

Absorption – *ab-saw-p-shun* – the soaking up or taking in of a substance. The skin has the ability to soak up liquids by allowing **molecules** of the right size, such as those in drugs applied to the skin, to penetrate it. Sunlight (in the form of ultra-violet rays) is also absorbed by melanocytes (see **melanin**) within the **epidermis** to make Vitamin D.

Acceptable – *ak-sep-t-ibul* – suitable or able to be agreed on, such as a payment for **services**, or a booking for an **appointment**.

Accessory – *ak-ses-or-ee* – (plural **accessories** – *ak-ses-or-eez*) – an item used to **complement** an overall look. For the hair these can include diamante clips and fascinators, which are very fashionable for weddings instead of wearing hats.

Accident – *ak-si-dent* – an unforeseen event or happening, which may result in injury, damage or even death.

Accidental breakage – *ak-si-den-tul bray-kij* – damage to stock, equipment or working areas which is not intentional, but may cost a salon money to replace or

repair. It may also result in harm or injury.

Accreditation of Prior Learning (APL) – *a-kre-di-tay-shun ov priy-er-ler-ning* – credit given for **evidence** of previous learning or work activities which contributes towards a current award. The evidence must be approved by a qualified APL advisor and be valid, i.e. within the last three years. It can include a formal employer's letter stating **ranges** covered or a certificate of achievement in the portfolio. See also **assessment**.

Accredited assessment centre – *a-kre-di-ted a-ses-mnt sen-ta* – a college or centre of learning, approved by an **Awarding Body**, offering **qualifications** to students. Regular visits by **External Verifiers** or inspectors assure the Awarding Body that the centre is **maintaining good practice** and high standards.

Accurate – *ak-yoor-ut* – to be correct or exact, for example, when talking about client details, booking appointments or taking payments.

Acid mantle – *a-sid man-tul* – the mixture of **sebum** and sweat

(see **sweat glands**) on the skin's surface, which forms a waterproof barrier and helps to protect the skin against **infection** and **bacteria**. It has a **pH** between 4.5 and 5.5, so it is slightly **acidic**. (See the structure of the skin diagram on page 159.)

Acidic – *a-sid-ik* – having a **pH** lower than 7. See also **pH scale**.

Acknowledge – *ak-no-lij* – to reply or respond to a client's request or payment.

Acne – *ak-nee* – a **condition** of the skin, sometimes with **inflammation**. There are two types – **acne vulgaris** and **acne rosacea** – both of which are easily recognised.

Acne rosacea – *ak-nee row-zay-sha* – a pronounced reddening (**erythema**) of the brow, cheeks and nose resulting from the **capillary** vessels in the skin becoming wider or larger.

Acne vulgaris – *ak-nee vul-gar-is* – a **condition** of the skin, with congested pores causing blackheads, large spots and, if a **bacterial infection** is present, **boils**. This may lead to scarring and pitting

of the skin's surface. It commonly develops in the teenage years and is thought to be influenced by unstable **hormone** levels.

Activator – *ak-ti-vayt-or* – a **styling** liquid, cream or spray used on wet hair to boost movement or **curls** present in the hair. It has a light-to-firm hold and will protect the hair from **atmospheric moisture**.

Active participation – *ak-tiv par-tis-i-pay-shun* – actively doing something. An example is to learn new tasks or skills which will enhance training and professional development.

Adapt – *a-dap-t* – to change or modify, for example, adjusting the **cutting** position for a haircut on a disabled client in a wheelchair.



Added hair

Added hair – *a-did hayr* – additional hair that is attached to a client's real hair in the form of hair extensions, wigs or toupees, or clip-on hair pieces.

Add-on service – *ad-on sur-vis* – a **service** which links to another service and can be used to bring in extra money for the salon, whilst giving good value to the client. It provides an opportunity to achieve **productivity targets** for sales.

