, setting spray, leave-in conditioner, toning spray, sea salt spray

hair characteristics include: weight, shape, natural fall, growth patterns, density, texture, porosity, elasticity, overall health

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-9.01.01L	demonstrate knowledge of styling aids and their benefits	identify types of styling aids for wet hair and describe their benefits
D-9.01.02L	demonstrate knowledge of the applications used to apply styling aids	describe the applications for using styling aids

RANGE OF VARIABLES

styling aids include: mousse, shine drops, serums, gel, thermal protectors, setting lotions, volumizers, setting spray, leave-in conditioner, toning spray, sea salt spray

D-9.02 Dries hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
D-9.02.01P	select pre-drying technique	pre-drying technique is selected according to desired results
D-9.02.02P	select drying equipment	drying equipment is selected according to type of service and desired results
D-9.02.03P	select styling tools	styling tools are selected according to type of service and desired results
D-9.02.04P	direct hair dryer nozzle in coordination with styling tools	hair dryer nozzle is directed in coordination with styling tools
D-9.02.05P	hold hair dryer or place hood dryer at desired distance from hair and scalp	hair dryer is held or hood dryer is placed at desired distance from hair and scalp
D-9.02.06P	determine airflow temperature, speed and direction	airflow temperature, speed and direction are determined for comfort, dryness and desired results
D-9.02.07P	test hair	hair is tested by touch to verify dryness

RANGE OF VARIABLES

pre-drying techniques include: blotting hair with towel to shorten drying time, rough drying with fingers and hair dryer

drying equipment include: hair dryers, hood dryers, hot air brushes, lamps

styling tools include: brushes, combs, rollers, clips

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-9.02.01L	demonstrate knowledge of drying techniques	identify types of pre-drying techniques and describe their characteristics and applications
		identify types of drying techniques and describe their characteristics and applications
		identify drying equipment used to dry hair

	identify types of styling tools used to style hair
	describe techniques used to dry hair with styling tools
	describe technique used to set temperature on drying equipment to protect integrity of hair and scalp
	list safety practices when using drying equipment
	describe technique used with hot and cold temperature variations to set hair

RANGE OF VARIABLES

drying techniques include: brush drying, finger drying, hood drying, diffusing, scrunching

pre-drying techniques include: blotting hair with towel to shorten drying time, rough drying with fingers and hair dryer

drying equipment include: hair dryers, hood dryers, hot air brushes, lamps

styling tools include: brushes, combs, rollers, clips

safety practices include: directing air flow away from scalp, adjusting airflow temperature, keeping a safe distance between hair dryer and hair strand

D-9.03 Places hair using freestyle techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
D-9.03.01P	arrange hair	hair is arranged using fingers and palms
D-9.03.02P	direct hair with hands	hair is manipulated with hands according to desired results

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-9.03.01L	demonstrate knowledge of principles of styling hair	describe elements and principles of design
		identify style requirements
		explain the importance of staying current on trends and styles

D-9.03.02L	demonstrate knowledge of arranging hair using freestyle techniques	identify types of styling aids used to freestyle hair
		describe the procedure used to style hair using freestyle techniques

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: volume, form, texture, design, colour, emphasis

D-9.04 Sets wet hair into style pattern using setting tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
D-9.04.01P	select tool size and type	tool size and type are selected according to hair texture, density, wave pattern and desired results
D-9.04.02P	choose set pattern and curl placement for tools	set pattern and tool placement are chosen according to desired results
D-9.04.03P	comb hair smooth and manipulate over tools	hair is combed smooth and tools are placed using tension in direction of chosen set pattern
D-9.04.04P	smooth ends	ends are smoothed by using tension and styling tools to avoid hooked ends
D-9.04.05P	secure set	set is secured using fasteners placed on hair
D-9.04.06P	select drying equipment to dry hair	drying equipment is selected to dry hair
D-9.04.07P	test hair for dryness	hair is tested by hands to verify dryness
D-9.04.08P	remove tools	tools are removed after hair cools without disturbing base

RANGE OF VARIABLES

placements include: on-base, off-base, half-off base, under-directed, over-directed

fasteners include: clips, picks, clamps

drying equipment includes: hair dryers, hood dryers

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-9.04.01L	demonstrate knowledge of principles of styling hair	describe elements and principles of design identify style requirements explain the importance of staying current on trends and styles
D-9.04.02L	demonstrate knowledge of techniques used to set wet hair into style pattern using setting tools	describe the procedures used to determine size, type of tool and style pattern explain the various tool positions and placements and their effects on the outcome created by different base placement

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: direction, volume, texture

placements include: on-base, off-base, half-off base, under-directed, over-directed

effects include: spiral, barrel curls, end curls, root curls

D-9.05

Styles hair using finger waves and pin curls

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	no	yes	yes	yes	yes	yes	yes	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
D-9.05.01P	select starting point	starting point is selected according to natural growth to demonstrate desired results
D-9.05.02P	manipulate hair	hair is manipulated using fingers and tools to sculpt and mould to create C-shaping and directing the hair into an alternating C pattern
D-9.05.03P	use fingers and comb to connect shaping and ridges	fingers and comb are used to connect shaping and ridges to maintain uniformity of finger waves
D-9.05.04P	select pin curl type	pin curl type is selected according to desired results
D-9.05.05P	use fingers and comb to mould and shape hair into smooth circular patterns	fingers and comb are used to mould and shape hair into a smooth circular pattern to achieve a carved or sculpted pin curl

D-9.05.06P	secure pin curls at open end	pin curls are secured at open end
D-9.05.07P	place client under hood dryer and check hair periodically for dryness	client is placed under hood dryer to set hair and hair is checked periodically for dryness
D-9.05.08P	remove clips	clips are removed after hair cools without disturbing base
D-9.05.09P	style hair	hair is styled according to desired results

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-9.05.01L	demonstrate knowledge of principles of styling hair	describe <i>elements and principles of design</i>
		identify <i>style requirements</i>
		explain the importance of staying current on trends and styles
D-9.05.02L	demonstrate knowledge of techniques used to style hair using finger waves and pin curls	describe the procedure used to determine starting point and desired results
		identify types of clips used to hold curls
		identify types of <i>drying equipment</i> used to dry curls
		identify types of <i>curls</i> created using moulding and sculpting techniques
		describe sculpting techniques used to style hair into desired results
		describe procedures used to <i>comb out</i> and <i>finish hair</i>

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: indentation, direction, volume, texture

drying equipment includes: hair dryer, hood dryer

curls include: cascade, barrel, stand up, sculpted, open-ended, closed-ended, full stem, half stem, no stem

comb out includes: backcombing, back brushing, teasing

finish hair includes: smoothing, polishing, tucking, checking silhouette, using finishing spray

TASK D-10 Styles and finishes dry hair

TASK DESCRIPTOR

Hairstylists create a finished look on dry hair by manipulating the volume, balance and shape of hair. They use thermal tools to alter texture and shape, and styling and finishing aids to protect and support the finished look.

D-10.01 Uses styling and finishing aids for dry hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
D-10.01.01P	apply styling and finishing aids	styling and finishing aids are applied according to hair texture, density and desired results
D-10.01.02P	distribute styling and finishing aids	styling and finishing aids are distributed evenly through hair
D-10.01.03P	style hair with tools	hair is styled with tools according to desired results
D-10.01.04P	finish style	style is finished according to desired results

RANGE OF VARIABLES

styling aids include: thermal protector, serums, gels, mousse, pomade, clays, wax, volumizers, dry shampoo, root sprays, texturizing sprays, fibre paste

finishing aids include: flexible hold sprays, firm hold sprays, sparkle sprays, colour sprays

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-10.01.01L	demonstrate knowledge of styling and finishing aids for dry hair, their characteristics and applications	identify types of styling aids and describe their characteristics and applications
		identify types of finishing aids and describe their characteristics and applications
D-10.01.02L	demonstrate knowledge of procedures for using styling and finishing aids	describe the procedures used for applying styling and finishing aids to hair

RANGE OF VARIABLES

styling aids include: thermal protector, serums, gels, mousse, pomade, clays, wax, volumizers, dry shampoo, root sprays, texturizing sprays, fibre paste

finishing aids include: flexible hold sprays, firm hold sprays, sparkle sprays, colour sprays

D-10.02 Styles hair using thermal tools and equipment

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
D-10.02.01P	select thermal tools and equipment	thermal tools and equipment are selected according to desired finish effect
D-10.02.02P	select styling tool	styling tool is selected according to desired results
D-10.02.03P	determine styling tool placement on the base of hair section	styling tool is placed on the base of hair section
D-10.02.04P	determine heat setting for thermal tool and equipment	heat setting of thermal tool and equipment is determined according to hair texture and condition to protect the integrity of the hair
D-10.02.05P	protect scalp with heat-resistant comb	scalp is protected with heat-resistant comb when using thermal tools
D-10.02.06P	comb section smooth	section is combed smooth from the base before applying the thermal tool to reshape hair
D-10.02.07P	use desired pressure and tension for the thermal tool selected	desired pressure and tension for the thermal tool selected is used
D-10.02.08P	thermal tool or equipment is used with consistent fluid motion	constant motion is used to create desired results
D-10.02.09P	direct hair through or on thermal tool	hair is directed through or on thermal tool to create desired effect and smooth ends
D-10.02.10P	remove thermal tool without disturbing base	thermal tool is removed without disturbing base

RANGE OF VARIABLES

thermal tools include: curling wands, curling irons, flat irons, texture irons, hot rollers, airbrush

thermal equipment includes: hood dryer, hair dryer

styling tools include: combs, clips, rollers, brushes

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-10.02.01L	demonstrate knowledge of principles of styling hair	describe <i>elements and principles of design</i> identify <i>style requirements</i> explain the importance of staying current on trends and styles
D-10.02.02L	demonstrate knowledge of techniques used to style hair using <i>thermal tools</i> and <i>equipment</i> , and <i>styling tools</i>	identify types of <i>thermal tools</i> and <i>equipment</i> , and describe their characteristics and applications identify types of <i>styling tools</i> and describe their characteristics and applications describe brushing and combing techniques used to prepare hair for thermal styling describe techniques used to style hair using <i>thermal tools</i> and <i>equipment</i> list <i>safety practices</i> when using <i>thermal tools</i> and <i>equipment</i> , and <i>styling tools</i>

