

SOCIAL AND PERSONAL SERVICES

Hairdressing



WorldSkills Occupational Standards

WorldSkills Occupational Standards (WSOS)

The name of the occupation is

Hairdressing

Description of the associated work role(s) or occupation(s)

A hairdresser generally works in the commercial sector, offering a range of services and treatments to the hair for individual clients. There is a direct relationship between the nature and quality of the service required, and the payment made by the client. Therefore, the hairdresser has a continuing responsibility to work professionally and interactively with the client in order to give satisfaction and thus maintain and grow the business.

Hairdressing is closely associated with other parts of the service sector, and with the many products that support it, normally for commercial purposes.

Hairdressing also has an important therapeutic role in supporting individuals' self-esteem and confidence. It also helps to relieve the effects of illness and can aid recovery.

The hairdresser works in diverse environments including large, medium, small, or mobile salons, client homes and in product companies and training institutions, film and television productions, theatre, wig work, hair replacement, technicians, session stylists and product research and design. They may offer a wide range of services, including cutting, colouring, styling, chemical reformation, and special hair treatments. Alternatively, the hairdresser may specialize, for example by becoming either a men's or ladies' hairdresser, or a colourist. Irrespective of this, work organization and management, communication and client care, the ability to analyse hair types and conditions, and to work safely and to manufacturers' instructions, are the universal attributes of the outstanding hairdresser. In a mobile labour market, the hairdresser may work in teams, or alone, or in both from time to time. Whatever the structure of the work, the trained and experienced hairdresser takes on a high level of personal responsibility and autonomy. From safeguarding the health and wellbeing of the client through scrupulous attention to safe working, to achieving exceptional effects for special occasions, every treatment matters and mistakes are largely irreversible.

With the globalization of visual imagery, the worldwide market in hair and beauty products, and the international mobility of people, the hairdresser faces rapidly expanding opportunities and challenges. For the talented hairdresser there are many commercial and international opportunities; however, these carry with them the need to understand and work with diverse cultures, trends, and hair types. The diversity of skills associated with hairdressing is therefore likely to expand, with the WorldSkills Competition reflecting the skills and attributes of the most outward looking and talented entrants to the sector.

General notes on the WSOS

The WSOS specifies the knowledge, understanding, and specific skills that underpin international best practice in technical and vocational performance. It should reflect a shared global understanding of what the associated work role(s) or occupation(s) represent for industry and business (www.worldskills.org/WSOS).

The skill competition is intended to reflect international best practice as described by the WSOS, and to the extent that it is able to. The Standard is therefore a guide to the required training and preparation for the skill competition.

In the skill competition the assessment of knowledge and understanding will take place through the assessment of performance. There will only be separate tests of knowledge and understanding where there is an overwhelming reason for these.

The Standard is divided into distinct sections with headings and reference numbers added.

Each section is assigned a percentage of the total marks to indicate its relative importance within the Standards. This is often referred to as the “weighting”. The sum of all the percentage marks is 100. The weightings determine the distribution of marks within the Marking Scheme.

Through the Test Project, the Marking Scheme will assess only those skills that are set out in the Standards Specification. They will reflect the Standards as comprehensively as possible within the constraints of the skill competition.

The Marking Scheme will follow the allocation of marks within the Standards to the extent practically possible. A variation of up to five percent is allowed, provided that this does not distort the weightings assigned by the Standards.

WorldSkills Occupational Standards

Section	Relative importance (%)
1 Work organization and management	18

The individual needs to know and understand:

- The purposes, uses, care, and maintenance of all equipment, together with their safety implications
- The purposes, uses, care, and potential risks associated with materials and chemicals
- The symptoms and causes of problems and ailments affecting the hair and scalp
- The time required for each hairdressing treatment
- The health and safety standards applying at any one time
- The importance of sustainable work practices

The individual shall be able to:

- Prepare and maintain a safe, tidy, and welcoming workstation
- Plan, prepare and complete each hairdressing treatment within the time available
- Select, use, clean, and store all equipment and materials safely, hygienically, and in compliance with manufacturers' instructions
- Apply or exceed the health and safety standards applying to the environment and the treatments

