

*Standards and
Assessment Guide*

HAIRDRESSING

Introduction

Welcome to the Standards and Assessment Guide (SAG), a comprehensive resource designed to support excellence in assessment practices for all skills competitions hosted at the WorldSkills Competition. A key component of the SAG is the commitment to continuous improvement through ongoing review, ensuring that these guides consistently reflect the latest industry innovations and high standards of assessment in an open and transparent manner.

Purpose

The primary purpose of this guide is to provide a structured framework for the consistent and fair assessment of each skill competition. It aims to ensure that all assessments are conducted with a high degree of accuracy, reliability, and validity, and reflect global industry standards. By adhering to these guidelines, assessors can maintain the integrity of the competition and uphold the high standards associated with WorldSkills.

Note: this guide is not a replacement for the Marking Scheme and should only be used as a reference when required during the assessment process. Competitors are not allowed to have a copy of this SAG in the workshop in either digital or paper form.

Scope

This document covers general assessment practices applicable to a diverse range of industry sectors including:

- Manufacturing and Engineering Technology Information and Communication Technology
- Construction and Building Technology
- Transportation and Logistics
- Social and Personal Services
- Creative Arts and Fashion

Each skill competition has its unique requirements and benchmarks, which are detailed within sections of this guide. The consistency of assessment across each skill is the overarching principle, ensuring a unified approach to evaluating Competitor performance to the highest standards.

Key Components

The guide is structured into several key components, each addressing critical aspects of the assessment process:

Assessment Principles and Objectives

- Emphasis on fairness, transparency, and objectivity in assessments.
- Alignment with global industry standards and best practices.

Assessment Methods and Tools

- Description of various assessment methods in Measurement and Judgement.
- Guidance on the application of appropriate assessment tools and equipment (if applicable).

Criteria and Benchmarks

- Examples of assessment criteria and aspects for each skill, outlining the expected competencies and performance standards.
- Benchmarks for different levels of proficiency i.e. Judgement award range 0, 1, 2, 3 or Yes/No criteria alongside clear measurable descriptors.

Expert assessment requirements

- Completion of the Access Programme.
- Approved Curriculum Vitae (CV).
- Reaching **100%** Expert preparedness.
- Full participation of online and in-person Mandatory Assessment Training (MAT).
- Completion of practical assessment testing at the Competition.

Quality Assurance and Improvement

- Monitoring and evaluation: Ensuring assessments are carried out correctly and produce reliable results.
- Continuous improvement: Using feedback from Experts and Skill Competition Managers to enhance future assessments.
- Periodic review: Regularly updating processes to reflect current industry and WorldSkills standards.

Implementation

For effective implementation, this guide should be used for guidance purposes only and in parallel with the Technical Description for each skill. Experts are encouraged to familiarize themselves thoroughly with both the general guidelines and the particular requirements of their respective skill areas. Collaborative efforts between the Skill Management Team, Experts, and Competitors are vital for achieving the ultimate goal of global skills development.

Conclusion

The Standards and Assessment Guide embodies the commitment of the WorldSkills movement to nurturing talent and promoting the highest standards of vocational education and training worldwide. By providing clear and comprehensive guidance, we aim to empower Experts to conduct marking and assessment practices that are not only rigorous and equitable but also inspiring and transformative for all participants.

Thank you for your dedication to upholding these standards and contributing to the success of the WorldSkills Competition. Together, we can continue to champion skills excellence and celebrate the achievements of talented individuals from around the globe.

Skill 29 – Hairdressing

Description of document information

This document outlines the principles and processes for evaluating assessment criteria and aspects related to the Test Projects used in WorldSkills International Competitions, specifically for Hairdressing.

The examples included are based on agreements made by all Experts during previous competitions. This document serves as an appendix to the Technical Description of the Skill.

The purpose of this guide is to promote fairness, transparency, and consistency in the assessment process for all Experts involved in the preparation, training, and evaluation of competitors in the Hairdressing skill. It aims to provide clear guidance on the interpretation and application of assessment criteria.

