

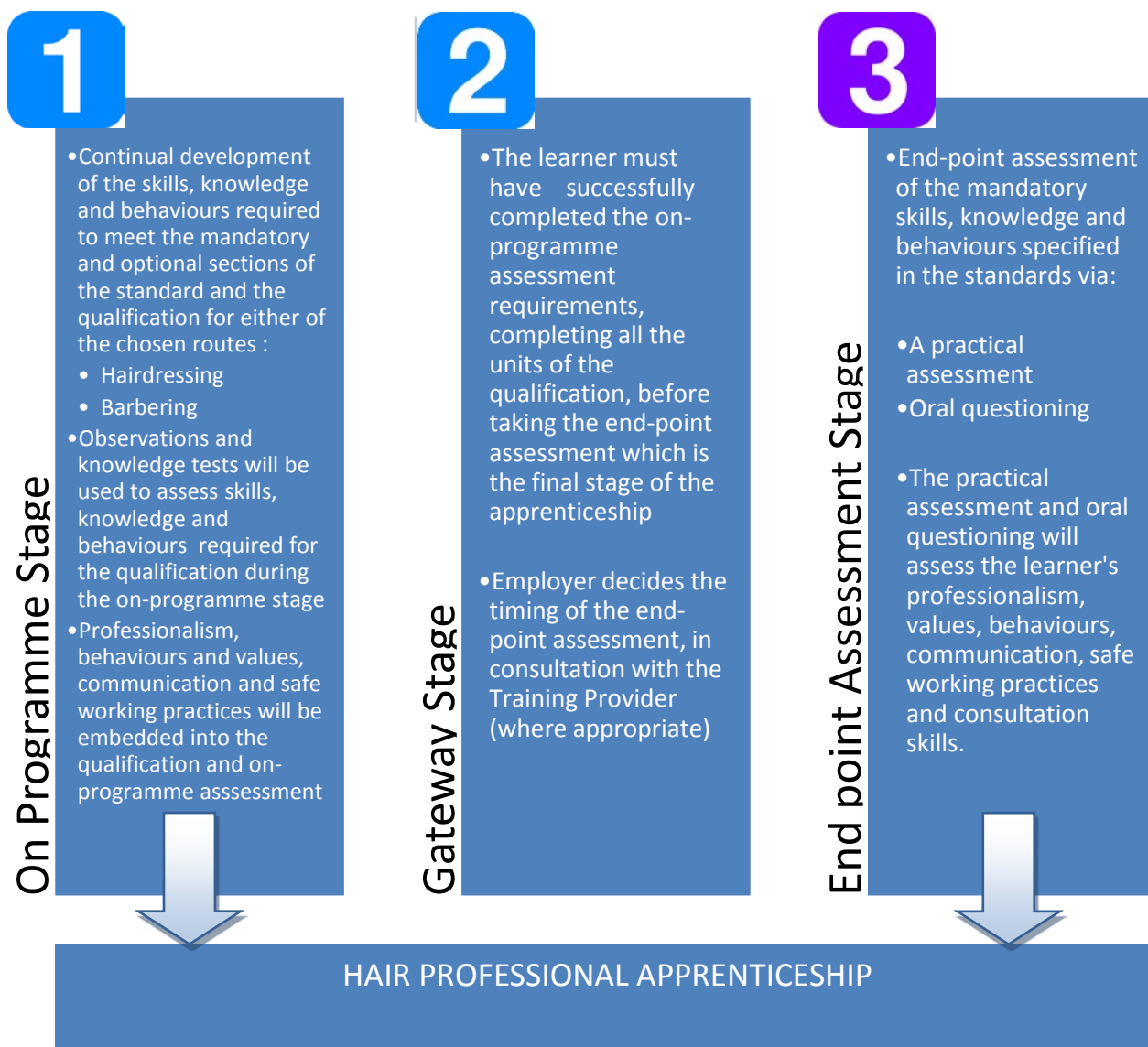
## Summary of assessment

This document provides details of the end-point assessment for the Hair Professional standard. Successful completion of the end-point assessment will also lead to the achievement of the Diploma for Hair Professionals (Hairdressing / Barbering).

