



STUDENT HANDBOOK

- Shampoo and Condition the Hair and Scalp
- Cut Women's Hair
- The Art of Dressing Hair
- Colour and Lighten Hair
- Client Consultation for Hair Services

Students will be assessed by our assessor alongside the external verifier. Students are also required to sit for a theory test. There are 2 mediums of theory paper – English / Chinese.

Upon passing the external verification and passing the final practical & theory tests, you will receive the ITEC Level 2 Diploma in Hairdressing.

An exam fee of \$700 is payable at point of registration of exam.

There are only 2 series of ITEC certification – May/June and November/December. Students can only sit for June or December examination regardless of their course completion date. (example, students that complete their course in March, will have to wait till June to sit for their examination).

International students, upon completion of their course and expiration of their student pass, will have to return to their home country and make arrangement to come to Singapore for their scheduled examination.

ITEC LEVEL 3 DIPLOMA IN HAIRDRESSING

Assessment

This qualification will be internally assessed and externally verified.

Each module consists of its own respective portfolio of evidences &/ project assignments, &/ MCQ assignment &/ Assessments. Assessments are internally assessed by our assessor using ITEC marking criteria. Assignments, Portfolio of evidences and MCQ assignments will be verified by ITEC examiner using ITEC grading system.

Internal Assessment

Before completion of the course, the following tasks have to be internally assessed.

- Style and Dress Hair using a Variety of Techniques
- Cut Woman's Hair to Create a Variety of Looks
- Colour Hair to Create a Variety of Looks

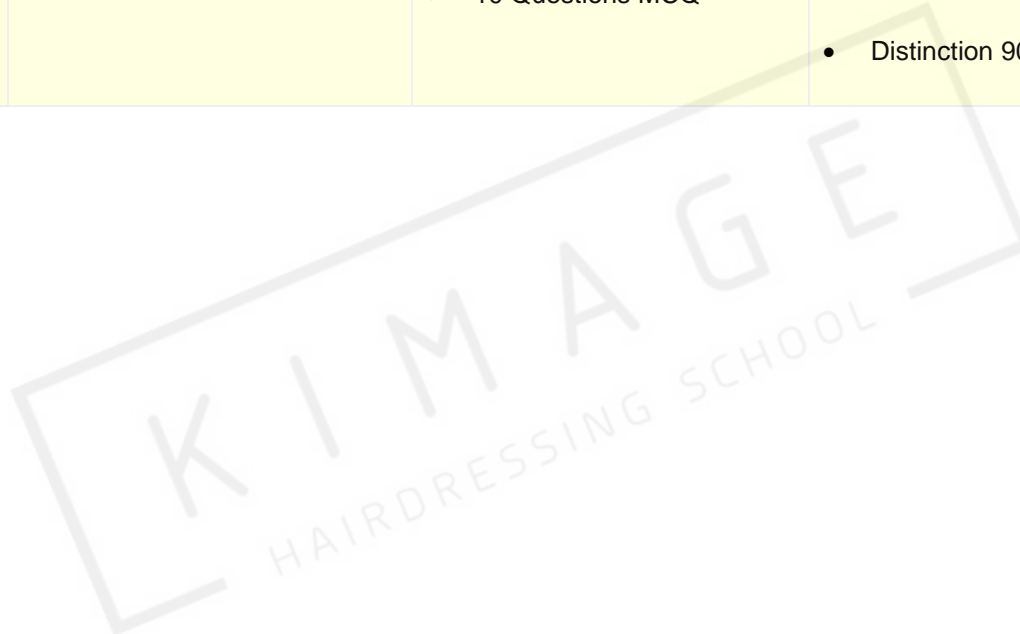
You have to register to sit for internal practical assessment. You are required to perform the above tasks on a live model. Students are responsible for their assessment live model.

Upon completion of the course, students will sit for the ITEC ASSESSMENT.

This qualification will be internally and externally assessed using the assessment of skills as set out below. Once all of the performance evidence documentation, assignments and underpinning knowledge have been completed, the Learner will have a Final Practical Test carried out by the Internal Assessor using the ITEC marking criteria and final assessment form. Assessor will also verify all performance evidence documentation and assignments. An ITEC External Verifier will also verify a sample of the performance evidence documentation and assignments.