2 Communication and client care	18
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The individual needs to know and understand:

- The basis of effective and sustained client relationships
- Appropriate forms and styles for communicating with clients of different cultures, ages, expectations, and preferences
- Trends and developments in fashion and hair care
- The significance of self-management and presentation for the comfort and reassurance of the client
- The requirement to keep records relating to clients, materials, and other relevant matters

Section	Relative importance (%)
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The individual shall be able to:

- Prepare and maintain a safe, tidy, and welcoming workstation
- Greet and settle the client, while clarifying their wishes or brief
- Review the client's wishes or brief in relation to hair type, category, previous treatments, and condition, and reach positive agreement on the treatment(s) to be provided
- Maintain positive contact with the client throughout the treatment
- Seek feedback from the client before concluding the treatments
- Offer advice on maintenance and further treatments and products before ensuring a positive departure

3	Cutting	16
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The individual needs to know and understand:

- The nature of different hair types, including facial hair
- The ethnic classifications of hair
- The growth characteristics and patterns of hair
- The relationship between facial shape, body shape, and hair styles

The individual shall be able to:

- Appraise the hair relative to the requested style and cutting methods, based on the hair's category, type, and condition
- Make and communicate judgments regarding the advisability, suitability, and expected results of the requested style, offering alternatives as advisable
- Select from the full range of available cutting tools including scissors, thinning scissors, razors, electric clippers (with and without guards)
- Select cutting method from the full range of cutting methods: blunt, tapering, graduation, layering, texturizing, disconnection, on wet or dry hair
- Cut facial hair and beard designs ranging from a single beard to more intricate patterns
- Execute technically demanding cuts
- Cut hair extensions
- Cut hair tattoos

Section	Relative importance (%)
4 Colouring	16

The individual needs to know and understand:

- The principles underlying the change of colour of hair
- Options and preferred treatments as they apply to gentlemen's and ladies' hairdressing
- The range of techniques available for temporary, semi-permanent, and permanent colouring, relative to the brief, hair type, classification, and condition
- The range of techniques available for decolouring and colour correction, relative to the brief, hair type, classification, and condition
- The properties, uses, and limitations of the full range of decolouring/colouring materials and products
- The impacts of the chemicals upon each other, the hair, and the body
- The available options for applying colouring/decouring products to added hair

The individual shall be able to:

- Analyse the hair for its capacity to respond to the application of chemicals without adverse effects
- Recognize and acknowledge the situations where colouring/decouring and bleaching is not an option
- Assess the feasibility of clients' wishes or brief and offer feedback and advice
- Settle clients and protect the clothes, body, and skin throughout the treatments
- Administer skin and allergy tests as required, and factor in the results
- Select and use chemicals and products to lighten, darken, add, and remove colour, including for colour correction
- Take account of the available time in determining the treatments
- Determine the number and range of colours and bleaching treatments to complement each other, the style, and the cut
- Apply colouring/decouring and bleaching products through the process of selection, mixing and preparation, application, development, testing, appraisal, and removal, in conformity with manufacturers' instructions
- Apply chemicals according to the length of hair, hair types, non-chemically treated hair, chemically treated hair, or to hair extensions.
- Apply heat, including accelerators, according to the treatment and manufacturers' instructions

Section	Relative importance (%)
5 Styling	16

The individual needs to know and understand:

- The uses and effects of the available drying and thermal equipment
- The uses and effects of styling products and materials, both conventional and unconventional
- The uses and effects of the available equipment for use on dry hair
- The ways in which added hair and ornamentation can be used to enhance a style
- The uses and effects of finishing products

The individual shall be able to:

- Select and use the available drying and styling equipment
- Select and apply styling materials to support the desired effects
- Follow the intention and style of cuts throughout the drying process
- Select and add hair ornamentation as required, during, or after styling, according to the types and purposes of the ornamentation
- Re-cut hair as required to achieve the desired finishes and styles
- Select and add hair (attachments with synthetic or natural hair) as required during or after styling, re-cutting them as required
- Apply final finishing products on clients as required during or after styling, and using industry standards