The end-point assessment is carried out by an Independent Assessment Examiner, appointed by the assessment organisation, who will observe the learner carrying out a practical assessment of the mandatory skills set out in the Hair Professional standard. The Independent Assessment Examiner will also ask questions while the practical assessment is taking place to ensure that the knowledge and behaviours contained within the Hair Professional standards are also assessed.

The overall grade (pass / distinction) for the apprenticeship will be determined by the end-point assessment.

There are **three** stages as detailed below:



## Assessment Overview

Apprenticeship stage	Assessment Methods	Area Assessed	Assessed by	Grading
End-point assessment	1) Observation of practical assessment 2) Oral questioning	Skills, knowledge and behaviour from the mandatory sections of the Hair Professional Apprenticeship standard	Independent Assessment Examiner appointed by the assessment organisation	Fail/Pass / Distinction

## On-programme stage

On-programme training and assessment is carried out by achieving the Diploma for Hair Professionals (Hairdressing / Barbering), which consists of the units shown below:

### Route 1 - Hairdressing

<b>Mandatory:</b>		The end-point assessment tests the skills, knowledge and behaviours set out in the standards by: 1) a practical assessment 2) Oral questioning. It is the final stage of the Diploma for Hair Professionals (Hairdressing) which is required for completion of the Hair Professional apprenticeship.
Unit 1	Consultation	
Unit 2	Shampoo, condition and treat the hair and scalp	
Unit 3	Cut hair using a range of techniques to create a variety of looks	
Unit 4	Style and finish hair using a range of techniques to create a variety of looks	
Unit 5	Colour and lighten hair using a range of techniques	
<b>Options (choose one)</b>		The optional unit selected will be assessed on-programme only.
Unit 6	Perming hair	
Unit 7	Hair relaxing treatments and techniques	
Unit 8	Hair extension services	

### Route 2 – Barbering

<b>Mandatory:</b>		The end-point assessment tests the skills, knowledge and behaviours set out in the standards by: 1) a practical assessment 2) Oral questioning. It is the final stage of
Unit 1	Consultation	
Unit 2	Shampoo, condition and treat the hair and scalp	
Unit 9	Cutting hair using barbering techniques to create a variety of looks	

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Unit 10	Style and finish men's hair	the Diploma for Hair Professionals (Barbering) which is required for completion of the Hair Professional apprenticeship.
Unit 11	Cut facial hair into shape	
Unit 12	Shaving services	

NB There are no optional units for barbering.

Professionalism and values, behaviours and communication, and safe working practices are embedded within the qualification units.

For full details of the contents of the units and the on-programme assessment strategy for each unit of the Diploma for Hair Professionals (Hairdressing / Barbering), see the Employer's Occupational Brief document which is available, free of charge, on the Habia website [www.habia.org/apprenticeships](http://www.habia.org/apprenticeships) or the National Hairdressers Federation website [www.nhf.info/apprenticeships](http://www.nhf.info/apprenticeships)

## Gateway stage

Learners must have completed all the on-programme assessment requirements for the Diploma for Hair Professionals (Hairdressing / Barbering) and achieved the required level of English and maths before being put forward for the end-point assessment.

This will be when the employer, in consultation with the training provider if appropriate, considers the learner can consistently demonstrate the skills, knowledge and behaviours required of a competent hairdresser or barber, as set out in the Hair Professional standard.

This would be based on a continuous review by the employer and training provider of the learner's progress and performance.

The learner will typically have been on the apprenticeship programme for 24 months before being entered for the end-point assessment. The minimum duration for the apprenticeship programme is 12 months.

## Detailed explanation of the end-point assessment

The end-point assessment stage will provide a "snap shot" holistic assessment of the learner's practical skills, similar to an industry trade test. The learner will demonstrate he/she can complete a range of services on a number of models to industry standards and within commercial timings. The learner's consultation skills, communication skills, safe working practices, professionalism, values and behaviours will be assessed by practical observation and oral questioning.