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: direction, volume, texture, balance, temperature of thermal tools and equipment

thermal tools include: curling wands, curling irons, flat irons, texture irons, hot rollers, airbrush

thermal equipment includes: hood dryer, hair dryer

styling tools include: combs, clips, rollers, brushes

safety practices include: protecting scalp with comb when using thermal tools, directing air flow away from scalp, testing temperature of thermal tools and equipment, maintaining integrity of cords and equipment

D-10.03 Styles updos

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
D-10.03.01P	plan and prepare hair for updo	updo is planned and prepared using controlled sections of hair according to desired results
D-10.03.02P	create foundation and support	foundation and support is created by backcombing, back brushing, and using foundational support aids if desired
D-10.03.03P	distribute hair in direction of design	hair is distributed in direction of design to build focal point
D-10.03.04P	secure design	design is secured using pins or a sew-in-method according to desired results
D-10.03.05P	ornamentation is added	ornamentation is added according to desired results

RANGE OF VARIABLES

ornamentations include: feathers, headbands, clips, barrettes, beads, gems, wefts, extensions

KNOWLEDGE

	Learning Outcomes	Learning Objectives
D-10.03.01L	demonstrate knowledge of principles of styling hair	describe elements and principles of design
		identify style requirements
		describe the importance of staying current on trends and styles
D-10.03.02L	demonstrate knowledge of techniques used to style updos	identify types of tools and styling aids used to design an updo
		describe the brushing and combing techniques used to prepare hair for an updo style
		describe techniques used to insert pins securely
		describe the methods used for sew-in updos

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: direction, volume, texture, balance, length

D-10.04 Creates hairstyle with hair additions

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
D-10.04.01P	select and plan style	style is selected and planned using hair addition according to desired results
D-10.04.02P	prepare hair for style	hair is prepared for style using controlled sections
D-10.04.03P	create foundation and support	foundation and support is created according to desired results
D-10.04.04P	secure hair addition	hair addition is secured
D-10.04.05P	educate client	client is educated according to manufacturers' specifications and directions on home maintenance requirements and upkeep

RANGE OF VARIABLES

hair additions include: clip-ins, tape-ins, weaves, pre-bonded, fusion, micro-link, loop-and-lock, glue-in, glue-on, sew-in, nano-link

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-10.04.01L	demonstrate knowledge of principles of styling hair	describe elements and principles of design
		identify style requirements
		describe the importance of staying current on trends and styles
D-10.04.02L	demonstrate knowledge of techniques used to create hairstyle with hair additions	identify types of hair additions
		describe the brushing and combing techniques used to prepare hair for hair additions
		describe techniques used to create a foundation and support for hair additions

		describe techniques used to secure hair additions
D-10.04.03L	demonstrate knowledge of home maintenance methods for hair additions	describe home maintenance methods for hair additions

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: direction, volume, texture, balance, length

hair additions include: clip-ins, tape-ins, weaves, pre-bonded, fusion, micro-link, loop-and-lock, glue-in, glue-on, sew-in, nano-link

D-10.05 Finishes hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
D-10.05.01P	loosen curls and waves with fingers or tools	curls and waves are loosened with fingers or tools to break up set pattern
D-10.05.02P	smooth hair	hair is smoothed using styling tools according to desired results
D-10.05.03P	use styling aids	styling aids are used to achieve a finished look according to desired results

RANGE OF VARIABLES

styling tools include: combs, clips, rollers, brushes

styling aids include: thermal protector, serums, gels, mousse, pomade, clays, wax, volumizers, dry shampoo, root sprays, texturizing sprays, paste

KNOWLEDGE

Learning Outcomes		Learning Objectives
D-10.05.01L	demonstrate knowledge of principles of styling hair	describe elements and principles of design
		identify style requirements
		describe the importance of staying current on trends and styles
D-10.05.02L	demonstrate knowledge of techniques used to comb out hair	describe techniques used to create a foundation and support
		identify types of styling tools and aids used to achieve a finished look

D-10.05.03L	demonstrate knowledge of techniques used to finish hair	describe techniques used to smooth and finish hair
		identify types of styling tools and aids used to achieve a finished look

RANGE OF VARIABLES

elements and principles of design include: shape, form, movement, balance, rhythm, symmetry, line, colour, emphasis, proportion

style requirements include: direction, volume, texture, balance, length

styling tools include: combs, clips, rollers, brushes

styling aids include: thermal protector, serums, gels, mousse, pomade, clays, wax, volumizers, dry shampoo, root sprays, texturizing sprays, paste

MAJOR WORK ACTIVITY E

Performs chemical texture services on hair

TASK E-11 Chemically waves hair

TASK DESCRIPTOR

Chemically waving hair permanently alters hair texture and wave formation by chemically restructuring the bonds that make up the internal structure of the hair. Hairstylists perform these services to modify texture of the hair.

E-11.01 Wraps hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
E-11.01.01P	determine desired style	desired style is determined in order to select appropriate tools and placements
E-11.01.02P	select tools	tools are selected according to length of hair and desired curls
E-11.01.03P	section clean damp hair	clean damp hair is sectioned according to head form and hair type using clean partings to achieve desired wrap pattern
E-11.01.04P	establish size of subsection	size of subsection is established in relation to tool to achieve even curl formation
E-11.01.05P	comb hair in relation to subsection	hair is combed in relation to subsection to project hair and achieve required placement
E-11.01.06P	comb sub-sectioned hair smooth	sub-sectioned hair is combed smooth to eliminate crossed, bunched and slanted hair
E-11.01.07P	place end papers smoothly around subsection	end papers are placed smoothly around subsection to protect ends
E-11.01.08P	wind hair on tool	hair is wound on tool obtaining correct distribution and tension to prevent hooked ends

E-11.01.09P	secure tool	tool is secured for stability so that the elastics do not twist or bite into root area
E-11.01.10P	apply protective cream and secure cotton at hairline	protective cream is applied and cotton is secured at hairline for client safety

KNOWLEDGE

Learning Outcomes		Learning Objectives
E-11.01.01L	demonstrate knowledge of techniques used to wrap hair for chemical waving	identify types of tools used to wrap hair for chemical waving and describe their different curl outcomes
		describe the combing techniques used to prepare hair for wrapping
		identify sectioning patterns used to prepare hair for wrapping
		identify types of wrapping techniques
		identify types of wrapping patterns and their outcomes
E-11.01.02L	demonstrate knowledge of safety practices when wrapping hair for chemical waving	identify types of end paper techniques
		list the safety practices when wrapping hair for chemical waving for client safety and comfort

RANGE OF VARIABLES

wrapping techniques include: bookend, single-paper, double-paper

wrapping patterns include: single halo wrap, specialty wrap, brick lay, 6-panel, spiral, 9-block, double rod

safety practices include: applying protective cream, securing cotton at hairline, using chemical cape, using safety equipment and PPE, changing cotton

E-11.02 Processes hair with waving and neutralizing solutions

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
E-11.02.01P	apply waving solution to wrapped hair	waving solution is applied to wrapped hair ensuring even saturation according to manufacturers' specifications and directions
E-11.02.02P	establish processing time	processing time is established according to hair characteristics and manufacturers' specifications and directions
E-11.02.03P	apply heat	heat is applied according to manufacturers' specifications and directions
E-11.02.04P	perform test curls in several areas	test curls are performed to determine curl formation according to manufacturers' specifications and directions
E-11.02.05P	adjust processing time	processing time is adjusted according to curl formation
E-11.02.06P	set water temperature and pressure	water temperature and pressure are set according to manufacturers' specifications and directions to achieve desired results and for client comfort
E-11.02.07P	establish rinsing time	rinsing time is established according to hair and manufacturers' specifications and directions
E-11.02.08P	rinse head thoroughly	head is rinsed thoroughly to achieve complete solution removal
E-11.02.09P	remove excess moisture from hair	excess moisture from hair is removed by applying gentle pressure using absorbent materials to ensure it is ready for neutralizing
E-11.02.10P	allow time for air oxidizing	time is allowed for air oxidizing according to manufacturers' specifications and directions
E-11.02.11P	apply neutralizer to processed hair	neutralizer is applied to processed hair according to manufacturers' specifications and directions to re-form bonds and stabilize the hair

RANGE OF VARIABLES

waving solutions include: acid-balanced, buffered alkaline, alkaline, exothermic, endothermic

hair characteristics include: density, texture, porosity, elasticity, overall health, previous chemical treatments

curl formation includes: s-curl formation, ribboning (separation and grouping)

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
E-11.02.01L	demonstrate knowledge of chemical waving and neutralizing solutions	identify types of waving solutions used to modify texture of hair, their characteristics and applications
		identify purpose of neutralizing solution used to neutralize hair, its characteristics and applications
		describe the physical and chemical actions on the hair
		explain the pH scale in relation to chemical waving and neutralizing
		explain the air oxidizing process in relation to reforming
E-11.02.02L	demonstrate knowledge of techniques used to apply waving and neutralizing solutions	describe the neutralizing process in relation to reforming
		describe the techniques used to apply waving and neutralizing solutions
E-11.02.03L	demonstrate knowledge of the chemical effects of waving in relation to the structure of the hair	explain the importance of saturating the hair with solutions
		describe effect of solution processing time on the hair's structure
		describe changes to hair during the waving process
E-11.02.04L	demonstrate knowledge of the techniques used to remove waving and neutralizing solutions and excess moisture	describe procedures used to perform test curls
		explain the importance of setting the water temperature and pressure when rinsing solutions
E-11.02.05L	demonstrate knowledge of the chemical effects of neutralizing in relation to the structure of the hair	explain the importance of removing all solutions from hair
		explain the air oxidizing process
		explain the importance of removing excess moisture from hair before applying neutralizing solution

		describe the changes to hair during the neutralizing process
E-11.02.06L	demonstrate knowledge of safety practices related to chemical waving and neutralizing	list the safety practices when applying waving and neutralizing solutions to hair for client comfort and safety

RANGE OF VARIABLES

waving solutions include: acid-balanced, buffered alkaline, alkaline, exothermic, endothermic

safety practices include: using barrier creams, using chemical capes, using protective cotton, using safety equipment and PPE

E-11.03 Removes tools

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
E-11.03.01P	remove cotton and barrier cream from hairline	cotton and barrier cream are removed from hairline
E-11.03.02P	release individual fastener	individual fastener is released to unwind tool
E-11.03.03P	unwind tools and remove end papers	tools are unwound and end papers are removed gently to avoid damaging hair

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-11.03.01L	demonstrate knowledge of techniques used to remove tools from hair	describe techniques used to remove tools from hair

TASK E-12 Chemically relaxes hair

TASK DESCRIPTOR

Chemically relaxing hair permanently alters hair texture and wave formation by chemically restructuring the bonds that make up the internal structure of the hair. Hairstylists perform these services to modify hair texture by straightening or reducing the existing curl in the hair.