Adverse – *ad-vurs* – unfavourable, poor or difficult. A **service** may need to be **adapted** for **hair disorders**, **infestations** or **infections** of the hair or skin, **contagious** skin or scalp diseases, and non-infectious conditions. (See infectious diseases of the skin and scalp on pages 162–163.)

Adverse reaction – *ad-vurs ree-ak-shun* – when a client has an unfavourable reaction to a hair or skin test carried out prior to a **perming** or **colouring** service. Sometimes the service cannot be carried out, such as when **metallic salts** are present on the hair, or the client has an **allergic reaction** to the colouring product.

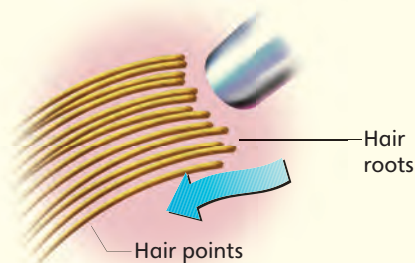
Advertise – *ad-vur-tyz* – to promote, make public or endorse a product or service. For a salon this can include posters, word of mouth, leaflet drops, media publicity on television and radio, and advertising in newspapers and on Internet websites.

Advertising campaign – *ad-vur-tyz-ing cam-payn* – a course of action to increase the number of clients, introduce new **products** and **services**, boost retail sales or promote a forthcoming event for a salon.

Advice – *ad-vyse* – suggestions or **guidance**. For example, recommending **treatments**, **services** or **products** for a client, informing the client on how long a service may take, and giving advance warning to a client, such as preparing the hair by conditioning before a chemical service such as perming or colouring. If a client's request is unrealistic or not suitable for a particular service, this should be stated in a professional manner and an alternative should be given, such as referring the client on to another salon where the service is offered, e.g. when a request is made for **plaiting** Afro-Caribbean hair.

Agreement – *a-gree-mnt* – a deal or contract made to gain the client's agreement of the **products** or **services** requested and their costs, before **treatment** starts. The agreement must always meet the client's needs.

Airflow – *ayr-flo* – the direction in which air moves. When using a hairdryer ensure the flow of air is directed from the roots to the tips of the **hair** – that is, in the same direction as the way the **cuticle** scales sit, not against them. This will avoid the cuticle becoming roughened and the hair appearing fluffy and dull.



Alkaline – *al-ka-lyne* – a substance with a **pH** greater than 7. See also **pH scale**.

Allergic reaction – *a-ler-jik ree-ak-shun* – when a client experiences redness, soreness, swelling or itchiness from the application of a product. The client will not be able to have a full head

colouring service carried out, but may be able to have a service using a **highlighting cap**, as this will provide **protection** and prevent the colouring product making contact with the scalp (known as 'off-scalp application').

Allergy – *a-ler-jee* – (plural **allergies** – *a-ler-jeez*) – an unfavourable reaction to a product. See also **allergic reaction**.

Alopecia – *al-o-pee-sha* – complete or partial **baldness**, which may be congenital (present from birth) or premature (occurring at an early age). Other factors which can bring *continued...*



Alopecia

on this condition are the ageing process, emotional stress, certain drugs and **hormone** changes. See also **alopecia areata**.

Alopecia areata – *al-o-pee-sha ar-ee-ay-ta* – bald patches on the crown of the head. The skin is often shiny with frayed hair surrounding the patch. The causes are not fully understood, but it is thought to be an inherited condition and can be brought on by stress or shock. If it distresses the client then referral to a **trichologist** would be advised.

Alopecia totalis – *al-o-pee-sha to-tar-lis* – **baldness** affecting all **terminal hair**, especially the eyebrows, eyelashes, scalp and body hair. Shock has been known to cause total baldness.

Alpha keratin – *al-fa ker-a-tin* – dry, un-stretched hair in its natural **state**, before it is **set** or **blow-dried**. See also **beta keratin**.

Alternative – *awl-tur-na-tiv* – another option or choice, for example, to **refer** a client to another salon which specialises in the client's needs.

