



# Provide specialist consultation services for hair and scalp conditions

UN4GH24

H/601/4633

Learner name:

Learner number:





# UN4GH24

## Provide specialist consultation services for hair and scalp conditions

This unit will provide you with the specialist skills required to offer a comprehensive consultation service to clients who have adverse hair and scalp conditions. You will be required to identify a range of hair and scalp conditions, advise on a suitable course of action and refer clients to other specialists when required.

To carry out this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will need to maintain a professional personal appearance and demonstrate effective communication skills. This unit applies to both hairdressing and barbering salons.

NOS

**GH24**

Level

**4**

Credit value

**5**

GLH

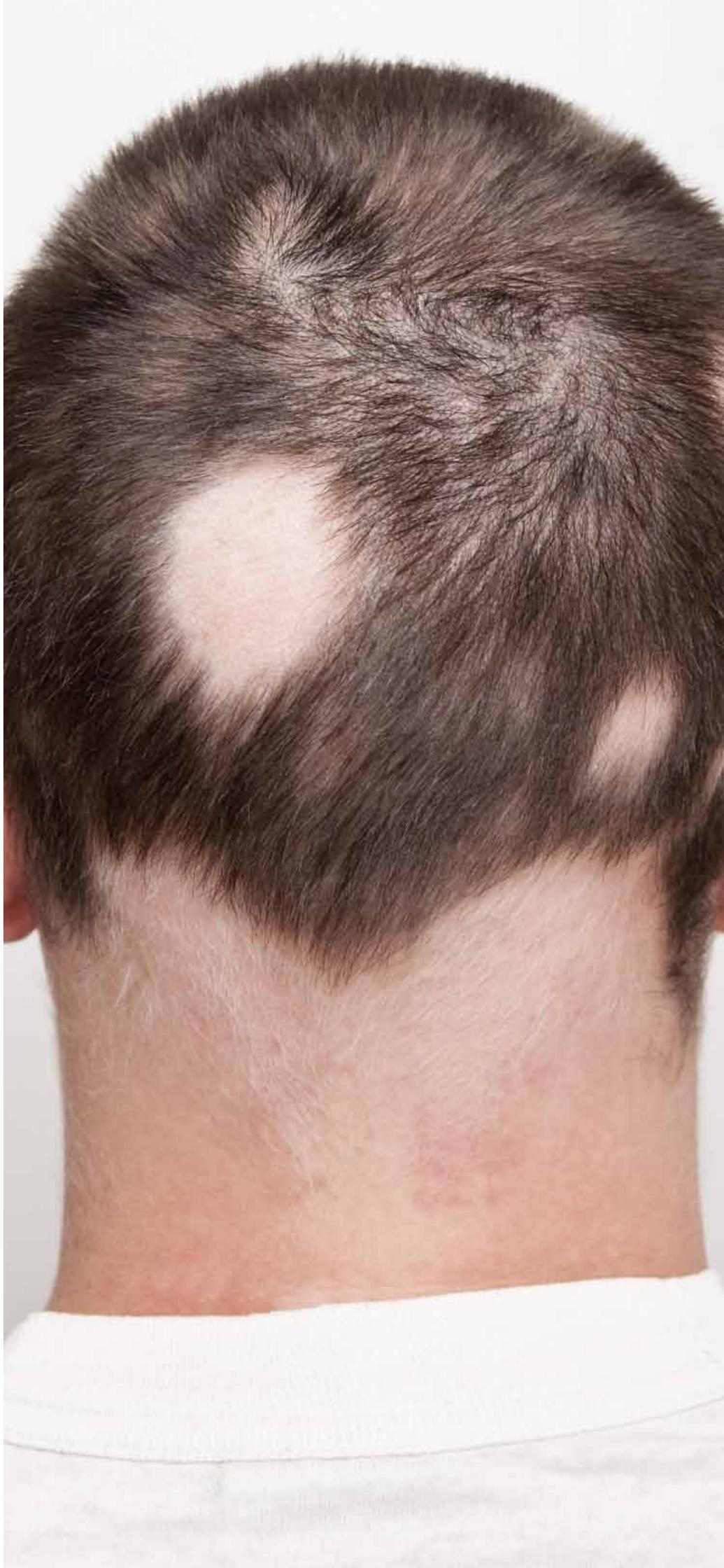
**39**

Observations

**3**

External paper(s)

**1**



# Provide specialist consultation services for hair and scalp conditions

## Learning outcomes

On completion of this unit you will:

1. Be able to establish client requirements
2. Be able to identify hair and scalp conditions
3. Be able to review options and decide on a course of action
4. Understand organisational and legal requirements
5. Understand how to consult with clients
6. Understand contra-indications to treatments and hair and scalp analysis
7. Understand the anatomy and physiology of the hair and skin

## Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You will need to demonstrate in your everyday work that you have met the standard for providing consultation services for hair and scalp conditions.
3. Your assessor will observe these aspects of your performance on **at least 3 occasions using 3 different clients**.
4. From the range statements, you must show you have:
  - used all the consultation techniques
  - considered all the factors limiting or affecting treatment
  - advised the client on the different courses of action
  - covered all implications.