By establishing clear assessment standards, this guide also helps to minimize potential discussions or disagreements during the marking process, ensuring that the evaluation of competitors' work is carried out in a structured and objective manner.

All criteria, aspects, and marks presented in this document are examples derived from previous marking schemes. They are provided solely to illustrate how assessment criteria may be applied to the competition Test Project. The Test Project used in each competition may differ from those used in previous competitions.

This document will serve as a reference framework for future competitions in the Hairdressing category and may be updated or supplemented with additional examples, revised criteria, or new assessment aspects as required.

Assessment Method

There are two assessment methods: Measurement and Judgement, each with a distinct purpose and defined procedure within the assessment process.

Measurement

Measurement is used to assess accuracy, precision, and other performance that can be measured objectively. It is used where ambiguity must be avoided.

The total marks allocated to measurement may vary from competition to competition depending on the Test Project requirements.

The assessment decisions available to the marking team for measurement are either:

- Binary: Yes or No (requirement achieved or not achieved).
- Against a predetermined scale: A defined scale used to determine the level of conformity with the required benchmark or specification.

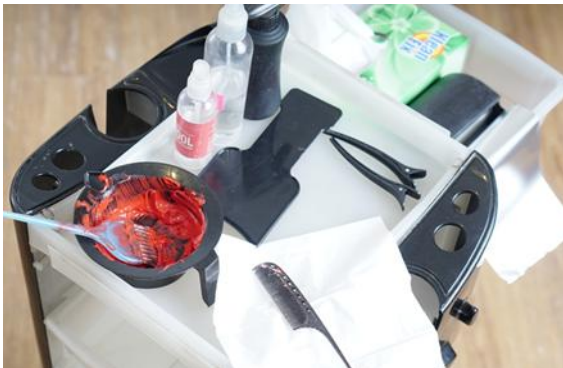
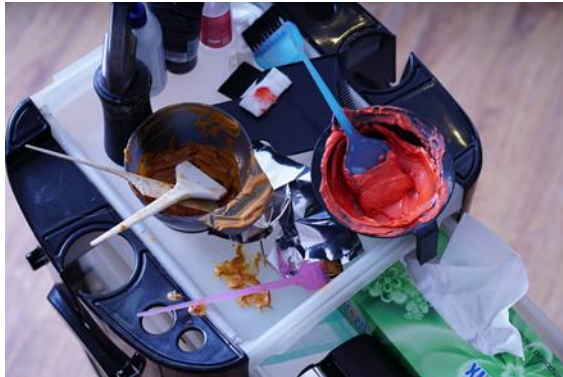
Assessment and marking using measurement

Normally, each Assessment Aspect will be evaluated by a panel of three Experts, with a fourth Expert assigned to oversee and validate the assessment process to ensure consistency and compliance with the established standards. In certain circumstances, the Expert team may be organized into two pairs to conduct dual marking where required. Unless otherwise specified within the Assessment Criteria, scoring will follow a binary method, whereby either the maximum mark or zero is awarded. Where partial scoring is permitted, clearly defined benchmarks and performance indicators will be provided within the respective Aspect to ensure consistent and objective evaluation.

To reduce the risk of calculation or data transmission errors, the Competition Information System (CIS) includes automated scoring and calculation functions, the use of which is mandatory for all assessment activities.

Benchmarks

Aspect	WSOS section as per TD	Descriptor
Organisation & Self- Management Skills		• Maintain a clean, safe, and well-organized workstation throughout the competition, ensuring a professional working environment at all times. • Plan, organize, and complete each hairdressing service efficiently within the allocated time while maintaining high professional standards. • Select, use, maintain, clean, and store all tools and equipment correctly in accordance with manufacturers' instructions and professional sanitation standards. • Apply all relevant health, safety, and hygiene requirements consistently, including the correct use of Personal Protective Equipment (PPE) when required. • Demonstrate a clear understanding of the correct handling and safe use of materials, products, and chemical services. • Ensure tools and equipment remain free from hair and product residue, and are cleaned, disinfected, and properly arranged after use. • Demonstrate responsible and sustainable working practices by minimizing waste and the unnecessary use of water, electricity, and hairdressing products.