ITEC Unit	Mandatory Units	Assessments	Grading
618	Style and Dress Hair using a Variety of Techniques	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ Final Practical Test 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
615	Cut Women's Hair to Create a Variety of Looks	<ul style="list-style-type: none"> Portfolio of evidence (6 performances to be evidenced) 10 Questions MCQ Final Practical Test 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
617	Colour Hair to Create a Variety of Looks	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ Final Practical Test 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
614	Hairdressing Consultation Support for Colleagues	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%

613	Monitor and Maintain Health and Safety Practice in the Salon	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
928	Human Resource Management	<ul style="list-style-type: none"> Portfolio of evidence Assignment 	<ul style="list-style-type: none"> Pass or refer
627	Promote Products and Services to Clients in the Salon	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%



ITEC Unit	Optional Units	Assessments	Grading
920	Creative Hairdressing Design Skills	<ul style="list-style-type: none"> Portfolio of evidence (1 performances to be evidenced) Assignment 	<ul style="list-style-type: none"> Pass or refer
623	Perm Hair to Create a Variety of Looks	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
621	Bridal Hairstyling	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%
622	Hair Extension Services	<ul style="list-style-type: none"> Portfolio of evidence (3 performances to be evidenced) 10 Questions MCQ 	<ul style="list-style-type: none"> Pass or refer Pass 60% – 74% Merit 75% – 89% Distinction 90% – 100%

Grading of the qualification

All assessment tasks required for each unit of the qualification must be completed and awarded a Pass mark before the complete qualification can be certificated

The overall qualification is graded – Pass – 60% – 74%, Merit – 75% – 89%, Distinction – 90%-100%. This is formed by the aggregate of the multiple-choice questions and the Final Practical Test.

Examination

At the end of the course, you can register for ITEC certification. An ITEC External Verifier will verify all components of the course – portfolio of evidences, project assignments, MCQ assignment & Internal Practical Assessments Records. Students are required to perform a final practical test on live mode during the day of the verification. The following tasks have to be performed on the live model.

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Upon passing the external verification and passing the final practical & theory tests, you will receive the ITEC Level 2 Diploma in Hairdressing.

An exam fee of \$700 is payable at point of registration of exam.

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Assessment Criteria

Students must be able to demonstrate the following:

Course Titles Assessment Criterias	Certificate in Foundation Hairdressing	Diploma in Comprehensive Hairdressing	ITEC Level 2 Diploma in Hairdressing	ITEC Level 3 Diploma in Hairdressing
Assessment Duration	2 hrs	3.5 hrs	3.5 hrs	3.5 hrs
APPEARANCE	<ul style="list-style-type: none"> • Clean ironed professional overall/uniform, underskirts/underwear should not be visible, trousers should not trail on the floor * • Appropriate personal protective clothing worn * • Clean, neat, styled hair * • Well maintained hands and nails • No body or breath odour, chewing gum or sucking sweets 			
CLIENT CARE	<ul style="list-style-type: none"> • Greeting and introduction of self to client. Identify the client's needs, agree desired look * • Assisting the client to the chair/work station • Explaining the treatment procedure to the client, maintaining a positive and professional approach throughout * • Positioning the client correctly, protecting the client's clothing and skin appropriately where necessary and checking that the client's comfort is ensured throughout • Correct posture and positioning of self throughout all treatments 			

