



End-point assessment plan for Advanced and Creative Hair Professional apprenticeship standard

Apprenticeship standard reference number	Level of this end point assessment (EPA)	Integrated
ST0214	3	No

Contents

Introduction and overview	2
EPA summary table	3
Length of end-point assessment period:	4
Order of assessment methods	4
Gateway	4
Assessment methods.....	5
Weighting of assessment methods	13
Grading.....	13
Roles and responsibilities	22
Internal Quality Assurance (IQA).....	24
Re-sits and re-takes.....	25
Affordability.....	25
Professional body recognition	25
Reasonable adjustments	25
Mapping of knowledge, skills and behaviours (KSBs)	26

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Advanced and Creative Hair Professional apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Advanced and Creative Hair Professional apprentices, their employers and training providers.

Full time apprentices will typically spend 12 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices will spend a minimum of 12 months on-programme.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and that they can be evidenced to an EPAO.

All pre-requisites for EPA assessment methods must also be complete and available for the assessor as necessary.

For level 3 apprenticeships and above apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.

The EPA must be completed within an EPA period typically lasting a maximum of three months, beginning when the apprentice has passed the EPA gateway.

The EPA consists of three discrete assessment methods.

The individual assessment methods will have the following grades:

Assessment method 1: Knowledge Test

- Fail
- Pass

Assessment method 2: Observation and questioning

- Fail
- Pass
- Distinction

Assessment method 3: Professional Discussion

- Fail
- Pass
- Distinction

Performance in the EPA will determine the overall apprenticeship standard and grade of:

- Fail
- Pass
- Distinction

EPA summary table

On-programme (typically 12 months)	Training to develop the occupational standard's knowledge, skills and behaviours.
End-point Assessment Gateway	<ul style="list-style-type: none"> • Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard. • English/mathematics Level 2 <p>Apprentices must complete:</p> <ul style="list-style-type: none"> • A Collection of looks which will inform the Professional Discussion
End Point Assessment (which would typically take three months)	<p>Assessment Method 1: Knowledge Test</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass <p>Assessment Method 2: Observation and questioning</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass · Distinction <p>Assessment Method 3: Professional Discussion</p> <p>With the following grades:</p> <ul style="list-style-type: none"> · Fail · Pass · Distinction

Length of end-point assessment period:

The EPA must be completed within an EPA period lasting a maximum of three months, beginning when the apprentice has passed the EPA gateway.

Any supporting material required for the EPA should be submitted at gateway.

If an EPA assessment method is failed, it should be resat or retaken within the EPA period and in-line with the requirements set out in this assessment plan.

Order of assessment methods

The assessment methods need to be delivered in the following order:

Knowledge Test first, and then Observation and questioning and Professional Discussion, which can be carried out in either order.

The reason for this order is:

The Knowledge Test must be successfully completed, and a pass grade achieved, before progressing to complete the Observation and questioning and Professional Discussion. This is to ensure the apprentice has the critical health and safety knowledge without which it would be unsafe for the apprentice to complete a service on a live client.

The Observation and questioning and the Professional Discussion can be taken in any order and must be taken on the same day.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:

- English and mathematics at level 2

For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

For the Knowledge Test:

- no specific requirements

For the observation and questioning:

- no specific requirements

For the professional discussion, the apprentice will be required to submit: A Collection of looks

- The content must be sufficient to evidence the apprentice can demonstrate all of the Knowledge, Skills and Behaviours required as mapped to the Professional Discussion assessment method and will typically contain 17 pieces of evidence.
- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement.
- The Collection of looks can be in any format, as long as it is legible and can be uploaded electronically to the chosen EPAO.
- The Collection of looks should contain written accounts of activities that have been completed and mapped against the Knowledge, Skills and Behaviours, supported by appropriate evidence, including photographic evidence and work products.
- Progress review documentation, witness testimonies, and feedback from colleagues and/or clients should also be included.
- Reflective accounts or self-evaluation by the apprentice cannot be included as evidence
- A declaration of authenticity form must be signed by the apprentice and employer alongside the Collection of looks submitted.
- The Collection of looks must be submitted to the EPAO at the gateway . The EPAO should send the Collection of looks to the assessor at least three weeks prior to the professional discussion.

Assessment methods

Assessment Method 1: Knowledge Test (This Method has one component.)

Overview

The rationale for this assessment method is:

- The Knowledge Test is an accurate way to test the apprentice's underpinning knowledge that may not naturally occur in other assessment methods.

Test Format

The test is computer based.

It will consist of 40 questions.

These questions will consist of:

- closed response questions (i.e. multiple-choice questions).

Test administration

Apprentices must have a maximum of 80 minutes to complete the test.

The test is closed book which means that the apprentice cannot refer to reference books or materials.

Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The EPAO is required to have an invigilation policy that will set out how the test/examination is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test/examination.

The EPAO is responsible for ensuring the security of tests they administer to ensure the test remains valid and reliable (this includes any arrangements made using online tools). The EPAO is responsible for verifying the validity of the identity of the person taking the test.

Marking

Tests will be marked by computer.

A correct response will be assigned one mark.

Any incorrect or missing answers must be assigned zero marks.

Question and resources development

Questions must be written by EPAOs and must be relevant to the occupation and employer settings.

It is recommended that these be developed in consultation with employers of this occupation. EPAOs should also maintain the security and confidentiality of their questions when consulting employers. EPAOs must develop question banks of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the questions they contain, are fit for purpose.

EPAOs must ensure that apprentice undertake a different test /question paper if they require a re-sit/re-take.

Required supporting material

As a minimum EPAOs will produce the following material to support this method:

- a test specification
- sample tests and mark schemes
- live tests and mark schemes
- analysis reports which show areas of weakness for completed tests/exams
- an invigilation policy.

Assessment Method 2: Observation and questioning

Overview

Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method. The EPAO will arrange for the Observation and questioning to take place in consultation with the employer.

The apprentice will undertake two services:

1. create one precision cut and finish from their personal collection of hair style looks
2. complete one advanced creative colour conversion service on previously coloured hair

One assessor may observe up to a maximum of two apprentices at any one time, to allow for quality and rigour.

The rationale for this assessment method is:

The occupation involves practical activity best assessed through observation and questioning; it would be difficult to replicate the working environment in a valid way and employers would doubt the occupational competence of an individual not assessed in this way.

Delivery

The observation and questioning should take five hours.

The observation and questioning may be split into discrete sections (per service) held over a maximum of one working day.

The length of a working day is typically considered to be 7.5 hours.

The assessor has the discretion to increase the time of the observation and questioning by up to 10% to allow the apprentice to complete the final task that they are working on or complete the answer to a question.

In advance of the observation and questioning, apprentices must be provided with information on the format of the Observation and questioning, including timescales.

Service One - Precision cut and finish

Post gateway and prior to the observation the apprentice must have carried out an in-depth consultation and complex analysis of the client's hair and scalp.

At the start of the observation for the precision cut and finish, the apprentice will discuss briefly and confirm with the client the prior in-depth consultation and complex analysis of the client's hair and scalp. This brief discussion will form part of the observation period and should last a maximum of 5 minutes. The 5-minute consultation is included in the overall 5-hour observation time.

Evidence must be provided that the apprentice has

- completed an in-depth consultation and complex analysis of the client's hair and scalp
- analysed factors influencing the design and creation of the hairstyle look
- planned, created, evidenced and evaluated a look from their collection of hairstyle looks.

The following activities **MUST** be observed during the observation and questioning:

The apprentice must:

Create one precision cut and finish from their personal collection of hairstyle looks, chosen by the client, using:

- safe working practices and effective communication
- sectioning and cutting guidelines to achieve the required look
- precision and personalised cutting techniques tailored to suit individual characteristics
- preparation, fashion styling, dressing and finishing techniques
- relevant products, tools and equipment.

Service Two - Advanced creative colour conversion

Post gateway and prior to the observation the apprentice must have carried out an in-depth consultation and complex analysis of the client's hair and scalp and carried out relevant tests.

At the start of the observation for the advanced colour conversion service, the apprentice will discuss briefly and confirm with the client the prior in-depth consultation and complex analysis of the client's hair and scalp. They will also discuss and show the outcome of tests that have been completed. This brief discussion will form part of the observation period and should last a maximum of 5 minutes. The 5-minute consultation is included in the overall 5-hour observation time.

Evidence must be provided that the apprentice has:

- completed an in-depth consultation and complex analysis of the client's hair and scalp including the outcome of tests
- analysed factors influencing the selection of the advanced colour conversion technique used.

The apprentice must:

Complete one advanced creative colour conversion service on previously coloured hair (over 30% of the hair) to include:

- effective and safe methods of working and effective communication
- changed the depth and tone of the hair in accordance with legal requirements and manufacturer's instructions
- the use of creative sectioning techniques to personalise the colour result and enhance the finished look
- toning through bespoke creative formulation, colour blending/shading the resolution of problems that may occur during the creative colour conversion service.

The observation and questioning should be conducted in the following way, to take account of the occupational context in which the apprentice operates:

The independent assessor must be unobtrusive whilst conducting the Observation and questioning.

The apprentice will work on a minimum of one client:

- The employer and apprentice are responsible for providing suitable client(s) that allows the apprentice to demonstrate the KSBs mapped to this assessment method.