E-12.01 Applies chemical relaxers and neutralizing products

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
E-12.01.01P	apply protective cream	protective cream is applied for client safety
E-12.01.02P	select tools	tools are selected according to desired results
E-12.01.03P	analyze hair	hair is analyzed so that appropriate product can be selected
E-12.01.04P	section hair	hair is sectioned according to desired results
E-12.01.05P	apply chemical relaxing product	chemical relaxing product is applied according to hair characteristics , desired results and manufacturers' specifications and directions
E-12.01.06P	apply neutralizing product	neutralizing product is applied according to hair characteristics , desired results and manufacturers' specifications and directions

RANGE OF VARIABLES

tools include: non-metallic bowl, application brush, comb, clips, flat irons, dryers, round brush, chemical cape, cotton, PPE

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

hair characteristics include: weight, shape, natural fall, growth patterns, speed of curl, density, texture, porosity, elasticity, overall health, previous chemical treatments

neutralizing products include: shampoos, liquids, creams, conditioners

KNOWLEDGE

Learning Outcomes	Learning Objectives
E-12.01.01L demonstrate knowledge of chemical relaxing and neutralizing products , their characteristics and applications	identify types of chemical relaxing products , their characteristics and applications
	identify types of neutralizing products used to neutralize hair, their characteristics and applications
	describe the physical and chemical action on the hair
	explain the pH scale
E-12.01.02L demonstrate knowledge of techniques used to apply chemical relaxing and neutralizing products	describe the neutralizing process
	describe techniques used to apply chemical relaxing and neutralizing products
E-12.01.03L demonstrate knowledge of safety practices related to chemical relaxing and neutralizing products	identify tools used to apply chemical relaxing and neutralizing products
	list safety practices when applying chemical relaxing and neutralizing products to hair for client comfort and safety

RANGE OF VARIABLES

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

neutralizing products include: shampoos, liquids, creams, conditioners

tools include: non-metallic bowl, application brush, comb, clips, flat irons, dryers, round brush, chemical cape, cotton, PPE

safety practices include: using barrier creams and base cream, using chemical capes, using protective cotton, using safety equipment and PPE

E-12.02 Processes hair with chemical relaxers and neutralizing products

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
E-12.02.01P	establish chemical relaxing product processing time	chemical relaxing product processing time is established according to hair characteristics and manufacturers' specifications and directions
E-12.02.02P	apply heat	heat is applied according to manufacturers' specifications and directions
E-12.02.03P	perform strand tests on various areas of head	strand tests on various areas of head are performed to determine when product has reached desired results
E-12.02.04P	establish neutralizing time	neutralizing time is established according to hair characteristics and neutralizing products' manufacturers' specifications and directions
E-12.02.05P	adjust processing time	processing time is adjusted according to strand test results

RANGE OF VARIABLES

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

hair characteristics include: weight, shape, natural fall, growth patterns, speed of curl, density, texture, porosity, elasticity, overall health, previous chemical treatments

neutralizing products include: shampoos, liquids, creams, conditioners

KNOWLEDGE

	Learning Outcomes	Learning Objectives
E-12.02.01L	demonstrate knowledge of chemical relaxing and neutralizing products , their characteristics and applications	identify types of chemical relaxing products , their characteristics and applications
		identify types of neutralizing products used to neutralize hair, their characteristics and applications
		describe the physical and chemical action on the hair
		explain the pH scale
		describe the neutralizing process

E-12.02.02L	demonstrate knowledge of the techniques used to process hair with chemical relaxing and neutralizing products	describe procedures used to perform strand test to establish processing time
		describe the structural changes to hair during the relaxing process
		describe the structural changes to hair during the neutralizing process
		describe the processes used to neutralize the hair
E-12.02.03L	demonstrate knowledge of safety practices related to chemical relaxing and neutralizing products	list safety practices when processing chemical relaxing and neutralizing products to hair for client comfort and safety
		identify adverse reactions that could occur during relaxing process

RANGE OF VARIABLES

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

neutralizing products include: shampoos, liquids, creams, conditioners

safety practices include: using barrier creams, using chemical capes, using protective cotton, using safety equipment and PPE

E-12.03 Removes chemical relaxers and neutralizing products

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
E-12.03.01P	set water temperature and pressure	water temperature and pressure are set according to hair characteristics and manufacturers' specifications and directions to prevent damage
E-12.03.02P	establish rinsing time for chemical relaxing products	rinsing time for chemical relaxing products is established according to hair characteristics and manufacturers' specifications and directions to achieve complete solution removal
E-12.03.03P	rinse chemical relaxing products from hair thoroughly	chemical relaxing products are rinsed from hair thoroughly to achieve complete removal

E-12.03.04P	remove excess moisture from hair	excess moisture from hair is removed by towel blotting using absorbent materials to ensure it is ready for neutralizing according to neutralizing products' manufacturers' specifications and directions
E-12.03.05P	establish rinsing time for neutralizing products	rinsing time for neutralizing products is established according to hair characteristics and manufacturers' specifications and directions to achieve complete product removal
E-12.03.06P	rinse neutralizing products from hair thoroughly	neutralizing products are rinsed from hair thoroughly to achieve complete removal
E-12.03.07P	apply finishing agent	finishing agent is applied according to manufacturers' specifications and directions

RANGE OF VARIABLES

hair characteristics include: weight, shape, natural fall, growth patterns, speed of curl, density, texture, porosity, elasticity, overall health, previous chemical treatments

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

neutralizing products include: shampoos, liquids, creams, conditioners

finishing agents include: cuticle sealer, pH reducer

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
E-12.03.01L	demonstrate knowledge of techniques used to remove chemical relaxing and neutralizing products	explain the importance of setting the water temperature and pressure when rinsing chemical relaxing and neutralizing products
		explain the importance of removing all products from hair
E-12.03.02L	demonstrate knowledge of safety practices related to chemical relaxing and neutralizing products	list safety practices when processing chemical relaxing and neutralizing products to hair for client comfort and safety

RANGE OF VARIABLES

chemical relaxing products include: sodium hydroxide, ammonium thioglycolate, no-lye relaxers, smoothing systems, re-forming systems

neutralizing products include: shampoos, liquids, creams, conditioners

safety practices include: using barrier and base creams, using chemical capes, using protective cotton, using safety equipment and PPE

MAJOR WORK ACTIVITY F

Alters hair colour

TASK F-13 Colours hair

TASK DESCRIPTOR

Hairstylists apply hair colour to virgin hair and regrowth to achieve lighter, darker, warmer and/or cooler results and to previously coloured hair to achieve darker, warmer and/or cooler results. These results can enhance the haircut and style, personal image and overall look of the client.

F-13.01 Colours virgin hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
F-13.01.01P	determine factors	factors are determined
F-13.01.02P	select formula and application	formula and application are selected according to analysis of factors and desired results
F-13.01.03P	select hair colouring product	hair colouring product is selected according to desired results
F-13.01.04P	select tools	tools are selected according to application technique
F-13.01.05P	perform patch test	patch test is performed to check for adverse reactions
F-13.01.06P	apply product	product is applied according to manufacturers' specifications and directions and desired results
F-13.01.07P	establish processing time	processing time is established according to manufacturers' specifications and directions
F-13.01.08P	monitor colouring process and client	colouring process and client are monitored for development of colour and client's safety and comfort

F-13.01.09P	perform strand test	strand test is performed to determine when product has reached desired results
F-13.01.10P	remove product	product is removed by emulsifying and according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

applications include: highlights, full head, partial head

hair colouring products include: temporary, semi, demi, permanent

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

application techniques include: foiling, blocking, freehand

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-13.01.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products
		identify types of hair colouring products and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
F-13.01.02L	demonstrate knowledge of techniques used to colour virgin hair	interpret manufacturers' specifications and directions
		describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the formula and application technique

		identify types of tools used for application and describe their characteristics and applications
		describe procedures used to prepare colour mixture
		describe techniques used to apply colour to virgin hair
		describe procedures used to perform patch test
		describe procedures used to perform strand test
		list safety practices when processing hair with colour
F-13.01.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

hair colouring products include: temporary, semi, demi, permanent

developers include: 5 volume, 10 volume, 20 volume, 30 volume, 40 volume

application techniques include: foiling, blocking, freehand

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

safety practices include: performing patch test, protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-13.02 Colours regrowth

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-13.02.01P	determine factors	factors are determined
F-13.02.02P	select formula and application technique	formula and application technique are selected
F-13.02.03P	select tools for application	tools for application are selected according to application technique
F-13.02.04P	determine application sequence	application sequence is determined according to levels of lift, deposit and grey coverage deposit
F-13.02.05P	apply product to regrowth area only	product is applied to regrowth area only according to manufacturers' specifications and directions to prevent demarcation lines

F-13.02.06P	establish processing time	processing time is established according to manufacturers' specifications and directions
F-13.02.07P	determine the need and process to refresh ends	the need and process to refresh ends are determined
F-13.02.08P	perform strand test when refreshing ends	strand test is performed when refreshing ends to determine when product has reached desired results
F-13.02.09P	remove product	product is removed by emulsifying according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

application techniques include: bowl and brush, bottle

tools include: resources (swatch books, colour charts), application brush, application bottle, non-metallic bowls, tail comb, non-metallic clips