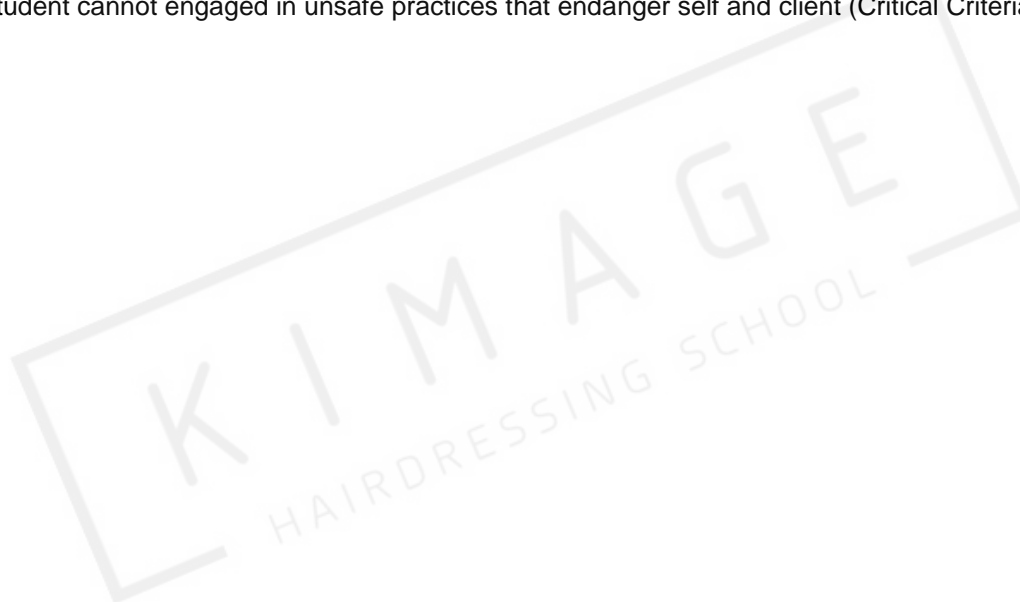
<p>HYGIENE AND STERILISATION</p>	<ul style="list-style-type: none"> • Equipment and work station clean and wiped over before, during and after use * • Towels and gowns clean and changed for each client * • Hands are sanitised before, during and after treatment when appropriate • Lids are replaced on products and general waste disposed of hygienically and appropriately • Appropriate use of salon sterilising equipment/cabinets and small equipment used, stored and sanitised as appropriate 	
<p>CONSULTATION</p>	<ul style="list-style-type: none"> • Identify the client's needs * • Analyse the hair for porosity and previous treatments • Check skin and scalp for contra-indications • Identify factors that could limit or affect the service • Advise clients and agree services and products * 	
<p>COLOURING TECHNIQUES</p>	<ul style="list-style-type: none"> • That appropriate tests have been performed and products prepared according to manufacturers instructions • Correct application of a minimum of half head highlights and/or low lights according to the agreed desired look * • Performing strand tests at suitable times throughout the developing process • Accurately timing the development of colour • Correct removal of products ensuring the hair and scalp is free of colour and the desired colouring effect has been achieved * <p><i>Below are applicable to ITEC Level 3 only:</i></p> <ul style="list-style-type: none"> • Correct application of a combination of techniques, highlights and/or low lights, block colouring, slicing according to the agreed desired look * • Advising client on how to maintain the colour and condition of their hair 	
<p>SHAMPOOING AND CONDITIONING HAIR AND SCALP</p>	<ul style="list-style-type: none"> • Appropriate choice of shampoo and conditioner, water temperature, flow and direction checked and adapted to suit the client's hair, scalp and comfort demonstrating minimum wastage of products * • Adaptation of massage techniques to suit hair length, density and condition and scalp condition (effleurage, rotary, petrissage, frictions) * • Shampoo is correctly rinsed and conditioner applied correctly using the appropriate massage movements (effleurage, petrissage) • Removal of conditioner without disturbing the direction of the follicle • Client's hair is free from moisture and tangles are removed without damage to the client's hair or scalp 	
<p>CUTTING TECHNIQUES</p>	<p>Not Applicable</p>	<ul style="list-style-type: none"> • Appropriate cutting technique(s) suitable for the client's hair type and according to the agreed desired look • Appropriate use of cutting tools and equipment • Correct degree of tension is applied to the hair whilst cutting * • Holding and cutting angles are correct * • Consulting with the client throughout the cutting process • Cross checking and balancing of the cut *

STYLING/DRESSING AND FINISHING	<ul style="list-style-type: none">• Correct choice and use of styling products appropriate to hair type and desired finished look• Correct choice and use of heated styling equipment, effective control of the client's hair during the styling process, taking into account the hair type and desired finished look *• Correct choice and use of finishing products appropriate to hair type and desired finished look• Final finished look meets the agreed desired effect *
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Grading System

To pass the assessment:

- Students must be able to perform 70% of all task including all critical test as indicated above by ' * '.
- Student cannot engaged in unsafe practices that endanger self and client (Critical Criteria)



NITEC IN SERVICES – HAIR FASHION & DESIGN

This qualification will be externally verified with the following Grading System.

