UHB133X
Hair and scalp treatments

Unit reference number: L/507/5478
Level: 3
Guided Learning (GL) hours: 80

Overview
This unit covers a variety of specialist hair and scalp treatments. The unit requires learners to demonstrate the ability to recognise and understand developments in the diagnosis and treatment of hair and scalp conditions, diseases and disorders. Learners will be able to recognise conditions that can be treated with specific products and specialised commercial treatments.

Learners will also further develop an understanding of how different factors will affect the service. These include health and safety, contra-indications, client lifestyle and equality and diversity. These are the factors which affect and influence a hair and scalp treatment service.

To carry out this standard, learners will need to maintain a high level of health, safety and hygiene throughout their work. Learners will also need to maintain a professional personal appearance and demonstrate highly effective communication skills.

This unit can be joined with a range of other units which can be holistically assessed. Hair and scalp treatments for clients can be assessed when completing an overall "complete look" with other salon services.

Learning outcomes
On completion of this unit learners will:

LO1 Know the salon procedures for hair and scalp treatments
LO2 Know the factors which influence hair and scalp treatments
LO3 Know the tools, equipment, products and techniques required for hair and scalp treatments
LO4 Be able to prepare for hair and scalp treatment services
LO5 Be able to provide prescriptive hair and scalp treatment services
Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Service portfolio
2. Summative practical assessment

1. Service portfolio

Learners must produce a service portfolio which contains assessed evidence covering all the theory assessment criteria in the unit. The service portfolio must also contain evidence relating to the practical assessment criteria.

At a minimum the practical evidence contained in the service portfolio for this unit must include, client consultation and treatment records covering all of the following:

- Covered a minimum of 7 different hair and scalp conditions
  - Extreme dry or oily scalp
  - Sensitised scalp
  - Scaling scalp
  - Pityriasis capitis
  - Diffuse hair loss (general thinning)
  - Chemically damaged hair
  - Treatable medical scalp conditions e.g. eczema
  - Environmentally damaged hair
  - Physically damaged hair

- Used all Massage techniques
  - Effleurage
  - Petrissage
  - Vibration
  - High frequency

- Used all tools and equipment
  - Vibro-massage machine
  - High frequency unit
  - Heat accelerators
  - Steamers

- Used a minimum of 5 different hair and scalp tonic products
  - Oils/moisturisers
  - Creams/serums
  - Lotions
  - Spirit based products
  - Treatment conditioners
  - Treatment shampoos

- Considered all factors
  - Hair classifications
  - Hair characteristics
  - Scalp condition
  - Unusual features on the scalp
- Recorded all results and improvements to hair or scalp condition
  - Improvement of hair condition
  - Improvement of scalp condition
  - Advice and recommendations
  - Initial consultation to agree service
  - Avoidance of activities which may cause contra-actions
  - Post application maintenance where applicable
  - Additional products and services that may benefit the client
  - Suitable home care products and their use
  - Hairstylist and trichologist responsibilities

Learners must know the different roles and responsibilities of the hair stylist, the ‘Tricho-specialist’ and the general practitioner.

Hair stylist – is a non-medical professional who should not make diagnosis but refer to specialist.

Trichologist or ‘tricho-specialist’ is a practitioner who provides knowledge/treatment for hair and scalp care, ensuring the client’s hair and scalp is in good condition.

General practitioner or doctor will provide additional/alternative sources of support for the client with a hair or scalp condition. A client should be referred to a doctor when the findings/diagnosis goes beyond the knowledge of a hair specialist as a non-medical professional, or when salon treatment has failed. If symptoms are not relieved and to avoid incorrect diagnosis and as a salon is not able to offer a product/service, the learner must recommend the client to the most appropriate consultant.

Evidence from the one summative practical assessment must also be presented in the service portfolio.

The service portfolio is a requirement which must be completed prior to learners undertaking the one summative practical assessment.
2. Summative practical assessment

Learners must carry out one complete treatment which will be observed, and marked by centre assessors. Learners must achieve all assessment criteria in order to pass and achieve the unit.