- Wherever practicable the EPAO, in liaison with the employer and or training provider, must ensure the following factors have been considered before using customers/clients for the observation and questioning:
 - the client availability related to the services required (the client must be available for the whole duration of the observation)
 - the client meeting the requirements of the EPA - if the client is not suitable for the purposes of the EPA and must be substituted
 - health and safety requirements, restrictions and limitations, (infections, infestations, contraindications)

The employer and apprentice are responsible for providing clients for contingency purposes (in the event of any factors rendering the observation and questioning void).

If any of the factors listed above become apparent during the observation and questioning, the apprentice must notify the independent assessor immediately, explaining the contributing factors and a contingency client should be utilised.

Questions may be asked during the observation for clarification purposes only, when a natural pause occurs.

Questioning will happen following each of the two services; a total of four questions will be asked, split in the following way:

- two questions within a maximum of five minutes after the precision cut and finish service
- two questions within a maximum of five minutes after the advanced creative colour conversion service

These four questions must be asked within the time period permitted above which is in addition to the five hours allowed for the observation.

The independent assessor will use their professional judgement to create appropriate questions.

The KSBs observed, and answers to questions, must be documented by the independent assessor. The independent assessor will make all grading decisions.

Other relevant information

There may be breaks during the observation and questioning to allow the apprentice to move from one location to another as required.

All breaks taken must be invigilated.

Support material

EPAOs will produce the following material to support this assessment method:

- Guidance document for independent assessors, employers and apprentices to describe how the assessments will be conducted
- Assessment recording forms.

Venue

The Observation and questioning can take place in:

- the employer's workplace such as a salon,
- a suitable premises identified by the EPAO (e.g. training provider's premises)

Specific venue requirements that must be in place include:

- must be within a realistic working environment

The realistic work environment must meet the following principles:

- all end-point assessments must be carried out under realistic commercial conditions
- any potential conflicts of interest must be declared, if the independent assessor is employed by an employer organisation which is also on the EPAO register
- the space per working area must conform to current health and safety legislation and commercial practice
- the range of services, professional products, tools, materials and equipment must be current and available for use
- all byelaws, legislation or local authority requirements that have been set down in relation to the type of work that is being carried out must be taken into full account
- the EPAO should ensure that the assessment location provides all relevant large items of equipment, for example chairs, backwashes plus towels
- the employer and apprentice are responsible for providing tools and equipment such as scissors, clippers, hairdryers, brushes and the products they will be using
- all equipment must be in good working order.

Assessment Method 3: Professional discussion

Overview

This assessment will take the form of a professional discussion, which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. It will involve questions that will focus on coverage of prior learning or activity and problem solving.

The professional discussion can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO (e.g. a training provider's premises)

The rationale for this assessment method is:

The occupation involves extensive practical activity; a professional discussion will allow some KSBs which may not naturally occur in every workplace or may take too long to observe to be assessed and the assessment of a disparate set of KSBs. The apprentice will use the Collection of hairstyle looks to support the professional discussion.

The Collection of hairstyle looks is not assessed or graded by the Independent assessor but is used to inform the professional discussion.

Delivery

The independent assessors will conduct and assess the professional discussion.

The professional discussion must last for 45 minutes.

Assessors should ask sufficient questions to provide the apprentice with the opportunity cover the range of KSB. This should be a minimum of 8 questions. The independent assessor must make use the full time available for questioning to allow the apprentice the opportunity to evidence occupational competence at the highest level available. All questions will be generated by the independent assessor.

The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer. Further time may be granted by the EPAO for apprentices with appropriate needs in line with the EPAOs Reasonable Adjustment Policy.

During this method, the independent assessor must allow the apprentice to lead the professional discussion and make reference to their Collection of hairstyle looks. However, the independent assessor must ensure that all KSB's mapped to this method are assessed.

The professional discussion will be conducted as set out here:

- this is a 1:1 conversation, with no other parties involved
- completed in an appropriate environment which is free from distractions and interruptions
- both parties may refer to the apprentice's Collection of hairstyle looks to support the discussion

When completing the professional discussion, the apprentice will:

- describe services they have completed from their Collection of hairstyle looks from consultation to finish and aftercare advice, covering all applicable KSB. (This accurately reflects a service delivery in a salon and would ensure all KSB are covered).

- describe how they have considered the client's individual characteristics, influencing factors, hair classifications and characteristics, products, tools equipment, application, techniques, technical skills and services selected.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the professional discussion.

The independent assessor will make all grading decisions.

Venue

The professional discussion should take place in a quiet room, free from distractions and influence.

Other relevant information

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

Independent assessors must be developed and trained by the EPAO in the conduct of Professional Discussion and reaching consistent judgement.

