



Hairstylist

On-the-Job Training Guide

2024

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Recognition:

To promote transparency and consistency, portions of this document has been adapted from the 2019 Hairstylist Red Seal Occupational Standard (Employment and Social Development Canada).

A complete version of the Occupational Standard can be found at www.red-seal.ca

STRUCTURE OF THE ON-THE-JOB TRAINING GUIDE

To facilitate understanding of the occupation, this on-the-job training guide contains the following sections:

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard detailing the essential skills and the training covered.

Major Work Activity (MWA): the largest division within the standard that is comprised of a distinct set of trade activities.

Task: distinct actions that describe the activities within a major work activity.

Sub-task: distinct actions that describe the activities within a task.

On-the-Job and In-school Training Content for the Hairstylist Trade: a chart which outlines the topics of training with on-the-job examples for apprentices to achieve relevant work experience to prepare for certification.

TRAINING REQUIREMENTS FOR THE HAIRSTYLIST TRADE

All Hairstylists wishing to work in the trade are legally required to first complete a pre-employment program recognized by the Apprenticeship and Trade Certification Commission. A pre-employment program is a full-time training program designed to introduce the skills required in a trade. Training is delivered at a variety of approved public and private vocation training schools around the province. To graduate from the apprenticeship program, an apprentice must successfully complete the required pre-employment training and compile enough on-the-job experience. Total trade time required is 3600 hours and at least 2 years in the trade.

Journeyman to apprentice ratio for this trade is: 1:3

The information contained in this document serves as a guide for employers and apprentices. Apprenticeship training is mutually beneficial to both employer and apprentice. The employer's investment in training apprentices results in skilled and certified workers. The document summarizes the tasks to be covered by the apprentice during their on-the-job portion of apprenticeship training. An apprentice spends approximately 85% of their apprenticeship term training on-the-job.

It is the employer's or journeyman's responsibility to supervise an apprentice's practical skills development until a satisfactory level of proficiency has been reached.

EMPLOYER TRAINING RESPONSIBILITY

- expose the apprentice to all tools and materials
- provide guided, hands-on practice
- demonstrate the techniques for all hairstylist services, and
- ensure that the apprentice can evaluate the end-product

Employers should make every effort to expose their apprentices to work experience in as many areas of the trade as possible.

In the On-the-Job Training Guide, in-school instruction is listed first; on-the-job suggestions to help employers assist the apprentice to prepare for in-school training are listed next.

The content of the training components is subject to change without notice.

HAIRSTYLIST TASK MATRIX

This chart outlines the major work activities, tasks, and sub-tasks from the 2019 Hairstylist Red Seal Occupational Standard. Although traditional Hairstylist technical training is not available in Saskatchewan, the Sub-tasks with numbers in the boxes identifies where the content is delivered in Harmonized apprenticeship training across Canada.

A – Performs Common Occupational Skills

12%

A-1 Performs safety-related and hygienic functions	1.01 Disinfects tools and equipment 1 (2 in context)	1.02 Sanitizes towels, capes, and smocks 1 (2 in context)	1.03 Maintains safe and hygienic work environment 1 (2 in context)	
A-2 Uses tools and equipment	2.01 Uses manual tools 1	2.02 Uses electric tools 1, 2	2.03 Uses major equipment 1	
A-3 Prepares for client services	3.01 Consults with client 1 (2 in context)	3.02 Plans client services 1 (2 in context)	3.03 Drapes client 1 (2 in context)	3.04 Uses documentation 1 (2 in context)
A-4 Uses communication and mentoring techniques	4.01 Uses communication techniques 1	4.02 Uses mentoring techniques 2		

B – Performs Hair and Scalp Care

9%

B-5 Analyzes and responds to hair and scalp conditions	5.01 Analyzes hair and scalp for non-chemical services 1 (2 in context)	5.02 Analyzes hair and scalp for chemical services 1 (2 in context)	5.03 Responds to unfavourable hair and scalp reactions 1 (2 in context)
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B-6 Shampoos and conditions hair and scalp	6.01 Brushes hair	6.02 Controls flow and temperature of water	6.03 Manipulates hair and scalp using shampoo and conditioner	6.04 Performs hair and scalp treatment
	1	1	1	1

C – Cuts Hair

20%

C-7 Cuts diverse textures of hair using cutting tools	7.01 Cuts hair with elevation	7.02 Cuts hair without elevation	7.03 Customizes haircuts
	1, 2	1, 2	1, 2
C-8 Cuts facial and nape hair	8.01 Trims facial and nape hair	8.02 Removes facial and nape hair with straight razor	
	1	1, 2	