The summative practical assessment must take place in a real or realistic working environment on a real client. At a minimum the summative practical assessment for this unit must cover:

- One of the different hair and/or scalp conditions from the listed range
  - A minimum of two massage techniques and a minimum of one piece of equipment e.g. vibro-massage, steamer, high frequency
  - Treatments must include the use of a minimum of two of the different products from the range
  - All factors are required to be considered and all results of improvement to either hair or scalp condition must be correctly recorded

Recorded professional discussion can also be used as an assessment method attached to the summative practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.
Unit content

LO1 Know the salon procedures for hair and scalp treatments

Explain the importance of presenting a professional image:
Personal presentation is important in creating overall good impression and promotes client satisfaction, repeat/new business and reputation for the stylist/salon. Learners must:

- Present a positive image and attitude
- Ensure salon uniform requirements are adhered to. Each salon will have different requirements and expect learners to dress appropriately. As a general rule closed-in low heel shoes should be worn. Where tights/stocking/socks are worn these should be clean and free from ladders or holes. Smart non-restrictive clothes for ease of movement, with sleeves/jewellery that does not touch client whilst service is provided. Other examples may include a set uniform or tee shirt with or without salon logo
- Have presentable and good personal hygiene including clean clothes, clean teeth and fresh breath
- Ensure they avoid strong smell of tobacco, heavy perfume or aftershave
- Ensure they present good posture throughout the service with weight evenly balanced

Explain the salon procedures to set up the work area:
- A clean and hygienic working area will help create an overall good impression to the client and prevent cross-infection. Learners will have knowledge of health and safety

Describe the relevant hazards and risks for hair and scalp treatment services:
Within a salon safety is of paramount importance and learners must know how to recognise potential harm or injury that may occur.

- Hazards – anything that has the potential to cause harm, e.g. hairdryer flex left plugged in and trailing round client's chair
- Risks – a chance, high or low, that harm caused by the hazard will occur, e.g. someone may trip over trailing hairdryer lead
- Work safely throughout the hair and scalp treatment service ensuring maintenance of electrical equipment is monitored
- Make visual checks on electrical items for safe use
- Dispose of waste appropriately to minimise risk of cross-infection and ensure it does not pose a risk to the environment

Understand the importance of accurate record keeping:
Record and maintenance cards/electronic files are an effective resource within a salon and provide accurate information regarding client services, history of the client, the products used and any tests carried out with dates. Learners must understand the importance of record keeping, ensuring future services can be tracked. Maintenance of electrical equipment record cards/files will verify equipment testing, faults and general repairs for specific items. Learners must ensure:

- The client record cards are maintained and show current information
- Update electrical records if equipment becomes faulty during hair and scalp treatments
- Latest equipment testing date records are checked
LO2 Know the factors which influence hair and scalp treatments

Describe the hair classifications and characteristics:

<table>
<thead>
<tr>
<th>Hair classifications table</th>
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</thead>
<tbody>
<tr>
<td>1a Fine/thin</td>
</tr>
<tr>
<td>Type 1:</td>
</tr>
<tr>
<td>Straight hair</td>
</tr>
<tr>
<td>2a Fine/thin</td>
</tr>
<tr>
<td>Type 2:</td>
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<tr>
<td>Wavy hair</td>
</tr>
<tr>
<td>3a Fine/thin</td>
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<tr>
<td>Type 3:</td>
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<tr>
<td>Curly hair</td>
</tr>
<tr>
<td>4a Fine/thin</td>
</tr>
<tr>
<td>Type 4:</td>
</tr>
<tr>
<td>Very curly hair</td>
</tr>
</tbody>
</table>

Learners must know how the extent and degree of the hair classifications and characteristics will influence products, tools and equipment used in hair and scalp treatment services. An example is a client with a hair classification of 2c – very frizzy ‘S’ pattern will influence product choice i.e. shampoo, conditioner and prescriptive treatment as well as application method and use of equipment when carrying out a prescriptive hair treatment service.

State how factors influence hair and scalp treatments:

- Density – this is defined as the number of hairs on the scalp and will affect the choice of tools and products used and the time of the service e.g. avoid products that increase volume of the hair on thicker, dense coarse hair. Heat temperature to be adjusted on a client by client basis e.g. when the scalp is sensitised after a vigorous massage treatment a gentler cooler heat setting should be used.

- Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference, and fine hair the smallest. Texture may affect the porosity of the hair. When chemically treated and damaged the use of restructuring treatments may increase the drying time.

- Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Learners must control heat direction and use tools correctly in hair drying to minimise further damage and avoid tangling the hair. Cuticles which are raised and feel rough are known as porous and will absorb water and products more easily and unevenly when treated. Suitable specialist treatment products will be required if the hair’s porosity is extreme.

- Hygroscopic – hair has the ability to absorb moisture into the cortex and this is called hygroscopic. The properties are changed when it has been shampooed or becomes wet by breaking down weaker hydrogen bonds and in its natural state hair is known as alpha-keratin. This allows the hair to be stretched using heat and brushes in blow-drying. Once hair is stretched and dried into a new shape it becomes known as beta-keratin state. After a treatment it is important that the hair is thoroughly dried using brushes to gently stretch the hair temporarily into its new form. Hair that is finger-dried will remain in its natural state.

- Growth patterns – this relates to the direction the hair grows from the scalp and may influence the desired finish. Use it, lose it or hide it:
  - Use it – cut, dry, style the hair incorporating the growth pattern, e.g. ‘cows-lick’ place parting on same side as ‘cows-lick’ where hair naturally falls
  - Lose it – cut the hair within the growth pattern very short removing the strong growth pattern, e.g shave ‘cows-lick’ off at the root, removing the offending growth pattern and allow the fringe to lie flat on forehead over the removed section of hair.
- Hide it – allow the hair to grow long over the growth pattern where the weight will hold the growth pattern down under control, e.g. allow fringe to grow long and heavy and the weight will hold down the 'cows-lick'. This approach will work with all growth patterns

- Head and face shape and size – this relates to the overall shape and size of the client’s head and includes any specific features. When applying treatments it is important to ensure that the client has a result they can manage and which suits their overall appearance, e.g. a client undergoing high frequency treatment for alopecia areata may require hair styled to disguise the lack of hair in some areas

- Lifestyle – this is about the client’s everyday activities and working patterns, e.g. a client who is retired on limited income requires a costing of ongoing treatment costs to budget and confirm financial outlay, or a client who works in a hot environment such as a professional kitchen may be prone to a greasy scalp condition, whereas a client who swims daily may report having environmentally damaged hair as a result of frequent exposure to chlorine

- Hair length – this will affect the general condition of the hair. If the hair is long the ends will have been shampooed many times and the condition may be affected by physical or chemical processes, this will affect the general condition of the hair. Hair treatments that can help reduce hair breakage and split ends may be a benefit to help improve the appearance of the client’s hair condition

- Services prior to hair and scalp treatments – other services offered prior to specialist treatments e.g. shampooing, may influence the finish and will require the correct selection of shampoo and conditioner (if appropriate) to optimise the treatment results

- Temperature and humidity of the salon and general external weather conditions – will be influencing factors when carrying out treatments, both inside and outside temperatures. A salon that has poor ventilation may produce a damp and humid atmosphere affecting service e.g. if outside weather conditions are very hot and sunny, perspiration from the client on the scalp may present dampness at the roots or cause the client to become unwell or uncomfortable and therefore monitoring temperature of electrical equipment is important. Temperature control within the salon must be adjusted with either additional heating, ventilation or assisted fanning devices

Understand factors that can prevent or restrict the hair and scalp treatment:

- A contra-indication to the hair and scalp can prevent or alter the service, products or techniques used in carrying out hair and scalp treatments, e.g. a client with an allergy to perfumes or oils may not be suitable for some product use.

