



**Qualification Express
Hairdressing Guidelines**





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What is Qualification Express



Qualification Express is a simple process to help you gain your New Zealand qualification. Using this process, you can convert your international qualifications and your extensive experience into a Level 4 New Zealand qualification in hairdressing.

Holding a Level 4 qualification:

- Can help when applying for residency as a skilled migrant
- Clearly shows NZ employers what skills you have
- Gives you a qualification respected across the world
- Allows you to train New Zealand apprentices
- Opens up many job opportunities in the hairdressing industry

You need to:

- Be working as a hairdresser in a salon in New Zealand
- Have at least seven years' current experience in the hairdressing industry. This experience includes any hairdressing schools you attended or salons you worked in both overseas and New Zealand.

Once you complete the process, you will receive the New Zealand Certificate in Hairdressing (Professional Stylist) Level 4.





Who is HITO?

HITO is the government-appointed organisation who manage barbering, beauty, and hairdressing qualifications in New Zealand. We help develop the national hair and beauty qualifications and set the standard for hair and beauty training in New Zealand. We also manage apprenticeship training in barbering, beauty, and hairdressing and offer other qualifications too.





How does it work?

Qualification Express is a simple process:

1. You fill out the application form and pay the application fee
2. A qualified hairdresser will call you. They will book a time that suits you to have a conversation over the phone about the New Zealand hairdressing qualification.
3. A qualified hairdresser will talk to you about what skills a qualified New Zealand hairdresser needs to have and ask you about the skills and experience you already have. Have a read through the 'Qualification and skills' section in this document before your phone call so you know what to expect.
4. You may find that New Zealand hairdressers do some things differently than you're used to. If you've learned a skill differently or you haven't learned a particular skill that's involved in the New Zealand qualification, we'll help you gain those skills. The qualified hairdresser who calls you will let you know what you need to do. You can also find some useful links at the end of this document.



5. You'll complete a first aid certificate. All qualified New Zealand hairdressers must know how to give first aid. To get a first aid certificate, you need to visit a local first aid school like St John's. Look at the 'First aid' section in this document for more information.
6. You'll complete a short task to learn about health and safety in New Zealand. You can find the instructions for this task on the HITO website under Learner Resources: www.hito.org.nz/resources. Look for the 'Health and Safety Workbook – Hairdressers' under Learner Resources.
7. You'll take some photos of some of your work. We just need to see some common hairdressing skills, so you shouldn't find this too challenging. You can read more about this in the 'Other work' section.
8. You'll complete a practical demonstration. A qualified hairdresser will observe you while you complete some common hairdressing services. This demonstration will be no different than a full day's work in the salon.
9. You're qualified! HITO will issue you a certificate stating that you've achieved your New Zealand Certificate in Hairdressing (Professional Stylist) Level 4.





First aid

All qualified New Zealand hairdressers need to hold a first aid certificate. You need to complete this certificate through a registered first aid provider. We won't be able to issue your New Zealand qualification until you complete your first aid certificate, so make sure you complete it as soon as possible.

Your first aid certificate means you can offer basic medical care in an emergency.

You can complete your first aid certificate through St John's (www.stjohn.org.nz) or the New Zealand Red Cross (www.redcross.org.nz). You need to complete Unit Standard 6402.





The qualification and skills

When a qualified hairdresser calls you, they will ask you some questions about the hair, scalp and the effect that chemical processes have on the hair.

You will most likely have a lot of knowledge already, but you may have a few gaps to fill.

You may not need to do all the tasks or talk about all the areas, but it's best to be prepared for everything.

It's a good idea to refresh your knowledge and skills before the phone call. Information can be found on the internet or in technical books. See the notes at the end of this guide.

So, what will you be asked about?

Skill	The details
Analysing the hair and scalp and how this affects all the different services	<ul style="list-style-type: none"> • Porosity • Elasticity • Texture • Density • Length • Scalp condition
Bleaching and toning	<ul style="list-style-type: none"> • What happens inside the hair. • The different applications of bleach. • How to provide the service safely. • How to select and apply toners • Correct removal of bleach and toner.
Correcting colour problems	<ul style="list-style-type: none"> • Knowledge of the colour star/wheel. • How to counteract different unwanted colours in the hair • How to alter the colour by at least three levels and change the reflect.
Foiling	<ul style="list-style-type: none"> • The different effects of foiling techniques • How to apply foils and lightener correctly. • Correct removal of foils.
Cap highlights/lowlights	<ul style="list-style-type: none"> • How to correctly apply a cap. • How to apply and process the product. • How to remove the product and cap.
Colouring	<ul style="list-style-type: none"> • What happens inside the hair with permanent and midway colour.

