
Unit Specification

iUHB325 – Hair tonics

Unit reference number: D/617/8091

Level: 3

Guided Learning (GL) hours: 20

Overview

This unit is about understanding the available range of hair tonics that offer features and benefits to clients who have a range of hair textures, characteristics and scalp conditions.

Learners will understand the range of products that is available, their properties and how they could benefit the client. Learners will develop the knowledge to be able to discuss and recommend suitable hair tonics to the client within a professional and commercial consultation service.

Learners will also develop an understanding of how to work safely and hygienically and factors which affect and influence the use of hair tonics.

This unit can be joined with a range of other units for assessment purposes when completing an overall complete look prior to or during other barber shop/salon services.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to provide and apply hair tonic services

LO2 Know how health and safety policies and procedures affect the use of hair tonics

LO3 Know the factors that influence the use of hair tonics

LO4 Understand the products, tools, equipment and techniques used to apply and provide hair tonic services

Unit content

LO1 Be able to provide and apply hair tonic services

Prepare to provide and apply hair tonic services

Taught content to include

- Preparation of learners should include:
 - Personal image, ensuring industry standards of dress
 - Clean and hygienic appearance, e.g. avoidance of overpowering odours – tobacco, heavy perfume/aftershave
 - Good communication and listening skills
 - Correct posture with weight evenly balanced
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair positioned correctly, including height
 - Basin is adjusted and positioned for the comfort of the client
 - Adequate work area to allow safe use of hair tonic products, e.g. enough room to provide a massage service
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - All tools and equipment to be positioned for ease of use
- Preparation of the client to include:
 - Clean protective garments for the client
 - Visual checks of client's scalp for signs of cuts, sores, abrasions or infections; check the hair for infestations and suitability of service
 - Removal of obstructive jewellery
 - Check client record card (where appropriate) for previous services and client history
 - Check all tests have been undertaken (if required), e.g. a porosity test to determine possible tonic products to improve the hair/scalp condition

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensure there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensure resources are clean and all hygienic precautions are followed to minimise the risk of cross-infection
- Work safely throughout the service to minimise risk, harm or injury to self or others
- Ensure equipment and products are readily available and free of dust and hair
- Ensure barber/stylist maintains good posture throughout the service
- Ensure the client maintains the correct posture and comfort throughout the service/treatment to avoid a hazard or a risk
- Ensure the correct storage and handling of all products, tools and equipment
- Ensure manufacturers' instructions are followed and used safely when using products
- Minimise the risk of damage to products, tools and equipment
- Ensure that waste is disposed of hygienically and appropriately
- Minimise the risk of harm or injury to themselves and others when using electrical equipment
- Ensure the scalp is protected when using direct heat, e.g. accelerator or steamer temperature settings are checked
- Ensure hygienic working practices throughout the service including own personal hygiene, e.g. eliminating offensive body odour or strong smell of tobacco
- Make effective use of their working time, e.g. ensure all tools and equipment are set up prior to the hair tonic service, to avoid leaving the client to get a comb or tonic needed to complete the service

Carry out relevant tests

Taught content to include

- The dates of services and any tests carried out to be recorded
- Reasons why tests are conducted, examples include:
 - To protect the client from harm
 - To ensure the service can be carried out
 - To check for contra-indications
 - To ensure the outcome is as expected
 - To prevent legal action
 - To maintain the barbershop/salon's reputation
- Types of tests will include:
 - Porosity test
 - Elasticity test
 - Density test

Consult with clients about services and outcomes of tests

Taught content to include

- Undertaking appropriate tests and recording outcomes to include:
 - Elasticity test
 - Porosity test
 - Density test
- Assess the hair conditions for contra-indications and suitability for the hair tonic service 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 the hair tonic service to include:
 - Cuts, sores and abrasions
- Consulting and confirming with the client before the hair tonic service commences to agree the chosen style, desired look and finished result
- Explaining each stage of the hair tonic service to the client
- Agreeing products, process and possible equipment to be used
- Checking throughout the service to meet the client's needs