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-13.02.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products
		identify types of hair colouring products and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
		explain the importance of understanding the compatibility of hair colouring products on previously chemically treated hair
F-13.02.02L	demonstrate knowledge of techniques used to colour regrowth	interpret manufacturers' specifications and directions

		describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the formula and application technique
		identify types of tools used for application and describe their characteristics and applications
		describe procedures used to prepare colour mixture
		describe techniques used to apply colour to regrowth
		describe procedures used to perform strand test when refreshing ends
		describe the importance of regrowth application not overlapping on previously coloured hair
		list safety practices when processing hair with colour
F-13.02.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

hair colouring products include: semi, demi, permanent

developers include: 5 volume, 10 volume, 20 volume, 30 volume, 40 volume

application techniques include: bowl and brush, bottle

tools include: resources (swatch books, colour charts), application brush, application bottle, non-metallic bowls, tail comb, non-metallic clips

safety practices include: performing patch test, protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-13.03 Colours hair using colour placement and techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-13.03.01P	determine factors	factors are determined
F-13.03.02P	select formula, colour placement and application technique	formula, colour placement and application technique are selected according to desired results
F-13.03.03P	select tools for application	tools for application are selected according to application technique

F-13.03.04P	apply product	product is applied to achieve even distribution using tools
F-13.03.05P	establish processing time	processing time is established according to manufacturers' specifications and directions
F-13.03.06P	monitor colouring process and client	colouring process and client are monitored for development of colour and client's safety and comfort
F-13.03.07P	remove product in sequence	product is removed in sequence according to desired results

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

application techniques include: foiling, blocking, freehand, special effects

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-13.03.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products
		identify types of hair colouring products and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
		explain the importance of understanding the compatibility of products on previously chemically treated hair

F-13.03.02L	demonstrate knowledge of techniques used to colour hair using colour placement and application techniques	interpret manufacturers' specifications and directions
		describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the formula, colour placement and application techniques
		identify types of tools used for application and describe their characteristics and applications
		describe procedures used to prepare colour mixture
		describe techniques used to apply colour to hair
		describe procedures used to perform strand test
		list safety practices when processing hair with lightener
F-13.03.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

hair colouring products include: temporary, semi, demi, permanent

developers include: 5 volume, 10 volume, 20 volume, 30 volume, 40 volume

application techniques include: foiling, blocking, freehand, special effects

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

safety practices include: performing patch test, protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

TASK F-14 Lightens hair

TASK DESCRIPTOR

Hairstylists apply lighteners to virgin hair, regrowth and previously coloured hair to achieve lighter results. These results can be enhanced or neutralized by toning the hair colour warmer or cooler.

F-14.01 Lightens virgin hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
F-14.01.01P	determine factors	factors are determined
F-14.01.02P	select lightening formula and application technique	lightening formula and application technique are selected according to desired results
F-14.01.03P	select tools	tools are selected according to formula and application technique
F-14.01.04P	apply product and follow procedure for lightening virgin hair	product is applied and procedure is followed for lightening virgin hair according to desired results to achieve even lightening
F-14.01.05P	monitor lightening process and time	lightening process and time are monitored to achieve desired level
F-14.01.06P	perform strand test	strand test is performed to determine when product has reached desired level
F-14.01.07P	remove product	product is removed according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

application techniques include: foiling, blocking, freehand, full head

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

KNOWLEDGE

Learning Outcomes	Learning Objectives
F-14.01.01L demonstrate knowledge of lighteners and developers , their characteristics and applications	describe the effects of lightening hair, its uses, advantages and disadvantages
	identify types of lighteners , and describe their characteristics and applications
	identify types of developers and describe their characteristics and applications
	explain the composition and chemical action of products used to lighten hair colour
F-14.01.02L demonstrate knowledge of techniques used to lighten virgin hair	describe procedures used to determine the texture and integrity of the hair
	describe procedures used to determine the lightening formula and application technique
	identify types of tools used for application and describe their characteristics and application
	describe procedures used to prepare lightening mixture
	describe techniques used to apply lightener to hair
	describe guidelines used to establish lightening processing time
	describe procedures used to perform strand test
list safety practices when processing hair with lightener to achieve desired results	
F-14.01.03L demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

lighteners include: oil lighteners, cream lighteners, powder lighteners, clay-based lighteners, developers

developers include: 10 volume, 20 volume, 30 volume, 40 volume

application techniques include: foiling, blocking, freehand, full head

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

safety practices include: performing patch test, protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-14.02 Lightens regrowth

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-14.02.01P	determine factors	factors are determined
F-14.02.02P	select lightening formula and developer	lightening formula and developer are selected according to desired results
F-14.02.03P	select tools	tools are selected according to application
F-14.02.04P	apply product and follow procedure for lightening regrowth	product is applied and procedure is followed for lightening regrowth according to desired results to achieve even lightening
F-14.02.05P	monitor lightening process and time	lightening process and time are monitored to achieve desired level
F-14.02.06P	remove product	product is removed according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, non-metallic bowls, application brush, application bottle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-14.02.01L	demonstrate knowledge of lighteners and developers , their characteristics and applications	describe the effects of lightening hair, its uses, advantages and disadvantages
		identify types of lighteners , and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		explain the composition and chemical action of products used to lighten hair colour
F-14.02.02L	demonstrate knowledge of techniques used to lighten regrowth	describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the lightening formula
		identify types of tools used for application

		describe procedures used to prepare lightening mixture
		describe technique used to apply lightener to regrowth
		describe procedures used to establish lightening processing time
		describe procedures used to perform strand test
		list safety practices when processing hair with lightener to achieve desired results
F-14.02.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

lighteners include: oil lighteners, cream lighteners, powder lighteners

developers include: 10 volume, 20 volume, 30 volume

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, non-metallic bowls, application brush, application bottle

safety practices include: protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-14.03 Lightens hair using customized placement and techniques

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-14.03.01P	determine factors	factors are determined
F-14.03.02P	select formula and application technique	formula and application technique are selected
F-14.03.03P	apply product	product is applied according to desired results using tools
F-14.03.04P	monitor lightening process and time	lightening process and time are monitored to achieve desired level
F-14.03.05P	perform strand test	strand test is performed to determine when product has reached desired results
F-14.03.06P	remove product	product is removed according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

application techniques include: freehand, foiling, blocking, stencilling, patterns

tools include: comb, brush, foils, stencils, sponges, airbrushes

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
F-14.03.01L	demonstrate knowledge of lighteners and developers , their characteristics and applications	describe the effects of lightening hair, its uses, advantages and disadvantages
		identify types of lighteners , and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		explain the composition and chemical action of products used to physically change hair
		identify the physical changes that occur to hair as a result of processing
F-14.03.02L	demonstrate knowledge of techniques used to lighten using special effects	explain the importance of understanding the compatibility of products on previously chemically treated hair
		describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the lightening formula
		identify types of tools used for application
		describe procedures used to prepare lightening mixture
		describe technique used to apply lightener to hair
		describe procedures used to establish lightening processing time
describe procedures used to perform strand test		
F-14.03.03L	demonstrate knowledge of regulatory requirements and safety practices	list safety practices when processing hair with lightener to achieve desired results
		identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

lighteners include: oil lighteners, cream lighteners, powder lighteners

developers include: 10 volume, 20 volume, 30 volume, 40 volume

tools include: comb, brush, foils, stencils, sponges, airbrushes

safety practices include: protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-14.04 Tones pre-lightened hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-14.04.01P	determine level of pre-lightened hair and predominant pigment to be neutralized or enhanced	level of pre-lightened hair and predominant pigment to be neutralized or enhanced are determined
F-14.04.02P	select toning formula	toning formula is selected to achieve desired results
F-14.04.03P	select tools for application	tools for application are selected
F-14.04.04P	apply product where pigment needs to be neutralized or enhanced	product is applied where pigment needs to be neutralized or enhanced
F-14.04.05P	establish processing time	processing time is established according to manufacturers' specifications and directions
F-14.04.06P	monitor deposit process	deposit process is monitored according to desired results
F-14.04.07P	perform strand test	strand test is performed to determine when product has reached desired results
F-14.04.08P	remove product	product is removed according to manufacturers' specifications and directions when tone and level are achieved

RANGE OF VARIABLES

tools include: non-metallic bowl, applicator brush, bottle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-14.04.01L	demonstrate knowledge of toning products , their characteristics and applications	describe the effects of toning hair, its uses, advantages and disadvantages
		identify types of toning products , and describe their characteristics and applications
		explain the composition and chemical action of products used to tone hair
F-14.04.02L	demonstrate knowledge of techniques used to tone pre-lightened hair	describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the toning formula
		identify types of tools used for application
		describe procedures used to prepare toning mixture
		describe techniques used to apply toner to hair
		describe procedures used to establish toner processing time
		describe procedures used to perform strand test
		list safety practices when processing hair with toner
F-14.04.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

toning products include: temporary, semi, demi

tools include: non-metallic bowl, applicator brush, bottle

safety practices include: protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

TASK F-15 Performs colour correction

TASK DESCRIPTOR

Hairstylists remove artificial pigment or restore pre-lightened hair to the desired level of the client using multiple processes and techniques.