D – Styles Hair

13%

D-9 Prepares and styles wet hair	9.01 Uses styling aids for wet hair	9.02 Dries hair	9.03 Places hair using freestyle techniques	9.04 Sets wet hair into style pattern using setting tools	9.05 Styles hair using finger waves and pin curls
	1	1	1	2	2
D-10 Styles and finishes dry hair	10.01 Uses styling and finishing aids for dry hair	10.02 Styles hair using thermal tools and equipment	10.03 Styles updo's	10.04 Creates hairstyle with hair additions	10.05 Finishes hair
	1	1	2	2	1, 2

E – Performs Chemical Texture Services on Hair

14%

E-11 Chemically waves hair	11.01 Wraps hair 2	11.02 Processes hair with waving and neutralizing solutions 2	11.03 Removes tools 2
E-12 Chemically relaxes hair	12.01 Applies chemical relaxers and neutralizing products 2	12.02 Processes hair with chemical relaxers and neutralizing products 2	12.03 Removes chemical relaxers and neutralizing products 2

F – Alters Hair Colour

21%

F-13 Colours hair	13.01 Colours virgin hair 1*	13.02 Colours regrowth 1*	13.03 Colours hair using colour placement and techniques 1, 2*	
F-14 Lightens hair	14.01 Lightens virgin hair 1, 2*	14.02 Lightens regrowth 1, 2*	14.03 Lightens hair using customized placement and techniques 1, 2*	14.04 Tones pre-lightened hair 1, 2*
F-15 Performs colour correction	15.01 Determines process 2	15.02 Removes unwanted colour 2	15.03 Completes colour correction 2	

G – Performs Specialized Services

5%

G-16 Performs services for hair extensions, wigs, and hairpieces	16.01 Selects hair extensions, wigs, and hairpieces 2	16.02 Customizes hair extensions, wigs, and hairpieces 2	16.03 Maintains hair extensions, wigs, and hairpieces 2
	17.01 Applies chemical relaxers and neutralizing products 2	17.02 Performs depilatory facial and nape services 2	17.03 Colours facial hair 2
	G-17 Performs basic services on the face and nape		

H – Performs Salon Operations

6%

H-18 Performs front desk responsibilities	H-18.01 Performs communication duties 1**	18.02 Schedules appointments 1**	18.03 Interacts with clients 1**	18.04 Completes financial transactions 1**	18.05 Maintains inventory 1**	
	18.06 Prices retail products 1**	18.07 Maintains retail displays 1**				
	H-19 Establishes business fundamentals	19.01 Develops business plan 1	19.02 Presents professionalism 1, 2	19.03 Markets products and services 1, 2		

*Alberta will deliver in L2

**Ontario will deliver in L1 and L2

TRAINING PROFILE CHART

This Training Profile Chart represents Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training at the topic level.

<h2>Hairstylist</h2> <h3>Front-Loaded (Pre-Employment)</h3> <h3>Technical Training</h3>
Safety-Related and Hygienic Functions
Tools and Equipment
Client Service (Preparation)
Communication Techniques
Hair and Scalp (Analysis and Response)
Shampoo and Condition Hair
Hair Cutting
Facial and Nape Hair Services
Wet Hair Styling
Dry Hair Finishing and Styling
Chemical Waving
Chemical Relaxing
Colouring
Lightening
Colour Correction
Extensions, Wigs and Hairpieces
Face and Nape Services (Basic)
Mentoring Techniques
Front Desk
Business Fundamentals

ON-THE-JOB AND IN-SCHOOL TRAINING CONTENT FOR THE HAIRSTYLIST TRADE

This chart outlines on-the-job examples for apprentices to achieve relevant work experience to prepare for the topics of technical training. Topics of technical training are provided with the associated learning outcomes.

