
Overview

This standard is about identifying a range of hair and scalp conditions and providing treatments and advice to clients to improve these conditions.

The ability to select and perform a variety of hair and scalp treatments using products, tools, equipment and techniques is required to achieve this standard.

To carry out this standard you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional appearance and demonstrate effective communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when providing specialist hair and scalp treatments
- 2 prepare for hair and scalp treatments
- 3 perform hair and scalp treatments

**Performance
criteria**

Maintain effective and safe methods of working when providing specialist hair and scalp treatments

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the wastage of **treatment products**
 - P7.2 minimise the risk of cross-infection
 - P7.3 make effective use of your working time
 - P7.4 ensure the use of clean resources
 - P7.5 minimise the risk of harm or injury to yourself and others
 - P7.6 minimise the risk of damage to **tools and equipment**
 - P7.7 promote environmental and sustainable working practices
 - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
 - P10 dispose of waste materials
 - P11 complete the service within a commercially viable time

Prepare for hair and scalp treatments

- You must be able to:
- P12 use methods to establish:
 - P12.1 the nature and extent of the hair and scalp condition
 - P12.2 the most suitable course of action
 - P13 identify from your client's previous consultation records, where available, their hairdressing, medical and family history and how this may affect the treatment plan, or **factors** limiting or preventing the treatments

- P14 record your client's responses to questioning
- P15 conduct the relevant tests on your client's hair following recognised industry procedures and salon policy and record the results
- P16 take a suitable course of action when contra-indications and or reactions to tests cause doubts as to the suitability of the specialist treatment for the client

Perform hair and scalp treatment

- You must be able to:
- P17 select suitable **treatment products, tools and equipment** to treat the **hair and scalp conditions**
 - P18 prepare the hair and scalp to meet the needs of the specialised treatment
 - P19 explain to your client the sensation that may be experienced by the **treatment products, tools and equipment** being used
 - P20 explain the specialised treatment procedure to your client in a clear and simple way at each stage of the process
 - P21 use **treatment products, tools and equipment** in line with manufacturers' instructions and salon policy
 - P22 adjust the setting and duration of the tools and **equipment** used to suit your client and their **hair and scalp conditions**
 - P23 apply and adapt the **massage techniques** to meet your client's needs and **treatment objectives**
 - P24 use treatment techniques that minimise discomfort to your client
 - P25 take prompt remedial action if contra-indications or discomfort occur during the course of the specialised treatment
 - P26 ensure empathy and sensitivity towards the nature of your client's condition throughout the treatment
 - P27 ensure the hair and scalp are left clean and free of the **treatment products**, where required
 - P28 ensure the treatment is to your client's satisfaction and meets the **treatment objectives**
 - P29 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when providing specialist hair and scalp treatments

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 the safety considerations which must be taken into account when providing hair and scalp treatments
- K7 the correct use and maintenance of tools and equipment
- K8 methods of cleaning, disinfecting and sterilising equipment and tools
- K9 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K10 the different types of working methods that promote **environmental and sustainable working practices**
- K11 the importance of personal hygiene and presentation in maintaining health and safety
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for hair and scalp treatments

Prepare for hair and scalp treatments

You need to know and understand:

- K15 how to recognise hair and scalp conditions
- K16 how other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action
- K17 the likely causes of adverse hair and scalp conditions
- K18 the preparation and application of the hair and scalp treatment products, tools and equipment
- K19 the active ingredients in specialist hair and scalp products and how they work

- K20 the different types of medical treatments for hair loss
- K21 the effects and benefits of different massage techniques
- K22 the effects and benefits of different tools and equipment
- K23 how to recognise erythema and hyperaemia and its causes
- K24 the **anatomy and physiology** of the head and scalp and how this impacts on the hair and scalp
- K25 the hair growth cycle and how this influences present and future treatments
- K26 the reasons for normal and abnormal hair growth such as topical, congenital, systemic
- K27 the general factors that contribute to healthy hair and scalp
- K28 the different types of hair loss, alopecia, their causes and how to recognise them
- K29 the stages of male and female pattern hair loss using different classifications such as Hamilton and Ludwig
- K30 the types and purposes of conducting tests
- K31 when and how tests should be carried out and the importance of recording results
- K32 possible contra-actions that may occur during and post treatment and how to deal with them

Perform hair and scalp treatment

You need to know
and understand:

- K33 the different types of hair and scalp treatments and products available for use
- K34 how different **factors** can influence the treatment choice, tools equipment and application selected
- K35 the importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs
- K36 the different types of technological advancements for the treatment of hair and scalp conditions
- K37 the effects of chemotherapy and radiotherapy on hair growth
- K38 the advice and support available for clients with hair loss
- K39 the importance of ensuring the hair and scalp are left clear of treatment products
- K40 the importance of explaining the potential need for a course of treatment to

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- ensure the best possible results
- K41 the importance of evaluating the effectiveness of the hair and scalp treatment
 - K42 the importance of providing **advice and recommendations** on the products and services provided in the salon