F-15.01 Determines process

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-15.01.01P	determine factors	factors are determined
F-15.01.02P	determine desired results	desired results are determined through analysis of factors
F-15.01.03P	determine formula and processing time needed	formula and processing time needed are determined
F-15.01.04P	formulate product for colour correction	product is formulated for colour correction according to desired results
F-15.01.05P	select sequence of product application	sequence of product application is selected according to desired results

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, hair integrity

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-15.01.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products
		identify types of hair colouring products and describe their characteristics and applications

		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative colour products on the hair structure
		explain the importance of understanding the compatibility of products on previously chemically treated hair
		explain the theory of replacing the required pigmentation of hair to achieve the level and tone desired, using colour fillers and porosity equalizer
F-15.01.02L	demonstrate knowledge of techniques used to determine colour correction process	describe procedures used to perform strand test
		describe procedures used to determine the texture and integrity of hair
		describe procedures used to determine the formula and application technique
		describe procedures used to formulate and apply hair colouring products
		describe procedures used to determine sequence of product application

RANGE OF VARIABLES

hair colouring products include: semi, demi, permanent

developers include: 5 volume, 10 volume, 20 volume, 30 volume, 40 volume

F-15.02 Removes unwanted colour

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-15.02.01P	mix predetermined colour removing formula	predetermined colour removing formula is mixed according to desired results and manufacturers' specifications and directions
F-15.02.02P	apply colour removing formula	colour removing formula is applied to desired areas
F-15.02.03P	establish processing time	processing time is established according to desired results
F-15.02.04P	monitor process	process is monitored for colour removal and to detect adverse chemical reactions
F-15.02.05P	perform strand test	strand test is performed to determine when product has reached desired results
F-15.02.06P	remove product	product is removed according to manufacturers' specifications and directions to stop processing action
F-15.02.07P	assess level of colour corrected hair	level of hair is assessed and re-evaluated to determine if desired colour removing result was achieved

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-15.02.01L	demonstrate knowledge of colour removers and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating colour removers
		identify types of colour removers and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products

		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
		explain the importance of understanding the compatibility of products on previously chemically treated hair
		explain the theory of removing residual pigmentation from hair to achieve desired level for colour correction
		explain the theory of replacing the required pigmentation of hair to achieve the level and tone desired, using colour fillers and porosity equalizer
F-15.02.02L	demonstrate knowledge of techniques used to remove unwanted colour from hair	describe procedures used to prepare formula mixture
		identify types of tools used for application
		describe techniques used to apply product to hair
		describe procedures used to establish processing time
		describe procedures used to perform strand test
		describe the effects of colour removers their uses, advantages and disadvantages
F-15.02.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

developers include: 10 volume, 20 volume, 30 volume

hair colouring products include: semi, demi, permanent, oil lighteners, cream lighteners, powder lighteners, colour removers

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

safety practices include: protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

F-15.03 Completes colour correction

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
F-15.03.01P	select colour, toning and filling formula	colour, toning and filling formula are selected according to desired results and manufacturers' specifications and directions
F-15.03.02P	select tools	tools are selected according to application technique
F-15.03.03P	determine application sequence	application sequence is determined according to desired results
F-15.03.04P	apply product	product is applied where tone needs to be neutralized or enhanced
F-15.03.05P	establish processing time	processing time is established according to desired results
F-15.03.06P	monitor colouring process	colouring process is monitored
F-15.03.07P	perform strand test	strand test is performed to determine when product has reached desired results
F-15.03.08P	remove product	product is removed according to manufacturers' specifications and directions when desired tone and level are achieved to stop processing action

RANGE OF VARIABLES

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

KNOWLEDGE

	Learning Outcomes	Learning Objectives
F-15.03.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products

		identify types of hair colouring products and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
F-15.03.02L	demonstrate knowledge of techniques used to colour correct hair	identify types of tools used for application
		describe procedures used to formulate hair colouring products
		describe techniques used to apply hair colouring products to hair
		describe procedures used to establish colour processing time
		describe procedures used to perform strand test
F-15.03.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

hair colouring products include: temporary, semi, demi, permanent

developers include: 5 volume, 10 volume, 20 volume, 30 volume, 40 volume

tools include: resources (swatch books, colour charts), tail comb, non-metallic clips, paddle boards, foils, cotton, non-metallic bowls, application brush, application bottle

safety practices include: protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

MAJOR WORK ACTIVITY G

Performs specialized services

TASK G-16 Performs services for hair extensions, wigs and hairpieces

TASK DESCRIPTOR

Hairstylists may provide services for hair extensions, wigs and hairpieces. These services include selecting, customizing and maintaining hair extensions, wigs or hairpieces for the client's needs and preference. Hair extensions, wigs and hairpieces offer a convenient way to keep up with ever-changing styles and trends.

G-16.01 Selects hair extensions, wigs and hairpieces

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
G-16.01.01P	determine extensions, wig or hairpiece	extensions, wig or hairpiece is determined according to client needs and preference
G-16.01.02P	match extensions, wig or hairpiece to existing hair	extensions, wig or hairpiece is visually matched to existing hair to blend density, texture and colour or to create special effect
G-16.01.03P	match extensions, wig or hairpiece to complement skin tone and personal style	extensions, wig or hairpiece is matched visually to complement skin tone and personal style
G-16.01.04P	determine fastening method	fastening method is determined according to extensions, wig or hairpiece and client needs to achieve comfort, ease of use and desired degree of maintenance

KNOWLEDGE

	Learning Outcomes	Learning Objectives
G-16.01.01L	demonstrate knowledge of extensions, wigs and hairpieces , their characteristics and applications	identify types of extensions, wigs and hairpieces , and describe their characteristics and applications
		describe the consultation process when selecting extensions, wigs and hairpieces
		describe the importance of analyzing and determining hair characteristics and colour to match or create special effect
		identify types of application techniques used to attach extensions and hairpieces
		describe considerations to determine fastening method

RANGE OF VARIABLES

extensions, wigs and hairpieces include: synthetic, human and animal hair, handmade, machine made
consultation process includes: matching hairpiece or extension to existing hair, matching wig, hairpiece or extension to complement skin tone and personal style, preparing cost estimate before ordering, discussing medical concerns

hair characteristics include: density, porosity, texture, wave pattern, growth pattern, elasticity

application techniques include: bonding, clipping, sewing, weaving, fusion, taping

G-16.02 Customizes hair extensions, wigs and hairpieces

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
G-16.02.01P	measure head	head measurements are taken to achieve fit and desired results
G-16.02.02P	place extensions, wig or hairpiece	extensions, wig or hairpiece are placed to achieve form and balance
G-16.02.03P	apply fasteners	fasteners are applied to secure extensions, wig or hairpiece according to manufacturers' specifications and directions using appropriate application technique
G-16.02.04P	adjust extensions, wig or hairpiece	extensions, wig or hairpiece are adjusted according to desired results

G-16.02.05P	cut or blend extensions, wigs and hairpieces	extensions, wigs or hairpieces are cut or blended to desired length, thickness and style
G-16.02.06P	determine if extensions, wigs and hairpieces can be coloured	colouring of extensions, wigs and hairpieces is determined according to fibre type
G-16.02.07P	colour extensions, wigs and hairpieces	extensions, wigs and hairpieces are coloured according to method required
G-16.02.08P	create finished look	finished look is created using thermal tools and equipment and styling tools according to type of extensions, wig or hairpiece used

RANGE OF VARIABLES

head measurements include: hairline-to-nape, ear-to-ear, temple-to-temple

fasteners include: tape, clips, adhesives, bobby pins

application techniques include: bonding, clipping, sewing, weaving, fusion

fibre types include: synthetic, natural

extensions, wigs and hairpieces include: synthetic, human and animal hair, handmade, machine made

KNOWLEDGE

	Learning Outcomes	Learning Objectives
G-16.02.01L	demonstrate knowledge of extensions, wigs and hairpieces , their characteristics and applications	identify types of extensions, wigs and hairpieces , and describe their characteristics and applications
G-16.02.02L	demonstrate knowledge of customizing extensions, wigs and hairpieces	describe how cutting techniques and procedures are adapted for styling extensions, wigs and hairpieces
		identify types of styling and cutting tools used for styling extensions, wigs and hairpieces
		describe how styling techniques and procedures are adapted for extensions, wigs and hairpieces
		describe how colouring techniques and procedures are adapted for extensions, wigs and hairpieces
G-16.02.03L	demonstrate knowledge of fitting wigs and hairpieces	identify types of head measurements required to achieve fit and comfort of wig or hairpiece
		identify application techniques used to fasten wigs and hairpieces
G-16.02.04L	demonstrate knowledge of techniques used to add extensions to existing hair	identify application techniques used to attach hair extensions to existing hair
		describe how cutting techniques and procedures are adapted for extensions

identify types of styling and cutting tools used for styling extensions

describe how **styling techniques and procedures** are adapted for extensions

RANGE OF VARIABLES

extensions, wigs and hairpieces include: synthetic, human and animal hair, handmade, machine made
cutting techniques and procedures include: combing techniques, sectioning techniques, thinning and texturizing techniques, layering techniques, visual inspection for accuracy

head measurements include: hairline-to-nape, ear-to-ear, temple-to-temple

application techniques include: bonding, clipping, sewing, weaving, fusion

styling techniques and procedures include: securing addition to remain stationary during procedure, combing techniques, sectioning techniques, blending techniques, final fitting or finishing

G-16.03 Maintains hair extensions, wigs and hairpieces

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
G-16.03.01P	select removal method	removal method is selected according to type of extensions, wigs and hairpieces and manufacturers' specifications and directions
G-16.03.02P	complete removal	removal is completed without damaging natural hair and scalp
G-16.03.03P	clean extension, wig or hairpiece	extension, wig or hairpiece is cleaned according to type and manufacturers' specifications and directions
G-16.03.04P	retouch colour	colour is retouched on extension, wig, hairpiece or client regrowth to restore desired colour
G-16.03.05P	reposition and reattach extensions or hairpiece	extension or hairpiece is repositioned and reattached according to type and hair growth
G-16.03.06P	discuss maintenance procedures with client	maintenance procedures are explained to client according to type of extensions, wigs and hairpieces

RANGE OF VARIABLES

extensions, wigs and hairpieces include: synthetic, human and animal hair, handmade, machine made

KNOWLEDGE

	Learning Outcomes	Learning Objectives
G-16.03.01L	demonstrate knowledge of the techniques used to maintain <i>extensions, wigs and hairpieces</i>	identify types of <i>extensions, wigs and hairpieces</i> and describe their characteristics and applications
		identify types of materials, products and tools used to clean and maintain <i>extensions, wigs and hairpieces</i>
		describe techniques used to clean <i>extensions, wigs and hairpieces</i>
		describe techniques used to reposition and reattach <i>extensions, wigs and hairpieces</i>
G-16.03.02L	demonstrate knowledge of techniques used to remove <i>extensions, wigs and hairpieces</i>	describe precautions that must be taken when removing <i>extensions, wigs and hairpieces</i>
		identify types of products, tools and equipment used when removing <i>extensions, wigs and hairpieces</i>

RANGE OF VARIABLES

extensions, wigs and hairpieces include: synthetic, human and animal hair, handmade, machine made

TASK G-17 Performs basic services on the face and nape

TASK DESCRIPTOR

Hairstylists may perform basic services such as waxing, threading and sugaring to remove hair from the face and nape. They may also colour facial hair such as beards and eyebrows using hair colouring products and tools.

