
Unit Specification

iUHB309 – Provide client consultation services

Unit reference number: H/617/8092

Level: 3

Guided Learning (GL) hours: 90

Overview

The aim of this unit is to develop learner's knowledge, understanding and skills to provide a comprehensive consultation and advisory service to clients. Client consultation is critical to the success of all technical services to ensure that the learner is fully engaged with the client to meet their needs and expectations.

Client consultation is the foundation to establishing and building the client relationship and it is important that a variety of communication skills is demonstrated to gather key information. Making suitable recommendations for services and products based on this information and the results of the analysis of the client's hair, skin and scalp is an essential part of this unit.

The ability to provide advice including alternative courses of action such as referral to other specific specialists is also a requirement. Learners will need to maintain a high level of health, safety and hygiene throughout the unit.

Additionally, learners must maintain their personal appearance and demonstrate effective communication skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to provide client consultation for hair services

LO2 Understand the relevant policies and procedures when carrying out consultation services

LO3 Understand the science of hair, skin and scalp

Unit content

LO1 Be able to provide client consultation for hair services

Prepare for consultation services

Taught content to include

- Presenting positive working relationships with client's staff and visitors
- Presenting and creating a good first impression, for example a client is more likely to return to the salon where there is a friendly and attentive environment
- Using non-technical jargon and limited technical terms
- Knowledge of all the salon services, products and pricing structure
- Adapting consultation techniques when communicating with clients from different cultural and religious backgrounds, age, disabilities and gender
- The ability to use open and closed questioning techniques
- Observing client's behaviour and body language
- Listening to the tone of voice and vocabulary used and encouraging and allowing time for clients to ask questions
- Offering refreshments if and when available or appropriate, along with reading materials
- Ensuring there is enough space to be able to sit beside or opposite the client without being in too close a proximity to other people, e.g. the client may not speak freely if they feel others are listening
- Ensuring any background music is not too loud or intrusive for conversation
- Using visual aids to help identify the client's wishes, especially if from different cultural background where language differs from native tongue, these may include:
 - Photographs
 - Pictures in trade magazines
 - Colour charts
 - Magazines or books
 - Drawings
 - Internet downloads on a tablet or smartphone
- Accurately identifying any factors that may affect the service
- Considering the client's lifestyle, maintenance time and hairstyle
- Analysing the client's hair, skin and scalp to include: hair growth patterns, hair characteristics, texture, density and elasticity
- Analyse and identify the hair classification:
 - Type 1 – straight hair
 - Type 2 – wavy hair
 - Type 3 – curly hair
 - Type 4 – very curly hair
- Identifying suspected infections or infestations of the hair or scalp
- Identifying head and face shape
- Confirming the client understands and agrees the service
- Conducting all relevant tests
- Reviewing client's records of previous services (if available)
- Knowing the salon's pricing structure for services and how to calculate charges and advise client

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensuring the work area is clean and well organised
- Ensuring the chair is adjusted to a workable height for the stylist which is also comfortable for the client. Where necessary a foot-stand could be positioned for client comfort
- Ensuring the client is positioned so that the consultation take place without compromising the clients' privacy
- Minimising the wastage of products, e.g. when describing the effects of a conditioner for a specific hair problem, the use of a spatula to enable the client to smell or test the product
- Ensuring resources are clean, readily available and all hygienic precautions are followed, to minimise the risk of cross-infection, e.g. if showing retail products ensure they come from a clean display area
- Making effective use of the working time, e.g. ensuring there is adequate time allotted for the consultation
- Minimising the risk of harm or injury to themselves and others e.g. if demonstrating a drying technique for home care maintenance ensure wires do not drape around the client causing a potential hazard

Carry out client consultation services

Taught content to include

- Conduct a range of tests on the client's hair and skin following manufacturers' instructions and recognised industry procedures
- Record test outcomes (appropriate to service undertaken) to include:
 - Allergy alert test/skin allergy test/skin test/sensitivity test (if previous allergic reactions to products, e.g. scented hairspray)
 - Elasticity test
 - Porosity test
 - Test cutting/colour test
 - Development test
 - Test curl/development test curl
 - Pull test
 - Incompatibility test
- Assess the hair conditions for contra-indications and suitability of required service(s) to include:
 - Hair classification
 - Hair characteristics
 - Hair elasticity, porosity, texture, density, condition, growth patterns and hair length
- Assess the scalp condition to assess for contra-indications and the suitability of required service(s) to include:
 - Cuts, sores and abrasions
 - Where necessary refer suspected infections/infestations to qualified person, e.g. pharmacist, doctor/GP