Hairstylist Training

SATCC approved training topics are mandatory

Safety and Related & Hygienic Functions

- replaces disinfectant solution
- uses disinfecting products and tools
- disinfects tools and equipment
- identifies hazards and demonstrates safe work practices
- sanitizes products, tools and equipment
- sanitizes towels, capes and smocks
- uses PPE and safety equipment
- stores salon supplies
- describes basic first aid requirements and techniques
- follows workplace health and safety rules and regulations
- maintains personal hygiene

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing policies, procedures and the salon manual*
- *providing a tour of facilities, explaining chemical storage procedures and explaining the "Clean As You Go" policy*
- *having equipment accessible and in good working order*
- *reviewing proper use of equipment and using the equipment in the workplace*
- *practicing good storage techniques*
- *reviewing first aid treatment*
- *emphasizing the need to follow manufacturer's instructions regarding chemical applications and procedures, and by reviewing the steps taken to protect clients and apprentices*

Tools and Equipment

- cleans, sanitizes, disinfects and oils cutting tools
- replaces worn and damaged cutting tools and their components
- sharpens cutting tools
- removes debris from cutting tools
- replaces or maintains chemical texturizing rods
- organizes and stores manual tools
- maintains colouring tools
- removes debris from clippers and then re-oils
- removes debris from filter in hair dryers
- removes product build-up from surface of electric tools
- organizes and store electric tools
- inspects electric tools
- selects, maintains, adjusts and inspects major equipment

Mentors can assist the apprentice to prepare for this section of technical training by:

- *having equipment accessible and in good working order*
 - *reviewing the proper use of equipment and by demonstrating its proper use in the workplace*
 - *demonstrating proper maintenance and storage of salon equipment*
 - *showing by example, how to keep the work area clean and safe*
 - *reviewing public health requirements*
 - *having sanitizing materials and equipment available*
 - *demonstrating the proper use of sanitizing materials and equipment*
-

Client Service (Preparation)

- consults with clients
- follows the Protection and Electronic Documents Act (PIPEDA) in relation to the collection of personal information
- obtains client information
- identifies condition of hair and scalp
- identifies client features
- determines client needs and services required
- informs client of estimated time, cost and maintenance required for desired services
- confirms services with client
- drapes clients
- refers to records and manufacturing directions
- assesses time required for service
- organizes schedule and manages time effectively
- selects and organizes products, supplies and tools and equipment
- records and stores client information
- uses colour swatch books and colour charts
- organizes information and documents
- updates client information

Mentors can assist the apprentice to prepare for this section of technical training by:

- *identifying types of client information required from client before performing services*
 - *identifying and laying out what will be needed to perform the requested service*
 - *demonstrating appropriate consultation and draping procedures for the requested service*
 - *explaining the regulatory requirements pertaining to the collection of personal information*
-

Communication Techniques

- performs active listening
- demonstrates effective verbal and non-verbal communication with people in the workplace
- uses active listening practices
- uses questioning to improve communication
- participates in safety and information meetings

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating the communication required to confirm with the client that the full service has been provided*
 - *leading by example by pre-booking future appointments for your clients*
-

Hair and Scalp (Analysis and Response)

- determines hair characteristics
- inspects scalp visually
- determines hair degree of elasticity
- performs strand test
- identifies scalp disorders and conditions
- identifies hair disorders and conditions
- asks about health condition and medical history
- asks client about environmental factors affecting hair and previous natural and chemical services
- analyzes hair and scalp for non-chemical services
- analyzes hair and scalp for chemical services
- analyzes hair and scalp for adverse reactions

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating consultation and diagnosis with clients*
- *reviewing the need for caution during manipulations of the head, neck and shoulders*
- *reviewing the many characteristics and application of the product lines carried by the salon*

Shampoo and Condition Hair

- manipulates hair and scalp using shampoo and conditioner
- identifies types of shampoos and conditioners
- explain the procedures used to choose shampoo and conditioner according to hair and scalp analysis
- identifies types of hair and scalp treatments and their associated products
- identifies types of scalp massage equipment
- performs hair and scalp treatments by hand and with equipment
- performs scalp massages
- massages scalp using manipulation techniques
- identifies benefits of a scalp massage

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the use of products available in the shop*
 - *demonstrating proper manipulation and techniques*
 - *reviewing the many characteristics and application of the product lines carried by the salon*
-

Hair Cutting

- determines suitability of style
- analyzes hair characteristics
- determines desired results and cutting techniques
- determines excess hair to be removed
- chooses cutting technique
- selects and uses cutting tools
- selects and sections hair
- establishes guidelines
- established a stationary guide when required
- follows guidelines
- cuts hair with elevation
- cuts hair without elevation
- customizes haircuts
- maintains control of hair throughout cut
- positions clients head and body throughout cut
- removes length of hair
- manipulates hair
- crosschecks haircut
- maintains moisture consistency throughout cut
- positions body stance
- performs visual evaluation throughout and after cut