### Route 1: Hairdressing end-point assessment

The learner will be assessed carrying out consultation for **all** services completed during the assessment. The learner must shampoo and condition hair as part of at least **one** service of the end assessment, this maybe more as appropriate.

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The skills, knowledge and behaviours set out in the standards and referenced below will be assessed through practical observation and oral questioning by the Independent Assessment Examiner:

Reference to the Standard	Practical assessment <i>All the skills referenced below will be observed by the Independent Assessment Examiner.</i>	Specific requirements	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Independent Assessment Examiner. As a minimum one question must be asked about each service.</i>
Cut hair using a range of techniques to create a variety of looks	One creative restyle and finish using a minimum of three cutting techniques	The creative restyle should be finished to complement the style. If this includes a blow dry using a round brush this can be counted as one of the two style and finish looks listed below	<ol style="list-style-type: none"> <li>1. the reasons for and benefits of using a range of techniques to create the look</li> <li>2. the factors that have influenced the finished look:                             <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> <li>• contra-indications</li> <li>• lifestyle</li> <li>• adaptations</li> </ul> </li> <li>3. advice to give to clients throughout and after the service</li> </ol>
Style and finish hair using a range of techniques to create a variety of looks	Two finished looks using a minimum of four techniques: <ul style="list-style-type: none"> <li>• A blow dry</li> <li>• A hair-up style</li> </ul>	<ul style="list-style-type: none"> <li>• One above and one below shoulder look</li> <li>• One setting technique</li> <li>• 80% of the hair should be taken up</li> <li>• Three dressing techniques</li> <li>• The blow dry must include the use of a round brush</li> </ul>	<ol style="list-style-type: none"> <li>1. the reasons for and benefits of using a range of techniques to create the look</li> <li>2. the factors that have influenced the finished look                             <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> <li>• contra-indications</li> <li>• lifestyle</li> <li>• adaptations</li> </ul> </li> </ol>

			<ul style="list-style-type: none"> <li>product choice</li> </ul> <p>3. advice to give to clients throughout and after the service</p>
<p>Colour and lighten hair using a range of techniques</p>	<p>Two colour and/or lightened hair services using a minimum of two products:</p> <ul style="list-style-type: none"> <li>One woven highlights</li> <li>One other colouring technique</li> </ul>	<ul style="list-style-type: none"> <li>A minimum of a “T” section of the head</li> <li>A change in depth and tone, and one other colouring technique</li> </ul>	<p>1. the reasons for and benefits of selecting the products and techniques used to create the look</p> <p>2. the factors that have influenced the finished look</p> <ul style="list-style-type: none"> <li>consultation</li> <li>hair classifications</li> <li>hair characteristics</li> <li>client requirements</li> <li>colour/product selection</li> <li>contra-indications</li> <li>skin and other diagnostic tests results</li> </ul> <p>3. advice to give to clients throughout and after the service</p>

Further details of the specific requirements for each service can be found in **Appendix A**.

The assessment will require the learner to work on a minimum of **two** models. The learner is responsible for providing suitable models for the end-point assessment, and the employer or training provider should support where necessary. The models can be familiar to the learner. The end-point assessment will take a maximum of **six hours** excluding breaks.

### Route 2: Barbering end-point assessment

The learner will be assessed carrying out consultation for **all** services completed during the assessment. The learner must shampoo and condition hair as part of at least **one** service of the end assessment, this maybe more as appropriate.

The skills, knowledge and behaviours set out in the standards and referenced below will be assessed through practical observation and oral questioning by the Independent Assessment Examiner:

Reference to the Standard	Practical assessment <i>All the skills referenced below will be observed by the Independent Assessment Examiner.</i>	Specific requirements	Oral questioning <i>The knowledge and behaviours referenced below must be sampled by the Independent Assessment Examiner. As a minimum one question must be asked about each service.</i>
Cutting hair using barbering techniques to create a variety of looks	Two barbering looks using a minim of nine techniques	<ul style="list-style-type: none"> <li>• Two of the neckline shapes</li> <li>• Two of the outline shapes</li> </ul>	<ol style="list-style-type: none"> <li>1. the reasons for and benefits of using a range of techniques to create the look</li> <li>2. the factors that have influenced the finished look                             <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> <li>• contra-indications</li> </ul> </li> <li>3. advice to give to clients throughout and after the service</li> </ol>
Style and finish men's hair	One finished looks on men's hair	<ul style="list-style-type: none"> <li>• one drying technique</li> </ul>	<ol style="list-style-type: none"> <li>1. the reasons for and benefits of using a range of techniques to create the look</li> <li>2. the factors that have influenced the finished look                             <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> </ul> </li> </ol>