Confirm with clients the desired effect

Taught content to include

- Discussing client's needs and requirements, e.g. tonic to help improve hair fall
- Discussing limitations or adaptations that may be required, e.g. a cutting/restyle service to enhance the tonic service
- The importance of informing the client of the likely cost, duration and expected outcome of the service

Carry out a suitable questioning process with the client for the service

Taught content to include

- Understanding the client's requirements and expectations of the chosen tonic, e.g. wanting to make the hair look thicker
- To provide the client the opportunity to ask questions (where necessary)
- To ensure the client is comfortable
- To gain information on how they maintain their hair, lifestyle and commitment to the chosen hairstyle, e.g. a client who is looking to improve the appearance of a dry scalp will need to continue the use of the selected tonic at home to maintain the benefit achieved
- To ensure and confirm that the client's expectations are met for the finish
- The legal significance of client questioning and the recording of client's responses to questioning
- The importance of informing the client of the likely cost, duration and expected outcome of the service
- The importance of confirming client's satisfaction

Select suitable products, tools and equipment

Taught content to include

- Products:
 - Preparing products in advance, e.g. scalp tonics or treatment conditioner
 - Preparing materials required, e.g. plastic cap if used, to help prevent drips from product or to retain heat from the head
- Tools:
 - Personal protective equipment (PPE) to include protective garments e.g. waterproof cape and/or towels for client, and gloves and apron for learner
 - Combs, tint bowl, and tint brush (if required)
- Electrical equipment:
 - Accelerator/dry heat (if used)
 - Steamer
 - Hand dryer

Carry out hair tonic services

Taught content to include

- Consult with the client to confirm the look agreed at consultation prior to and during the hair tonic service
- Ensure the client is positioned correctly and at the right height which is adjusted when necessary, e.g. alter the basin height to ensure the client doesn't get wet
- Ensure own posture is correct for the service, e.g. weight evenly balanced
- Ensure the basin is positioned correctly for client comfort
- Ensure products chosen are correct for the hair and scalp type
- Used clean towels and gowns
- Temperature of water is checked prior and during the service
- Apply suitable tonic massage techniques for hair and scalp type, to include:
 - Effleurage:
 - Using pads of fingers or the palm of hands. Slow stroking movements that enable the tonic treatment product to be fully worked into the hair and relax the client
 - Petrissage:
 - Used for tonics that are to be rinsed out. Using pads of the fingers in slow circular movements, to pick up and lift the scalp, keeping elbows at 90 degree angle from the body
 - Tapotement:
 - Using finger pads, light tapping movement over the entire scalp, promotes blood circulation (may be omitted as not suitable for all clients)
- Tonic products to include:
 - Hair anti-fall tonic – chemically damaged/treated, heat damaged, dry hair, dull/limp hair, split ends
 - Therapeutic hair oil tonic – dull/limp hair
 - Hair regrowth tonic – male pattern baldness
 - Scalp tonic - dry scalp/sensitised scalp, dandruff/pityriasis capitis, oily scalp/seborrhoea
- Ensure hair is left free of all products when rinse-out tonic is used

Apply the correct technique during applying and carrying out hair tonic services

Taught content to include

- Use the correct products, tools and equipment for the hair classification, characteristics and length to include:
 - Ensure products are suitable for the hair classification, density and characteristics, e.g. using appropriate tonic that does not cause hair to become heavy. Apply products appropriate to the service in logical sequence
 - Ensure the tools are suitable for the hair classification, density and characteristics, e.g. using the correct tools to dry hair. Demonstrate skills to manipulate and control the hair with chosen tools
 - Ensuring the equipment is suitable for the hair classification and characteristics, e.g. using the correct additional electrical aid to improve the hair condition. Demonstrate suitable management of equipment and ensure the correct positioning of the client, keeping equipment maintained within the confines of the client and work area
- Use the correct massage technique to aid the benefit of the tonic, e.g. using petrissage to stimulate the blood supply to the scalp
- Adapt techniques where required to take into account specific hair growth issues, e.g. avoid using a deep massage where the hair is fine and fragile