Aspect	WSOS section as per TD	Descriptor
The Individual maintains a clean, tidy, and well-organised workstation throughout the service while preparing and performing the task. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A  A clean, hygienic, and well-organized workstation has been consistently maintained throughout the color service. Pic. B  A clean, hygienic, and well-organized workstation has not been maintained during the colour service.

The Individual maintains a clean, tidy, and well-organised workstation throughout the service while preparing and performing the task.

Pic. A



The floor / workstation is unclean and electrical equipment still plugged in and not stored away in the trolley even though colouring service is in progress

Pic. B



The floor / workstation is clean, electrical equipment unplugged and stored away in the trolley while colouring service is in progress

MEASUREMENT MARKING

Pic. A ☐ Pic. B ☒

Aspect	WSOS section as per TD	Descriptor
The individuals ensures all tools and equipment are free from hair and products residue cleaned thoroughly disinfected according to salon hygiene protocols. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A   All tools and equipment are clean thoroughly cleaned and disinfected before the start of the hair service. Pic. B  Some of the tools have products residue and hair entangled in them. They have not been cleaned and disinfected and kept ready for the

The individual ensures the correct storage of tools and equipment when not in use and the work station is organised as much as possible while the service is in progress.

Pic. A



While the colour service is in progress, the competitor has unplugged and stored away all electric equipment in the trolley.

Pic. B



While the colour service is in progress the workstation is unorganised as the tools and equipment are not unplugged and stored in the trolley.

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

Aspect	WSOS section as per TD	Descriptor	
The individual ensures the correct use and storage of the electric equipment when in use. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A  The competitor has used a Thermal mat to prevent the trolley from getting damaged while using a hot thermal tool.	Pic. B  The competitor has not used an thermal mat while using a thermal tool the chances of the trolley getting damaged is possible.

The Individual demonstrates sustainable professional practise by being careful in the discernment and use of shaving foam during the shave service.

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

Pic. A



After completing the shave service, the bowl contained minimal shaving foam (leftover product) demonstrating efficient product usage and sustainable professional practice by the individual

Pic. B



After completing the shave service, the bowl contained excess of shaving foam (leftover product) indicating poor resource planning and wasteful practice. This compromises sustainable salon practices and reflects a lack of control in product usage by the individual.

Aspect	WSOS section as per TD	Descriptor
The individual demonstrates sustainable professional practice by minimizing the use of hairdressing products while maintaining service quality, completing the task efficiently. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A  After completing the colour service, the bowl contained minimal leftover product (less than 10g), demonstrating efficient product usage and sustainable professional practice by the individual Pic. B  After completing the colour service, excessive product remained in the bowl, indicating poor resource planning and wasteful practice. This compromise sustainable salon practises and reflects a lack of control in product usage and reflects a lack of control in product usage.

The individual must always wear appropriate Personal Protective Equipment (closed-toe shoes, a clean apron and gloves) while performing chemical (colour, perm, chemical reformation) services and specially when dispensing chemicals products.

Pic. A



The individual has worn the appropriate PPE (gloves, apron, and closed shoes) while performing the chemical services.

Pic. B



The individual has not worn the appropriate PPE (gloves, apron etc) while performing the chemical services.

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

Aspect	WSOS section as per TD	Descriptor
The Individuals must demonstrate teamwork at the basin and colour station and ensure workstations are cleaned and prepared for the next user. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		 Pic. A  The individual cleaned the wash basin after using it. Pic. B  The individual left the wash basin in a mess with used tools, a dirty towel, after using it.