**NB. When performance evidence is not available, range 2 and 3 may be fully covered by knowledge evidence.**

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

## Maximum service times

There are no maximum service times that apply to this unit.

## Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Outcome 1

### Be able to establish client requirements

You can:

- a. Create a setting in which clients feel comfortable
- b. Use effective consultation techniques to identify and agree client expectations
- c. Discuss with clients any differences between their expectations and the reality of resource limitations, as required
- d. Clarify and review with clients their concerns and expectations
- e. Facilitate access to additional or alternative sources of support, as required
- f. Comply with all relevant legislation, guidelines and ethical requirements

*\* May be assessed through oral questioning.*

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



## Outcome 2

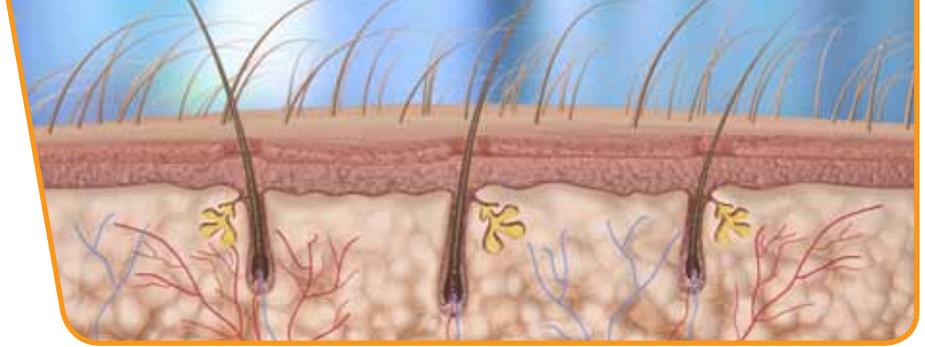
### Be able to identify hair and scalp conditions

You can:

- a. Establish the client's hair and scalp condition and the nature and extent of any problems
- b. Identify any contra-indications or factors limiting or preventing the treatments by questioning the client and referring to previous consultation records \*
- c. Record the client's responses to questioning the outcomes of any tests
- d. Conduct relevant tests on the client's hair following recognised industry procedures and salon policy
- e. Take suitable courses of action when contra-indications and or reactions to tests cause doubts as to the suitability of the treatment for the client\*

\*May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			



### Outcome 3

## Be able to review options and decide on a course of action

You can:

- a. Identify the available options and products to treat the client's hair and scalp conditions
- b. Recommend a suitable course of action that takes into account the client's available resources
- c. Explain and agree the procedure, potential benefits, effects and implications of the treatment to the client
- d. Communicate with the client in a manner that maintains goodwill, trust and confidentiality

\* May be assessed through oral questioning.

Observation	1	2	3
Criteria questioned orally			
Date achieved			
Portfolio reference			
Learner signature			
Assessor initials			

# Range



You must practically demonstrate that you have:

<b>Used <b>all</b> the consultation techniques</b>	<b>Portfolio reference</b>
Questioning	
Visual	
Manual	
Reference to client records	
<b>Considered <b>all</b> the factors limiting or affecting treatment</b>	<b>Portfolio reference</b>
Contra-indications	
Incompatibility of previous services and products used	
Test results	
<b>Advised the client on the different courses of action</b>	<b>Portfolio reference</b>
Referral to a pharmacist	
Referral to a general practitioner	
Referral to a registered trichologist	
Referral to alternative sources of support in line with salon procedure	
Offering information, advice and guidance	
<b>Covered <b>all</b> implications</b>	<b>Portfolio reference</b>
Cost and frequency of maintenance	
Limitations to other services	
Ongoing changes to their existing hair or scalp care regime	