6 Chemical reformation (permanent waving and straightening)	5
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The individual needs to know and understand:

- The principles underlying changes to the shape of human hair
- The range of techniques available for effecting changes to the shape of hair
- The properties, uses and limitations of the full range of associated products and chemicals
- The impacts of the chemicals upon each other, the hair, and the body
- The relationship between hair type, classification, length, and condition and the options for chemical reformation
- Options and preferred chemical reformation as they apply to gentlemen's and ladies' hairdressing

Section	Relative importance (%)
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The individual shall be able to:

- Analyse hair for its capacity to respond to the application of chemicals without adverse effects, taking account of hair length, type, condition, and previous treatments
- Administer skin and allergy tests as required, and factor in the results
- Assess the feasibility of clients' wishes and offer feedback and advice
- Take account of the available time in determining chemical reformation treatments
- Settle clients and protect the clothes, body, and skin throughout treatments
- Provide optimal conditions for the successful use of chemical reformation products, according to manufacturers' instructions and health and safety considerations
- Apply the chemical reformation products through entire processes of selection, mixing and preparation, application, development, testing, appraising results, removal, neutralizing, or re-forming, conditioning, preparation for styling
- Safeguard hair from excessive finishing while settling from the effects of reformation

7 Special hair treatments, including for special occasions, photography, exhibitions, marketing, and public relations	11
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The individual needs to know and understand:

- The importance of studying clients' briefs and of clarifying all areas of uncertainty
- The factors that bear upon briefs including purpose, context, timetable, budget, client, or model
- The requirement for props and accessories
- The range and scope of hair styles and treatments known as "classic"
- The range and scope of hair styles and treatments known as "avant-garde"
- Methods and sources of research to prepare for executing clients' brief
- The uses of added hair (hair extensions) and ornamentation relative to their purposes, limitations, and impact

Section	Relative importance (%)
<p>The individual shall be able to:</p> <ul style="list-style-type: none"> • Interrogate the brief and achieve viable responses to all queries • Plan all aspects of commissions including purpose, timetable, budget, facilities, work area, model/client, required result, products, and materials, equipment, hair attachments and accessories, clothing, make-up and jewellery, context, and duration • Execute briefs as required, paying special attention to (for classic styles): authenticity, elegance, smoothness, cleanliness of lines, timelessness, impact on the message and look, viable and effective use of attachments and accessories, heritage, durability relative to need • Execute briefs as required, paying special attention to: fashion and commercial trends, impact on the message and look, creativity, flair, viable, and effective use of conventional and unconventional techniques, materials and products, including attachments and accessories, durability relative to need • Make final adjustments in consultation with clients • Make use of social media for marketing • Make oneself available to effect changes or deal with problems as they arise • Conclude commissions in all respects including with a regard to repeat business 	
Total	100

References for industry consultation

WorldSkills is committed to ensuring that the WorldSkills Occupational Standards fully reflect the dynamism of internationally recognized best practice in industry and business. To do this WorldSkills approaches a number of organizations across the world that can offer feedback on the draft Description of the Associated Role and WorldSkills Occupational Standards on a two-yearly cycle.

In parallel to this, WSI consults three international occupational classifications and databases:

- ISCO-08: (<http://www.ilo.org/public/english/bureau/stat/isco/isco08/>) ILO 5141
- ESCO: (<https://ec.europa.eu/esco/portal/home>)
- O*NET OnLine (www.onetonline.org/)

This WSOS relates most closely to *Hairdressers, Hairstylists, and Cosmetologists*:
<https://www.onetonline.org/link/summary/39-5012.00>, and

Hairdresser:

<http://data.europa.eu/esco/isco/C5141>

These links also allow you to explore adjacent occupations.

The following table indicates which organizations were approached and provided valuable feedback for the Description of the Associated Role and WorldSkills Occupational Standards in place for WorldSkills Shanghai 2022.

Organization	Contact name
Australian Hairdressing Council	Wendy Blair, Director
VP for International Business Development for Pivot Point (Global)	Jan Laan
VTCT (Global)	Mary Mussell, Qualification Lead Hairdressing and Barbering