EPAOs will produce the following material to support this assessment method:

- guidance document for independent assessors, employers and apprentices to describe how the professional discussion will be conducted and assessed
- assessment recording forms

Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Grading

Assessment method 1: Knowledge Test

KSBs	Fail	Pass
K4 K6 K18 K19 K20 K22 K25 K26 K27 K31 K32 K35 K40 K41 K42 K43 K44 K45	Marks of 27/40 or below will result in a fail.	The apprentice must achieve a minimum 28/40 correct answers. The test must include 8 questions (two per knowledge) for K4, K6, K20 and K32 (Health and Safety Legislation and Legal requirements). Of these 8 questions 7 must be passed in order to pass the Knowledge test.

The following grade boundaries apply to the test:

Grade	Minimum score	Maximum score
Pass	28	40
Fail	0	27

Assessment method 2: Observation and questioning

Explanation of terminology used within the grade descriptors

client's uniqueness: the apprentice takes into account the client's individuality by considering: the influencing factors (client requirements, affordability, contraindications), client characteristics (facial features, head shape, lifestyle), hair characteristics (hair density, hair texture, hair elasticity, hair porosity, hair condition, hair growth patterns) and classifications (Type 1 – Straight hair -Fine/Thin, Medium, Coarse. Type 2 – Wavy hair - Fine/Thin, Medium, Coarse. Type 3 – Curly hair - Loose curls, Tight curls. Type 4 – Very curly hair – Soft, Wiry)

showcased: the apprentice shows the best qualities and abilities or parts of something

passion: the apprentice shows a strong emotion or connection to their work

creativity: the apprentice shows originality, inventiveness, resourcefulness and the ability to bring things together and express their thoughts and feelings in their work

talent: the apprentice shows or articulates, aptitude, ability, capacity and an artistic accomplishment, which results in a superior quality in their work

flair: the apprentice shows or articulates, a natural talent, gift, aptitude, distinctive elegance or style in their work

imagination: the apprentice shows they can broaden the look/service, by integrating their own creative thoughts, ideas, senses and research to formulate new ideas

unique: one of a kind, quirky, tailored to clients' influencing factors, individual characteristics, hair characteristics and classifications

KSBs	Fail	Pass - The apprentice will pass if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Observation and questioning and all of the criteria below:	Distinction - The apprentice will achieve a Distinction in the Observation and questioning if they provide evidence to meet all the pass criteria and also all of the additional criteria below:

Create a collection of hairstyle looks			
K7 K8 S2 S3	Do not meet the pass criteria	carried out in-depth consultation and complex analysis of the client's hair and scalp, considering any influencing factors, in order to plan, create and style the look	
K6 S4 B1		facilitated safe working practices, ensuring the safety of self and others and when necessary challenging safety issues during the creation of a look from their personal collection	
S4		maintained communication with the client throughout the creation of a look from their personal collection	maintained attentive and informative communication with the client throughout the service, using open questions to engage, reassure, guide and build a positive lasting relationship with the client
K8 K9 K10 K11 K12 S5 S6 S7 B4		used a range of technical skills and techniques including precision and personalised cutting, tailored to suit individual characteristics to create and finish the look using individual flair and imagination	creatively adapted, combined with flair and passion a range of advanced technical and precision techniques to a superior quality to create and style the finished look with attention to detail
K13 S9		used a range of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy	
Advanced Creative Colour Conversion			
K27 K28 S19	Do not meet the pass criteria	carried an out in-depth complex consultation and analysis of the client's hair and scalp, including any evidence of any relevant tests	
K25 S18		facilitated safe working practices, ensuring the safety of self and others and when necessary	

		challenging safety issues during the advanced creative colour conversion service	
S18		maintained communication with the client throughout the advanced creative colour conversion service	maintained attentive and informative communication with the client throughout the service, using open questions to engage, reassure and build a positive lasting relationship with the client
K29 K30 K33 S20		Chosen the colour product, as a result of analysing and considering the influencing factors and the results of consultation	
K34 K37 K38 S21 S22 S23		used creative technical skills, sectioning, formulation, colour blending /shading, application and finishing techniques to create bespoke creative colour conversion service and change the depth and tone of the hair	used and adapt a range of technical skills, consistently showcase their passion, creativity, talent and flair whilst completing the colour conversion
K34S31		used and applied the relevant products, tools and equipment in accordance with legal requirements and manufacturer's instructions	consistently showcased their individual flair, creatively and imagination in order to provide a unique creative colour conversion service. Adapted a range of products, tools and equipment, tailored to suit individual client characteristics, hair classification and characteristics
S24 B2		demonstrated tenacious approach to problem solving, identifying root causes and ensuring these are resolved to a satisfactory end	

