

# UHB55

## Provide specialist hair and scalp treatments

The aim of this unit is to develop your knowledge, understanding and skills to identify a range of hair and scalp conditions and provide treatments and advice to clients to improve these conditions. You will also learn how to select and perform a variety of hair and scalp treatments using products, tools, equipment and techniques.

Throughout this unit 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.

National Occupational  
Standards (NOS)

# CHB16

Level

## 4

Credit value

## 12

GLH

## 97

Observations

## 4

External paper(s)

## 2



# Provide specialist hair and scalp treatments

## Learning outcomes

On completion of this unit you will:

1. Be able to provide specialist hair and scalp treatments
2. Understand how health and safety policies and procedures affect specialist hair and scalp treatments
3. Understand the factors that influence specialist hair and scalp treatments
4. Understand the science of specialist hair and scalp treatments
5. Understand the products, tools, equipment and techniques, for hair and scalp treatments

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least four occasions on different clients**, one of which must be treating a scaling scalp and another for diffuse hair loss.  
  
Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*  
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*  
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There are two external papers 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 a learning outcome when all criteria have been competently achieved in a single client service.

## Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



# Observations

## Learning outcome 1

### Be able to provide specialist hair and scalp treatments

You can:

- a. Prepare for specialist hair and scalp treatments
- b. Apply safe and hygienic methods of working throughout treatments
- c. Consult with clients for specialist hair and scalp treatments
- d. Carry out specialist hair and scalp treatment
- e. Provide clients with advice and recommendations on the treatment(s) provided

*\* May be assessed by supplementary evidence.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

# Range



You must practically demonstrate that you have:

Used a <b>minimum of 5</b> treatment products	Portfolio reference
Oils	
Creams	
Lotions	
Spirit based products	
Treatment conditioners	
Treatment shampoos	
Used a <b>minimum of 3</b> types of tools and equipment	Portfolio reference
Vibro massage	
High frequency	
Heat accelerators	
Steamers	
Considered <b>all</b> factors	Portfolio reference
Hair characteristics	
Hair classifications	
Scalp condition	
Unusual features on the scalp	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Covered a <b>minimum of 7</b> hair and scalp conditions	Portfolio reference
Dry scalp	
Oily scalp	
Sensitised scalp	
Scaling scalp*	
Pityriasis capitis	
Diffuse hair loss (general thinning)*	
Chemically damaged hair	
Environmentally damaged hair	
Physically damaged hair	
Used <b>all</b> massage techniques	Portfolio reference
Effleurage	
Petrissage	
Vibration	
Covered <b>all</b> treatment objectives	Portfolio reference
Improvement of hair condition	
Improvement of scalp condition	
Given <b>all</b> advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Recent and future products and services	

**\*You must be observed covering these hair and scalp conditions**

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.

# 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\*:

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

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

## Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% 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 2		
2 of 2		



# Knowledge



## Learning outcome 2

### Understand how health and safety policies and procedures affect specialist hair and scalp treatments

You can:	NOS CHB16 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K11	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect treatments	K9	
c. Describe safe and hygienic working methods and practices that must be followed throughout the treatments	K2, K4, K6, K7, K10, K13	
d. Explain the importance of questioning clients prior to and during specialist hair and scalp treatments		
e. Explain the importance of preventing cross-infection and cross-infestation	K5, K8	

*You will be required to have a portfolio of evidence for all assessment criteria.*



### Learning outcome 3

## Understand the factors that influence specialist hair and scalp treatments

You can:	NOS CHB16 reference	Portfolio reference
a. Explain the factors that may influence the service provided	K14, K23, K34	
b. Describe ways of dealing with any influencing factors		

*You will be required to have a portfolio of evidence for all assessment criteria.*



## Learning outcome 4

### Understand the science of specialist hair and scalp treatments

You can:	NOS CHB16 reference	Portfolio reference
a. Describe the structure, function and actions of muscles of the treatment area	K24	
b. Describe the position of the primary bones of the treatment area	K24	
c. Describe the principles of the endocrine system	K24	
d. Describe the structure and function of the circulatory system, the lymphatic system, the nervous system and the skin and hair	K24	
e. Explain the hair growth cycle and the reasons for normal and abnormal hair growth	K25, K26	
f. Explain how the active ingredients in specialist hair and scalp products work	K19	
g. Describe different types of hair loss, their causes and how to recognise them	K28, K29, K37	
h. Describe the signs, symptoms and causes of treatable adverse hair and scalp conditions	K15, K16, K17	
i. Describe possible contra-indications and contra-actions that may occur during or after treatment and how to manage these	K32	
j. Explain types of testing, when it should be undertaken and the importance of accurately recording results	K30, K31	

*You will be required to have a portfolio of evidence for all assessment criteria.*



## Learning outcome 5

### Understand the products, tools, equipment and techniques, for hair and scalp treatments

You can:	NOS CHB16 reference	Portfolio reference
a. Explain the use of treatments and products for a range of hair and scalp conditions	K12, K18, K33, K39	
b. Describe the effects and benefits of massage techniques, tools and equipment on the hair and scalp	K21, K22, K35	
c. Explain the medical treatments and technological advancements for hair loss and hair and scalp conditions	K20, K36	
d. Explain the importance of providing advice and recommendations to clients	K27, K38, K40, K41, K42	

*You will be required to have a portfolio of evidence for all assessment criteria.*

# Knowledge requirements



**You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.**

NOS CHB16	NOS statements to be included in a portfolio of evidence
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
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



**You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.**

NOS CHB16	NOS statements to be included in a portfolio of evidence
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-indications that may occur during and post treatment and how to deal with them
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



**You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.**

NOS CHB16	NOS statements to be included in a portfolio of evidence
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 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

# Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS CHB16	NOS statements included in the exam
K7	The correct use and maintenance of tools and equipment
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
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





**The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.**

NOS CHB16	NOS statements included in the exam
K30	The types and purposes of conducting tests
K31	When 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
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
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 ensure the best possible results
K41	The importance of evaluating the effectiveness of the hair and scalp treatment

# Notes

Use this area for notes and diagrams



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