Aspect	WSOS section as per TD	Descriptor
Communication & Interpersonal skills	2	• Outstanding client care begins with a professional and warm introduction. The stylist should make the client feel welcome, conduct a thorough consultation to understand their needs, and discuss their expectations for the service. • A skilled stylist must be able to clearly communicate the process, tools, and techniques, such as thermal tools, blow dryers, and combs, that will be used to achieve the client's desired look. • If there is a language barrier, non-verbal cues should be used to make sure the client feels comfortable. • Providing personalized attention based on the client's preferences creates a tailored, high-quality salon experience. • When working on a mannequin head (MH), it must be treated as if it were a real client. This means following all salon procedures, including correct combing, drying, and colouring techniques. • Product must be used efficiently, avoiding overuse, to ensure the client's comfort and to meet professional standards of product control.

Aspect	WSOS section as per TD	Descriptor
Outstanding client care begins with a professional introduction and a thorough consultation to understand the client's needs and service expectations. MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		 Inspiration Cut Colour Client Brief Pic. A  Individual has understood the client brief and has recreated a look quite similar to the inspirational picture Pic. B  Individual has not understood the client brief at all and has been unable to create a finished look that reflects the inspirational picture

Aspect	WSOS section as per TD	Descriptor
Colouring	4	• It is essential that the hairdresser follows all manufacturer guidelines and instructions when using any product, to ensure correct application and avoid potential penalties. • The skin around the hairline and ears must remain clean and free of staining. A tolerance of up to 1mm around the contour line is acceptable, reflecting standard salon practice. Excessive staining suggests lack of control and attention to client care • Any colour that drips onto the skin must be cleaned immediately to maintain professionalism and client comfort.. • Full root coverage is required during hair colouring, just as a real client would expect in a salon. There is zero tolerance for missed spots or uneven colour application. • On wet hair, the roots should be fully covered with no visible missed areas or patches. • On dry hair, the colour must be uniform along the mid-lengths and ends, free from streaks, blotches, or uneven saturation. • There must be no product overload or signs of rushed application. The finish should reflect commercial salon standards. • The chosen colour must reflect a wearable, commercial result, aligned with what would be acceptable and desirable for real-life salon clients. • The result must meet the specific client's colour expectations, as outlined in the TP. Only permitted products and shades may be used.

Aspect	WSOS section as per TD	Descriptor
Individual must follow all manufacturer guidelines and correct application protocol to avoid over processing and damaging hair MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A  Colour products was be deactivated precisely at the manufacturer's recommended processing time ensuring the clients hair is not over processed & damaged Pic. B  The manufactures guideline have not been followed. The chemical product has been left to long on the client's hair resulting in the hair getting damaged

Aspect	WSOS section as per TD	Descriptor	
The Individual understands and correctly follows the manufacturer's instructions while using chemical products MEASUREMENT MARKING Pic. A ☒ Pic. B ☐		Pic. A  The individual used a measuring scale to calculate the correct proportion hair colour and developer. Ensuring professional standards of precision	Pic. B  The individual did not use a measuring scale to calculate the correct proportion of hair colour and colour developer, thus disregarding manufacturer guidelines.

The individual should apply colour professionally with precision and control to avoid skin staining, colour drift, and spills on mannequins, clients, or the workstation.



Occasional colour drips and spills of colour may occur; the individual needs to immediately wipe it clean and let judges know. To prevent loss of marks

Pic. A



The individual has not applied the colour professionally with precision and control and has failed to clean the colour (chemical product) that has spilled over the mannequins/client's hairline causing staining and harm to the client / mannequin's skin.

Pic. B



The individual has applied the colour professionally with precision and control

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

Aspect	WSOS section as per TD	Descriptor	
The individual must exercise precision and control during colour application, ensuring complete coverage and consistency. Any missed sections, uneven distribution, or patchy application compromise the technical quality of the service and result in an unsatisfactory final outcome.		Pic. A  The individual has applied the colour unprofessionally resulting in missed coverage along the hairline, uneven colour distribution throughout the head of hair, and technically unsatisfactory finish.	Pic. B  The individual has applied the colour with professional precision and cleanliness, ensuring full even coverage and a uniform finish that meets global technical standards.

