



HAIRDRESSER – MQF/EQF LEVEL 3 INFORMATION HANDBOOK

ON

**The process of validation of informal and non-
formal learning for Hairdresser**

The Assessment Board:

The Assessment Board is appointed by the Minister responsible for Jobsplus by means of Article 26 of the Employment and Training Services Act 2018 to ascertain proficiency or competency in a particular occupation.

This handbook describes the competences that candidates need to possess before sitting for the Hairdressing validation process. Successful candidates acquire an *Award as Hairdresser* pegged at Level 3 of the Malta Qualifications Framework and also the European Qualifications Framework and which is endorsed by the National Commission for Further and Higher Education (NCFHE).

Eligibility:

Candidates who are interested in acquiring the *Award as Hairdresser* can apply for their knowledge, skills and competences to be assessed, recognised and validated if they possess the necessary competences and skills as defined in this handbook.

The prospective candidate must have **3 years experience** in the respective field. This is in line with the L.N. 295 of 2012 which regulates the Validation of Informal and Non-formal Learning process. Prior to the assessment candidates need to present an official Employment History to confirm the years of experience to the Assessment Board.

The Assessment Board is free to contact the Institution and/or referee at will in order to confirm experiences and training claimed by the candidate.

Initial Assessment Plan:

The Assessment Board will conduct an induction session for candidates interested in acquiring the *Award as Hairdresser*, and review the portfolio and the experience presented to plan the appropriate assessments according to the individual's experience and needs. During the induction session, the candidate is also instructed on how to collect evidence used as a proof of their practical experience.

Evidence sources may include:

- Work Activity
- Witness Testimony
- Health & Safety Documents/ Reports/ Procedures
- Photographic Evidence / Risk Assessments / Instructions
- Work-based confirmation of evidence not observed by assessor.

Assessment Criteria:

The Assessment Criteria for the validation process are based on the National Occupational Standards. Following is an abstract of the list of competences that the candidate must possess prior to applying for the validation process. For further information you can download the National Occupational Standards from the following link:

<http://ncfhe.gov.mt/en/services/Documents/VINFL/NOS%20Hair%20and%20Beauty/Hairdresser%20MQF%20Level%203.pdf>

HRD 301: Health, Safety and Security in the Salon

The candidate must have the necessary knowledge and skills to:

1. Maintain health and safety practices.
2. Maintain security practices.
3. Follow and carry out emergency procedures.
4. Deal with hazards to minimise risks.
5. Ensure tools, equipment, materials and work areas meet hygiene requirements.
6. Handle, use and store products, tools and equipment safely.
7. Dispose of salon waste safely

HRD 302: Reception Duties

The candidate must have the necessary knowledge and skills to:

1. Deal with a variety of enquiries.
2. Maintain a clean and tidy reception area.
3. Make appointments to meet legal requirements.
4. Provide accurate information about services and products.
5. Follow adequate procedures when handling payments.
6. Handle requests for services in a prompt and polite manner.

HRD303: Client Consultation

The candidate must have the necessary knowledge and skills to:

1. Communicate in a manner that creates confidence, trust and maintains good will.
2. Understand client requirements using appropriate communication techniques.
3. Consult and update clients' record cards.
4. Provide client with clear recommendations.
5. Recommend and agree upon a service and product.
6. Be aware of legislation (Data Protection Act).
7. Use safe working methods.
8. Client's limitations.

HRD304: Shampoo and Condition Hair and Scalp

The candidate must have the necessary knowledge and skills to:

1. Consult with the clients to confirm their requirements.
2. Assess the hair and scalp to establish the adequate products required for the service.
3. Adjust the water temperature and flow to maintain client comfort.
4. Use and adapt suitable massage techniques.
5. Work efficiently and communicate in a pleasant manner, take in consideration the client's needs and comfort.
6. Use safe working methods that meet with the salon and legal requirements.
7. Provide suitable aftercare advice.

HRD305: Basic Scalp Massage as a Service

The candidate must have the necessary knowledge and skills to:

1. Consult and communicate with client to identify their needs.
2. Select suitable massage techniques.
3. Select suitable massage equipment and products.
4. Work safely and efficiently.
5. Provide aftercare advice.