- Assess the scalp and hair for any other conditions or defects, e.g. hair loss:
 - Where necessary refer to qualified person e.g. pharmacist, doctor/GP or trichologist
- Confirm with the client the look agreed at consultation prior to starting the service and that the desired outcome has a realistic expectation
- Ensure appropriate questions are directed to the client to establish any known contra-indications to the hair service
- Accurately record the client's responses to questioning where appropriate
- Consult with and inform the client throughout the consultation service
- Confirm with clients the desired effect:
 - Discussing client's needs and requirements
 - Discussing limitations or adaptations that may be required
 - The importance of informing the client of the likely cost, duration and expected outcome of the service
- The importance of questioning clients prior to and during services:
 - Understanding the client requirement and expectations of the chosen service
 - Ensuring the client understands the process(es) of the required service(s)
 - Ensuring questions asked provide the opportunity for the client to ask questions of their own and that the consultation is a two way process
 - Checking that the client is comfortable
 - Gaining information on how they maintain their hair, lifestyle and commitment to the style
 - The legal significance of client questioning and the recording of client's responses to questioning

Provide clients with advice and recommendations

Taught content to include

- Consult with the client throughout the service
- Discuss and confirm client's needs and requirements prior to, during and after the service
- Discuss outcome of tests and agree a course of action, e.g. test results show hair is too weak for a chemical service, discuss options for a treatment plan to improve hair condition including home care requirements
- Discuss limitations and/or potential outcomes of chosen service(s) and/or treatments following the consultation, this may include:
 - Creative colouring services
 - Creative lightening services
 - Colour correction services
 - Creative cutting services
 - Variety of perming services
 - Variety of relaxing services
 - Creative style and dressing services
 - Specialist hair and scalp treatments
 - Creative hair extension services
 - The amount of time available for daily maintenance
 - The time limits and/or suggested return visits for maintenance services
- The impact of the client's lifestyle regarding the service recommendations, examples may include:
 - Work – working environments may restrict certain styles, colours and lengths of hair
 - Sporting activities – some sports require the hair to be kept off the face by regulation, or withstand regular washing and heat styling due to extensive training
 - Leisure activities
 - Forthcoming special occasions such as a wedding or prom – hair additions or extensions may be required to achieve the desired style
 - Religion – to comply with certain religious rules and traditions
 - Age – from children through to seniors, age may influence the suitability of recommended styles, cuts and colour services
 - Gender – gender specific variation in hair growth, males may experience hair thinning and loss due to male pattern baldness
 - Personality, e.g. their ability to undertake a complete change of colour
 - Client's own care abilities – some clients are skilled and committed to managing their hair. Others, perhaps due to an injury or lack of guidance, may not have the skills to manage certain styles
- Provide advice and recommendations accurately and constructively
- Refer to a medical professional if suspected infections/infestations or scalp/hair conditions
- Provide aftercare advice including potential costs of further services
- Recommend products to maintain style or prolong any chemical services, e.g. sulphate-free shampoo to maintain colour services
- Update the client's service record

Complete the client records used in your organisation

Taught content to include

- Preparing and updating the client record to include:
 - Ensuring records are available for the consultation
 - Updating changes in client's details
 - Recording results of tests
 - Factors limiting or affecting the service
 - Techniques used for the service, in detail
 - Products used for technical services and development times
 - Outcome of the service – success of the service, client satisfaction with the service, suggestions for the next service
 - If the record is handwritten, the writing must be legible and fully completed
- Ensuring the record belongs to the client by checking the client's personal details
- Referring to the record during discussions to aid clarification regarding the client's history of services and updating the accuracy of what is recorded
- Using the information as a starting point for discussion for the intended salon service, e.g. products and chemicals that have been used, and the outcomes of previous services
- Creating a full new client record for a client who has not previously attended the salon

LO2 Understand the relevant policies and procedures when carrying out consultation services

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the salon have a responsibility for the health and safety of themselves and others
 - The salon safety regulations to ensure their actions do not put others at risk, which includes: all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to accurately describe the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the salon environment including:
 - The comfort of the salon
 - Cleanliness of the salon to prevent cross-infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment that are fit for purpose
 - Reasons for personal protective equipment (PPE), e.g. using protective gloves to prevent contact dermatitis when using certain products and all chemicals
 - Making visual checks on all electrical equipment and reporting faults/isolating power
 - Ensuring manufacturers' instructions are always followed when using products and equipment
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences

- Ensuring the public are protected from the manufacture of supplied unsafe goods or misleading price indications
- Preventing a false trade description of any goods that are supplied or offering to supply any goods to which a false trade description has been applied, or making false statement about the provision of any service
- Ensuring that all personal client data records remain safe and confidential
- The importance of updating the client records following service

The importance of following current relevant legislation

Taught content to include

- Knowing the reasons and importance of following the regulations and acts of the country in which this qualification is offered, regarding the impact these would have for both themselves, clients, visitors and other staff members. This will include:
 - Professional salon image
 - Prevent legal action
 - Prevent accidents and dangerous occurrences happening
- The Data Protection/GDPR legislation controls how personal information is used by organisations, businesses or the government of the country therein
- The responsibilities for those using data has to follow strict rules relating to their country of origin. Data protection rules examples will include:
 - Used fairly and lawfully
 - Used for limited, specifically stated purposes
 - Used in a way that is adequate, relevant and not excessive
 - Accurate
 - Kept for no longer than is absolutely necessary
 - Handled according to people's data protection rights

How to communicate effectively when carrying out consultation services

Taught content to include

- Use open questions that require more than one answer to gain information from the client
- Use closed questions to close the consultation service and confirm agreement from the client
- Adopt a positive body language, examples will include good stance, arms uncrossed, eye contact and smiling
- Establish client requirements – avoids misunderstandings, ensure client satisfaction, reduce complaints
- Create positive working relationships with client's, staff, visitors
- Improve client retention, for example, a client will be more inclined to return to a stylist who has communicated well and offered the best advice suited to their needs
- Importance of giving the client realistic expectations of the chosen service(s)
- Language difficulties, e.g. limited speech, vocabulary or accents may present a barrier
- Cultural differences, e.g. choice of vocabulary could potentially cause offence
- Physical disabilities, e.g. speech, hearing problems may present a barrier
- Psychological difficulties, e.g. low self-esteem and a lack of client confidence may make communicating difficult
- The importance of not discriminating against people with illnesses or disabilities

Roles and responsibilities of specialist service providers

Taught content to include

- Discussing the client's needs and requirements
- Making recommendations explaining the service to include, time, cost and maintenance
- Analysing of hair and scalp identifying any contra-indications and influencing factors
- Discussing the possible limitations of requirements or future services
- Consulting with the client throughout the service
- Ensuring the client is informed of the products and services available
- Providing the opportunity for the clients to ask further questions or seek clarification
- Providing client with appropriate referrals if suspected hair and scalp conditions, infections or infestation e.g. Alopecia refer to a doctor/GP or Trichologist
- Adhering to salon policies throughout
- Following manufacturer's instructions when making recommendations
- The reasons why continual professional development (CPD) is important, e.g. to ensure new information regarding product usage is current/up to date

The importance of creating a setting in which clients feel comfortable

Taught content to include

- Salon environment and professional image – first impression, create trust and confidence
- Client-centred approach – providing client care and comfort throughout the consultation, offering a personalised approach to ensure that the client's needs are understood and wherever possible met
- Consistency of services – a consistent approach to client care is required both prior to and following all services offered
- Client satisfaction – meeting client expectations through the quality of care and through taking appropriate time for the consultation
- Professional communication skills, e.g. clear speech at a low level, avoiding use of slang and technical language, avoidance of discussing personal issues and views on religion, sex and politics, listening to the client's needs and requirements, using open body language and maintaining eye contact
- The importance of sensitivity and awareness of the client's needs
- The importance of client comfort
- The importance of reassurance where possible to the client, e.g. colour correction service recommendation due to a failed home colour application which has resulted in discolouration to the clients hair
- Ensuring that any recommendations are realistic, e.g. the use of appropriate products following the service in order to support home care maintenance

The importance of understanding equality and diversity

Taught content to include

- The laws or rules that apply to the country therein, e.g. within the UK equality law applies to any business that provides goods, facilities or services to members of the public
- The range of businesses this applies to within the industry, e.g. hairdressers, barbers, beauty salons, spas and nail salons. This ranges from sole traders who visit people in their own homes to large salon chains
- The importance of treating all clients equally, examples include:
 - To be free from bullying or harassment
 - To treat the client with respect
 - To treat the client as an individual and take their needs into account
 - To adapt the consultation (and further services) according to the clients individual needs