Know contra-indications to hair and scalp treatments:

- Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat being placed on scalp and care should be taken when using combs or brushes

- Hair and skin disorders and diseases
  - Contagious – can be passed person to person may prevent service
    - Viral – warts, herpes
    - Fungal – ringworm
    - Animal parasites – head lice, scabies
  - Non-contagious – may prevent service due to severity of condition
    - Sebaceous cyst – lump on top or under scalp/head
    - Psoriasis – dry silvery scales of skin
    - Contact dermatitis – dry, red, sore, itchy may possibly be weeping

- Recent scar/tissue injury, may be tender when using combs, brushes or heat

- Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia), use tools and equipment carefully to adapt style to cover hair
• Hair defects – trichorrhexis nodosa - rough swollen broken shaft, requires extreme care when combing or brushing hair and correct product use is important

**Understand the value of questioning:**
Learners must understand the importance of questioning the client prior to, during and after services regarding their personal needs.
• The use of questioning to communicate with the client in a way that meets the client’s individual needs
• The importance of understanding the client requirements of the hair or scalp treatment service. This may include the use of visual aids, e.g. album of pictures, book or photos to agree outcome
• The importance of the client feeling valued if references are made regarding their comfort and heat settings of equipment
• The additional service options which include offering refreshments (if available) or magazines to add value and general ambience to personalise the service
• Reasons why a client may rebook for future service or promote stylist/salon
LO3 Know the tools, equipment, products and techniques required for hair and scalp treatments

Describe the use of tools required for hair and scalp treatments: Learners must know how to use correctly:
- **Tools**
  - Combs, brushes
  - Measuring and mixing containers
  - Sectioning clips
  - Bowl and brush
  - Towels, gowns, plastic capes, plastic cap

Explain the use of equipment used for hair and scalp treatments: Learners must know how to correctly use:
- **Equipment**
  - Scalp steamers
  - Hand or hood dryer
  - Climazone or accelerator
  - Vibro-massager
  - High frequency
  - Trolley

Describe the effects and benefits of the products used in a hair treatment: Learners must know the product options available, their suitability and how to identify the correct choice of product required for individual prescriptive hair treatment service.
- **Products**
  - Premixed – off the shelf
  - Pre-blended – bespoke or made for specific clients
  - Products – learners have mixed specifically for the client’s needs
- **Typical examples of hair treatment products include**
  - Moisture intensive
  - Oil-based
  - Soya protein based
  - Protein
  - Cade oil/juniper
- Hair strengthening oil – this tonic is suitable for most hair types. It is an all-round product that can help to prevent hair fall and can promote hair growth
- Rescue oil – this oil should be used on a regular basis. It is a non-sticky formula and nourishes and replenishes the hair
- Hair anti-fall tonic – hair anti-fall tonics contains an arginine-based formula that helps build broken hair fibre and boosts microcirculation to the root area
- Therapeutic hair oil tonic – a therapeutic hair oil tonic is a natural product. It is suitable for all hair types and is best used regularly to help nourish the scalp and revitalise the hair
Describe the effects and benefits of the products used in a scalp treatment:
Learners must know the product options available, their suitability and how to identify the correct choice of product required for individual prescriptive scalp treatment service.

- Typical examples of scalp treatment products include
  - Tonics – dry, dandruff, oily
  - Spirit-based – invigorating
  - Spirit-based calming
  - Oil – moisture
  - Coal tar – medicated
  - Salicylic acid, sulphur

- Scalp tonic
  - The scalp tonic must be the appropriate tonic for the client’s scalp condition. Regular use of a scalp tonic can nourish the scalp adding moisture and oil. It can strengthen hair follicles and inhibit dandruff

- Hair re-growth tonic
  - Hair growth tonics claim to nourish the scalp and encourage hair growth by increasing circulation and cleansing build-up of salts and debris from around the pores inhibiting the rate of hair growth

- Techniques
  - Techniques used in hair and scalp treatment will be dependent on individual client requirements and the required product form and affected area. The correct product will maximise the benefit and improvement of the condition. Application including manual scalp massage, vibro scalp massage, scalp steaming, high frequency, application of topical lotions will maximise an effective outcome and lack of wastage. Learners must ensure
    - hair is prepared correctly at the start of service in readiness for either wet or dry application of treatment product

- Product choice will be a critical factor for learners
- Use of appropriate tools for techniques and required application method
- Product is applied thoroughly and systematically to the identified area
- Product is removed (if applicable) thoroughly and efficiently
- Treatment effects and benefits
  - Loosening of the scalp tissue
  - Relaxation and a feeling of wellbeing
  - Stimulation of the scalp
  - Counteraction of dry hair/scalp
  - Control or reduction of oily scalp/pityriasis capitis
LO4 Be able to prepare for hair and scalp treatment services