	<ul style="list-style-type: none"> • The different applications of colour for both permanent and midway. • How to provide the services safely. • How to select midway and permanent colours. • The importance of skin testing. • What can happen when someone is allergic to colour. • The correct removal of colour.
<p>Removing unwanted additives</p>	<ul style="list-style-type: none"> • Identifying some of the different minerals and chemicals that can prevent hairdressing services. • The different methods of removing permanent colour. • What happens inside the hair with the different removal products (oxidation and reduction). • How to remove a permanent colour.
<p>Non-oxidative colour</p>	<ul style="list-style-type: none"> • The origins of colour and how we see it. • How colours are made. • The colour star/wheel. • Temporary and semi-permanent colours and how they work on the hair • How to apply temporary colours • How to apply, process and remove semi-permanent colours.
<p>Chemical straightening</p>	<ul style="list-style-type: none"> • The two different types of straighteners. • What happens inside the hair with both types. • Correct neutralising. • The difference between hot and cold straightening services. • How to apply straightener to the hair. • How to do a straightening service safely.
<p>Permanent waving</p>	<ul style="list-style-type: none"> • What happens inside the hair during a perm. • The difference between acid and alkaline perms. • Different ways of sectioning and winding a perm and the outcomes. • How to wind a perm correctly.

	<ul style="list-style-type: none"> • How to process and monitor a perm. • How to neutralise a perm correctly. • Two different methods for relaxing a perm. • How to identify and correct perm problems, such as fishhooks, buckled ends, split ends, rubber marks, over processing.
Cutting	<ul style="list-style-type: none"> • How to cut the hair into four different foundation forms (solid form, graduation, increase layer, uniform layer). • How the hair lengths are arranged for the different cuts (where the hair is longest and shortest) • What the outside shapes and the surface textures of the different cuts are. • How different cutting techniques (blunt, thinning, texturizing) give different results, including the use of tension. • The parts of scissors, razors and clippers and what they do. • How to hold and use cutting tools correctly, including body positions. • Sectioning techniques. • Cutting terminology (guideline, section, projection, perimeter, tension, crest line, interior, exterior). • Razor cutting techniques (long taper, short taper, blunt and texturizing)
Styling the hair to suit the client and their hair type	<ul style="list-style-type: none"> • Face shapes (seven) and profiles (four). • Head shapes (six). • Hair texture and curl. • Natural tendencies, such as partings, cowlicks, crowns, etc. • Facial features and body proportions.
History of hair design	<ul style="list-style-type: none"> • Describe some historical hairstyles and compare them to modern day. • Describe some cultural styles (3), including Maori.
Trichology	<ul style="list-style-type: none"> • The hair shaft and the names of the parts.



	<ul style="list-style-type: none"> • Why we have hair (functions). • The hair root, all its parts and what they all do. • The stages of the hair's life cycle and keratinisation. • The skin – why we have it (its purpose and functions). • All the parts of the skin. • How the skin is affected by hairdressing processes. • The bones of the head and face and how they affect styling.
Conditions of the hair and scalp	<ul style="list-style-type: none"> • Contagious conditions such as head lice, tinea (ringworm), impetigo (school sores), folliculitis (infected follicles). • Non-contagious conditions, such as, dandruff (oily and dry), psoriasis, the different types of alopecia (areata, totalis, universalis, cicatricial and traction, androgenetic in men and women), diffuse hair loss, seborrhoea, seborrheic dermatitis, sebaceous cyst, trichotillomania, irregularities, such as, moles and lesions that could lead to skin cancer. • To know when to advise the client to seek medical advice. • How to select corrective treatments for the hair and scalp, including 2 for thinning hair).
Shampooing and applying treatments	<ul style="list-style-type: none"> • How shampoo works on the hair. • The pH scale and how hairdressing substances affect the hair. • How conditioners affect the hair. • How to massage (petrissage and effleurage) and two other techniques.
Customer service and salon skills	<ul style="list-style-type: none"> • Recommending products with every service, including matching the right products to the hair type and style (shampoo, conditioner, wet styling, dry styling). • How to make appointments face to face and on the phone. • Display products for the reception area, special promotion and for