The importance of engaging in conversation and making openings in conversations to encourage clients to speak

Taught content to include

- Verbal communication
 - Speaking manner and tone of voice, being respectful, sensitive to client, being supportive, using open questions, using appropriate vocabulary, using tact and diplomacy
- Non-verbal communication
 - Eye contact, appropriate and inappropriate body language, active listening
- Adapting and tailoring approaches for different clients, e.g. new and existing clients, according to gender, age, culture, occasion
- Written
 - Show clarity and conciseness, attention to spelling, grammar and presentation of written information
- Clarification
 - Checking the client understands the discussion of the consultation to ensure the outcome is suitable for the client

The implications of changes to existing hair and scalp regimes

Taught content to include

- The importance for the client to be fully informed of the implications of an agreed service in order that they can make informed decisions on the viability of the recommendation, e.g. where creative colouring is recommended the client may be restricted financially for the upkeep of the service and adaptations to this service may be recommended
- Be able to explain the implications of the intended service to the client, to include:
 - Cost and frequency of maintenance
 - Limitations or restrictions to other services
 - Changes to their existing hair and scalp regime
 - Implications for maintenance of specific services at home
 - Frequency of salon maintenance of services or treatments
- Review salon service options, agree on a course of action and provide information about products and services and make recommendations for adaptations

Legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services

Taught content to include

- The importance of following the country of origins legislation for features, benefits, products and services. Within the UK these include:
 - Sale of Goods Act – all goods sold must be of reasonable quality, fit for their intended purpose and match any descriptions given by the retailer. The consumer has the right to reject the goods and request a refund, repair or replacement if the retailer does not meet these requirements
- The reasons why it is important to provide clients with full and accurate information regarding products and services, to include:
 - The importance of ensuring that explanations that are framed in a way that the client understands
 - The effect of products on the structure of the hair and/or scalp
 - The advantages and disadvantages over other products or services, e.g. the potential differences between salon retail products and high street branded products
 - The full cost and upkeep of the product or service
 - The importance of ensuring the client does not have cause to complain or bring the salon's reputation into dispute due to incorrect advice regarding products or services
- Other regulations, laws or rules within the country to which legislation would apply regarding consumer/customer rights. Examples within the UK relate to:
 - Unfair Terms in Consumer Contracts Regulations – within the UK all terms and conditions must be fair, accessible and expressed clearly
 - Consumer Protection from Unfair Trading Regulations, e.g. Retailers must not indulge in aggressive and misleading sales practices, e.g. claiming a product or service will do something it clearly is not fit to do

The importance of providing clients with advice and recommendations on the service(s) provided and products available

Taught content to include

- To ensure the client feels valued and that the consultation was specifically tailored to their individual needs
- To help clients maintain and achieve the required result at home
- Guidance on when to return for a maintenance cut
- The reasons for using specific products at home, e.g. to prepare the hair for further chemical services
- Reputation and walking advertisement for the salon
- To provide advice and guidance on other products and services to enhance the style

LO3 Understand the science of hair, skin and scalp

The different hair characteristics and classifications and how they affect services and the choice of products

Taught content to include

- Hair classification

Hair classifications table			
Type 1: Straight hair	1A - Fine/thin	1B - Medium	1C - Coarse
	Straight	Straight with volume	Straight difficult hair
Type 2: Wavy hair	2A - Fine/thin	2B - Medium	2C - Coarse
	'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
Type 3: Curly hair	3A - Fine/thin	3B - Medium	3C - Coarse
	Soft curl	Loose curl	Tight curl
Type 4: Very curly hair	4A - Fine/thin	4B - Medium	4C - Coarse
	Tight coiled curl pattern	'Z' pattern and spring curl	Tight 'Z' pattern

- Hair characteristics

- Elasticity – the hair's ability to stretch and retract to its original size can influence services offered and choice of products, an example may include hair which, due to chemical over-processing, is suitable for a conditioning treatment and not suitable for a further chemical service
- Porosity – the condition of the cuticle. If the hair is porous it can affect the technique, products and services, e.g. apply a treatment to even out porosity prior to perming to ensure an even curl result
- Texture – the feel of an individual hair – fine, medium or coarse, examples may include:
 - Caucasian – wavy and straight
 - African type – very curly, fine, medium
 - Asian – straight
- Density – the number of hairs on the scalp, colour product application may take longer with very dense hair
- Hair condition – if it has been chemically or physically affected by chemicals or external elements. Some services may need to be adapted or should not proceed, e.g. if hair is badly affected by physical damage due to extreme heat applications a permanent colour could further damage it; an alternative colouring process would be required