Prepare and check the area, products, tools and equipment prior to the service:
- Make sure there is adequate room around the work area to allow safe use of all equipment
- Ensure all work areas are free from hair, i.e. basin, chair, trolley, work station/dressing unit and floor
- Move chairs to remove and wipe away any dropped products, check feet of chairs for cleanliness and wipe seat and back of chair and apply fresh cover
- Trolleys to be systematically cleaned between services, removing unwanted items and replacing with fresh cleaned and sterilised items
- Towels, capes and client outer gowns are clean and freshly laundered for service and removed after use
- Check electrical equipment is clean and is in good working order
- Check availability of product ranges
- Prepare products
  - Learners must ensure a range of suitable products is available
  - Products should be displayed either at dressing/work area, on a separate display trolley or by a visual chart
  - Learners must ensure that client has full range of available product choice. Sufficient products available, in good condition, clean and appropriate for all possible treatment services
- Prepare tools and equipment. Learners must ensure
  - Tools are placed in a logical order for efficient use, placed on clean towel or disposable paper towel to prevent cross-infection
  - Electrical equipment should be tested and ready to use
  - Other electrical equipment identified for drying and finishing the service will be prepared safely and turned on only when appropriate, e.g. straightening irons may heat up quickly, learners must know the optimum time to turn equipment on to prevent waste of electricity, hazard or risk

Prepare the client for hair or scalp treatment service:
- Remove obstructive jewellery or any items that would inhibit the setting service
- Adjust chair height of the client to avoid excessive bending and ensuring client comfort. Where necessary a foot stand is to be positioned for client comfort
- Ensure the client maintains the correct posture to avoid hazard or risk
- Confirm client comfort
- Learners will ensure that previous hair services have been carried out correctly and meet the satisfaction of the client. At this stage a shampooing service may have been completed in preparation for a treatment application. Learners must ensure there are no excess products or water remaining in the hair to inhibit or dilute the treatment product. The hair is in alpha keratin state and protective garments must remain dry and intact

Explain and agree treatment service outcome with the client:
Learner preparation must include
- Conducting a visual diagnostic and hands on check of the hair and scalp
- Identifying any influencing factors and discussing these with client
- Agreeing choice of products with the client
- Agreeing choice of tools and equipment with the client
- Agreeing service outcome with the client
LO5 Be able to provide prescriptive hair and scalp treatment services

Select products, tools and equipment to treat the hair and scalp:
Learners must demonstrate they have identified and used the most appropriate items to achieve the maximum benefit from the treatment.

- Learner’s selection of products, tools and equipment will be dependent on:
  - Hair classification
  - Hair characteristics/growth pattern
  - Length
  - Condition
  - Density
  - Texture
  - Porosity
  - Influencing factors
  - Treatment needs

- Products – learners will use the most appropriate treatment product to provide the maximum benefit
  Products chosen must demonstrate correct choice and application to achieve the expected effect and benefit

- Learners should select and apply warm oil-based treatment to loosen dry scales and lubricate the scalp, improving appearance and scalp skin elasticity

- Use correct products

- Display safe usage of all products both in application and storage

- Ensure the use of products does not cause harm or present a risk to the client, others or themselves

- Display good processes of application and minimise wastage of products, e.g. carefully applying oils/lotions to avoid damaging client’s ears or eyes or wastage due to removing too much from the container

- Demonstrate safe storage as some products may lose their ability to work or may present a risk or hazard, e.g. oils should be stored away from direct heat and sunlight

- Identify any potential risks and hazards e.g. clean up spillages immediately

- Tools – in selecting tools, learners must:
  - Use the most appropriate items to apply and complete the hair or scalp treatment
  - Use sectioning clips or clamps dividing hair – where appropriate – depending upon length and style – into manageable areas to handle the hair and access the scalp
  - Prevent tools from causing damage or becoming stuck in the hair
  - Use a wide-tooth comb to disentangle long hair from points to roots
  - Show, by selection of tools at the start of the treatment, that they will be using the correct items, e.g. a sterile bowl and brush