Mode of Assessment

For each module, the score obtained from end-of-module assessment contributes to the final score.

- **Written Assessment**

Students are also required to sit for a theory test. There are 2 mediums of theory paper – English / Chinese. For written assessments, the pass mark of a module is 50%.

- **Practical Assessment**

For the overall practical assessments, they must cover at least 75% of the competencies in each module. The pass mark of a module is 50%. Candidates are also required to pass all critical skills/criteria in the Skills Standard.

Grading System for each module

Grade Score	Grade	Points
Distinction*		4
A: Excellent	80% and above	4
B: Very Good	70% to 79%	3
C: Good	60% to 69%	2
D: Pass	50% to 59%	1
F: Fail	40% and below	0

* As a guide, Distinction grade is awarded up to the top 5% of the Technical Engineer Diploma, Higher Nitec and Nitec students who sat for the module (excludes attrited, deferred, debarred students and students absent from all assignment items) and obtained Grade 'A'. The Distinction grade is not applicable to the On-the-job Training (OJT), Industry Attachment (IA) [except Clinical Practice I & II], and Life Skills modules, as well as other modules graded Pass/Fail or Satisfactory/ Unsatisfactory.

Examination Dates

Our school runs 1 series of NITEC certification per year in November/December. Students can only sit for the November/December examination regardless of their course completion date. (example, students that complete their course in March, will have to wait till December to sit for their examination).

International students, upon completion of their course and expiration of their student pass, will have to return to their home country and make arrangement to come to Singapore for their scheduled examination.

Examination Components

Module	Practical Exam	Duration	Model / Mannequin Requirement
Shampoo and Head Massage HF2002LS	Total Weighting 80% Practical Exam (1 hr 30 mins) Perform seated shampoo, massage and blow dry hair on live model	–	Total Weighting 20% Theory Exam (45mins) 20 MCQs
Basic Hairstyling HF2003LS	Total Weighting 100% Practical Exam 1 (45 mins) Perform short hair styling on mannequin head	30%	–
	Practical Exam 2 (1 hr 15 mins) Perform long hair styling on live model	70%	
Basic Haircutting HF2004LS	Total Weighting 100% Practical Exam 1 (1 hr 30 mins) Perform a blunt haircut on mannequin head	50%	–
	Practical Exam 2 (1 hr 30 mins) Perform a uniform layered haircut on mannequin head	50%	
Basic Hair Colouring HF2005LS	Total Weighting 60% Practical Exam 1 (30 mins) Perform virgin application on mannequin head	20%	Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs
	Practical Exam 2 (2 hrs) Perform root and re-growth application on live model	40%	
Advanced Hair Colouring HF3001LS	Total Weighting 60% Practical Exam (3 hrs) Perform bleach and tone highlight on live model		Total Weighting 40% Theory Exam (1hr 15mins) 40 MCQs
Hair Perming HF3003LS	Total Weighting 80% Practical Exam 1 (1hr) Perform a short hair perm on mannequin head	30%	Total Weighting 20%

	Practical Exam 2 (4 hrs) Perform hair rebonding on long hair on live model	50%	Theory Exam (1hr 15mins) 40 MCQs
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Examination Model Requirements

You are required to perform some tasks on a live model. Students are responsible to look for their own live models for the examinations. See exam model requirements below.