Communicate effectively when providing and applying hair tonics

Taught content to include

- Use open questions that require more than one answer to gain information from the client
- Use closed questions which can be used 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, ensures client satisfaction, reduces complaints
- Create positive working relationships with clients, staff, visitors
- Improve client retention, for example, a client will be more inclined to return to a barber/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 clients with illnesses and disabilities

Provide clients with advice and recommendations on the service(s) undertaken and products available

Taught content to include

- Explain the products used to clients including the benefits and effects for the hair and/or scalp, e.g. the use of tonic to enhance the density of the hair
- Home care maintenance, for example the routine could include styling using a thickening tonic
- Discuss client's needs, requirements and lifestyle to provide further advice and guidance on use of home care products, e.g. a client with dry scalp will need to continue use of treatment tonic at home to maintain the desired scalp effects
- Discussing client's needs and requirements for future services, for example the need to grow areas of the hair cut to disguise scalp issues
- Suggested interval between tonics, the client should be aware of the recommended time to return for maintenance of the hair/scalp benefit
- Other offers or promotions, for example salon loyalty cards

LO2 Know how health and safety policies and procedures affect the use of hair tonics

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)
 - Barbershop/salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the barber shop/salon have a responsibility for the health and safety of themselves and others
 - The barber shop/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 describe accurately the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the barber shop/salon environment including:
 - The comfort of the barber shop/salon
 - Cleanliness of the barber shop/salon to prevent cross infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment trained to use
 - 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 to a senior staff member

- Ensuring the public are protected from the unsafe goods or misleading price indications
- Prevent a false trade description of any goods that are supplied or offered; prevent a false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following service

The potential hazards and possible risks that may occur in the workplace and affect services

Taught content to include

- Hazards – anything that has the potential to cause harm, e.g. lids left unsecured on tonic bottles that could cause spillage
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. someone may slip on hair tonic that has been spilt
- Working safely throughout the hair tonic service, an example may include ensuring there is adequate room around the client and no obstructions
- Ensuring use and maintenance of any equipment is monitored, e.g. conduct visual checks such as ensuring any obstructions are removed before applying the tonic and that the seat is at correct height
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing jewellery that may restrict massage movements whilst applying the tonic
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. excess tonic dispensed disposed of correctly by diluting down the sink
- The Control of Substances Hazardous to Health (COSHH), or legislation relevant to the country, including handling and storage of all products, tools and equipment
- The course of action to be taken for a minor burn to the skin:
 - Cool the Skin. Apply a cold compress to the affected area immediately
 - Cover if possible
 - Avoid touching the area
 - If burn is severe, refer for medical attention
- The importance of ensuring a thorough visual check of the hair and scalp is performed prior to the service to prevent cross-infection, e.g. ensuring the scalp is not tender when combing hair for applying tonics
- Risk of electric shock when using electrical equipment to enhance the service to include potential hazards of trailing wires
- Fire – the barber shop/salon's policy in the outcome of a fire and where the assembly point is
- The need to ensure personal protective equipment (PPE) requirements are followed

The safe and hygienic working methods and practices that must be followed throughout the services

Taught content to include

- The use of clean towels and gowns for all clients
- The use of clean and sterile tools and equipment for all clients
- The importance of the correct personal protective equipment (PPE) for the barber/stylist and client
- Protecting the clients scalp when using electrical equipment, e.g. ensure the accelerator/steamer is positioned correctly to avoid discomfort and burning
- The safe work practices and use of tools and equipment, to include:
 - Prevention of cross-infection, e.g. covering any open cuts
 - The need to be organised and ready to undertake a hair tonic service
 - The maintenance of tools and equipment
 - Avoidance of trailing wires
 - Avoidance from spilling tonics on the floor
- Organisation of working area – there should be adequate room to allow the barber/stylist to work safely using the electrical equipment