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			<ul style="list-style-type: none"> <li>• contra-indications</li> <li>• products</li> </ul> <p>3. advice to give to clients throughout and after the service</p>
Cut facial hair into shape	Two facial hair cuts	<ul style="list-style-type: none"> <li>• A full beard and moustache</li> <li>• A partial beard and moustache</li> </ul>	<p>1. the reasons for and benefits of using a range of techniques to create the look</p> <p>2. the factors that have influenced the finished look</p> <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> <li>• contra-indications</li> </ul> <p>3. advice to give to clients throughout and after the service</p>
Shaving services	One full shaving service		<p>1. the reasons for and benefits of using a range of techniques to create the look</p> <p>2. the factors that have influenced the finished look</p> <ul style="list-style-type: none"> <li>• consultation</li> <li>• hair classifications</li> <li>• hair characteristics</li> <li>• client requirements</li> <li>• contra-indications</li> </ul> <p>3. advice to give to clients throughout and after the service</p>

Further details of the specific requirements for each service can be found in **Appendix B**.



The assessment will require the learner to work on a minimum of **two** models. The learner is responsible for providing suitable models for the end-point assessment, and the employer or training provider should support where necessary.

The models can be familiar to the learner.

The end-point assessment will take a maximum of **three hours** excluding breaks.

## Independent Assessment Examiners

Assessment Organisations on the Register of Apprentice Assessment Organisations are responsible for ensuring the end-point assessment is carried out to meet the criteria detailed in this Assessment Plan. As the Hair Professional apprenticeship includes a qualification and this is part of the end-point assessment, Assessment Organisations must also be Awarding Organisations, approved by Ofqual for delivery of the Diploma for Hair Professionals (Hairdressing/Barbering).

Independent Assessment Examiners (IAE) are required to meet the following criteria.

Role purpose	Definition
<b>Occupationally competent</b>	<p>The Independent Assessment Examiner must hold:</p> <p><b>Route 1: Hairdressing</b> Hairdressing Level 3 qualification or equivalent experience of working at or above this level</p> <p><b>Route 2: Barbering</b> Barbering level 3 qualification or equivalent experience of working at or above this level</p> <p>The Independent Assessment Examiner must have sufficient 'hands on' operational experience within the hair industry that can be evidenced, is current and relevant to the qualification. This must be of sufficient depth to be effective and reliable when verifying judgements about assessment processes and decisions. 5 years' current hands on experience of working as a hairdresser or barber at a senior level in a commercial salon would provide sufficient experience</p>
<b>Familiar with the qualification</b>	The Independent Assessment Examiner must have an in-depth knowledge of the end-point assessment, the relevant part of the qualification and the grading criteria required. They must be committed to upholding the integrity of the standard.
<b>Credible</b>	The Independent Assessment Examiner should have access to, and be engaging with, continuous professional development activities in order to keep up to date with developments and any issues relevant to the end-point assessment. The Independent Assessment Examiner should provide sufficient evidence to demonstrate current practical competence and continual professional development as a Hair Professional.
<b>Accountability</b>	The <b>Independent Assessment Examiner</b> will be accountable to the registered Assessment Organisation which has contracted their services
<b>Independence</b>	End-point assessments can only be conducted by an Independent Assessment Examiner who has not been involved with training the apprentice and who is not connected to the training provider, college or employer. Any conflicts of interest must be declared.