# Developing knowledge

## Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

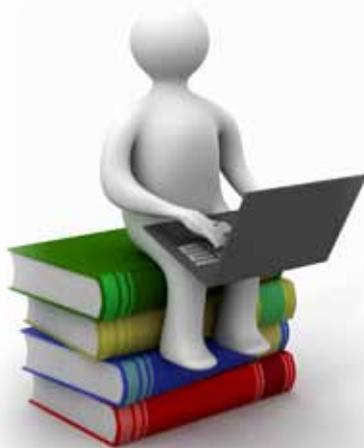
## Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



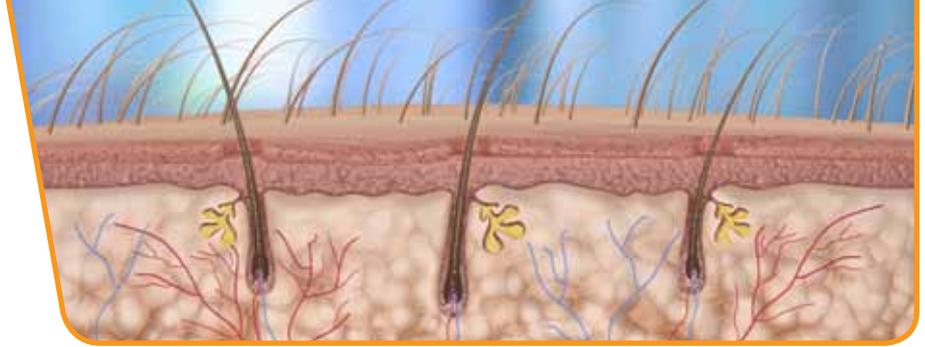
## Outcome 4

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Explain own responsibilities under current relevant health and safety legislation, standards and guidance e.g. Health and Safety at Work Act (and any other relevant legislation)	
b. Explain own organisational, legal procedures and requirements regarding the guidance and support that can be provided to clients	
c. Explain the importance of not discriminating against clients with illnesses and disabilities and why e.g. Disability Discrimination Act	
d. Explain the age at which an individual is classed as a minor and how this differs nationally	
e. Explain why it is important, when treating minors, to have a legal guardian present	
f. Explain the importance of the correct completion, storage and security of client records in relation to the Data Protection Act	
g. Explain own legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	
h. Explain salon procedures and policies in relation to conducting tests	
i. Explain the limits and boundaries of own duties and responsibilities and why it is important to explain these to the client	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



## Outcome 4 (continued)

### Understand organisational and legal requirements

You can:	Portfolio reference / Assessor initials*
j. Explain the salon's policy for referring clients to other sources and professionals	
k. Explain the role of other professionals e.g. trichologist, GP and the specialist services that they can offer	
l. Explain the importance of and how to complete client records	
m. Explain the legal significance of gaining signed, informed client consent to treatment	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



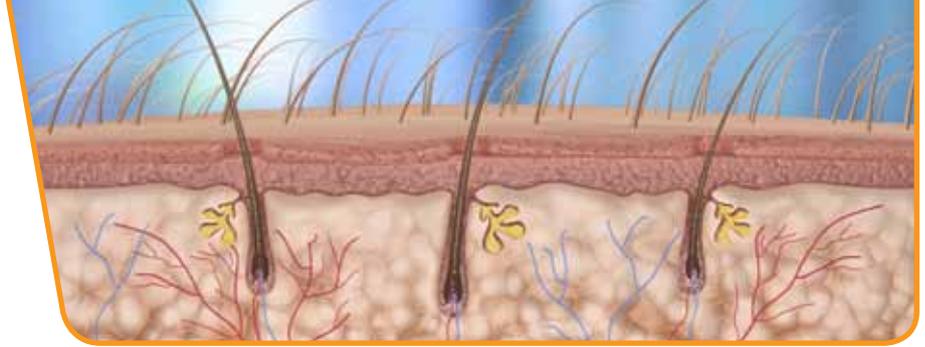
## Outcome 5

### Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
a. Explain the importance of creating a setting in which clients feel comfortable	
b. Explain the importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	
c. Explain why it is important to encourage and allow time for clients to ask questions and express concerns	
d. Explain the types of expectations, concerns and needs which clients may have	
e. Explain how to explore the client's expectations and needs and explain any treatment limitations	
f. Explain the types of additional sources of treatments and support that may be of interest to clients	
g. Explain how to support the client in prioritising their needs and making a decision on a suitable course of action	
h. Explain the importance of and how to check that clients understand verbal and any written information that they have been given	
i. Explain the importance of confirming and recording the course of action that is to be taken for the client	
j. Explain the importance of respecting individual religions and cultural rights and beliefs in respect of the service offered and products used	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