G-17.01 Performs depilatory facial and nape services (NOT COMMON CORE)

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	no	no	yes	yes	yes	no	no	NV	NV	NV

SKILLS

	Performance Criteria	Evidence of Attainment
G-17.01.01P	select <i>depilatory service</i> to be provided	<i>depilatory service</i> to be provided is selected according to client needs
G-17.01.02P	determine <i>depilatory service</i> area	<i>depilatory service</i> area is determined according to service to be provided

G-17.01.03P	cleans and prepare area where service will be performed	area to be serviced is cleansed and prepared according to service to be provided and manufacturers' specifications and directions
G-17.01.04P	select tools and depilatory products	tools and depilatory products are selected according to depilatory service to be performed
G-17.01.05P	apply product to service area	product is applied to service area
G-17.01.06P	remove unwanted facial and nape hair	unwanted facial and nape hair is removed by using required tool
G-17.01.07P	apply finishing product	finishing product is applied according to manufacturers' specifications and directions

RANGE OF VARIABLES

depilatory services include: waxing, sugaring, tweezing, threading

tools and depilatory products include: thread, wax strips, wax, sugar, tweezers, spatulas, cotton strips and pads, application tools

finishing products include: cooling gels, astringents, essential oils, wax removal oils, creams, lotions

KNOWLEDGE

	Learning Outcomes	Learning Objectives
G-17.01.01L	demonstrate knowledge of depilatory facial and nape services	identify types of tools and depilatory products and describe their characteristics and applications
		identify depilatory services and describe their characteristics and applications
		identify types of finishing products and describe their characteristics and applications
		explain the basic structure of hair follicle
		explain the difference between shaving and removing hair
		identify types of growth patterns for facial and nape hair
		identify types of design lines for facial and nape hair
G-17.01.02L	demonstrate knowledge of safety requirements pertaining to performing depilatory facial and nape services	describe safety and sanitation practices while performing depilatory facial and nape services

RANGE OF VARIABLES

depilatory services include: waxing, sugaring, tweezing, threading

tools and depilatory products include: thread, wax strips, wax, sugar, tweezers, spatulas, cotton strips and pads, application tools

finishing products include: cooling gels, astringents, essential oils, wax removal oils, creams, lotions

G-17.02 Colours facial hair

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	yes	yes	no	no	yes	yes	yes	yes	no	NV	NV	NV

SKILLS

Performance Criteria		Evidence of Attainment
G-17.02.01P	determine factors	factors are determined
G-17.02.02P	select formula and application to be provided	formula and application to be provided are selected according to desired results
G-17.02.03P	determine application service area	application service area is determined
G-17.02.04P	perform patch test	patch test is performed to check for adverse reactions and client's safety
G-17.02.05P	prepare area where service will be performed	area to be serviced is prepared according to service to be provided and manufacturers' specifications and directions
G-17.02.06P	select tools and hair colouring products	tools and hair colouring products are selected according to application to be performed
G-17.02.07P	apply product to service area	product is applied to service area
G-17.02.08P	establish processing time	processing time is established according to manufacturers' specifications and directions
G-17.02.09P	monitor colouring process and client	colouring process and client are monitored for development of colour and client's safety and comfort
G-17.02.10P	perform strand test	strand test is performed to determine when product has reached desired results
G-17.02.11P	remove product	product is removed according to manufacturers' specifications and directions to stop processing action

RANGE OF VARIABLES

factors include: natural level of hair, desired results, underlying pigment, percentage of grey, hair integrity

applications include: eyebrows, beards, moustaches, sideburns

tools include: resources (swatch books, colour charts), non-metallic clips, non-metallic bowls, application brush, application bottle

hair colouring products include: temporary, semi, demi, permanent

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
G-17.02.01L	demonstrate knowledge of hair colouring products and developers , their characteristics and applications	explain the law of colour
		explain the level system of colour identification
		describe the effects of warm and cool tones to formulas
		explain the influence of underlying/contributing pigmentation in hair when formulating hair colouring products
		identify types of hair colouring products and describe their characteristics and applications
		identify types of developers and describe their characteristics and applications
		identify non-oxidative hair colouring products
		identify oxidative hair colouring products
		explain the effects of non-oxidative and oxidative hair colouring products on the hair structure
		explain the importance of understanding the compatibility of products on previously chemically treated hair
G-17.02.02L	demonstrate knowledge of techniques used to colour facial hair	interpret manufacturers' specifications and directions
		describe procedures used to determine the texture and integrity of the hair
		describe procedures used to determine the formula for application
		identify types of tools used for application
		describe procedures used to prepare colour mixture
		describe techniques used to apply colour to facial hair

		describe procedures used to perform patch test
		describe procedures used to perform strand test
G-17.02.03L	demonstrate knowledge of regulatory requirements and safety practices	identify and describe workplace safety practices and jurisdictional regulations

RANGE OF VARIABLES

hair colouring products include: temporary, semi, demi, permanent

developers include: 5 volume, 10 volume

applications include: eyebrows, beards, moustaches, sideburns

tools include: resources (swatch books, colour charts), non-metallic clips, non-metallic bowls, application brush, application bottle

safety practices include: performing patch test, protecting skin and clothing, monitoring client safety and comfort, following manufacturers' specifications and directions

MAJOR WORK ACTIVITY H

Performs salon operations

TASK H-18 Performs front desk responsibilities

TASK DESCRIPTOR

Hairstylists must have the skills and knowledge to carry out the daily operations of the salon.

H-18.01 Performs communication duties

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.01.01P	answer communication in a professional manner	communication is answered in a professional manner according to salon policies and procedures
H-18.01.02P	determine nature of communication	nature of communication is determined
H-18.01.03P	respond to communicator's requests	communicator's requests are responded to according to salon policies and procedures
H-18.01.04P	relay messages	messages are relayed in a clear and timely manner according to salon policies and procedures
H-18.01.05P	follow-up communication	follow-ups on communications are completed
H-18.01.06P	close communication in a professional manner	communication is closed in a professional manner according to salon policies and procedures

RANGE OF VARIABLES

communications include: telephone, text messages, online messaging, verbal

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.01.01L	demonstrate knowledge of performing communication duties	explain the importance of communicating in a professional manner with clients
		explain the importance of good listening skills and digital literacy
		explain professional communication etiquette
		explain the importance of relaying messages in a clear and timely manner
		explain the importance of returning clients' communication in a timely manner

RANGE OF VARIABLES

communications include: telephone, text messages, online messaging, verbal

H-18.02 Schedules appointments

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.02.01P	collect information on services requested	information on services requested is collected to allow for accurate booking
H-18.02.02P	determine time required for appointment	time required for appointment is determined according to service and stylist
H-18.02.03P	provide information to client	information is provided to client
H-18.02.04P	record client's information in appointment booking system	client's information is recorded in appointment booking system according to salon policies and procedures
H-18.02.05P	confirm appointment	appointment information provided to client is confirmed

RANGE OF VARIABLES

information includes: additional salon services, promotions, prices, date, time, length of appointment

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.02.01L	demonstrate knowledge of the procedures for scheduling appointments	describe the importance of using effective verbal and non-verbal communication with clients
		describe types of appointment booking systems and describe their characteristics and applications
		describe the procedure used to identify and provide service requested

H-18.03 Interacts with clients

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.03.01P	greet client	client is greeted according to salon policies and procedures
H-18.03.02P	demonstrate effective interpersonal and communication skills	effective interpersonal and communication skills are demonstrated
H-18.03.03P	perform <i>reflective listening</i>	client comments and enquiries are dealt with to achieve client satisfaction
H-18.03.04P	address client concerns	client concerns are addressed according to salon policies and procedures

RANGE OF VARIABLES

reflective listening includes: listening and responding to client comments and enquiries

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.03.01L	demonstrate knowledge of interacting with clients	describe the importance of using effective verbal and non-verbal communication with clients
		describe the importance of using effective interpersonal skills with clients
		describe basic conflict resolution techniques to resolve client concerns

H-18.04 Completes financial transactions

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.04.01P	perform calculations for costs	calculations for costs are performed
H-18.04.02P	determine method of payment	method of payment is determined
H-18.04.03P	operate point-of-sale equipment	point-of-sale equipment is operated
H-18.04.04P	perform transactions	transactions are performed

RANGE OF VARIABLES

costs include: services, retail, taxes, discounts, miscellaneous fees

methods of payment include: gift cards, online payments, cash, credit, debit

point-of-sale equipment includes: cash register, debit machine, computer, online payments

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.04.01L	demonstrate knowledge of the procedures for completing financial transactions	calculate costs of services performed
		explain basic principles of math to perform financial transactions
		identify types of point-of-sale equipment and describe their characteristics and applications
		explain types of methods of payment

RANGE OF VARIABLES

costs include: services, retail, taxes, discounts, miscellaneous fees

basic principles of math include: percentages, fractions, additions, subtractions

point-of-sale equipment includes: cash register, debit machine, computer, online payments

methods of payment include: gift cards, online payments, cash, credit, debit

H-18.05 Maintains inventory

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

Performance Criteria		Evidence of Attainment
H-18.05.01P	count inventory	inventory is counted physically or electronically to determine stock level
H-18.05.02P	maintain stock levels	stock levels are maintained to determine shortfall or surplus and make required adjustments
H-18.05.03P	create product order	product order is created according to salon policies and procedures to update stock levels
H-18.05.04P	check stock against invoice	stock is checked against invoice to verify accuracy of shipment
H-18.05.05P	manage retail sales	retail sales are managed according to salon policies and procedures

KNOWLEDGE

Learning Outcomes		Learning Objectives
H-18.05.01L	demonstrate knowledge of procedures used for maintaining inventory	describe underlying principles of maintaining inventory
		describe procedures used to maintain and control inventory
		explain the importance of inventory systems
		describe <i>procedures used to place and create product orders</i>

RANGE OF VARIABLES

procedures used to place and create product orders include: call-in, sales representatives, online

H-18.06 Prices retail products

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.06.01P	calculate markups and markdowns	markups and markdowns are calculated according to manufacturers' suggested retail price and, salon policies and procedures
H-18.06.02P	operate <i>pricing equipment</i>	<i>pricing equipment</i> is operated

RANGE OF VARIABLES

pricing equipment includes: price gun, scanners, manual pricing

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.06.01L	demonstrate knowledge of procedures for pricing retail products	describe procedures used to calculate markups and markdowns
		describe procedures used to operate <i>pricing equipment</i>

RANGE OF VARIABLES

pricing equipment includes: price gun, scanners, manual pricing

H-18.07 Maintains retail displays

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-18.07.01P	clean retail products and displays	retail products and displays are cleaned according to salon policies and procedures
H-18.07.02P	display retail products	retail products are displayed according to salon policies and procedures

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-18.07.01L	demonstrate knowledge of procedures for maintaining retail displays	identify marketing principles in relation to the displaying of retail products
		describe the importance of displaying retail products

TASK H-19 Establishes business fundamentals

TASK DESCRIPTOR

Hairstylists must have knowledge of business fundamentals including knowledge of the different aspects of developing a business plan. Hairstylists must also understand the importance of demonstrating integrity and showing professionalism. They must also have the knowledge and skills to market, promote, attract and retain clients. Hairstylists sell products and services that meet client expectations.