### Independent Assessment Examiner (IAE) duties

The main duties of an Independent Assessment Examiner are to:

- use professional judgement to grade whether learners have reached the standard of practical skills required by the standards
- question the learner to confirm their knowledge, skills and behaviours
- make sound judgements and apply grading criteria accurately
- ensure grading decisions are fair, valid, consistent and reliable against set grading criteria to differentiate against different learners' performance
- complete examination reports as required to give clear feedback to learners, Registered Apprentice Assessment Organisations and awarding organisations

- conduct themselves professionally at all times, including observing relevant policies such as health and safety, equality and diversity, use of equipment and materials
- undertake a training programme to prepare for the role
- complete standardisation activities as required by the Registered Apprentice Assessment Organisation and awarding organisations

## Delivery and location of final assessment

The end-point assessment can take place at the employer’s salon, a training provider’s salon or at a Registered Apprentice Assessment Organisation. As far as reasonably practicable the location of end-point assessment should match conditions of a real work environment. The salon or other end-point assessment location is responsible for meeting the requirements of a real work environment.

### The real 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
- The space per working area confirms 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 bye-laws, 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 assessment location is responsible for providing large items of equipment eg chairs, backwashes plus towels. The learner is 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.

In addition, the following must be adhered to:

- A maximum of 8 apprentices can be assessed at one time by an Independent Assessment Examiner
- Only the Independent Assessment Examiner and models can speak to the learner during the end-point assessment

## Internal Quality Assurance

To ensure end-point assessments are valid, reliable and consistent, the following measures will apply:

- Rigorous criteria for the selection and appointment of Independent Assessment Examiners
- Clear criteria for the facilities and real work environment required at the assessment location
- Robust grading criteria
- Regular training and performance reviews for the Independent Assessment Examiners
- Standardisation activities organised by the Registered Apprentice Assessment Organisations and awarding organisations

## External Quality Assurance

External quality assurance is provided by Ofqual through regulation of the end-point assessment. All organisations that offer end-point assessment for this standard will be recognised Awarding Organisations by demonstrating to Ofqual that they meet the General Conditions of Recognition.

## Grading

The Grading will **only apply to the end-point assessment**. This will be **Pass or Distinction only**.

Each element of the end-point assessment will contribute to the overall end-point assessment grade. The final grade for the end-point assessment will be based on a holistic judgement made by the Independent Assessment Examiner across the apprentice's performance in both the practical and oral questioning in line with the grade profiles outlined below:

- A **pass candidate** is capable of managing and running a column within expected service times, works safely and hygienically at all times and has a professional approach to work. They can competently use a range of techniques, methods, tools and products to achieve accurate finished looks. Their product and service advice is sound, evidences a good understanding that includes how to use products and maintain style. Client comfort is maintained throughout all services. They are able to respond to any questions accurately.
- A **distinction candidate**, in addition to meeting the pass criteria are confident, organised and proactive in their approach to work, they continually manage and use time effectively and demonstrate a constant attention to detail in all aspects of their work. They are capable of combining and adapting a full range of techniques, methods, tools and products to maximize the effects of all finished looks, consistently taking into consideration all factors thinking both about the immediate effects and the longer term maintenance and management. Their product and service advice goes beyond the basic, is backed up with evidence of a full depth of understanding that is used to shape and influence service outcomes appropriately. Client comfort is considered throughout all services, continually going the extra mile to meet customers' needs so that the service experience is as good as possible. They are consistently able to respond to any questions asked with full justification for any decisions made or advice given, further evidencing a full depth of understanding.

## Implementation

### Affordability

Up to 8 learners can be assessed at one time by the Independent Assessment Examiner, helping to reduce costs.

The cost of the end-point assessment is likely to be 10-11% of the total cost of the training and assessment required to complete the Hair Professional apprenticeship programme.

### Professional body recognition

Completion of the Hair Professional Apprenticeship makes the learner eligible for state registration with the Hair Council.

### Consistency

Refer to quality assurance arrangements above.

### Likely volumes

9,000 starts per year (hairdressing route) and 2,500 (barbering route), based on 2014/15 FE data tables (2015).