- Growth patterns – the direction the hair grows from the scalp and how difficult growth patterns can influence chosen service/style, e.g. some creative haircuts may not be suitable where the client has a difficult growth pattern along the nape line

The structure and function of hair and skin

Taught content to include

Structure	Description and function
Cuticle	Colourless scales, overlapping from roots to points. Forms a protective outer layer/surface to the hair.
Cortex	<p>Cortical cells and fibrous middle layer which contains colour pigment melanin and gives the hair its strength. This is where all chemical and physical changes take place.</p> <p>Each cortical cell is composed of bundles of keratin that lie in the direction of the hair length.</p>
Polypeptide chains	<p>Polypeptide chains are responsible for holding amino acids together to make the fibrous protein keratin. It is responsible for the <i>hair's</i> strength.</p> <p>Polypeptide chains are held together by permanent and temporary bonds, which can be broken down to change the appearance of the hair.</p>
Disulphide bonds	<p>Disulphide bonds are permanent bonds that hold the polypeptide chains together.</p> <p>The curliness (or straightness) of the hair depends on the shape of the follicle, it is the disulphide bonds that keep the hair in the shape that is formed, and they can only be broken by chemical processes such as perming or relaxing.</p> <p>Disulphide bonds also give the hair its elasticity and strength.</p>
Hydrogen bonds	<p>Hydrogen bonds are temporary bonds that hold the polypeptide chains together.</p> <p>The hydrogen bonds are easily broken by water or heat and reformed by drying and cooling the hair. Hair in its natural state is known as Alpha keratin and in its reformed state Beta keratin.</p> <p>After styling, atmospheric moisture or shampooing can cause the hair to return the hair to its natural Alpha keratin state.</p>
Medulla	<p>Central innermost part of the hair.</p> <p>No known function and does not play any useful part in hairdressing processes and treatments.</p> <p>May not be present in all hair classification types.</p>
Epidermis	The protective surface of the skin and has 5 layers.
Acid mantle	<p>The uppermost layer of the epidermis. The skin's defence mechanism.</p> <p>The acid mantle is a very fine, slightly acidic film on the surface of human skin acting as a barrier to bacteria, viruses and other potential contaminants that might penetrate the skin.</p>

	Sebum is secreted by the sebaceous gland and when mixed with sweat forms the acid mantle. The pH of the skin is between 4.5 and 5.5 which is slightly acidic.
Dermis	The thickest layer of the skin containing the hair follicle, blood supply, sweat gland, nerve endings and lymph vessels.
Subcutaneous layer	This layer has special connecting tissue that attaches the dermis to the muscles and bones. The fatty layer, provides insulation and energy for the body.
Sensory nerve endings	Sensory organs for detecting heat, touch, cold and pain.
Lymph vessels	Filter and transport fluid away from tissues.
Blood supply	Provides oxygen and nutrients to the hair papilla to aid healthy hair growth.
Sebaceous gland	Produces sebum to protect the hair and skin. If overactive can cause excess oiliness on the skin and hair.
Dermal papilla	The dermal papilla joins the hair bulb to the blood vessels to nourish all hair follicles, and bring nutrients and oxygen to the growing hair The growing area of the hair follicle.
Sweat gland (apocrine and eccrine)	Apocrine found on the scalp, eccrine all over the body. Produces sweat to cool the skin.
Arrector pili muscle	The arrector pili muscle cause hairs to stand on end when the body is chilled. These are tiny muscles in the skin that connect hair follicles to skin tissue. The muscles contract due to information from autonomic nerves located within these muscles.
Hair follicle	Tube-like structure from which the hair grows. Follicle shape will determine the texture, thickness and classification of the hair. If it is round the hair will be straight whereas the follicle of curly hair adopts an oval shape. The flatter the oval is, the curlier the hair will be. Follicles of straight hair tunnel vertically down from the skin's surface into the dermis. If the follicle angles into the dermis then the hair will curve as it grows causing it to wave or curl.
Hair shaft	The keratinised portion of a hair that extends from the hair follicle beyond the surface of the epidermis. The hair provides protection to the scalp from the sun.
Hair bulb	Hair is made of a tough protein called keratin. A hair follicle anchors each hair into the skin. The hair bulb forms the base of the hair follicle containing the dermal papilla. In the hair bulb, living cells divide and grow to build the hair shaft.