H-19.01 Develops business plan

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	no	NV	NV	NV								

SKILLS

	Performance Criteria	Evidence of Attainment
H-19.01.01P	research types of business ownership models	types of business ownership models are identified
H-19.01.02P	conduct market research	market research is conducted
H-19.01.03P	develop business identity and brand	business identity and brand is developed
H-19.01.04P	determine jurisdictional regulations	jurisdictional regulations are identified
H-19.01.05P	conduct financial assessment	financial assessment is conducted
H-19.01.06P	comply with government business regulations	government business regulations are verified and complied with
H-19.01.07P	design floor plan	floor plan is designed
H-19.01.08P	determine insurance needs	insurance needs are determined
H-19.01.09P	determine staffing requirements	staffing requirements are determined
H-19.01.10P	determine equipment and supplies needed	equipment and supplies needed are identified
H-19.01.11P	develop salon policies and procedures	salon policies and procedures are developed

RANGE OF VARIABLES

business ownership models include: sole proprietorship, partnership, corporation, franchise, booth or chair rental

business identity and brand includes: decor, signage, website, business cards, branding, business logo, marketing plan

floor plan includes: utilities, equipment, accessibility requirements

insurance needs include: building, liability, theft, personal

equipment includes: chair, shampoo sinks, tools (see Appendix B), digital equipment

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
H-19.01.01L	demonstrate knowledge of types of business ownership models	explain the types of business ownership models
H-19.01.02L	demonstrate knowledge of market research demographics	identify target market and location
H-19.01.03L	demonstrate knowledge of business identity and brand	describe importance of business identity and brand
		describe methods to develop a business identity and brand
H-19.01.04L	demonstrate knowledge of jurisdictional regulations	explain the importance of jurisdictional regulations
		describe steps to comply with jurisdictional regulations
H-19.01.05L	demonstrate knowledge of financial planning	describe the importance of financial planning
		describe the procedures used to conduct a financial plan
		explain methods used to secure financing
H-19.01.06L	demonstrate knowledge of business accounting	identify different types of business regulations
		explain different types of payroll deductions
		identify how to set up payroll deductions and tax accounts
		describe the importance of obtaining professional services
H-19.01.07L	demonstrate knowledge of floor plan design	explain concepts of floor plan design to comply with jurisdictional regulations and to maximize use of space
H-19.01.08L	demonstrate knowledge of insurance needs	identify insurance needs and requirements
		identify different types of insurance
H-19.01.09L	demonstrate knowledge of staffing requirements	describe staffing needs
		identify pay structure

H-19.01.10L	demonstrate knowledge of equipment and supplies needs	describe equipment and supplies needed for start-up of salon
H-19.01.11L	demonstrate knowledge of salon policies and procedures	explain the importance of having salon policies and procedures in place
		describe key components contained in a policies and procedures manual

RANGE OF VARIABLES

business ownership models include: sole proprietorship, partnership, corporation, franchise, booth or chair rental

target market and location include: population, competition, average income, demographics

business identity and brand includes: decor, signage, website, business cards, branding, business logo, marketing plan

financial planning includes: budgets, revenue projections, goal setting, salaries

professional services include: accounting, legal

floor plan includes: utilities, equipment, accessibility requirements

insurance needs include: building, liability, theft, personal

equipment includes: chair, shampoo sinks, tools (see Appendix B), digital equipment

H-19.02 Presents professionalism

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-19.02.01P	maintain professional image on social platforms related to industry	image on all social platforms related to industry is maintained according to salon policies and procedures
H-19.02.02P	demonstrate professional workplace behaviours	professional workplace behaviours are demonstrated
H-19.02.03P	stay current with new trends and techniques	new trends and techniques are explored through continuous education
H-19.02.04P	attend trade shows and educational events	trade shows and educational events are attended
H-19.02.05P	identify networking opportunities	networking opportunities are identified

RANGE OF VARIABLES

social platforms include: face-to-face, social media

professional workplace behaviours include: accountability, reliability, punctuality, confidentiality, honesty

educational events include: seminars, workshops, conferences, business planning workshops, in-salon training

KNOWLEDGE

	Learning Outcomes	Learning Objectives
H-19.02.01L	demonstrate knowledge of techniques used to present professionalism	describe the importance of self-esteem, self-image and its projection define professional image
H-19.02.02L	demonstrate knowledge of techniques used to maintain current knowledge and competence	identify means of staying current with new trends and their adaptations identify means of networking define professional development and the importance of attending trade shows and educational events identify opportunities to remain current, knowledgeable and competent in the profession

RANGE OF VARIABLES

educational events include: seminars, workshops, conferences, business planning workshops, in-salon training

H-19.03 Markets products and services

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
yes	NV	NV	NV									

SKILLS

	Performance Criteria	Evidence of Attainment
H-19.03.01P	set retail and service sales goals	retail and service sales goals are set to achieve professional success
H-19.03.02P	create visual focal point	visual focal point is created by using signage, samples and posters to encourage sales
H-19.03.03P	explain features and benefits of professional products to clients	features and benefits of professional products are explained to clients
H-19.03.04P	recommend and market products to clients for home use	products are recommended and marketed to clients for home use
H-19.03.05P	market add-on services	add-on services are marketed
H-19.03.06P	evaluate personal service and retail sales	personal service and retail sales are evaluated to monitor and improve productivity

H-19.03.07P	market and promote services and retail products	services and retail products are marketed and promoted using social media to build clientele according to salon policies and procedures
H-19.03.08P	participate in events	events are attended to promote services
H-19.03.09P	pre-book services	services are pre-booked according to client needs and, salon policies and procedures for client retention

RANGE OF VARIABLES

add-on services include: hair treatments, colour services, speciality services

KNOWLEDGE		
	Learning Outcomes	Learning Objectives
H-19.03.01L	demonstrate knowledge of products and services	explain the importance of advising clients about products and services identify types of products and services and describe their characteristics and applications
H-19.03.02L	demonstrate knowledge of techniques used to promote sales	describe the techniques used to promote sales identify marketing and sales principles
H-19.03.03L	demonstrate knowledge of social media for the purpose of marketing	explain the importance of social media for the purpose of marketing products and services identify techniques used to advertise and promote products and services on social media

RANGE OF VARIABLES

techniques used to promote sales include: online sales, in-salon promotions, pre-booking, client follow-up, referrals, stylist recommendations

APPENDIX A

ACRONYMS

AHJ	Authorities having jurisdiction
OH&S	Occupational Health and Safety
<i>PIPEDA</i>	<i>Personal Information Protection and Electronic Documents Act</i>
PPE	Personal protective equipment
SDS	Safety data sheets
WHMIS	Workplace Hazardous Materials Information System

APPENDIX B

TOOLS AND EQUIPMENT / OUTILS ET ÉQUIPEMENT

Hairstyling Single-Use Tools and Accessories / Outils et accessoires à utilisation unique pour la coiffure

adhesives	adhésifs
bobby pins	pincettes à cheveux
cotton	ouate
disinfectant wipes	serviettes désinfectantes
disposable blades	lames jetables
disposable gloves	gants jetables
disposable highlighting caps	bonnets à mèches jetables
disposable towels	serviettes jetables
end papers	papiers pointes
foil (mesh, plastic, foam)	papillotes (tricotées, en plastique, en mousse)
hair elastics	élastiques à cheveux
hair pins	épingles à cheveux
high-gauge thread	gros fils
lens arm protectors	protège-branches de lunettes
neck strip	collets
plastic cap	bonnets en plastique
protective cream	crèmes protectrices
protective wrap	enveloppes protectrices
styptic powder	poudres styptiques

Cutting Tools / Outils de coupe

clipper guards	guides de coupe
clips and clamps	pincettes et pincettes de canard
combs	peignes
cutting mat	planches à découpage
electric clipper	tondeuses
neck duster	brosses à nuque
razors	rasoirs
shears	ciseaux
specialty shears (texturizing, thinning, notching)	ciseaux de spécialité (pour effiler, amincir, tailler)
spray bottle	flacons pulvérisateurs
straight razors	rasoirs droits
trimmers	tondeuses de précision

Styling Tools / Outils de coiffure

brushes (flat, round)	brosses (plates, rondes)
clips and clamps	pincettes et pincettes de canard
combs	peignes
curved needle	aiguilles courbes
diffuser	diffuseurs
hair dryer	séchoirs à cheveux
hand mirror	miroirs à main

hot rollers
picks
rollers
styling irons (flat, curling, waving, spiral, crimping)
thermal protector mat
thermal styling tools
wig block

rouleaux chauffants
peignes afro
rouleaux
fers (plats, à friser, à onduler, à spirales, à gaufrer)
tapis isolants thermiques
outils chauffants pour la coiffure
marottes