- Equipment
  - Use vibro-massage, high frequency, steamer or accelerator to achieve the best result from the products and the treatment
  - Demonstrate that they can provide a heat that does not cause discomfort or damage to the hair or scalp
  - Show correct use when operating other electrical equipment
  - Use all electrical equipment safely
  - Remain in control of the equipment and aware of any change in performance
Use safe and hygienic working methods throughout the service:
- Carry out work service without causing danger or damage to self, client or work areas intentionally or by accident, e.g. leaving split setting lotion on floor
- Maintain good balanced posture throughout setting service
- When handling products, avoid spilling and use with care lowering risk to client or others, especially when using specialist products, e.g. scalp oil
- Identify potential risks and hazards – clean up spillages immediately, ensure there are no trailing wires, remain aware of steamer temperature, thus preventing possible scalp or hair damage or burns
- Ensure vibro-massage and high frequency equipment has been checked and learners are aware of settings and fully conversant with correct use and manufacturers’ instructions
- Maintain accurate records by reporting and keeping client service and equipment files up to date
- Be time and cost effective

Use products, tools and equipment to produce the desired outcome:
- Learners must use all products, tools and equipment safely and their choices are suitable to produce the desired service outcome. All products must be appropriate for the agreed individual client’s treatment, e.g. a client having a warm oil treatment will require this to be applied to a dry head, and TLS shampoo should be applied to hair before water is added to shampoo the residue treatment product from the hair. Tools used should not be abrasive to the scalp as the use of a steamer will have warmed and (potentially) sensitised the scalp
- Use a combination of techniques to achieve the desired outcome considering influencing factors:
  - Learners must demonstrate dexterity in management of the selected tools, equipment and products throughout the service.
  - Learners must demonstrate safe and effective management of equipment, e.g. the force of the vibro-massager should not be uncomfortable for the client
  - Display an ability in controlling more than one technique
  - Apply products effectively to maximise benefit
  - Demonstrate skills to manipulate equipment, apply massage and remain in control of the hair with chosen tools
  - Apply dexterity and method to application placement to match levels and areas of condition intensity
  - Follow manufacturers’ instruction appropriately

Provide in-service checks with the client:
Learners will use appropriate communication and questioning techniques to check on the client’s comfort, heat settings and general well-being throughout the service.
- Verbally check comfort, heat, pressure, sensation
- Show discretion, professionalism, sympathy
- Demonstrate care, discretion and be non-judgemental
- Build rapport, value and respect, provide reassurance and consideration, assess changing needs and expectations
Provide advice and recommendations to the client:
- Complete a treatment plan for hair and scalp
- Identify compatible/incompatible products
- Know product information and use, demonstration, relevant literature/leaflet
- Communicate contra-indications to future hairdressing services/products
- Advise the correct use of home electrical equipment, e.g. straighteners, tongs, hairdryer
- Create an effective and appropriate salon visit schedule

Maintain accurate client records:
Accurate records must be maintained for future reference and any legal action. Learners must
- Complete consultation, discussions, agreements
- Record treatment, prognosis, cost, support needs
- Notes for future recommendations or referral information
Employability skills to be demonstrated throughout the practical assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions and offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:
- Have an awareness of the principles of customer service e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know whom to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste, e.g. all products measured correctly, efficient use and correct disposal of consumables; recycle where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment is turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and its long term goals, e.g. seasonal promotional offers
- Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
- Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
- Offer new/additional products and services to existing or new clients to promote self/salon experiences
- Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit. Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to [https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer](https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer)

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: [https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf](https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf)
Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