HRD306: Cut men and women's hair

The candidate must have the necessary knowledge and skills to:

1. Consult with the clients to confirm the required service and the desired look.
2. Evaluate hair potential to achieve the desired look by identifying the influencing factors.
3. Maintain effective and safe methods of working when cutting hair.
4. Cut hair using and following guidelines to achieve a variety of looks.
5. Cross check the haircut to ensure even balance and weight distribution.
6. Provide aftercare service.

HRD307: Styling and dressing hair

The candidate must have the necessary knowledge and skills to:

1. Consult with clients to confirm their requirements.
2. Select and use styling tools, equipment and products to achieve the desired effect.
3. Use working methods to meet legal requirements, health and safety requirements and salon policy.
4. Position self and client appropriately during a service.
5. Control and secure hair effectively during a service.
6. Dressing hair to satisfy the client's requirements by using different styling techniques.
7. Apply styling and finishing products to maintain the style.
8. Provide suitable after care advice.

HRD308: Perm and Neutralise Hair

The candidate must have the necessary knowledge and skills to:

1. Consult and confirm effectively with client's desired look.
2. Work safely and effectively according to manual.
3. Section hair according to the required service.
4. Carry out appropriate test before, during and after service.
5. Apply and remove the perm or relaxer lotion and neutraliser correctly.
6. Provide suitable after care advice.

HRD309: Smooth and Normalise Hair

The candidate must have the necessary knowledge and skills to:

1. Consult with client to confirm requirements and desired look.
2. Select and use application method, products, tools and equipment to smooth and normalise hair.
3. Use working methods that meet with salon policy and legal requirements.
4. Prepare the hair for the smoothening treatment.
5. Apply the smoothening product and monitor the timing.
6. Remove the smoothening product and apply neutralizer to normalise hair.
7. Apply a suitable conditioner or post smoothening treatment to meet manufacturers' instructions.
8. Create a desired look to the satisfaction of the client.
9. Provide suitable aftercare advice.

HRD310: Colour and Lighten Hair

The candidate must have the necessary knowledge and skills to:

1. Consult with client with the help of a colour chart to confirm requirements and desired colour.
2. Carry out necessary tests prior to colour service.
3. Select and use application method, products, tools and equipment to colour hair.
4. Use safe working methods that meet with salon policy and legal requirements.
5. Mix chosen colour using right amount of percentage and volume of developer.
6. Section hair correctly and neatly and applies colour.
7. Monitor the development of colour accurately following manufacturer's instructions.
8. Remove colour product thoroughly from the hair and scalp.
9. Apply a suitable conditioner or post colour treatment to the hair following manufacturer's instructions.
10. Create desired look to the satisfaction of the client.
11. Provide suitable aftercare service.

Mode of Assessment:

A candidate will be assessed on all the above listed competences. Assessment will be made up from different components, namely:

A. Practical Work

Practical work could be assessed by a task created to simulate the work environment. During the practical test a candidate will be asked to perform a number of tasks in line with the assessment criteria. Assessment can either be held in a simulated salon or at the candidate's workplace. Information on the assessment venue will be provided by Jobsplus prior to the assessment. Multiple sessions might be held.

B. Knowledge and Understanding

Candidates will be assessed on knowledge and understanding orally during an interview and/ or in writing through a written test paper.

C. Interview to verify product evidence and supplementary evidence

During the interview the Board will continue assessing candidates in relation to their knowledge, skills and competences in the respective occupation. Candidates are encouraged to present photographic evidence, workbooks or logbooks to illustrate their work.

To successfully pass from the assessment, candidates need to proof their competences in all enlisted criteria as defined in the National Occupational Standards. Following assessment candidates will receive a formal result slip issued by Jobsplus in collaboration with NCFHE. The result slip will indicate whether the candidate has obtained a Pass or a Fail in all criteria. Nonetheless persons who fail any of these criteria will have the possibility to sit for a re-sit.

Resits:

Candidates who do not pass from any of the enlisted criteria will be guided for further development in the failed criterion/criteria.

The failed criterion/criteria will be communicated in the result slip issued by Jobsplus. Date, time and venue of re-sit would be communicated to the candidate by Jobsplus. The candidate will be guided by the Assessment Board with respect to the areas for improvement prior to the re-sit.

Appeals:

Candidates who fail the assessment and wish to contest the decision taken by the Assessment Board can submit a formal request for further feedback to Jobsplus. An appeal can be lodged within 10 working days from the result slip issued by Jobsplus. In the eventuality that the candidate's final result is changed following the appeal, a new result will supersede the previous one.