Assessment method 3: Professional discussion

<i>Professional discussion provides a holistic approach to assessing knowledge and understanding and is useful in determining not only what and how an apprentice is performing, but also their analytical and decision-making abilities</i>			
KSBs	Fail	Pass	Distinction
		The apprentice will pass if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Professional Discussion and all of the criteria below:	The apprentice will achieve a distinction in the Professional Discussion if they provide evidence to meet all the pass criteria and also all of the additional criteria below:
Create a collection of hairstyle looks			
K1/K5 K8	Do not meet the pass criteria	explained how they researched and planned the fashion forward hairstyle collection	showcased an extensive and broad imagination, creativity and an individual, experimental flair and approach in how they researched, planned, designed and created the fashion forward hairstyle collection
		explained how they designed, created, and produced the fashion forward hairstyle collection including: <ul style="list-style-type: none"> ○ the models used ○ individual characteristics ○ the influencing factors ○ media types and platforms used 	
S1 K2/ K3		explained the purpose and message of the collection	the purpose and message of the collection was clear and succinct, examples were highlighted of how they had extended and broadened their thought
		explained the specific market, individuals or groups targeted	

S8		clarified how they used advanced creative colouring to enhance their collection of hairstyle looks	
K3 K8 K15 S10		explained their choice of visual medium and how it was used to internally present and promote the collection of hairstyle looks	showcased their passion, creativity and talent in the presentation and promotion their collection, highlighted examples of imagination and flair, trends (seasonal, current and/or fashion forward) considered
K14 S11		evaluated the results of the collection against the research results to improve further practice	
Smoothing and Strengthening			
K16 S12	Do not meet the pass criteria	explained how effective and safe methods of working was maintained throughout the service	
K17 S13		explained the findings and results of the in-depth complex analysis of the client's hair and scalp, including any influencing factors	
K21 S14 S16		explained the system, process, products tools and equipment selected, why they were selected, how they were applied and removed explained the legal requirements, manufacturers' instructions and salon policy considered	showcased an expert familiarity of smoothing and strengthening services, highlighted examples of how they considered and tailored the smoothing and/or strengthening service to consider the influencing factors and hair characteristics and classifications

K23		explained the types of problems that may occur and need to be resolved during the smoothing and strengthening service	
S15			
K24		explained how the findings were evaluated from the results of the service	
S17		explained the advice provided on future services and products	
Advanced Creative Colour Conversion			
K36	Do not meet the pass criteria	explained the reasons and techniques for pre-softening and pre pigment hair	
S28			
S24		explained the types of problems that may occur and need to be resolved during the advanced creative colour conversion service	
Advanced Colour Conversion (correction)			
K39 K46 K47 K48	Do not meet the pass criteria	explained how to use, apply, combine and remove relevant advanced colour conversion (correction) techniques, applicable products (semi, quasi permanent, permanent), tools and equipment to personalise, enhance and achieve the desired look, including: <ul style="list-style-type: none"> ○ removing artificial colour ○ removing bands of colour ○ re-colouring hair treated with lightener ○ recolouring hair that has had artificial colour removed ○ correcting highlights and lowlights ○ pre- lighteners 	showcased an expert familiarity of advanced colour conversion (correction) services showcased a passion, creativity and talent in the presentation and approach to their work, highlighted examples of how they: <ul style="list-style-type: none"> ○ considered colour conversion problems ○ discussed possible outcomes with the client ○ used their technical skills, flair and imagination to provide solutions ○ how the advanced creative colour conversion (correction)service was tailored to take into account the
S25 S26 S27 S29 S30			
S31			
S32 S33 S34 S35 S36			

		<ul style="list-style-type: none"> ○ colour removers for artificial colour in accordance with legal requirements, manufacturers' instructions and salon policy <p>explained the considerations that were taken into account when selecting and using the advanced colour conversion (correction) techniques</p>	influencing factors and hair characteristics and classifications
K49 S37		<p>explained how the findings were evaluated from the results of the creative colour conversion (correction) service</p> <p>explained the advice provided on future services and products</p>	
Professional Development:			
B3/B5	Do not meet the pass criteria	<p>explained how they have promoted their own professional development and embraced continual development and improvement, fostering new ways of thinking and working</p> <p>explained a situation where a degree of flexibility was required to meet a change in the demand/work environment</p>	

Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall.

The overall grade will be based on the grades achieved in the three end-point assessment methods; Knowledge Test, Observation and questioning and Professional discussion. All methods must be achieved at a minimum of a pass in order for the apprenticeship to be achieved.