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

The individual must apply colour professionally with precision and control to ensure efficiency and sustainable professional practise by the individual.

MEASUREMENT MARKING

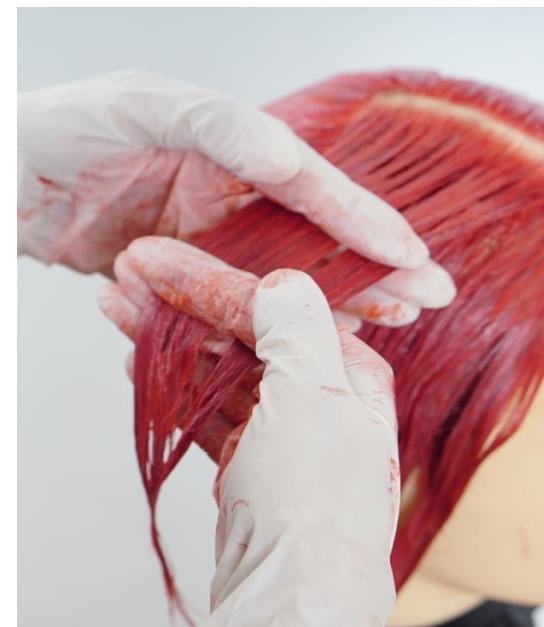
Pic. A ☒ Pic. B ☐

Pic. A



Over-application of the product demonstrates lack of control in product dispensing and wasteful practises. It compromises sustainable salon practise and does not meet professional industry standards.

Pic. B



Colour was applied professionally and cleanly, with precision and control to ensure efficacy and it meets professional industry standards. Product usage and sustainable professional practise by the individual.

The colour application must be uniform along the whole lengths and ends of the strand, ensuring consistency and a professional finish with no blotches and missing colour.

MEASUREMENT MARKING

Pic. A ☒ Pic. B ☐

Pic. A



Application demonstrates control, precision, and adherence to professional colouring techniques with even saturation of colour on all the section and strand of hair with no missing colour and blotches

Pic. B



The colour application demonstrates a lack of control, precision, and adherence to professional standards. The colouring technique is inconsistent, resulting in uneven saturation, visible patches, and areas of missing colour

Judgement Marking

Judgement uses a scale of 0-3. To apply the scale with rigor and consistency, Judgement must be conducted using:

benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts, or separate guidance notes). This is documented in the Standards and Assessment Guide.

The 0-3 scale to indicate:

- 0: performance below industry standard
- 1: performance meets industry standard
- 2: performance meets and, in specific respects, exceeds industry standard
- 3: performance wholly exceeds industry standard and is judged as excellent

Judgement

Judgement is used to assess the quality of performance about which there may be small differences of view when applying the external benchmarks.

The Resources column in the table below may include all kinds/formats of resources such as a link to a YouTube video, a website link, an illustration, a photo, a reference to a book, and so on. It needs to be as detailed as possible to show the differentiation between 0, 1, 2, 3.

Generic rules:

The assessment group comprises three Experts plus one Expert who acts as the supervisor. The supervising Expert will replace an Expert in the marking group to prevent compatriot marking.

The difference of the three Experts' scores may not exceed 1. If this is the situation the Experts must re-score until there is a maximum difference of 1. If the three Experts judge within 1, the result can be entered into the CIS.

The total marks allocated to judgement marking may vary from competition to competition depending on the Test Project.

Hairdressing:

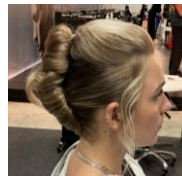
Every module comes with a picture that the client desires "client wish".

Experts has submitted max 2 photos for each module to the Skill Advisor (SA). SA collected the photos and has sent the collection of photos to the CE and DCE.