Contact dermatitis and how it can be prevented

Taught content to include

- Recognising contact dermatitis symptoms
- Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with e.g. chemicals. Symptoms can be varied and include:
 - Skin redness
 - Extreme itching
 - Oozing or blisters, may make skin swell
 - Skin that appears darkened or hard/leathery to touch that may become dry or flaky
 - Sensitive to products and sunlight
- How to avoid contracting and preventing measures which may include:
 - Wearing gloves (recommended) when shampooing hair prior to the hair tonic service
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations
- Following and adhering to manufacturers' instructions when using products to perform hair tonic services

LO3 Know the factors that influence the use of hair tonics

Understand the products and tools required for clipper maintenance

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

- The factors that must be taken into account to judge where the application of tools, products and equipment for performing hair tonic services are required, to include:
 - 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. Hair can be low, medium, or high density
 - 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
 - Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough and may tangle easily. Porous hair will absorb water and products more easily
 - Elasticity – this relates to the condition of the cortex layer of the hair. Elasticity levels are affected by how the treated and the condition it is in. Hair should stretch and return to its normal size; this indicates the hair is in good condition hair and no damage to the cortex. If hair stretches and snaps or does not return to its original length this indicates internal damage to the cortex
 - Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features
 - Lifestyle – this is about the client's everyday activities and working patterns
 - Hair length – this will affect the general condition of the hair

How factors may limit or affect services and choice of products

Taught content to include

- How factors may influence the hair tonic product, application method, and techniques employed. These factors may also affect the possible desired style. Factors to include:
 - Contra-indications that may prevent services, to include:
 - Adverse skin conditions
 - Bacterial, viral or fungal infections
 - Infections or infestations
 - Results of tests – may prevent or restrict services being offered, or determine products, tools and equipment being used and services offered
 - Density – defined as the number of hairs on the scalp and can be classed as low, medium or high level density. Density will affect the choice of products used and the time of the service, e.g. avoid products that increase volume on high density hair. Product usage will need to be adjusted on a client by client basis when applying hair tonics, e.g. low density hair will need less product than high density hair
 - 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 treating the hair and scalp the porosity of the hair determines the type of tonic to be used
 - Elasticity – this defines the inner strength of the hair shaft and the hair's ability to return to its original strength, and will affect the products, tools and equipment used for a service. Examples may include hair that has poor elasticity may require specialist treatment tonics
 - Porosity – relates to the condition of the cuticle. Porosity levels are affected by both chemical and physical damage. Cuticles which are raised and feel rough are known as porous and will absorb liquids and products more easily and unevenly. Suitable treatment tonic products will be required if hair is very porous
 - Head and face shape and size – this relates to the overall shape of and size of a client's head and includes any specific features, e.g. a client with a large head would have more hair and would therefore need to have more product used whilst performing a hair tonic service, whereas a client with a smaller head would need less product
 - Lifestyle – the client's everyday activity and work patterns, e.g. a client who lives in a hot climate and swims frequently would have hair which is both porous and dry as well as environmentally and chemically damaged. This would then require a tonic to be used that would add moisture, making the hair more manageable
 - 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 will become affected by physical or chemical processes. Long hair can become weighed down using some products, so a light weight tonic would need to be used
 - Hair condition – this will determine the products used during the service, e.g. normal hair is soft, shiny and healthy and the correct tonic choice is required to maintain its general appearance and avoid weighing the hair down
 - Other services previously undertaken either at home or at a barber shop/salon – may influence the end result, e.g. a client who has a dry scalp will require the correct selection of hair tonics (if appropriate) according to the scalp condition, hair type and classification