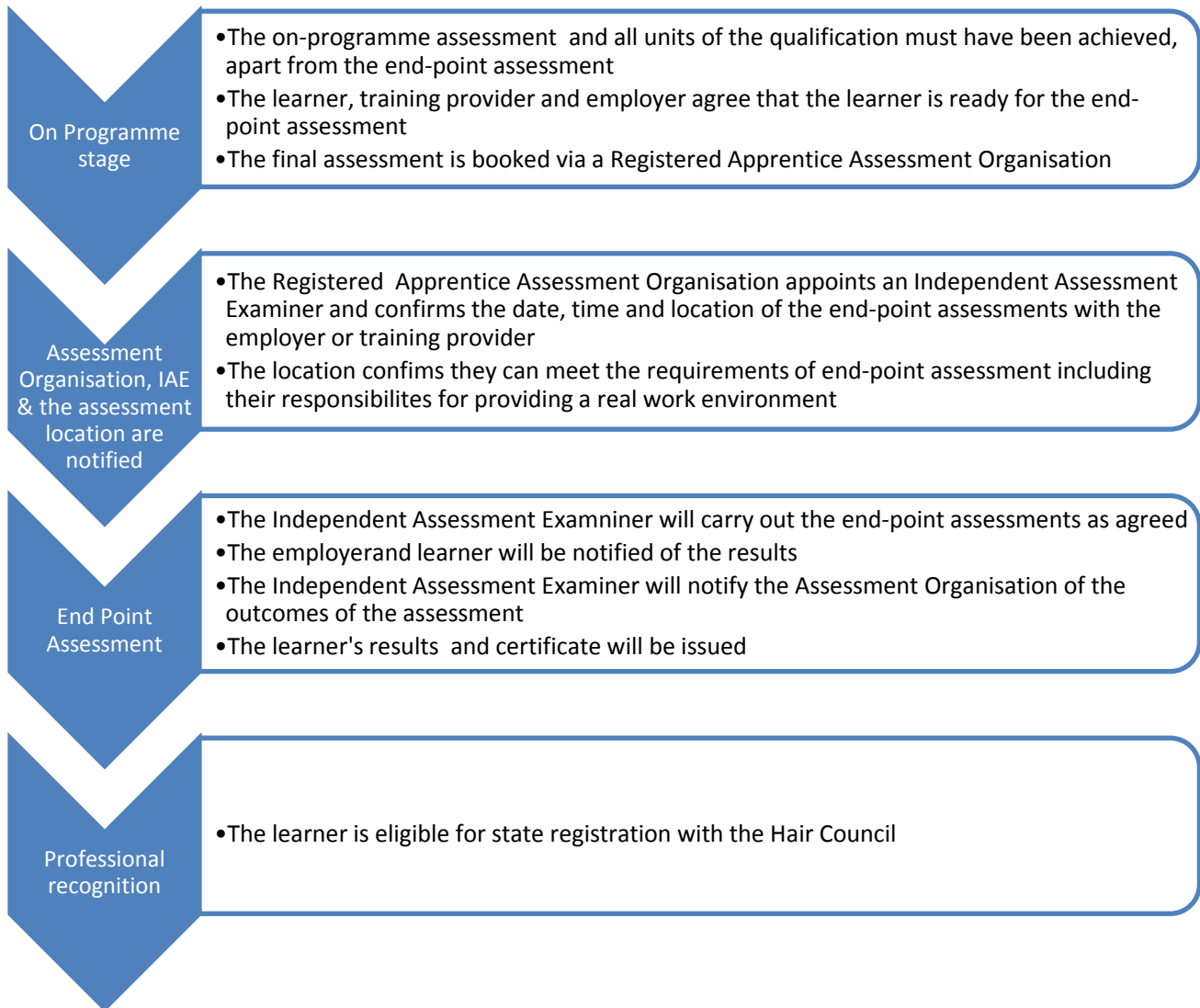
Hairdressing and barbering apprenticeships are already provided by:

- FE colleges

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- Private training providers
- Employers

which are well-placed to become Registered Assessment Organisations, offering assessment locations. Suitably qualified Independent Assessment Examiners can be recruited from these organisations (not for their own candidates), especially employers.