## Outcome 5 (continued)

### Understand how to consult with clients

You can:	Portfolio reference / Assessor initials*
k. Explain the importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	
l. Explain why it is important to consider the need for client privacy	
m. Explain the importance of gathering information on the client's previous, current and ongoing medical history and lifestyle that may affect the treatment	
n. Explain the importance of taking into consideration the client's resources e.g. cost and time	
o. Explain the additional or alternative sources of support available for clients' conditions	
p. Explain the importance of monitoring and reviewing the treatments to ensure it remains of value to the client	
q. Explain the importance of being aware of clients that may be wearing temporary postiche to disguise forms of alopecia and dealing with this professionally and sensitively	
r. Explain the social and psychological effects of changed image on the client	
s. Explain the importance of client confidentiality and what might happen if it is not maintained	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



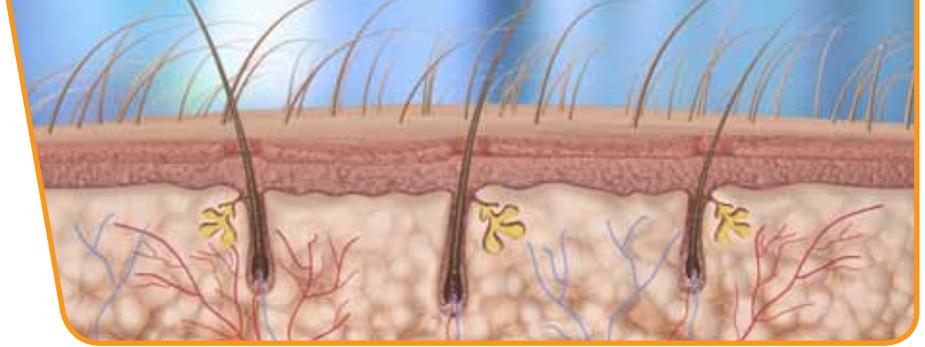
## Outcome 6

### Understand contra-indications to treatments and hair and scalp analysis

You can:	Portfolio reference / Assessor initials*
a. Explain contra-indications which may prevent treatment and why e.g. infectious or contagious conditions, open cuts, recent scarring and abrasions, any medical condition requiring specialist or general practitioner approval etc	
b. Explain contra-indications which restrict or where caution should be taken in specific areas and why e.g. epilepsy, diabetes, high and low blood pressure, pregnancy, product allergies, skin sensitivity and metal braces and jewellery in the treatment area etc	
c. Explain the types of hair and scalp conditions that should be referred to a pharmacist, general practitioner or registered trichologist and why	
d. Explain why it is important to identify factors that may limit or affect services and products which can be used	
e. Explain how different factors can limit or affect the services and products that can be offered to the clients e.g. lifestyle, adverse hair and scalp conditions, the incompatibility of previous services and products used	
f. Explain how to recognise treatable hair and scalp conditions e.g. dry, oily and sensitised scalp, scaling scalp, pityriasis capitis, chemical, physical and environmental damage, diffuse hair loss	
g. Explain how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action e.g. pitted nails, weight loss and lethargy	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



## Outcome 6 (continued)

### Understand contra-indications to treatments and hair and scalp analysis

You can:	Portfolio reference / Assessor initials*
h. Describe the likely causes of various adverse hair and scalp conditions	
i. Compare the types and purposes of tests e.g. porosity, elasticity, incompatibility	
j. Explain when and how tests should be carried out and the importance of recording test results	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.



## Outcome 7

### Understand the anatomy and physiology of the hair and skin

You can:	Portfolio reference / Assessor initials*
a. Describe the structure and function of the cell	
b. Describe the structure and functions of the skin i.e. epidermis, dermis, appendages, subcutaneous layer and nerve endings	
c. Describe the structure and functions of the hair	
d. Explain the hair growth cycle and how it influences present and future treatments	
e. Describe the different hair types e.g. vellus, terminal, lanugo	
f. Explain the reasons for normal and abnormal hair growth i.e. topical, congenital, systemic	
g. Describe the general factors that contribute to healthy hair and scalp e.g. nutrition, general health, environment, chemicals	
h. Explain the ageing process on the hair and skin	
i. Explain the different types of hair loss (alopecia), their causes and how to recognise them	
j. Explain the stages of male and female pattern hair loss using different classifications e.g. Hamilton, Ludwig	

\* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external written paper.