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<th>Learning outcome</th>
<th>Assessment Criteria</th>
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<tbody>
<tr>
<td><strong>LO1 Know the salon procedures for hair and scalp treatments</strong></td>
<td><strong>P1</strong> Explain the importance of presenting a professional image</td>
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<td><strong>P2</strong> Explain the salon procedures to set up the work area</td>
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<td><strong>P3</strong> Describe the relevant hazards and risks for hair and scalp treatment services</td>
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<td><strong>P4</strong> Understand the importance of accurate record keeping</td>
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<td><strong>LO2 Know the factors which influence hair and scalp treatments</strong></td>
<td><strong>P5</strong> Describe the hair classifications and characteristics</td>
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<td><strong>P6</strong> State how factors influence hair and scalp treatments</td>
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<td><strong>P7</strong> Understand factors that can prevent or restrict the hair and scalp treatment</td>
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<td><strong>P8</strong> Know contra-indications to hair and scalp treatments</td>
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<td><strong>P9</strong> Understand the value of questioning</td>
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<td><strong>LO3 Know the tools, equipment, products and techniques required for hair and scalp treatments</strong></td>
<td><strong>P10</strong> Describe the use of tools required for hair and scalp treatments</td>
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<td><strong>P11</strong> Explain the use of equipment used for hair and scalp treatments</td>
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<td><strong>P12</strong> Describe the effects and benefits of the products used in a hair treatment</td>
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<td><strong>P13</strong> Describe the effects and benefits of the products used in a scalp treatment</td>
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<tr>
<td><strong>LO4 Be able to prepare for hair and scalp treatment services</strong></td>
<td><strong>P14</strong> Prepare and check the area, products, tools and equipment prior to the service</td>
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<td><strong>P15</strong> Prepare the client for hair or scalp treatment service</td>
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<td><strong>P16</strong> Explain and agree treatment service outcome with the client</td>
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<tr>
<td><strong>LO5 Be able to provide prescriptive hair and scalp treatment services</strong></td>
<td><strong>P17</strong> Select products, tools and equipment to treat the hair and scalp</td>
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<td><strong>P18</strong> Use safe and hygienic working methods throughout the service</td>
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<td><strong>P19</strong> Use products, tools and equipment to produce the desired outcome</td>
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<td><strong>P20</strong> Use a combination of techniques to achieve the desired outcome considering influencing factors</td>
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<td><strong>P21</strong> Provide in-service checks with the client</td>
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<tr>
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<td><strong>P22</strong> Provide advice and recommendations to the client</td>
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<td><strong>P23</strong> Maintain accurate client records</td>
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Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether a practical assessment criteria have been achieved.

P14 Prepare and check the area, products, tools and equipment prior to the service

Learners must demonstrate they have checked the area and prepared product range, tool and equipment in readiness for client. Ensured all product options are available, all tools and equipment are clean, sanitised and in good working order.

P15 Prepare the client for hair or scalp treatment service

Learners must demonstrate that they have prepared the client for services in a work station/area that is clean and tidy. Learners must select clean protective garments, towels and capes, ensuring that the client is comfortable and the chair height is correct.

P16 Explain and agree treatment service outcome with the client

Learners must demonstrate that they have agreed the service outcome with the client and explained the service procedure. Learners must conduct a visual and manual check of the hair and scalp, hair growth pattern and identify any influencing factors and discuss these with the client.

Learners must agree with the client the choice of equipment and products to create the finish service using questioning and visual aids, as appropriate.

P17 Select products, tools and equipment to treat the hair and scalp

Learners must select correct products, tools and equipment appropriate to the client’s needs to facilitate the most effective hair or scalp treatment for the hair and/or scalp condition.

P18 Use safe and hygienic working methods throughout the service

Learners must demonstrate that they can recognise hazards and risks when using electrical equipment. Learners must ensure that the working area is safe and consider others who may be working in close proximity. Electrical items must not interfere with the client or others within the salon. Learners must ensure that there are no trip hazards, and wires from equipment are safely stored out of the way. When equipment is not in use or heating up it must be placed securely without possible cause of danger from burning or damage to self/client/others within the surrounding work areas. Manufacturers’ instructions must be adhered to at all times for safe handling and use. Products are used without harm to self/client/others. Where tools or client protection garments are dropped on the floor, they should be replaced with clean and fresh items. Where treatment products are used learners must demonstrate that the any spillage is cleaned up immediately.
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<tr>
<th><strong>P19 Use products, tools and equipment to produce the desired outcome</strong></th>
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| Learners must use all products, tools and equipment safely and their choices are suitable to produce the desired service outcome. All products must be appropriate for the agreed individual client's treatment.  
As an example:  
A client having a warm oil treatment will require TLS or base shampoo applied to hair before water is added to shampoo the residue treatment product from the hair. Tools used should not be abrasive to the scalp as the use of a steamer will have warmed and (potentially), sensitised the scalp. |