## Appendix A

### Route 1 - Hairdressing

For the practical test apprentices must practically demonstrate that they have met the standard for:

#### Consultation

- a. The Examiner will observe **consultations** on all services completed during the end point assessment
- b. The apprentice must show they have:
  - used **all** means of identifying clients' wishes
    - question
    - observation
  - adapted their advice to take into account the factors limiting or affecting services
    - adverse hair, skin and scalp conditions
    - incompatibility of previous services and products used
    - client's lifestyle
    - test results
    - hair classification
  - have identified or can describe any problems
    - suspected infections
    - suspected infestations
  - have taken into account **all** hair characteristics
    - hair density
    - hair texture
    - hair elasticity
    - hair porosity
    - hair condition
    - hair growth patterns
  - given advice and recommendations

#### Shampoo, condition and treat the hair

- a. The Examiner will observe a shampoo and condition on all services completed during the end assessment
- b. The apprentices must show that they have:
  - adapted their shampooing techniques
  - used shampooing massage techniques
    - effleurage
    - rotary
    - friction
  - used a conditioning product
  - used conditioning massage techniques
    - effleurage
    - petrissage
  - given advice and recommendations

#### Cut hair using a range of techniques to create a variety of looks

- a. The Examiner will observe a **minimum of one creative restyle**
- b. The apprentice must use a **minimum of 3 techniques** from the range

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- club cutting
- freehand
- scissor over comb
- texturising (may include razoring)
- precision cutting techniques (including disconnection)
- fringe cutting
- clipper work

c. The apprentices must show that they have:

- given advice and recommendations

## Style and finish hair using a range of techniques to create a variety of looks

a. The Examiner will observe a minimum of

- a **minimum of 1** blow dry which must create volume, movement and curl
- a hair up style, 80% of the hair should be taken up

b. The apprentice must show that they have:

- used a **minimum of 4** techniques
  - blow drying with a round brush
  - blow drying with a paddle brush
  - setting
  - finger drying
  - plaiting/braiding/ knots and twisting
  - dressing hair
  - adding hair to enhance a style
- used a **minimum of 2** products
  - heat protectors
  - sprays
  - mousse
  - creams
  - gels
  - serums
  - setting lotions
  - wax
- used a **minimum of 1** setting technique
  - rollering
  - wrap setting
  - pin curling to give volume
  - pin curling to give flat movement
- taken into account all factors
  - hair characteristics
  - hair classification
  - test results
  - client's own hair length

- quantity of added hair
- finished look
- hair length
- head and face shape
- the occasion for which the style is required
  
- used a minimum of 3 dressing techniques and effects
  - curls
  - rolls
  - smoothing
  - back-combing
  - back-brushing
  - twists
  - plaits
  - braids
  
- styled **above and below shoulder** length hair
  
- used **a minimum of 2** tools and equipment
  - hand dryer
  - attachments
  - round brush
  - flat brush
  - hood dryer
  - rollers
  - combs
  - pin curl clips
  - brushes
  - grips and pins
  - heated equipment
  
- given advice and recommendations

## Colour and lighten hair using a range of techniques

- a. The Examiner will observe a colouring and a lightening technique  
The colour and lightening techniques must cover
  - woven highlights
  - a minimum of a “T” section of the head which includes a change in depth and tone
  - one other colouring technique
  
- b. The apprentices must show that they have:
  - used a **minimum of 2** types of products
    - semi-permanent
    - quasi-permanent
    - permanent
    - lighteners



- toners
- carried out **all** the tests
  - skin
  - incompatibility
  - porosity
  - elasticity
  - colour
- taken into account **all** the factors
  - hair classifications
  - hair characteristics
  - temperature
  - existing colour of hair
  - percentage of white hair
  - test results
  - strength of hydrogen peroxide
  - hair length
  - skin tone
  - time interval from last perm or relaxer
  - recent removal of hair extensions
- given advice and recommendations

## Appendix B

### Route 2 - Barbering

For the practical test apprentices must practically demonstrate that they have met the standard for:

#### Consultation

- a. The Examiner will observe **consultations** on all services completed during the end assessment
- b. The apprentice must show they have:
  - used **all** means of identifying clients' wishes
    - question
    - observation
  - adapted their advice to take into account the factors limiting or affecting services
    - adverse hair, skin and scalp conditions
    - incompatibility of previous services and products used
    - client's lifestyle
    - test results
    - hair classification
  - have identified or can describe the problems
    - suspected infections
    - suspected infestations
  - have taken into account **all** hair characteristics
    - hair density
    - hair texture
    - hair elasticity
    - hair porosity
    - hair condition
    - hair growth patterns
  - given advice and recommendations

#### Shampoo, condition and treat the hair

- a. The Examiner will observe a shampoo and condition on all services completed during the end assessment
- b. The apprentices must show that they have:
  - adapted their shampooing techniques
  - used shampooing massage techniques
    - effleurage
    - rotary
    - friction
  - used a conditioning product
  - used conditioning massage techniques
    - effleurage
    - petrissage
  - given advice and recommendations

#### Cut hair using barbering techniques to create a variety of looks

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- a. The Examiner will observe a minimum of **two** barbering looks
- b. The apprentice must show that they have:
  - used **all** the tools and equipment
    - scissors
    - clippers
    - clipper attachments
    - trimmers
    - razors
  - cut **both** wet and dry hair
  - used **a minimum of 9 of** the techniques
    - club cutting
    - scissor over comb
    - clipper over comb
    - texturising
    - freehand
    - razor cutting
    - tapering
    - graduating
    - layering
    - fading
    - disconnecting
    - eyebrow trim
  - taken into account **all** the factors
    - hair characteristics
    - hair classifications
    - head and face shape
    - presence of male pattern baldness
    - presence of added hair
    - piercings
    - adverse skin conditions
  - cut **a minimum of 2 of** the neckline shapes
    - tapered
    - squared
    - full neck line
    - skin fade
  - cut **a minimum of 2 of** the outline shapes
    - natural
    - created
    - tapered
  - given advice and recommendations

### Style and finish men's hair

a. The Examiner will observe a minimum of **2 drying and finishing on men's hair**

b. The apprentice must show that they have:

- used a **minimum of 3** styling and finishing products
  - sprays
  - creams
  - gels
  - wax
  - tonics
  - oils
  - styling powders
- used **all** tools and equipment
  - combs
  - flat brush
  - round brush
  - electrical equipment
- considered **all** the factors
  - hair characteristics
  - hair classifications
  - hair cut
  - hair growth patterns
  - head and face shape
- used a **minimum of 1** of the drying techniques
  - brush drying
  - finger drying
- achieved a **minimum of 1** of the finished looks
  - straightening
  - smoothing
  - creating volume
  - creating movement
  - creating texture
- given advice and recommendations

## Cut facial hair into shape

a. The Examiner will observe a **minimum of two** facial hair cuts which must include

- full beard and moustache
- partial beard and moustache

b. The apprentice must show that they have:

- used all the tools and equipment
  - scissors
  - clippers
  - clipper attachments
  - trimmers

- taken into account all the factors
  - head and face shape
  - hair characteristics
  - hair classification
  - hair style
  - adverse skin conditions
  - facial piercing
  - clients' wishes
  - in-growing hair
  - skin elasticity
  - scarring
- used **all** the cutting techniques
  - scissor over comb
  - clipper with attachment
  - clipper over comb
  - freehand
  - fading
- given advice and recommendations

## Shaving services

- a. The Examiner will observe a **minimum of one** full shaving service
- b. The apprentice must show that they have:
  - used **all** the types of tools and equipment
    - open blade razors, with disposable blade
    - shaving brushes
    - sponges
  - taken into account **all** the factors
    - hair classification
    - hair characteristic
    - adverse skin conditions
    - unusual features
    - skin elasticity
    - facial contour
    - facial piercing
    - clients' wishes
  - use pre-shave product
  - used lathering product
  - used a lathering technique
  - used shaving techniques
    - skin tensioning

- forehand stroke
- backhand stroke
- sponge shaving
- used finishing product
- given advice and recommendations