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the ability of the apprentice to use cutting tools such as scissors, thinning shears or razors*
- *explaining and demonstrating updated techniques used for cutting hair with scissors*
- *explaining and demonstrating updated techniques and available implements used for texturizing the hair with razors and thinning shears*

Facial and Nape Hair Services

- trims facial and nape hair
- removes facial and nape hair with straight razor

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the ability of the apprentice and demonstrating proper techniques*
- *assessing the apprentice's ability and providing appropriate on the job training without the use of clipper guides*

Wet Hair Styling

- removes excess moisture from hair
- selects styling aids
- distributes styling aids
- selects pre-drying techniques
- selects drying equipment
- selects styling tools
- directs hair dryer nozzle in coordination with styling tools
- holds hair dryer or places hood dryer at desired distance from hair and scalp
- determines airflow temperature, speed and direction
- arranges hair and directs hair with hands
- sets wet hair into style patterns using setting tools
- styles hair using fingerwaves and pincurls

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the use of wet styling aids available in the shop*
 - *reviewing the basic placement of rollers and pincurls*
 - *emphasizing the mechanics of moulding and shaping hair and providing the opportunity to perform finger waves where possible*
 - *explaining the benefits of pre-drying, and proper control of the dryer and brush to achieve different results*
-

Dry Hair Finishing and Styling

- styles and finishes hair using aids for dry hair
- placing hair using freestyle techniques
- styles hair using thermal tools and equipment
- styles up-dos
- creates hair style with additions
- combs out hair
- finishes hair

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the use of dry styling and finishing aids available in the shop*
 - *reviewing any hair additions available in the shop*
 - *explaining the appropriate application and usage of available equipment*
 - *ensuring that the need for client scalp protection is understood*
-

Chemically Waving

- wraps hair
- uses chemical waving and neutralizing solution
- wraps hair
- applies chemical waving and neutralizing solution
- follows safety practices related to chemical waving and neutralizing solution
- processes hair with chemical waving and neutralizing solution
- removes chemical waving and neutralizing solution and excess moisture
- removes tools

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the chemical waving products used at the shop*
- *ensuring the client is protected*
- *ensuring that the proper product is selected and used*
- *ensuring that there is proper rod, band and end wrap placement*
- *assessing the apprentice's previous knowledge*
- *having the apprentice practice whole head perm wraps on a mannequin in their spare time*
- *demonstrating how to apply unique product systems*

Chemical Relaxing

- uses chemical relaxing and neutralizing products
- applies chemical relaxing and neutralizing products
- follows safety practices related to chemical relaxing and neutralizing products
- processes hair with chemical relaxing and neutralizing products
- removes chemical relaxing and neutralizing products
- applies finishing agent

Mentors can assist the apprentice to prepare for this section of technical training by:

- *assessing the apprentice's previous knowledge*
 - *demonstrating how to apply unique product systems*
-

Colouring

- uses hair colouring products and developers
- colours virgin hair with various techniques
- follows regulatory requirements and safety practices
- colours regrowth
- colours hair using colour placement and application techniques

Mentors can assist the apprentice to prepare for this section of technical training by:

- *emphasizing the use of the colour wheel which matches the product line in the shop*
 - *ensuring all required information is readily available and new information is reviewed*
 - *demonstrating the correct selection of product to match the client's needs and desires*
 - *demonstrating how to apply product to new growth to reach the level of colour desired; then formulating to match the existing hair colour, and emphasizing the need to understand procedures and product compatibility and application*
 - *demonstrating the use of a variety of different available methods and products*
-

Lightening

- uses lighteners and developers
- lightens virgin hair
- follows regulatory requirements and safety practices
- lightens regrowth
- lightens hair using special effects
- uses and applies toning products
- tones pre-lightened hair

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating how to apply product to new growth to reach the level of lightening desired; then formulating to match the existing hair colour, and emphasizing the need to understand procedures and product compatibility and application*
- *demonstrating the use of a variety of different available methods and products*

Colour Correction

- uses and applies hair colouring products and developers
- uses and applies techniques to determine colour correction process
- uses and applies colour removers and developers
- removes unwanted colour from hair
- follows regulatory requirements and safety practices
- uses techniques to colour correct hair