The growth cycle of hair

Taught content to include

- Anagen – growing stage; active stage, most hair is in this stage at any one time
- Catagen – changing stage, a small percentage of hair is in this stage at any one time
- Telogen – resting stage, the hair is not growing and is separated from the hair bulb
- Early anagen – new hair begins to form
- How hair growth will enable learners to give advice on the frequency of visits for maintaining styles
- How hormones affect the growth cycle e.g. in women, ovaries and adrenal glands naturally produce androgens and over production of these hormones may produce excessive hair growth, most commonly seen on the face
- The different types of hair growth problems e.g. hormone imbalance can affect hair growth, too much of a hormone or not enough can lead to diffuse hair loss, also known as telogen effluvium

The importance to identify factors that may limit or affect services

Taught content to include

- Preventing damage to the hair and scalp
- Prevention of the client taking legal action – ensure all tests and test results are recorded and results discussed
- Preventing the reputation of the salon being damaged
- Preventing damage to the client's personal confidence and maintaining confidence with both the hairdresser and the salon
- Informed consent – agreeing a course of action when factors are identified that may limit or affect services required
- Lifestyle – the chosen hair service is realistic to the hair classification type, the client's current lifestyle and that they have time to maintain the look
- Specific difficult hair growth patterns
- The hair classification does not support the chosen service
- Adverse skin condition, bacterial, viral, fungal infections
- The importance of undertaking appropriate tests is to confirm a service can be carried out
- Other services that may be offered where hair is either in poor condition or not compatible for chemical product services

When and how hair and skin tests are carried out

Taught content to include

- Allergy alert test (skin allergy test)/skin test/sensitivity test used specifically to test for a skin allergic reaction or sensitivity when using colouring and/or lightening products
 - 24-48 hours before a colour (depending on manufacturers' instructions)
 - Cleanse a small area of skin behind the ear. Mix a small amount of the darkest permanent colour with 6 percent hydrogen peroxide (or manufacturers' developer) and apply a small amount to the cleansed area. This should not be washed off by the client for at least 24-48 hours. A positive reaction would result in redness or irritation to the test area and mean the client is contra-indicated to the service
- Elasticity test – internal strength of cortex
 - On wet hair, take individual strand of hair from 3-4 areas of the head – if hair is dry then dampen thoroughly. Hold one single hair securely and pull it – if the hair stretches and return to its original length without breaking – it has normal elasticity. If hair breaks or fails to return to its original length it has low or no elasticity
- Porosity test – external strength of cuticle
 - Take a few strands of hair slide down towards the scalp using one finger and one thumb. The more resistance felt, the more porous the hair
- Test cutting/colour test – to check suitability of desired outcome prior to colouring or lightening the hair
 - Take a few cuttings from various parts of the head. Secure with cotton thread or adhesive tape. Mix a small amount of the desired colour(s) or lightening products with the correct strength of hydrogen peroxide and place the cuttings into the colour. Process as per manufacturers' instructions. Rinse and remove the colour and assess the results
- Development test – to establish the correct development of colouring and/or lightening product applied
 - Remove a small amount of the colour or lightening product with cotton wool from different parts of the head once the development time has been reached to determine if the desired result has been achieved
- Test curl/development test curl – to establish to development/degree of curl when perming solution is applied
 - This test can be achieved during and at the end of the desired development time of the perming service to ensure the desired curl has been achieved
- Pull test – testing the strength of the hair before other services e.g. temporary hair attachments, backcombing, backbrushing or twisting and plaiting hair
 - Take a small amount of hair between the thumb and middle fingers from the base of the hairs near the scalp (approximately 30-60 hairs). Firmly pull hairs from the scalp. If more than 10 percent of hairs are pulled out this may indicate active shedding and extreme care in handling the hair is required, along with advice and guidance to the client
- Incompatibility test – before chemical services to detect the presence of metallic salts or other products that may be incompatible
 - Take a cutting from the hair, secure with cotton thread or adhesive tape. Pour 20mls of liquid 6 percent hydrogen peroxide into a non-metallic bowl. Add 5 drops of ammonium hydroxide. Leave for up to 30 minutes. If there are no compatible substances on the hair there should be no reaction in the bowl. Where metallic salts are present (a positive result) the liquid will react with the hair and it may change colour or disintegrate and further chemical services must not be undertaken

