

National Apprenticeship - Occupational Profile

Apprenticeship Title Hairdressing

NFQ Level 6

Duration 3 Years

Typical tasks/ responsibilities

Hairdressers are qualified to work autonomously in a competent, professional and independent capacity, with the ability to use the knowledge, skills and competence required in their professional practice. They perform an extensive range of skills and services, from styling, colouring and cutting hair to performing scalp treatments.

Typical duties include: shampooing and conditioning hair, cutting, and styling, giving and recommending hair treatments, permanent waving. Stylists will be competent at identifying hair and scalp conditions through hair and scalp analysis, and can recommend appropriate treatments or services. Hairdressers will be creative and be able to work with a variety of hair lengths, types, textures and ethnicity. They will be knowledgeable and have due regard to health and safety practices and legislation. They will have good communication skills and establish and maintain good customer relations. They will also be able to use the modern, computerised tools and equipment found in the modern salon and have the basic computer skills required for client record keeping and stock control.

- Customer Care/Reception
- Shampooing and conditioning hair
- Blow-drying
- Setting and dressing hair
- Up-styling
- Cutting
- Colouring and lightening hair
- Retail
- Carry out consultations with clients and demonstrate excellent communication skills
- Demonstrate professionalism, values, and behaviours associated with their craft
- Demonstrate safe working practices associated with their role

On successful completion of the proposed apprenticeship, the Hairdresser will:

Knowledge

Equipment

- Understand the use and application of hairdressing equipment whilst adhering to health, safety and legal requirements.

Scientific Principles

- Be knowledgeable in the science and theory of hairdressing supporting all the practical skills required by the hairdresser. They will understand the different types of cosmetic and technical products and their uses.

Customer Service

- Have general salon awareness and reception skills. Be able to greet clients in a professional manner and be courteous at all times. It also includes responding promptly to clients seeking assistance, establishing client expectations and dealing with complaints. Knowledge of effective customer care both in salon and after care.

Consultation

- Assess the client's needs; examine the suitability of the hair and scalp for proposed treatment or service. They will carry out analysis and diagnosis of any hair or scalp conditions. They will be able to advise clients on hair maintenance. They will be proficient in communication techniques and client consultation to include: listening skills, speaking clearly, using non-technical language and appropriate body language in all aspects of hairdressing.

Business and Retail

- Be able to provide advice and prescribe products and services to their clients. They will have full product knowledge and understanding of the use of products and after care services.
- Demonstrate selling within the salon. Advocate for the salon, promoting the services offered as well as salon products.
- Will have the ability to control stock, have awareness of the appointment system, ICT and relevant social media knowledge.

Working Relationships

- Develop and maintain appropriate conduct with work colleagues. Working and collaborating effectively in a team environment and demonstrating the ability to delegate and ask for advice, where necessary.

Communications

- Should be informed in their practice towards the most appropriate approach to effectively communicate with clients in a given context to include:
 - Verbal - Communicates effectively in a professional manner
 - Written - Clear and concise written skills
 - Listening - Ability to listen and interpret instructions
 - Digital - Relevant ICT skills to promote their salon and events

Safe Working Practices

- Maintain effective, hygienic and safe working practices; adhere to workplace policies and procedures. Follow suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.

Techniques

- Shampooing and Conditioning: will be able to identify hair and scalp conditions. They will be able to choose the correct shampoo and conditioner for different hair and scalp types. They will be proficient at different massage techniques. They will be competent in applying surface and substantive treatments.
- Blow-drying: will be competent in blow-drying different hair lengths and types to achieve straight, wavy, curly or volume result. They will be able to identify the requirements of the client, the equipment and products needed to carry out the blow-dry service and use the equipment efficiently.
- Cutting: will be proficient in cutting different hair lengths and types. (Men's' and Ladies' hair). They will be competent in a variety of cutting techniques.
- Colouring: will be proficient at diagnosing and choosing colour. They will be adept in mixing and applying all types of colour service (temporary, semi-permanent, quasi-permanent, permanent and bleaching) including highlighting, fashion techniques and colour change.
- Permanent Waving: will have the ability to perm a variety of hair types to include long, short, natural and coloured hair using a variety of techniques. They will be competent in using different lotions types and neutralising.
- Up-style: will be competent in up-styling and finishing hair using a variety of techniques and products.
- Setting and Dressing: will have the ability to roller set and dress hair using various methods and products. They will be competent in back combing and the use of heated tools.

Behaviours

Dependability

- Is reliable and consistently attends work and is punctual, willing to take direction and responsibility for their work.

Adaptability

- Works effectively with a team as well as on their own initiative.

Personal Commitment

- Will demonstrate professionalism and enthusiasm for the industry; maintain professional appearance and behaviours; have a commitment to quality, a positive attitude; work well in a team environment; shows a keen willingness to learn, evolve and upskill. Strive to grow and promote both themselves and the business.

Time-Management

- Is proficient at time-management in all aspects of salon operations.
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Industry/industries served by the apprenticeship

Hairdressing Industry

Proposed minimum entry requirements for apprentices on the programme

- B2+ Cambridge level of English.
- Major QQI level 4 Major Award or equivalent.
Or
- Two years full-time experience working in a hair salon.