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

Knowledge Test	Observation and questioning	Professional Discussion	Overall grading
Pass	Pass	Pass	Pass
Pass	Pass	Fail	Fail
Pass	Pass	Distinction	Pass
Pass	Fail	Pass	Fail
Pass	Fail	Distinction	Fail
Pass	Fail	Fail	Fail
Pass	Distinction	Pass	Pass
Pass	Distinction	Fail	Fail
Pass	Distinction	Distinction	Distinction
Fail	Pass	Pass	Fail
Fail	Pass	Fail	Fail
Fail	Pass	Distinction	Fail
Fail	Fail	Pass	Fail
Fail	Fail	Distinction	Fail
Fail	Fail	Fail	Fail
Fail	Distinction	Pass	Fail
Fail	Distinction	Fail	Fail
Fail	Distinction	Distinction	Fail

Roles and responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> • participate in development opportunities to improve their knowledge skills and behaviours as outlined in the standard • meet all gateway requirements when advised by the employer • understand the purpose and importance of EPA and undertake EPA
Employer	<ul style="list-style-type: none"> • support the apprentice to achieve the KSBs outlined in the standard to their best ability • determines when the apprentice is working at or above the level outlined in the standard and is ready for EPA • select the EPAO • confirm arrangements with EPAO for the EPA (who, when, where) in a timely manner • ensure apprentice is well prepared for the EPA
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> • understand the occupational role • appoint administrators/invigilators and markers to administer/invigilate and mark the EPA • provide training and CPD to the independent assessors they employ to undertake the EPA • provide adequate information, advice and guidance documentation to enable apprentices, employers and providers to prepare for the EPA • deliver the end-point assessment outlined in this EPA plan in a timely manner • prepare and provide all required material and resources required for delivery of the EPA in-line with best practices • use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the apprentice

	<ul style="list-style-type: none"> • have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest • maintain robust internal quality assurance (IQA) procedures and processes, and conducts these on a regular basis • conform to the requirements of the nominated external quality assurance body • organise standardisation events and activities in accordance with this plan's IQA section • organise and conduct moderation of independent assessors' marking in accordance with this plan • have, and operate, an appeals process • arrange for certification upon successful achievement of the EPA • ensure the requirements for the real working environment are met
Independent assessor	<p>As a minimum an Independent assessor should:</p> <ul style="list-style-type: none"> • understand the standard and assessment plan • deliver the end-point assessment in-line with the EPA plan • comply to the IQA requirements of the EPAO • be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest • satisfy the criteria outlined in this EPA plan • hold or be working towards an independent assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading • have the capability to assess the apprentice at this level • attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)
Training provider	<p>As a minimum the training provider should:</p> <ul style="list-style-type: none"> • work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the standard and monitor their progress during the on-programme period

	<ul style="list-style-type: none"> • advise the employer, upon request, on the apprentice's readiness for EPA prior to the gateway • play no part in the EPA itself
--	---

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPA organisations must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPA organisations for this EPA must:

Appoint independent assessors who:

- maintain a relevant level 3 hairdressing qualification or have the equivalent experience of working at or above the level of this standard
- are working currently as an advanced and creative hair professional (level 3) and have 'hands on' operational experience of working in the industry for the last three years in a commercial salon
- are competent to deliver the end-point assessment
- maintain an in-depth knowledge of the EPA and the grading criteria required, evidenced through CPD and assessor training
- are committed to upholding the integrity of the Standard
- have training at a sufficient depth to be effective and reliable when verifying judgements about assessment processes and decisions
- have access to, and be engaging with, continuous professional development in order to keep up to date with industry.
- attend standardisation for this apprenticeship standard at least once per year

EPAOs must:

- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard, before they deliver an updated assessment method for the first time, and at least once a year on an on-going basis.

Re-sits and re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be taken again, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

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

Affordability

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

- using an employer's premises
- assessing multiple apprentices simultaneously
- online assessment.

Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for Reasonable Adjustment and what Reasonable Adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Knowledge Test

Knowledge
K4 Researches fashion forward trends - The legal responsibilities when using images.
K6 Create a collection of hairstyle looks - Health & safety legislation, safe working practices and effective communication related to creating a collection of hairstyle looks
K18 Smoothing and Strengthening -The scientific principles of smoothing and strengthening systems
K19 Smoothing and Strengthening - The different factors that can impact smoothing and strengthening services
K20 Smoothing and Strengthening - Legal requirements and manufacturer's instructions relating to smoothing and strengthening services
K22 Smoothing and Strengthening - The considerations to be taken when smoothing and strengthening hair
K25 Advanced Creative Colour Conversion, Client Consultation - Health & safety legislation, safe working practices and effective communication related to creative colour conversion
K26 Advanced Creative Colour Conversion, Client Consultation - The scientific principles of hair colour conversion services
K27 Advanced Creative Colour Conversion, Client Consultation - Relevant tests
K31 Advanced Creative Colour Conversion, Client Consultation - The factors to be taken into account when planning and agreeing the creative colour conversion service and course of action
K32 Advanced Creative Colour Conversion, Client Consultation - Legal requirements and manufacturer's instructions relating to creative and advanced colour conversion
K35 Creative Colour Conversion - How and why pre and post treatments should be used when carrying out colour conversion services
K40 Advanced Colour Conversion (correction) - Methods of pre-softening and pre-pigmenting hair
K41 Advanced Colour Conversion (correction) - How to remove artificial colour/ bands of colour
K42 Advanced Colour Conversion (correction) - How to recolour hair previously treated with lighteners using pre-pigmentation and permanent colour that has had artificial colour removed
K43 Advanced Colour Conversion (correction) - The importance of restoring the hair's pH balance after the colour correction service
K44 Advanced Colour Conversion (correction) - The types and causes of colour correction problems that may occur during processing and how to rectify them
K45 Advanced Colour Conversion (correction) - How to correct highlights and lowlights whilst retaining a highlight and lowlight effect