How test results influence services

Taught content to include

- Alternative services that may need to be offered, e.g. a positive reaction to a pull test would mean the chosen creative up style on the hair with additional hair wefts should not be undertaken
- Adaptation of application method of products e.g. mid-ends of the hair may require application first when applying a colour due to previous home colour service
- Product choice may need to be altered, e.g. choice of colour products may require changing
- The use of specific shampoos or advising conditioning treatments to repair the hair, e.g. where build-up of products is present on the hair

The importance of the correct completion, storage and security of client records

Taught content to include

- To avoid legal action
- The reasons why client records play a vital role in providing information about the history of the client's hairdressing services, examples may include:
 - To provide an accurate record of the client's service details
 - To ensure the correct products or services are followed
- The importance of completing a client record card, examples may include:
 - To ensure others can undertake subsequent services when the stylist is unavailable, e.g. colouring or lightening services
 - To ensure all test results are accurate and fully recorded with dates
 - To ensure products and timings of services are followed where necessary, e.g. processing time when undertaking a perming service
- The importance of adhering to legislative requirements regarding safety, confidentiality and security of records of the country therein
 - Data protection in the UK includes:
 - All information must be stored securely, e.g. password protected computer files or authorised access to paper records
 - Information recorded should be accurate and necessary to the service or treatment being performed
 - Individual client records must be available for clients to view upon request
- The importance of gaining client agreement and consent, examples may include:
 - To ensure the correct degree of curl or straightness is agreed when providing a relaxing hair service
 - To ensure the colour choice and placement of colour is agreed when undertaking a creative colour conversion service

The importance of, and reasons for, not naming specific conditions when referring clients to a general practitioner, pharmacist or trichologist

Taught content to include

- The salon or organisational procedure for referring a client to others if adverse hair or scalp conditions are suspected
- The salon or organisational procedure for dealing with clients who have an infestation
- How and reasons why legal action should be avoided
- The legal implications for ensuring the salon cannot be held accountable for the diagnosis

The role of professionals such as pharmacist, trichologist, general practitioner and the specialist services that they can offer

Taught content to include

- The limits and boundaries of duties and responsibilities and explain these to the client
- The roles of other professionals and the specialist services they can offer
- General practitioner
 - GP 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 the hair specialist as a non-medical professional, or when salon treatment has failed
 - If symptoms are not relieved and to avoid incorrect diagnosis when a salon is not able to offer a product/service, recommend the client to the most appropriate consultant
- Pharmacist
 - Pharmacists interpret and communicate specialised knowledge and are qualified to recommend over the counter treatments where necessary. They would advise the client on further guidance/medical help where appropriate
- Trichologist
 - 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. They can offer the client specific treatments and diagnosis where a hair or scalp problem is identified, e.g. sudden hair loss
- Wigmaker and suppliers
 - A wig maker is a person who creates artificial heads of hair that can be worn by males or females to change their appearance. This professional can also work independently to supply wigs to people who may have lost their hair for any reason, or to people who simply want to change their appearance

The factors that may influence services provided

Taught content to include

- The types of previous chemical services undertaken either within the salon or by the client at home which may influence or limit the use of some products or other services. These may include:
 - Colour and/or lightening. Colour on the hair may restrict colour services, e.g. where the base is too dark for target colour
 - Hair is in poor condition due to over processing of pre-lightener
 - Relaxer – hair condition may prevent future relaxing services and be unable to take other services, e.g. creative colour
 - Perming – hair has been previously over processed and hair condition is poor and requires conditioning treatments
- Results of tests – may prevent, alter or restrict services, or influence products, tools and equipment being used and services offered
- Density – defined as the numbers of hairs on the scalp and will affect the products, tools and equipment used and can influence the cost and timing when carrying out services, e.g. may include additional products, application and processing time required for coarse tight curly hair when applying a permanent colour
- Texture – defined as the feel of each individual hair and indicate how strong or weak the hair shaft is, e.g. may influence use of less product application on fine hair as overuse may saturate the hair making it heavy for styling purposes
- Elasticity – this defines the inner strength of the hair shaft and the hair's ability to return to its original strength, and will influence the products, tools and equipment used for a service
- Porosity – the porosity defines the external strength of the hair shaft and the condition of the cuticle. Hair with poor porosity may require the influence of specialist products and treatment and may not be suitable for certain other services
- Growth patterns – the direction of hair growth is unique to its owner and will influence application methods and techniques used for services, e.g. double crowns may require a different application method when applying foils/meche/foam when colouring or lightening hair
- Head and face shape and size – this relates to the overall shape and size of client's head and includes their own unique specific features. The head and face shape will influence all services. For example the use of visual aids to show the client how a style may look or where adaptations may be necessary
- Lifestyle – the client's everyday activity and work patterns may influence a specific style, cut or colour. Client's home routine should be discussed with advice and recommendations made regarding the upkeep of the hairstyle
- Hair length – will influence the costing and timings to client of a service
- Cost of maintaining the desired service – this may influence the affordability to the client and longevity of having a specific service or style and may require the stylist to make adaptations e.g. multi coloured foil application on long straight hair may be too costly or require too much maintenance for a client
- Temperature and humidity of the salon – this influences the development of chemical services, ability to dry and provide dressing the hair when styling. Humidity is the amount of water vapour present and can build in a salon when there is little/no ventilation
- Hygroscopic nature of the hair – this is the ability of hair to absorb moisture. This and the general weather, temperature and humidity conditions will influence product usage, e.g. it is important that the hair is thoroughly dried at the end of a styling services and in damp conditions additional products may be required to help the hair maintain its style