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating how to assess existing hair condition, and how to explain the different applications needed for each result and the limitations of the procedure to the client*
- *reviewing the law of colour with the apprentice*
- *explaining the level system of colour identification*
- *describing the effects of warm and cool tones to formulas*
- *explains the theory of replacing the required pigmentation of hair to achieve the level and tone desired, using colour fillers and porosity equalizer*
- *explaining the influence of underlying contributing pigmentation in hair when formulating hair colouring products and colour removers*
- *identifying types of hair colouring products and colour remover products available in the shop and describing their characteristics and applications*
- *identifying the types of developers available in the shop and describing their characteristics and applications*
- *identifying the non-oxidative and oxidative colouring products available in the shop*
- *explaining the colour effects of non-oxidative and oxidative colouring products on the hair structures*
- *identifying tools used for application*
- *demonstrating procedures used to formulate hair colouring products and formula mixtures*
- *demonstrating techniques used to apply hair colouring products to hair*
- *demonstrating procedures used to establish hair colour processing time and colour remover processing time*
- *explaining the importance of understanding the compatibility of products on previously chemically treated hair*
- *explains the theory of removing residual pigmentation from hair to achieve desired level for colour correction*
- *demonstrating procedures used to perform strand test*
- *assisting the apprentice in determining the level of colour corrected hair*
- *explaining the effects of colour removers their uses, advantages and disadvantages*
- *leading by example by following workplace safety practices and jurisdictional regulations*

Extensions, Wigs, and Hairpieces

- services wigs and hairpieces
- selects wigs and hairpieces
- fits wigs and hairpieces
- styles wigs and hairpieces
- performs services for hair extensions
- selects extensions
- adds extensions
- maintains extensions
- removes extensions

Mentors can assist the apprentice to prepare for this section of technical training by:

- *directing the apprentice to manufacturer's training seminars*
- *demonstrating various systems and techniques which are available within the salon*

Face and Nape Services (Basic)

- cuts facial and nape hair
- trims facial and nape hair
- removes facial and nape hair
- removes facial and nape hair with trimmers
- uses hair colouring products and developers colours facial and nape hair

Mentors can assist the apprentice to prepare for this section of technical training by:

- *reviewing the ability of the apprentice to perform face and nape basic services and by demonstrating proper facial and nape hair techniques*
- *ensuring all required information is readily available and new information is reviewed*
- *demonstrating the correct selection of product to match the client's colour needs and desires*

Mentoring Techniques

- identifies and communicate learning objective and point of lesson
- links skill to other skills and the job
- demonstrates performance of a skill to an apprentice or learner
- sets up conditions required for an apprentice or learner to practice a skill
- assesses apprentice or learner's ability to perform tasks with increasing independence
- gives supportive and corrective feedback
- supports apprentices or learners in pursuing technical training opportunities
- supports anti-harassment in the workplace
- assesses apprentice or learner suitability to the trade during probationary period
- uses strategies for learning skills in the workplace
- uses strategies for teaching workplace skills

Mentors can assist the apprentice to prepare for this section of technical training by:

- *performing active listening*
- *demonstrating effective communication techniques*
- *giving constructive feedback*

Front Desk

- performs communication duties
- performs client and salon responsibilities
- performs telephone duties
- schedules appointments
- interacts with clients
- completes financial transactions
- maintains inventory
- prices retail products
- maintains retail displays

Mentors can assist the apprentice to prepare for this section of technical training by:

- *emphasizing basic communication etiquette and telephone skills*
- *ensuring that stylists are rotated briefly through the reception area*
- *training in product knowledge and up-selling techniques so clients can maintain services at home*

Business Fundamentals

- promotes products and services
- presents professionalism
- markets products and services
- explains business ownership models
- explains market research demographics
- discusses business identity and brand
- follows jurisdictional regulations
- discusses financial planning
- uses business accounting
- discusses floor plan design
- explains insurance needs as they pertain to a business
- explains staffing requirements for a salon
- explains equipment and supplies needs
- uses salon policies and procedures
- explains techniques used to maintain current knowledge and competence
- discusses products and services
- uses techniques to promote sales

Mentors can assist the apprentice to prepare for this section of technical training by:

- *demonstrating leadership skills*
- *holding staff meetings*
- *explaining inventory and product ordering techniques*
- *providing fair wages/labour standards*
- *demonstrating client record keeping*

Consider apprenticeship training as an investment in the future of your company and in the future of your workforce. Ultimately, skilled and certified workers increase your bottom line.

Get involved in the apprenticeship training system. Your commitment to training helps to maintain the integrity of the trade.

Do you have employees who have been working in the trade for a number of years but don't have trade certification? Contact your local apprenticeship office for details on how they might obtain the certification they need.

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