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<tr>
<th><strong>P20 Use a combination of techniques to achieve the desired outcome considering influencing factors</strong></th>
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| Learners must complete a treatment service that combines techniques appropriate to client’s specific hair and scalp requirements.  
Learners must use the correct products, tools and equipment. Learners must demonstrate they have selected the correct product, application and removal technique for the specific treatment. Electrical items are used with care of levels of intensity and contact timing. |

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<th><strong>P21 Provide in-service checks with the client</strong></th>
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<td>Learners must demonstrate throughout the service they have checked on client comfort. Learners must demonstrate that they have adapted and tailored the use of heat and checked that any tools or equipment used are not causing discomfort to the client.</td>
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<th><strong>P22 Provide advice and recommendations to the client</strong></th>
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| Learners must demonstrate that have provided the client with aftercare advice. Suitable aftercare advice must include as a minimum:  
- Recommendation of home product and relevant information or literature. Advice on home treatment, e.g. how to apply the product and frequency. How to continue use of maintenance products  
- Provided advice regarding possible contra-indications to future hairdressing services/products. Learners must make recommendations for treatment plan for hair and scalp and future services and advice on compatible/incompatible products |

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<th><strong>P23 Maintain accurate client records</strong></th>
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<td>Learners must demonstrate that they have maintained accurate client records for the treatment service. Learners must show that they have at a minimum recorded the full service and personal details and any tests. For existing clients a check on current history and updated information. All client records must include current service application timings and listed products used.</td>
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Resources

The special resources required for this unit are access to a real or realistic working environment which supports the provision of hair and scalp treatment services and specialist electrical equipment, tools and full range of products.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competence and specialist product, tools and equipment usage
- Work experience within a commercial hair salon providing remedial specialist treatments for individual hair and scalp problems environment so learners can practise to hone their skills in a real environment
- Using interactive information and technology, systems and hardware so learners can research and further learn about concepts and theories; current trends, medical information and product knowledge to enable the production of visual aids and information to promote additional complementary hairdressing services

Links with other units

This unit is closely linked with the following units:

UCO28M Health and safety in the salon

Health and safety greatly underpins the present unit. Learners will be required to apply knowledge and understanding of health and safety when providing hair and scalp services in a real or realistic working environment. Every service, product, technique or piece of equipment used must be with health and safety guidance.

UHB139M Hairdressing consultation

Alongside health and safety in the salon, hairdressing consultation underpins every other professional hair service and should be among the first units delivered. Performing a thorough consultation before all salon services is a necessity for learners and this unit supports all technical units within the qualification.

UHB151X Hair tonics

This unit works well with hair and scalp treatments further extending the knowledge, understanding and experience when using a range of remedial hair tonics. It provides in-depth information on products that are available and outlines features and benefits to clients who have a range of problem hair textures, classifications, characteristics and scalp conditions. Learners will understand the range of products available, their properties and how they could benefit the client. Learners will further develop the knowledge to be able to discuss and recommend suitable hair tonics to the client within a professional and commercial consultation service.

UHB135M/UHB135X Hair cutting services

Hair cutting services work well with hair and scalp services as often the client will book for both services at one time. A learner will be able to see the outcome of both services to ensure their precision and make adaption or future recommendations to the client, to enhance or disguise any hair characteristics and adapt services due to influencing factors.
UHB147M/UHB147X Setting and dressing services
Setting and dressing services work well together with hair and scalp treatments. The setting and dressing will follow on from a prescriptive hair or scalp treatment and a learner will be able to see any areas that require further treatment.

UHB124M/UHB124X Blow-drying and finishing services
Blow-drying works well together with hair and scalp treatments. The blow-drying and finishing will follow on from a prescriptive hair or scalp treatment and a learner will be able to see any areas that require further treatment.
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<th>Version</th>
<th>Details of amendments</th>
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<tbody>
<tr>
<td>v8</td>
<td>Skin cancer awareness page added</td>
<td>15/06/17</td>
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