Assessment method 2: Observation and questioning

Knowledge
K6 Create a collection of hairstyle looks - Health & safety legislation, safe working practices and effective communication related to creating a collection of hairstyle looks
K7 Create a collection of hairstyle looks - How to complete an in-depth complex analysis of the client's hair
K8 Create a collection of hairstyle looks - The influencing factors and individual characteristics which need to be considered when creating a collection of hairstyle looks
K9 Sectioning and cutting guidelines - How and when to use sectioning and cutting guidelines
K10 Sectioning and cutting guidelines - Different sectioning patterns to create round, square, triangular shapes
K11 Precision and personalised cutting techniques for example: Geometric, asymmetric, disconnection, A line bob/inverted bob. Cutting techniques to include: graduating, layering, thinning, tapering, club cutting, freehand, advanced texturizing (slide cutting, channel cutting, point cutting, slicing), undercutting, disconnecting razor cutting, close cutting (scissor or clipper over comb, fading, neckline shapes) precision cutting (solid edge and zero elevation), clipper work
K12 Create a collection of hairstyle looks - Preparation, fashion styling, dressing and finishing techniques that can be used to create the look
K13 Create a collection of hairstyle looks - The use of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy
K25 Advanced Creative Colour Conversion, Client Consultation - Health & safety legislation, safe working practices and effective communication related to creative colour conversion
K27 Advanced Creative Colour Conversion, Client Consultation - Relevant tests
K28 Advanced Creative Colour Conversion, Client Consultation - How to complete an in-depth complex consultation for advanced creative colour conversion
K29 Advanced Creative Colour Conversion, Client Consultation - The different factors that can impact hair colour conversion services
K30 Advanced Creative Colour Conversion, Client Consultation - Why it is important to consider the effects of the client's hair and scalp health and condition when deciding on products, techniques and services used
K33 Advanced Creative Colour Conversion, Client Consultation - The considerations to be taken into account when applying creative colour conversion techniques
K34 Creative Colour Conversion - The specialist products and techniques used in hair colour conversion services to include: the types of tools, materials, equipment, sectioning techniques, application techniques and how and when to use them

K37 Creative Colour Conversion - How to create tone, shading and blending
K38 Advanced Creative Colour Conversion - Bespoke creative colour formulation, sectioning and application techniques
Skills
S2 Researches fashion forward trends - Analyse factors influencing the design and creation of the collection of hairstyle looks including the target audience
S3 Create a collection of hairstyle looks - Carry out in-depth consultation and complex analysis of the client's hair to plan, create and style the collection of hairstyle looks
S4 Create a collection of hairstyle looks - Maintain effective and safe methods of working and effective communication whilst creating the collection of hair looks
S5 Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using sectioning and cutting guidelines to achieve the required look
S6 Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using precision and personalised cutting techniques tailored to suit individual characteristics
S7 Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using creative finishing and dressing techniques
S9 Create a collection of hairstyle looks - Use a range of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy
S18 Advanced Creative Colour Conversion, Client Consultation - Maintain effective and safe methods of working and effective communication whilst completing creative colour conversion services
S19 Advanced Creative Colour Conversion, Client Consultation - Carry out tests and an in-depth complex consultation of the client hair and scalp to plan and agree the creative colour conversion service
S20 Advanced Creative Colour Conversion, Client Consultation - Analyse factors influencing the selection of the colour conversion technique used
S21 Creative Colour conversion - Provide a creative colour conversion service to change the depth and tone of the hair in accordance with legal requirements and manufacturer's instructions
S22 Creative Colour conversion - Creative Colour conversion services to include: Using creative sectioning techniques to personalise the colour result and enhance the finished look
S23 Creative Colour conversion - Creative Colour conversion services to include toning through bespoke creative formulation, colour blending/shading
S24 Creative Colour conversion - Resolve problems that may occur during creative colour conversion service
S31 Advanced Creative Colour Conversion - Uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy

Behaviours
B1 Facilitates safe working practices ensure safety of self and others, challenges safety issues
B2 Problem solving works to identify and ensure root causes are resolved, demonstrating a tenacious approach
B4 Creativity demonstrates individual flair and imagination using fashion forward trends in hair and approaches to their work