Anagen – *an-a-jen* – the most active period of the **hair growth cycle** when the cells of the **dermal papilla** reproduce actively to form new hairs. At any one time 90% of the hair on the head will be in this stage. If a person's hair has a long anagen phase, the hair can grow to a long length; for people whose hair has a short anagen phase their hair cannot grow long. (See the hair growth cycle diagram on page 160.)

Analyse – *an-a-l-yze* – to study or examine something in detail in order to discover more about it.

Analysis – *a-nal-i-sis* – a full assessment of the **condition** of the hair and scalp, by doing a **visual check** and by manual testing, to ensure there are no factors which would prevent a **service** from taking place. It is also done to give the best treatment **advice** to the client. Any problems found should be dealt with promptly and in the correct, **professional** manner, informing a **line manager**, and if an **infectious** disease has been identified, telling other **colleagues**. See also **necessary tests**, **contraindication**, **contra-action**, **medical referral**.

Androgenic alopecia – *an-dro-je-nic al-o-pee-sha* – **male pattern baldness** with a receding hairline at the front and a thinning of the crown. Eventually the whole head is left with short, soft, downy hair. This condition is passed on through families on the male side. Many men prefer to have a **clipper cut** using a **grade 1** or 2 to even out the effect.

Angle – *an-gul* – the direction in which hair is held in order for it to be cut or wound on to a **roller** or **perm rod**. For example, hair which is held directly out from the head is said to be at a 90 degree angle.

Antibiotic – *an-tee-by-yo-tik* – a medicine which destroys **bacteria**, used to clear an **infection**. For a skin disease, this treatment is given either orally, injected into the muscle or applied straight on to the skin.

Anticipate others' needs – *an-ti-si-pay-t u-thurz nee-dz* – to foresee what other people might need. For example, if a senior **stylist** asks a junior member of staff to assist with a colour service, the assistant will know that a protective apron and gloves are

needed and the client will need a colouring gown and towel.

Anti-oxidant – *an-tee-ox-i-dnt* – properties within some conditioners used after chemical processes to reduce the amount of chemical residue left in the hair.

Appearance – *ap-eer-untz* – how something or someone looks. A salon **employee** should appear **professional**, not only for **health and safety** reasons but to give the correct impression to the client. For an **S/NVQ** candidate, it is part of the **assessment** criteria, so if the candidate's appearance is less than professional, he or she may be graded as non-competent after the assessment.

Application by brush – *ap-li-kay-shun biy br-ush* – applying a product by using a lather brush. For a **shaving service**, a bristle brush is used to lather up shaving products and apply them to the face.

Application by massage – *ap-li-kay-shun biy mas-arj* – applying a product using the hands. This is essential to do in a **shaving service**, if the area to be worked on is too small to use a lather brush.



Application by massage

Applicator bottle – *ap-li-kay-tur bot-ul* – a bottle used for mixing **quasi-permanent colour** products as they are more runny in nature than **permanent colour**, **high lift tints** or **bleach**. It is used for quick application techniques.

Appointment – *a-poynt-mnt* – a date and time placed in a booking-in sheet stating the name of the client, the type of **service** requested and the **stylist** who will be providing the service. See also **appointment details**.

Appointment details – *a-poynt-mnt dee-tay-ls* – all relevant information about an **appointment** that needs to be recorded: client's name and contact details, the service required, the date and time of the appointment, staff booked to perform the **service** and estimated length of time required. See also **appointments system**.

Appointments system – *a-poynt-mnts sis-tum* – a method for booking **appointments**, whereby the **booking details** are either written into an appointment book or typed into a computerised electronic programme, usually tailored for the salon. Staff need to be trained in the salon's particular system for it to work successfully. See also **Data Protection Act 1998**.

Appraisal – *a-pray-zul* – a judgement or review of the effectiveness of equipment or staff. It is usually carried out by a **line manager**, at a mutually agreed time, with set aims and objectives, which results in a professional development plan being set up for future training and development.