Module	Practical Test	Duration	Model / Mannequin Requirement	Remarks
Shampoo and Head Massage HF2002LS	Practical Exam Perform seated shampoo and massage and blowdry hair on model	1 hr 30 mins	Male / female model with hair around shoulder level	Must complete Hair Analysis Sheet
Basic Hairstyling HF2003LS	Practical Exam 1 Perform short hair styling on mannequin head	45 mins	Mannequin head with uniform layered minimum hair length of 6 inches. The hair must be pre-washed	Must complete Hair Analysis Sheet
	Practical Exam 2 Perform long hair styling on model	1 hr 15 mins	Female model with minimum hair length of 10 inches. The hair must be pre-washed. * No thermal flat irons or tongs may be used. Only hand-held hairdryer and brushes.	Must complete Hair Analysis Sheet
Basic Haircutting HF2004LS	Practical Exam 1 Perform a blunt haircut on mannequin head	1 hr 30 mins	Mannequin head with 18 inches uncut hair. * Candidate need to cut approx. 6 inches off. * An illustration will be provided in the exam paper of the result required.	Headsheet for Basic Haircutting
	Practical Exam 2 Perform a uniform layered haircut on mannequin head	1 hr 30 mins	Mannequin head from completion of Practical Exam 1 * Candidate need to cut approx. 6 inches off. * An illustration will be provided in the exam paper of the result required.	Headsheet for Basic Haircutting

Basic Hair Colouring HF2005LS	Practical Exam 1 Perform virgin application on mannequin head	30 mins	Mannequin head with virgin hair. (not previously coloured with hair dye). The hair must be 6 inches or more from the crown area. * Apply colour to show virgin application technique to full back section.	Hair Colour Analysis Sheet
	Practical Exam 2 Perform root and re-growth application on model	2 hrs	Male/female model whose hair requires a root and regrowth application of maximum 1.5 inch or 4 cm. The hair must be 6 inches (15 cm) or more from the crown area. Model should not have more than 10% white hair.	Hair Colour Analysis Sheet
Advanced Hair Colouring HF3001LS	Practical Exam Perform bleach and tone highlight on model	3 hrs	Male/female model with Shoulder length hair. * Colour to be used after bleaching is a semi or Demi colour.	Advanced Hair Analysis
Hair Perming HF3003LS	Practical Exam 1 Perform a short hair perm on mannequin head	1 hr	Full mannequin head with minimum hair length of 6 inches or 15 cm from crown	Rebonding Consultation Sheet
	Practical Exam 2 Perform hair rebonding on long hair on model	4 hrs	Male / female model with un-rebonded shoulder length hair	Rebonding Consultation Sheet

Appeal for NITEC Examination Results

Examination results will be released 8 weeks from the last day of examination. Licensee candidates apply to ITE Customer Service Centre (CSC) to review exam results within 9 working days from the issue of Statement of Results. Upon application, candidates must pay a deposit of S\$20 per module for review of exam results. Appellants will be informed the outcome of their appeal via Licensee. For candidates who are successful in their appeals, ITEES will issue the new Statement of Results and certificates to candidates and also refund deposit to appellants.

APPEAL PROCEDURE

- Upon the release of results, students who are dissatisfied with the outcome may submit an Appeal Form. This is to be done within 7 working days of the release of examination results.
- For courses with external partners (e.g. ITEC / NITEC), the Course Admin will acknowledge receipt of the appeal within 3 days and submit the appeal to the external partner.
- All decisions made by the external partner are subject to their appeal processes and the approved decisions are final.
- For in-house courses, the Course Admin will acknowledge receipt of the appeal within 3 days and submit the appeal to the principal.
- All decisions made by the Examination Board are final.
- The Course Admin will inform the student of the final decisions within one month from the date of appeal.



OTHER MISCELLANEOUS ISSUES

CDAC Skill Training Awards Funded Trainees

Funded trainees are to make sure that their attendances fulfil the requirements of the schemes involved. The school will not be responsible if students do not have enough training hours to submit for their funding claims. Please refer to Rules and Regulations: how students can make up for their lessons if they are unable to attend for classes.