Assessment method 3: Professional Discussion

Knowledge
K1 Researches fashion forward trends - The principles and stages of planning, researching and developing fashion forward trends, different media types and platforms
K2 Researches fashion forward trends - How to promote fashion forward collection of hairstyle looks using a choice of media to target a specific market, individuals or groups
K3 Researches fashion forward trends - How a collection of hairstyle looks can be used to promote individuals and salons
K5 Create a collection of hairstyle looks - How to create the collection of hairstyle looks using a range of models and methods of recording the collection
K8 Create a collection of hairstyle looks - The influencing factors and individual characteristics which need to be considered when creating a collection of hairstyle looks
K14 Present a collection of hair looks - The process of evaluating the success of the final collection using appropriate evaluation tools to demonstrate the effectiveness and success
K15 Methods of presenting showcasing and promoting the collection of hairstyle looks internally using a visual medium
K16 Smoothing and Strengthening, Client consultation - Health & safety legislation, safe working practices and effective communication related to smoothing and strengthening services.
K17 Smoothing and Strengthening, Client consultation - How to complete an in-depth complex analysis of the client hair and scalp for smoothing and strengthening services
K21 Smoothing and Strengthening - The types of smoothing and strengthening systems, products, tools and equipment, their application and removal
K23 Smoothing and Strengthening - The types of problems that may occur during the smoothing and strengthening service
K24 Smoothing and Strengthening - Maintenance and aftercare including future services and products
K36 Creative Colour Conversion - The reasons for pre-softening and pre-pigmenting hair
K39 Advanced Colour Conversion (correction) - Methods of applying and removing colour products

K46 Advanced Colour Conversion (correction) - How to use creative sectioning techniques to personalise the colour result and enhance the finished look
K47 Advanced Creative Colour Conversion - Products, tools and equipment used in advanced colour conversion (correction)
K48 Advanced Creative Colour Conversion - The considerations to be taken into account when using advanced colour conversion techniques
K49 Advanced Creative Colour Conversion - Maintenance and aftercare including future services and products
Skills
S1 Researches fashion forward trends - Research fashion trends using the results to plan, design, create, produce and present a fashion forward hairstyle collection, identifying the purpose and message of the given collection
S8 Create a collection of hairstyle looks - Use and adapt a range of technical skills to create a collection of hairstyle looks using advanced creative colouring
S10 Present a collection of hair looks - Present and promote the collection internally using a visual medium
S11 Present a collection of hair looks - Evaluate the results of the collection against the research results to improve further practice
S12 Smoothing and Strengthening services, Client consultation - Maintain effective and safe methods of working and effective communication whilst completing smoothing and strengthening services
S13 Smoothing and Strengthening services, Client consultation - Carry out in-depth complex analysis of the client's hair and scalp to plan and agree the smoothing and strengthening services
S14 Smoothing and Strengthening - Use and apply products, tools and equipment, to smooth and strengthen clients' hair to the degree of straightness required
S15 Smoothing and Strengthening - Resolve problems that may occur during and after the hair smoothing and strengthening process
S16 Smoothing and Strengthening - Use a range of products, tools and equipment in accordance with legal requirements, manufacturers' instructions and salon policy
S17 Smoothing and Strengthening - Evaluate the results of the service and provide advice on future services and products
S24 Creative Colour conversion - Resolve problems that may occur during creative colour conversion service
S25 Advanced Colour Conversion (correction) - removing artificial colour
S26 Advanced Colour Conversion (correction) - removing bands of colour
S27 Advanced Colour Conversion (correction) - recolouring hair treated with lightener
S28 Advanced Colour Conversion (correction) - using pre-pigmentation and colour

S29 Advanced Colour Conversion (correction) - recolouring hair that has had artificial colour removed
S30 Advanced Colour Conversion (correction) - correcting highlights and lowlights
S31 Advanced Creative Colour Conversion - Uses and applies the products, tools and equipment, in accordance with legal requirements, manufacturers' instructions and salon policy
S32 Advanced Creative Colour Conversion - Products: semi- permanent
S33 Advanced Creative Colour Conversion - Products: quasi (mildly oxidising)
S34 Advanced Creative Colour Conversion - Products: permanent colour
S35 Advanced Creative Colour Conversion - Products: pre-lighteners
S36 Advanced Creative Colour Conversion - Products: colour removers for artificial colour
S37 Advanced Creative Colour Conversion - Complete and evaluate the results of the service and provide advice on future services, aftercare and products
Behaviours
B3 Flexible and adaptable: flexibility to changing working environment and demands. Demonstrates and encourages curiosity to foster new ways of thinking and working
B5 Professional Development: promote own professional development, embraces continual development and improvement