	<p>recommendations in front of the client.</p> <ul style="list-style-type: none">• Show knowledge of the service and workflow in a salon, the stages and timings of services and how to contribute.• Knowledge of sustainability and how to protect the environment.• Personal hygiene, grooming, and self-styling.• Personal health, including, diet, exercise, rest, OOS, sleep management, stress management, managing physical problems, cause, and treatment of common ergonomic problems, managing emotional problems, dermatitis prevention, allergy management, drug & alcohol awareness.• Knowledge of NZ laws covering sales and services, smoking, fire and emergency, human rights, privacy, health and safety, salon ethics, including, cultural safety and how you would behave professionally to people from Maori, Pacific Island, and one other ethnic group. (see texts and references at the back of this guide)• Knowledge of all your tools and what they are for.• Health and safety, including, protective clothing and footwear, hazards, chemicals handling and storage, MSDS, fire and emergency procedures. Ventilation, cleaning, electrical equipment.
Money matters and KPI's	<ul style="list-style-type: none">• Some knowledge of salon overhead costs, including, staff, electricity, coffee machine, magazines, rent, rates, professional body membership (minimum of 4 needed).• Services supplied to a salon such as a laundry service, rubbish collection, recycling collection, training.• Goods and equipment supplied to a salon, including, stock (chemicals and products), straightening irons, dryers, coffee machine, sterilising

	<p>unit, computer hardware (minimum 5).</p> <ul style="list-style-type: none">• How your personal actions can result in money being wasted, including, chemicals mixed (hairdressers), too much product, client refreshments, cleaning products, use and care of electrical equipment, consultation and quoting for services. (5 required).• Basic accounting terms, including, payments, receipts, petty cash, sales, purchases, outstanding accounts, creditors.• How to calculate GST n sales and stock purchased.• Explain banking and payment facilities, including, credit card, EFTPOS, electronic banking.• How payments are received, including, using the cash register, taking manual payments, taking electronic payments.• How daily takings are prepared for banking according to your salon, including, counting takings, preparing deposits for banking, storing takings securely.• Setting a price for salon services• KPIs and their implications for a salon
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Practical demonstration

After your call with a qualified hairdresser, you'll complete a practical demonstration.

HITO will let you know when your practical demonstration will be.

For your practical demonstration, you will need three models:

- One person will have a fashion restyle cut (with scissors or razor or both), a fashion permanent wave of at least half the head and either a fashion set or fashion blow wave with movement and volume.
- One person will have a fashion restyle cut (with scissors, razor or both) and a multi-shade permanent colour (no bleach) with the colour showing at least two levels difference and a fashion set or fashion blow wave.
- The third model will have a long hair up style suitable for a wedding or formal occasion. You must use an accessory (decoration). You will do your hair up during the waiting time of one of your chemical services.

Tips for your practical demonstration

- You need to do an allergy test 48 hours before the demonstration. Make sure you write down the results of the test. If the model has a bad reaction to the test: redness, swelling, itching, or burning, you cannot use this model.
- You need to do a consultation with your model for each service
- Your work needs to be fashion.
- You will have 3 hours in the morning and 3 hours in the afternoon. Skills are not timed separately: you just need to finish the whole service within the 3 hours. You will have one hour for lunch, and your services cannot carry over into the lunch break.
- Your cuts need to be complete re-styles.
- You need to show both a set and a blow wave on the day, but you can choose which model you do them on.
- You may not use clippers to do undercuts. Neck trimmers are allowed for tidying up the hairline.
- You need to show the use of both scissors and razor on the day. You can choose how you use them.
- Your fashion wave needs to be a fashion perm wind and not a classic perm: you do not need to use perm rods (rollers).
- For your colour, all the hair must be coloured and at least two levels (not reflect) difference must be shown.
- Your long hair model needs to be prepared before arrival at the venue.
- Your hair up needs to be complex with at least 75% of the hair up and worked.
- You can stop your hair up once, for a maximum of 20 minutes, to attend to your other service e.g. to remove your colour or neutralise your perm.