Trainees should keep a copy of all the invoices / receipts / CPF Statements (Employee/Employer) / Company Payslip / Company letter as reference. Should the need arise; trainees are required to submit the relevant documents to the funding organization for claiming.

Lamination/Photocopying services

Lamination and photocopying services are readily available at the school admin office. Lamination services are charges at **\$1.10 per piece** and photocopying services are at **\$0.10 per page**. Students are to approach the reception counter and pay for the services first. Upon payment, proceed to the school admin office to show the receipt before collecting your items.

Update/Change of Personal Particulars

Students who wish to update their particulars or change of addresses may do so by proceeding to the school admin office and fill up a "Student Particulars update" form.

No video takings or Photographing allowed

Students are not permitted to the above activities unless otherwise stated.

Tool Set Purchased

Unused equipment purchased from the school can be refunded to the student. Tools used from the tool set cannot be refunded and will be charged at retail price.

All requests pertaining to refund matters are to be submitted to the **School Administrator**, by filling in the withdrawal form which can be obtained at the School Admin office.

Pricing Policies

We have a comprehensive Course Fee List, which will be fully made known to you at the point of application for the course and in the student contract.

Revision Class

A student, who has completed his/her course of study in our school and wishes to do revision class before the external examinations, will be allowed to do so at a fee of \$642 per month. Each student will be allowed a maximum of 1 month of revision class. Any exceptional cases are subjected to approval from the School Principal. Revision classes can only be done after the completion of the course and/or before the external examinations.

For students who have been granted course extensions (under extension policy) but are still unable to complete their course, can sign up for the revision class at \$642 per month, subjected to approval by the School Principal. Students are unable to attend revision class after the completion of the external examinations.

Late Payment Fee

Invoices will be billed out on the 1st day of the course commencement date. Payment must be made by the payment due date. Failing which, the school will charge an interest of 1% of the amount due for every subsequent day after the payment due date.

Pricing Accuracy

We are committed to pricing accuracy and therefore avoidance of over or undercharging. To ensure pricing accuracy, it is our policy to list clearly all course fees including **total amount payable and its breakdown in details**.

Payment Scheme

Course fees are paid via equal instalments. Course fees payment schedule is as per stated in the student contract. Course fees are to be paid by the due date (i.e. the first day of the month the instalment is due). In the event of late payment of course fees, the School reserves the right to implement a 1% late payment charge per day on the course fees outstanding.

Cash payments of school fees are to be made at the reception counter to the receptionist. No cash fees should be paid to any of the School Instructors or School Admin personnel.

You are not required to place any deposit or initial down payment for enrolment of programs, except for the application fee.

Please refer to attached for our course fee payment procedure.

Payment Mode

We offer various payment methods. All payments must be made in Singapore Dollars. Payments by Students may be made either in full or by instalments via cash, NETS, Cheques and Bank Drafts. Cheques and Bank Drafts should be made payable to Kimage Hairdressing School Pte Ltd.

Miscellaneous Fees

Tool sets, Administrative and material fees (if applicable) for re-examination are considered as Miscellaneous Fees and will not be covered in your Fee Protection Scheme.

All students must possess a toolkit for practice purposes as part of the course. You may obtain this toolkit from us or from any other supplier.

Confidentiality of Student Data

All personal data and information provided by you to us shall be kept strictly confidential and **used solely for communicating with you**. Every effort shall be made to ensure that the integrity of your personal particulars and confidential information entrusted to us are not compromised. We also undertake not to divulge any of your personal information to any unauthorized third party without your prior written consent.

Updating of Student Information

The school keeps a database of student records for communicating with students. The records are based on the information which you have provided at the point of application for the course. Should you need to update your particulars, please approach our Admin office to have your records updated.

Consent for Use

I hereby consent to the participation in interviews, the use of quotes, and the taking of photographs, movies or videos of me for use by Kimage Hairdressing School Pte Ltd and it's affiliates.

I also grant to the right to edit, use, and reuse said video / photo for us in print, on the internet, and all other forms of media.

I also hereby release Kimage Hairdressing School Pte Ltd and its affiliates and employees from all claims, demands, and liabilities whatsoever in connection with the above.