Additional information

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| Scope/range related to performance criteria | 1 | Treatment products |
| | 1.1 | oils |
| | 1.2 | creams |
| | 1.3 | lotions |
| | 1.4 | spirit based products |
| | 1.5 | treatment conditioners |
| | 1.6 | treatment shampoos |
| | 2 | Tools and equipment |
| | 2.1 | vibro massage |
| | 2.2 | high frequency |
| | 2.3 | heat accelerators |
| | 2.4 | steamers |
| | 3 | Factors |
| | 3.1 | hair characteristics |
| | 3.2 | hair classifications |
| | 3.3 | scalp condition |
| | 3.4 | unusual features on the scalp |
| | 4 | Hair and scalp conditions |
| | 4.1 | dry scalp |
| | 4.2 | oily scalp |
| | 4.3 | sensitised scalp |
| | 4.4 | scaling scalp |
| | 4.5 | pityriasis capitis |
| | 4.6 | diffuse hair loss (general thinning) |
| | 4.7 | chemically damaged hair |
| | 4.8 | environmentally damaged hair |
| | 4.9 | physically damaged hair |

5 **Massage techniques**

- 5.1 effleurage
- 5.2 petrissage
- 5.3 vibration

6 **Treatment objectives**

- 6.1 improvement of hair condition
- 6.2 improvement of scalp condition

7 **Advice and recommendations**

- 7.1 how to maintain their look
- 7.2 time interval between services
- 7.3 recent and future products and services

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| Scope/range related to knowledge and understanding | 1 | Health and safety |
| | | your responsibilities for health and safety as defined by any specific legislation covering your job role |
| | 1.1 | Health and Safety at Work Act |
| | 1.2 | The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) |
| | 1.3 | The Health and Safety (First Aid) Regulations |
| | 1.4 | The Regulatory Reform (Fire Safety) Order |
| | 1.5 | The Manual Handling Operations Regulations |
| | 1.6 | The Control of Substances Hazardous to Health Regulations (COSHH) |
| | 1.7 | The Electricity at Work Regulations |
| | 1.8 | The Environmental Protection Act |
| | 1.9 | The Management of Health and Safety at Work Regulations |
| | 1.10 | The Health and Safety (Information for Employees) Regulations |
| | 2 | Environmental and sustainable working practices |
| | | the different types of working methods that promote environmental and sustainable working practices |
| | 2.1 | reducing waste and managing waste (recycle, reuse, safe disposal) |
| | 2.2 | reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels) |
| | 2.3 | reducing water usage and other resources |
| | 2.4 | preventing pollution |
| | 2.5 | using disposable items (easy dry towels) |
| | 2.6 | using recycled, eco friendly furniture |
| | 2.7 | using low chemical paint |
| | 2.8 | using organic and allergy free hair products |
| | 2.9 | using ultra-low ammonia hair colourants |
| | 2.10 | using environmentally friendly product packaging |
| | 2.11 | choosing responsible domestic products (Fairtrade tea and coffee) |

2.12 encouraging carbon reducing journeys to work

3 **Factors**

the different factors that must be taken into consideration prior to and during the provision of specialist hair and scalp treatments and how these may impact on the service

3.1 hair classifications

3.2 hair characteristics

3.3 scalp condition

3.4 unusual features on the scalp

4 **Anatomy and physiology**

4.1 the structure, function and action of muscles within the treatment area

4.2 the position of the primary bones within the treatment area

4.3 the basic principles of the endocrine system and how this impacts on the hair and scalp

4.4 the structure and function of the circulatory system and how this impacts on the hair and scalp

4.5 the structure and function of the lymphatic system and how this impacts on the hair and scalp

4.6 the structure and function of the nervous system and how this impacts on the hair and scalp

4.7 the physical and psychological effects of hair and scalp treatments

4.8 the structure and function of the skin and hair

5 **Advice and recommendations**

5.1 additional services

5.2 additional products

Values

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1. a willingness to learn
 - 1.2. the completion of services in a commercially viable time
 - 1.3. meeting both organisational and industry standards of appearance
 - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5. a flexible working attitude
 - 1.6. a team worker
 - 1.7. maintaining customer care
 - 1.8. a positive attitude
 - 1.9. personal and professional ethics
 - 1.10. the ability to self manage
 - 1.11. creativity skills
 - 1.12. excellent verbal and non-verbal communication skills
 - 1.13. the maintenance of effective, hygienic and safe working methods
 - 1.14. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

Behaviours

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1. meeting the salon's standards of behaviour
 - 1.2. greeting the client respectfully and in a friendly manner
 - 1.3. communicating with the client in a way that makes them feel valued and respected
 - 1.4. identifying and confirming the client's expectations
 - 1.5. treating the client courteously and helpfully at all times
 - 1.6. keeping the client informed and reassured
 - 1.7. adapting the behaviour to respond effectively to different client behaviour
 - 1.8. responding promptly to a client seeking assistance
 - 1.9. selecting the best way of communicating with the client
 - 1.10. checking with the client that you have fully understood their expectations
 - 1.11. responding promptly and positively to the clients' questions and comments
 - 1.12. allowing the client time to consider the response and give further explanation if necessary
 - 1.13. quickly locating information that will help the client
 - 1.14. giving the client the information they need about the services or products offered by the salon
 - 1.15. recognising information that the client might find complicated and checking whether they fully understand
 - 1.16. explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1 **Hair classification** (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2 **Hair characteristics** includes the following:

- 2.1 hair density
- 2.2 hair texture
- 2.3 hair elasticity
- 2.4 hair porosity
- 2.5 hair condition

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- 2.6 hair growth patterns
 - 3 **Effleurage** - A gentle stroking movement
 - 4 **Petrissage** - Slow, firm, kneading movement
 - 5 **Vibration** - A fine, gentle trembling movement of the tissues which is performed by your hand or fingers

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Provide specialist hair and scalp treatments



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