- The hair accessory (decoration) should not be too large or cover too much of the hair.
- You need to take along retail products for home hair care advice for each service.
- You need to record your services on a client record card.
- Your styles need to be the same as what you discussed with the model in the consultation.
- You need to take everything you need to use. Make a list.
- Practice your styles and timings on a mannequin.
- Make sure your models are reliable and do not go out partying the night before.
- Make sure you and your models know how to get to the venue.
- Someone will call you closer to the day to make sure you understand everything you need to do and to see if you have any questions.



Equipment

You need to bring all your own equipment on the day.

- A trolley
- Towels and capes
- Your cutting tools, brushes and combs, including a neck brush
- Sectioning clips and curl clips
- Perming and setting equipment (these do not need to be rollers)
- Blow dryer



- Permanent colours and developer
- Colour bowls and brushes
- Perm wave solution, neutraliser and papers
- Styling products
- Retail products for recommendations
- Hair clips (bobby pins)
- Hair accessory for your hair up
- Colour chart
- Cutting stool if needed
- Manufacturer's instructions
- Your model's contact details

On the day

- Arrive early.
- Set up your workstation.
- You will have a pre-assessment discussion with your assessor. Tell your assessor if you have any special needs, for example, a sore leg.
- Make sure your consultations are clear, including talking about the results of the allergy test.
- The assessor will need to hear your consultation so may come a bit closer for this. For the rest of the assessment, they will keep their distance.
- If anything about the style changes during the assessment, call your assessor over to you and tell them.
- Your assessor will give you your results and feedback at the end of the day in private.





Getting your certificate

Congratulations! You've completed everything you need to do to gain your Level 4 New Zealand qualification.

HITO will send you a letter to confirm that you've completed your qualification straight away. We will also courier you an official certificate, although this may take up to four weeks to print and send.







Useful Texts and References

Pivot Point International, Inc. (2013) *Hairdressing Fundamentals*. Australia: Pivot Point International, Inc.

Pivot Point International, Inc. (2013) *Hairdressing Technical Library*. Australia: Pivot Point International, Inc.

Bendell, D. (1994) *Hairdressing, A Professional Approach*. New Zealand: GP Publications (and subsequent publications)

Hooker, M. (2008) *Makawe, Gaining an understanding of the Tikanga for Hair*. New Zealand: Mereheeni, M.J. & J. Hooker

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<http://tressa.com/files/professionals/resources/literature/Color%20Resource%20Guide.pdf>



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<http://www.naturalhairrules.com/hair-typing-for-beginnings/>

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<https://delightandinspire.com/2015/01/02/beauty-how-to-get-better-results-from-color-remover-and-how-color-remover-works/>

http://verticalsinhair.com/index.php?option=com_content&view=category&layout=blog&id=78

[https://en.wikipedia.org/wiki/Perm_\(hairstyle\)](https://en.wikipedia.org/wiki/Perm_(hairstyle))

<http://www.ukhairdressers.com/history%20of%20hair.asp>

<https://en.wikipedia.org/wiki/Hair>

<http://www.hairinformation.com/hair-growth-system/hair-shaft.shtml>

https://en.wikipedia.org/wiki/Hair_follicle

<https://www.ncbi.nlm.nih.gov/pubmedhealth/PMHT0022675/>

<http://dhiglobal.com/hair-loss-articles/life-cycle-of-hair/>



Legislation

Health (Hairdressers) Regulations 1980

Health and Safety at Work Act 2015

Health and Safety in Hairdressing: An Evaluation of Health and Safety Management Practices in the Hairdressing Industry (Wellington: Department of Labour, 2007) available at <http://www.dol.govt.nz/PDFs/hairdressing.pdf>

Privacy Act 1993, Consumer Guarantees Act 1993



Hazardous Substances and New Organisms Act 1996

Human Rights Act 1993, and Smoke-free Environments Act 1990

Enterprise fire and emergency policies and procedures

Health (Registration of Premises) Regulations 1966

Fire Safety and Evacuation of Buildings Regulations 2006

Consumer Guarantees Act 1993

Fair Trading Act 1986

Human Rights Act 1993

Smoke-Free Environments Act 1990