The CE and DCE has chosen 5-10 photos per module and have sent them to the Independent Test Project Designer (ITPD) as inspiration and as a guide. The 5-10 selected photos are included as example/inspiration in the final TP. The CE and DCE created the TP

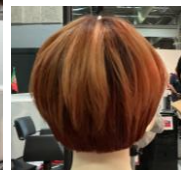
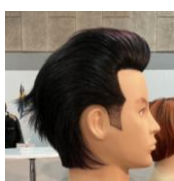
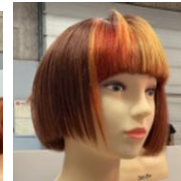
The ITPD will provide one image for each module based on the requirements of the module. Images must be recreated based on the chosen photos provided. The ITPD sends created images to the SA, and these will remain secret until beginning of each module. In the beginning of each module, SA will give the image for the module. The competitors will have the opportunity to create their own variations of what is not shown in the picture.

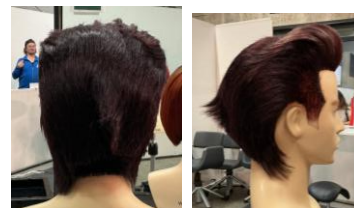
SOS section as per TD	Score	Descriptor	Resource
Overall impression of the Bridal Hairstyle Client wish: 	0	The finished style demonstrates POOR technical hairstyling skills The style lacks creativity, proportion, finish, and design continuity. It does not meet the criteria of the client wishes outlined in the TP. Ornament missing. Below industry standards, Client minimum satisfaction.	
	1	The finished style demonstrates AVERAGE technical hairstyling skills The form and design continuity are inconsistent. The style partially meets the criteria of the client wishes outlined in the TP and requires retouching for the client satisfaction	
	2	The finished style demonstrates GOOD technical hairstyling skills. The style shows creativity and meets most of the criteria of the client wishes outlined in the TP criteria. Only minor adjustments needed for full client satisfaction.	
	3	The finished style demonstrates EXCELLENT technical hairstyling skills. The style is balanced, proportionate, and creatively executed. Ornament complements design. Nearly meets all the criteria of the client wishes outlined in the TP criteria, maximum client satisfaction.	

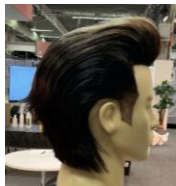
WSOS section as per TD	Score	Descriptor	Resource
Overall impression of integrating the ornament	0	The ornament placement demonstrates POOR integration skills. It is unstable / missing. It does not match the criteria of the client wishes outlined in the TP. Below industry standards minimum client satisfaction.	
	1	The ornament integration demonstrates AVERAGE placement skills Feel completely disconnected from the hairstyle, it partially matches the criteria of the clients wishes as outlined in the TP, either too overpowering or adding little value to the hairstyle.	
	2	The ornament integration demonstrates GOOD placement skills Complements the hairstyle mostly matches the criteria of the client wishes outlined in the TP, but the placement could be improved for better balance and harmony.	
	3	The ornament integration demonstrates EXCELLENT placement skills The ornament is beautifully and securely integrated. It enhances the hairstyle in an elegant way, nearly meets the criteria of the client wishes outlined in the TP, maximum client satisfaction.	

WSOS section as per TD	Score	Descriptor	Resource
Overall impression of the beard 	0	The beard design demonstrates POOR Beard trimming technical skills. Beard shape and length inconsistent; beard line is uneven and poorly defined. It does not matches the criteria of the clients wishes outlined in the TP. Below industry standard, minimum client satisfaction.	
	1	The Beard design demonstrates AVERAGE Beard trimming technical skills. Overall form needs refinement and the beard is still very dense and full. It only partially matches the criteria of the clients wishes as outlined in the TP.	
	2	The Beard design demonstrates GOOD Beard trimming technical skills The Beard shape and length is clean and balanced; It mostly matches all the criteria of the clients wish outlined in the TP.	
	3	The Beard design demonstrates EXCELLENT Beard trimming technical skills The beard finished look precision and control. Shape and fade are clean, balanced, and meets the client's brief with high accuracy.It is extremely similar to the criteria of the client's wish outlined in the TP.	