The ways of dealing with any influencing factors

Taught content to include

- The importance of ensuring correct tools, products and equipment are used for services
- The importance of ensuring correct consultation procedures are undertaken to ensure client expectations are met
- The importance of ensuring salon temperature and outside weather conditions are factored into the service(s)
- The importance of ensuring the correct tests that may influence services and their outcomes are undertaken and recorded, to include:
 - Allergy alert test (skin allergy test)/skin test – a positive reaction would prevent chemical services
 - Elasticity test – may prevent or restrict some services if the hair is stretched and does not go back to its original state
 - Porosity test – the hair's ability to retain moisture. Where hair is porous it may prevent or restrict some services, e.g. perming or colouring. Porous hair tends to process chemical reactions quickly and can therefore over-process easily. Additional advice to client may include hair treatments, restyle or cut
 - Incompatibility test – a positive reaction from the test will result in the hair becoming discoloured or dissolving and will prevent all chemical services being undertaken, e.g. perming, relaxing, colouring and lightening, whereas a negative reaction will show no change in the hair's condition
 - Test cutting/colour test – proceed with service if desired colour or lightening depth is met
 - Test curl/development test curl – once desired degree of curl is met proceed with normalising/neutralising

The potential consequences of excessive tension on the hair and scalp

Taught content to include

- Traction alopecia
 - Traction alopecia is recession of the hairline due to chronic traction or hair pulling, and is characterized by areas of hair loss
 - Is a form of alopecia, or gradual hair loss, commonly due to the client frequently wearing their hair in a particularly tight ponytail, pigtails, or braids
- The importance of using the correct application of hairbands, clips and accessories is that they are secured safely without excessive use of force
- The correct removal of hairbands, clips and accessories
- The correct application when using added hair following manufacturers' instructions for both the service requirements and removal procedures
- The correct removal of added hair, clips and accessories
- The correct use and removal methods of backcombing and/or backbrushing hair

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination
3. Synoptic practical examination

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 3 occasions**. This should be conducted on a range of new and existing clients and include the recording, completing and correct storage of the client record cards to include the following: appropriate tests and their results; hair classifications; record of questions and client outcomes and agreement; evidence of providing advice and recommendations for specific services which will include:

- iUHB310 – Creatively cut hair using a combination of techniques
- iUHB311 – Creatively colour and lighten hair
- iUHB312 – Creatively style and dress hair

With at least one of the following optional units:

- iUHB313 – Hair colour correction services
- iUHB314 – Provide a variety of relaxing services
- iUHB315 – Provide specialist hair and scalp treatments
- iUHB316 – Provide creative hair extension services
- iUHB317 – Create a variety of permed effects

The service portfolio must be completed and marked prior to the learner completing the theory examination and the synoptic practical examination.

2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2 and 3. Learners should use the unit content sections of this unit to aid revision.

3. Synoptic practical examination

This unit forms part of the synoptic practical examination which will be externally set by the awarding organisation and examined and marked by an external examiner. The synoptic practical examination will take place at the end of the period of learning.

Document History

Version	Issue Date	Changes	Role
v1.0	02/09/2019	First published	Head of Qualifications and Processing
v2.0	02/03/2020	Corrected “telogen affluvium” to “telogen effluvium”	Product and Regulation Manager