Colouring Tools / Outils pour la coloration

applicator bottle
clips and clamps
colour brushes
colour chart
colour key
colour swatch book
combs (metal tip, plastic, wide tooth)

foil board
foil dispenser
highlighting hook
highlighting cap
measuring cups
non-metallic bowl
reusable gloves
scale
styrofoam highlighting sheets
timer
whisk

flacons applicateurs
pinces et pinces de canard
pinceaux à coloration
mèchiers
codes de couleurs
livres d'échantillons de couleurs
peignes (à queue en métal, en plastique, à grosses dents)
plaques à papillotes
distributeurs de papillotes
crochets à mèches
bonnets à mèches
tasses à mesurer
bols non métalliques
gants réutilisables
balances
papiers mèches en polystyrène
minuteries
fouets

Chemical Texturizing Tools / Outils pour les permanentes

application board
application brush
applicator bottle
brushes
chemical texturing picks
chemical texturing rods
combs (pick, plastic tailcomb)
drip tray
flat iron
hair dryer
neutralizing bib
non-metallic bowl
plastic clips and clamps
specialty chemical texturing tools
timer

longs peignes de coloration
pinceaux applicateurs
flacons applicateurs
brosses
pics à permanente
bigoudis à permanente
peignes (afro, à queue en plastique)
cuvette d'égouttage
fer plats
séchoirs à cheveux
protège-nuques
bols non métalliques
pinces et pinces de canard en plastique
outils spéciaux pour les permanentes
minuteries

Client Capes / Capes

nylon capes	capes en nylon
smocks	couvre-tout
towel fasteners	attaches de serviette
towels	serviettes
waterproof capes	capes imperméables

Sanitizing and Safety Equipment / Matériel de stérilisation et équipement de sécurité

broom	balais
buckets	seaux
disinfecting jar	réipients de désinfectant
dustpan	porte-poussière
eyewash station	douches oculaires
fire extinguisher	extincteurs
first-aid kit	trousses de premiers soins
laundry baskets	paniers à lessive
mop	vadrouilles
neck duster	brosses à nuque
paper towel dispenser	distributeurs d'essuie-tout
recycling containers	bacs de recyclage
rubber gloves	gants de caoutchouc
safety glasses	lunettes de protection
sanitizing jar	réipients pour la stérilisation
sharps container	contenants pour les objets pointus ou tranchants
stylist apron	tabliers de coiffure
toilet brush	brosses pour cuvettes
touchless soap dispenser	distributrices de savon sans contact
vacuum cleaner	aspirateurs
waste can (covered)	poubelles (refermables)

Specialized Services Single-Use Tools and Accessories / Outils et accessoires à utilisation unique pour des services spécialisés

cotton swabs	cure-oreilles
cotton	ouate
cotton pad	tampons de coton
disposable wand	brosses à cils jetables
depilatory applicator	applicateurs de produits épilatoires
disposable gloves	gants jetables
eyebrow applicator	pinceaux à sourcils
hairspray shield	écran contre le fixatif
spatula	spatules
stir stick	bâtonnets à mélanger
thread	fils à épiler
wax strips	bandes épilatoires

Specialized Services Tools / Outils pour les services spécialisés

client cape	capes
disinfecting jar	réipients de désinfectant
eyebrow brush	brosses à sourcils
non-metallic bowl	bols non métalliques
nostril shears	tondeuses pour nez
scissors	ciseaux

towels
tweezers
washable hairbands
wax pot

serviettes
pinces à épiler
bandeaux lavables
pots de cire

Major Equipment / Équipement de base

booster seat
clothes dryer
cutting stools
dryer chair
fridge
hood dryer
hydraulic barber chair
hydraulic styling chair
microwave
mirror
multipurpose chair
shampoo basin
shampoo chair (automatic, manual)
styling station
thermal processing accelerator
thermal tool holder
trolley
utility sink
washing machine

sièges d'appoint
sècheuses (pour les vêtements)
fauteuils pivotants
fauteuils avec casque-séchoir
réfrigérateur
casques sèche-cheveux
fauteuils de barbier hydraulique
fauteuils de coiffure hydraulique
micro-ondes
miroirs
chaises multifonctionnelles
cuvettes à shampooing
chaises à shampooing (automatiques, manuelles)
postes de coiffure
accélérateurs de traitement thermique
porte-outils thermiques
guéridons
vidoirs
machines à laver

Office Equipment and Supplies / Équipement et fournitures de bureau

answering machine
audio system
brochures
business cards
calculator
cash register
client record cards
coffee machine
computer and software
credit/debit machine

display equipment
gift cards
hairstylist reference material
pencils and pens
phone
policy and procedure manual
printer
reception desk
reception furniture
receptionist chair
release forms
scheduling system
secure filing cabinet
security system
stapler
stationery

répondeur téléphonique
système audio
brochures
cartes professionnelles
calculatrices
caisses enregistreuses
fiches de renseignements des clients
machines à café
ordinateurs et logiciels
terminaux de paiement par carte de crédit ou de débit
présentoirs
cartes-cadeaux
manuels de coiffure
crayons et stylos
téléphones
manuels des politiques et des procédures
imprimantes
bureau de réception
meubles de réception
chaise de réceptionniste
décharges de responsabilité
système d'établissement des rendez-vous
classeurs protégés
système de sécurité
agrafeuses
articles de bureau

APPENDIX C

GLOSSARY / GLOSSAIRE

alopecia	hair loss, baldness	alopécie	perte de cheveux, calvitie
colour remover	product used to remove artificial colour from the hair	décolorant pour cheveux	produit utilisé pour enlever la couleur artificielle des cheveux
disinfect	destroying or killing bacteria and a broad spectrum of viruses (but does not kill bacteria spores)	désinfecter	détruire ou tuer les bactéries et une grande variété de virus (mais sans tuer les spores bactériennes)
disinfectant	chemical product used to destroy or kill bacteria and a broad spectrum of viruses (but does not kill bacteria spores)	désinfectant	produit chimique utilisé pour éliminer les bactéries et une grande variété de virus (mais sans tuer les spores bactériennes)
elasticity	ability of the hair to stretch and then to spring back to its original state	élasticité	capacité du cheveu de s'étirer et de reprendre ensuite sa forme initiale
elevation	lifting hair above zero degree	dégradé	résultat de la coupe de cheveux dans un certain angle
finger wave	alternating C shaped waves made by shaping and molding wet hair, using only fingers and comb	vague aux doigts	ondulations en forme de C créées en alternance en modelant les cheveux humides avec les doigts et un peigne seulement
hair additions	may include clip-ins, tape-ins, weaves, pre-bonded, fusion, micro-link, loop-and-lock, glue-in, glue-on, sew-in	rallonges de cheveux	les rallonges de cheveux à pince, à bandes adhésives, cousues, précollées, à microbilles, à billes, à coller et avec colle, entre autres

hair and scalp analysis	examination of the general conditions of the hair and scalp: type, texture, density, breakage, oiliness, dryness, elasticity, porosity, colour, and chemical and medical history	analyse capillaire et du cuir chevelu	examen de l'état général des cheveux et du cuir chevelu pour déterminer le type, la texture, la densité, l'élasticité, la porosité et la couleur des cheveux, si les cheveux sont cassants, gras ou secs, les produits chimiques utilisés et les antécédents médicaux
hair characteristics	density, porosity, texture, wave pattern, growth pattern, elasticity of hair	caractéristiques des cheveux	la densité, la porosité, la texture, l'ondulation, le sens de la pousse et l'élasticité des cheveux
hair density	describes the number of hair strands in a given area; i.e., thin, medium and thick	densité des cheveux	quantité de mèches de cheveux sur une superficie donnée; cheveux minces, moyens ou épais
hair ornamentations	may include a temporary hair piece, tiara, veil, flower, barrette, pin or hair additions	accessoires pour cheveux	les postiches, les tiaras, les voiles, les fleurs, les barrettes, les épingles à cheveux et les rallonges de cheveux, entre autres
hair texture	diameter, thickness and feel of the individual hair strands	texture des cheveux	diamètre, épaisseur et sensation au toucher d'un cheveu
level	lightness or darkness of hair	couleur des cheveux	clarté ou luminosité des cheveux
lightening	process of diffusing pigment within the hair	éclaircissement des cheveux	action de diffuser le pigment dans les cheveux
no elevation	zero degree (natural fall of hair)	sans dégradé	façon dont les cheveux se placent naturellement sans élévation
patch test	test conducted to determine the sensitivity of the skin to certain chemicals; this process is also referred to as the allergy test, skin test or predisposition test	touche d'essai	essai visant à déterminer la sensibilité de la peau à certains produits chimiques; on parle également de test allergique, de test cutané ou de test de prédisposition
porosity	ability of the hair to absorb and retain moisture	porosité	capacité d'un cheveu à absorber et à garder l'humidité

relaxing	decrease of S formation of the hair	défriser	diminuer la formation en S des cheveux
sanitize	to remove dirt to aid in preventing the growth of microbes; sanitizing does not kill germs or spores	stériliser	éliminer la saleté d'un outil afin de prévenir la croissance de microbes; la stérilisation ne tue pas les germes ou les spores
straight razor	a razor with a single blade that is fixed or attached to a folding, pivoting, or rigid handle with or without a guard	rasoir droit	rasoir à une seule lame fixée ou incorporée à un manche qui se replie, qui pivote ou qui est rigide; le rasoir peut être muni d'un protecteur
strand test	test performed to determine the degree of development or processing of a specific chemical service on a small section of hair	essai sur une mèche	essai qui consiste à déterminer l'action d'un traitement chimique particulier sur une mèche de cheveux
test curl	process used to determine the reaction of the hair to permanent wave solution in order to achieve a desired result	vérification de l'ondulation des mèches	processus qui consiste à déterminer la réaction du cheveu à la solution à permanente en vue d'obtenir le résultat recherché
tone (noun)	warmth or coolness of a colour	nuance	degré de chaleur ou de froideur d'une couleur
tone (verb)	to alter the warmth or coolness of a colour	nuancer	modifier le degré de chaleur ou de froideur d'une couleur
toner	product used to deposit and alter colour tones in the hair	nuanceur	produit utilisé pour ajouter des tons et modifier la couleur des cheveux
wave pattern	(rhythm and speed) straight, wavy, curly	forme des cheveux	(rythme et vitesse) lisses, bouclés, frisés
waving	increase of S formation of the hair	onduler	accentuer la formation en S des cheveux