WSOS section as per TD	Score	Descriptor	Resource
Overall impression of the haircut Client wish: 	0	The finished haircut demonstrates POOR technical haircutting skills The finish look feels incomplete. The haircut does not meet the criteria of the client wishes outlined in the TP; it is either too long or too short at places with wrong line placement and alignment. Below industry standards. Minimum client satisfaction.	
	1	The finished haircut demonstrates AVERAGE technical haircutting skills It partially meets the criteria of the clients wishes outlined in the TP uneven hair length in patches.	
	2	The finished haircut demonstrates GOOD technical haircutting skills With only minor details needing adjustment it mostly matches the criteria of the client wishes outlined in the TP.	
	3	The finished haircut demonstrates EXCELLENT technical haircutting skills It has the correct length and has been harmoniously executed haircut that nearly meets all criteria of the wishes outlined in the TP. Maximum client satisfaction	

SOS section as per TD	Score	Descriptor	Resource
Overall impression of the hair colour (free choice) - technical quality  	0	The finished hair colour demonstrates POOR technical haircolouring skills Very uneven and patchy. The Colour does not match the criteria of the client wishes outlined in the TP, needs to be redone. Below industry standard, minimum client satisfaction.	 
	1	The finished hair colour demonstrates AVERAGE technical haircolouring skills With some visible flaws such as colour overlaps, uneven colouring. It partially meets the criteria of the clients wish outlined in the TP.	 
	2	The finished hair colour demonstrates GOOD technical haircolouring skills It enhances with minor flaws. Colour is mostly precise and well-applied across the hair and matches most the criteria of the client wishes outlined in the TP.	 
	3	The finished hair colour demonstrates EXCELLENT technical haircolouring skills Very even professional colour application that enhances the haircut and meets nearly all criteria of the client wishes outlined in the TP. Maximum client satisfaction.	 

WSOS section as per TD	Score	Descriptor	Resource
Overall impression of the hair styling and finishing- texture 	0	The texture finish demonstrates POOR technical styling & finishing skills Styling is messy & unfinished; overuse of styling product is seen. Texture enhancement has been created in the wrong areas. It does not match the criteria of the client wishes outlined in the TP. Below industry standards, minimum client satisfaction	
	1	The texture finish demonstrates AVERAGE technical styling & finishing skills Some styling effort is visible, but it still needs more texture enhancement lacks professional finish, the product use is inconsistent to much in some areas to less in others partially matches the criteria of the client wishes outlined in the TP.	
	2	The texture finish demonstrates GOOD technical styling & finishing skills Texture has been built up at the right bases. Sufficient styling product has been used only minor improvement is required. It mostly matches the criteria of the client wishes outlined in the TP and the result is wearable and neat.	
	3	The finished texture demonstrates EXCELLENT technical styling & finish skills Style is well-executed with balanced texture enhancement at the Right spots styling product is applied sufficiently ensure perfect hold the shape. The finish is professional. It nearly meets all criteria of the client wishes outlined in the TP. Maximum client satisfaction.	

WSOS section as per TD	Score	Descriptor	Resource
WSOS section as per TD	Score	Descriptor	Resource
Overall impression of the hair form Client wish: 	0	The finished form demonstrates POOR hairdressing skill. The Shape and form of the finished style don't match the criteria of the client wishes outlined in the TP. Below industry standards, minimum client satisfaction.	
	1	The finished form demonstrates AVERAGE hairdressing skills Only partial shape and form is visible it needs better finishing and only has partially meets the criteria of the client wishes outlined in the TP	
	2	The finished form demonstrates GOOD hairdressing skills Style has a clear shape and form. The result is controlled, wearable and neat with good finish only some irregularities are visible. Mostly meets the criteria of the client wishes outlined in the TP.	
	3	The finished form demonstrates EXCELLENT hairdressing skills The finished style has an excellent shape and form which is well balanced and proportionate, nearly meets all criteria of the client wishes outlined in the TP. Maximum client satisfaction.	