Approachable – *a-pro-chu-bul* – friendly and easy to *continued...*

talk to. It is important that clients feel they are able to approach an **employee** in a salon and can expect good customer service. A **stylist** who is unapproachable will lose clients very quickly!

Appropriate – *a-pro-pree-ut* – suitable or fit for the situation, such as using correct spoken language, suitable body language, a **professional** manner when dealing with clients, and choosing the best time to sell products or **services**.

Apron – *ay-prun* – a protective garment worn during chemical processes to avoid staining clothes.

Arrector pili muscles – *a-rek-tor pi-li mus-suls* – minute, smooth muscles of the skin, attached to the **hair follicles**. Classed as involuntary muscles, they are not under the control of a person's conscious thought. For example, when the temperature becomes very cold, the muscles contract causing the hair follicles to stand up straight. The skin has the effect of 'goose bumps'. This helps to keep in heat under the skin. (See the structure of the skin diagram on page 159.)

Assertive – *as-ur-tiv* – being confident and self-assured, but not arrogant or forceful. It enables you to be protective of your own rights in your job role whilst supporting others.

Assess – *a-ses* – to **evaluate** or determine the quality of something.

Assessment – *a-ses-mnt* – **evidence** using a variety of methods to show that a candidate is competent in an area of study. Usually there are several methods depending on the qualification sought. All assessment books show the following evidence codes, regardless of the **Awarding Body**:

- x1** observed work
- x2** witness statements
- x3** assessments of prior learning and experience (APL)
- x4** oral questions
- x5** written questions and/or assignments
- x6** other forms of evidence (e.g. photographic).

Assessor – *a-ses-ur* – a person with an assessing **qualification** who is employed by a centre or **Awarding Body** to help a candidate understand the

evidence required of them and work through the **assessment** process. Assessors ensure that the evidence provided by the candidate covers all areas of competence required. They should be fair and able to make sound and consistent judgements about the acceptability of evidence.

Assistance – *a-sis-tens* – help, aid or support to colleagues, clients or people making enquiries. Being **courteous**, polite and **professional** is essential and it will help you to learn new skills, e.g., offering to assist senior **stylists** with advanced treatments.

Atmospheric moisture – *at-mus-fe-ric moy-s-cha* – moisture that is found within the air, such as steam from hot baths, fog, rain or damp air. It changes hair from a **beta keratin** state back to **alpha keratin** (natural state).

Atom – *a-tum* – the smallest unit of matter, of which everything is made up.

Attachment technique – *a-ta-ch-mnt tek-nee-k* – a method of applying **hair extensions** to a client's real hair. See also **added hair**.

Authorisation – *or-thu-riy-zay-shun* – consent or approval to do something. Official permission from a supervisor or a person in management is often needed to perform a treatment, carry out payments or sell gift vouchers. Also, when making a payment, a client needs to authorise use of his or her credit or debit card by entering the authorisation code or PIN number in the machine.

Avant-garde – *a-vont-gard* – an image which is the forerunner of fashion, or the development of a hairstyle beyond what is commercially acceptable (acceptable styles worn by the average person and commonly known as high street fashion). This style is usually too extravagant to be worn as an everyday hairstyle.



An avant-garde style

Award – *a-wor-d* – a collection of completed (and assessed) units which covers sufficient **evidence** to allow accreditation for a **qualification**.

Awarding Body (AB) – *a-wor-ding bo-dee* – a top-level training organisation whose name and logo appear on certificates. It does not deliver the training, but designs and accredits the **qualification** used by colleges and assessment centres. An Awarding Body must be inspected and approved by the Qualifications and Curriculum Authority (QCA) – a government body which ensures qualifications are

fair and obtainable. All Awarding Bodies comply with the **National Occupational Standards (NOS)**, so the qualification for each Awarding Body is equal whichever one is taken. There are several Awarding Bodies within the Hairdressing and Beauty Therapy industry, such as:

- Vocational Training Charitable Trust (VTCT)
- City and Guilds (C & G)
- International Training and Examining Council (ITEC)
- Edexcel
- Scottish Qualifications Authority (SQA).