Contra-indications and how they affect hair tonics services

Taught content to include

- A contra-indication to the hair and scalp can prevent or alter the service, products or techniques used in providing and applying hair tonics service. Contra-indications to include, bacterial, viral or fungal infections.
- Contagious conditions can be passed person to person and will prevent services, to include:
 - Bacterial infection examples include:
 - Barber's itch – small yellow spots around the follicle with irritation and inflammation of the hairy parts of the face
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once rupture becomes a flat crust
 - Folliculitis – infection of the hair follicle, causes bumps with pus. May be painful, itchy, sore or swollen
 - Viral infection examples include:
 - Herpes simplex, a raised red blister full of fluid. It will usually be painful and tender to the touch
 - Warts, small, fleshy, grainy bumps usually flesh-coloured, white, pink or tan. Rough to the touch and can be sprinkled with black pinpoints, which are small, clotted blood vessels
 - Fungal infection examples include:
 - Ringworm – depends where it appears but may be red, itchy, scaly, or raised patches that develop blisters or begin to ooze. Patches that may be redder on the outside edges creating a 'ring' effect
 - Infestation/parasites examples include:
 - Head lice – are tiny grey/brown insects. Head lice cling to hairs but stay close to the scalp which they feed off. Head lice lay eggs which hatch after 7 to 10 days. It takes about 7 to 10 days for a newly hatched louse to grow into an adult and start to lay eggs known as nits. Nits are the empty yellow-white eggshells which are left when the lice hatch. Nits look like dandruff but stick strongly to hair
 - Scabies – itchy skin condition causing a rash which may cause tiny blisters or sores where mites have burrowed into the skin
- Non-contagious, contra-indications which might contribute to preventing or restricting a hair tonic service, e.g. a client with an allergy to perfumes or oils may not be suitable for some products or tonics to be used, to include:
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat being placed on scalp and care should be taken when using products
 - Sebaceous cyst – lump on top or under scalp/head, care should be taken when using brushes and combs
 - Psoriasis – dry silvery scales of skin, care should be taken when using brushes and combs not to catch the skin. Certain products may cause the condition to worsen
 - Contact dermatitis – dry, red, sore, itchy and may be weeping. Care should be taken when using brushes and combs not to catch the skin. Certain products may cause the condition to worsen
 - 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 avoid damage to hair or skin
- Hair defects, contra-indication examples include:
 - Trichorrhexis nodosa – hair which breaks easily. Symptoms can include patches of hair loss or extremely short hair that appears not to grow. The hair shaft has thickened or thinned areas or has excessively split ends with discolouration. Use tools and equipment carefully to avoid damage to hair
- The course of action to be taken if contra-indications are suspected to include:
 - The limits and boundaries of duties
 - Not to offer diagnosis
 - Which conditions need reporting and when
 - Whom to report to and where to record the findings
 - Referral for medical attention or advice
 - History of previous allergic reaction

How to recognise hair, skin and scalp problems and necessary actions to take

Taught content to include

Different hair and scalp conditions	Causes	How to recognise	Possible treatments
Dry scalp/sensitised scalp	Sensitivity to products, damage due to heat styling	Itchy, white flakes, red patches	Scalp tonics
Dandruff/Pityriasis capitis	Over production of the epidermal cells	Yellow flakes often with an oily scalp	Scalp tonics
Oily scalp/seborrhoea	Over production of the sebaceous gland	Excessive oil on the hair and scalp	Scalp tonics
Dry hair	Overuse of heat or chemicals or environmental factors may also cause split ends	Fragile, coarse hair	Hair anti-fall tonic
Chemical damage	Frequent chemical services leave the hair dry and porous and the cuticle scales open and rough. The cortex may be weak with poor elasticity	Breakage along the hair shaft	Hair anti-fall tonic
Heat damage	Excessive heat from heated equipment, incorrect use of equipment or failure to use heat protection products when styling can cause the hair to be porous, leaving the cuticle scales open and poor elasticity in the cortex	Breakage along the hair shaft	Hair anti-fall tonic
Dull/limp hair	Product build up	Lacking shine and volume	Hair anti-fall tonic/

			Therapeutic hair oil tonic
Split ends	Harsh physical or chemical treatments	Dry, splitting hair ends	Hair anti-fall tonic
Male pattern baldness	Male pattern baldness is hereditary	May present as receding hair line and/or hair loss at crown	Hair regrowth tonic

The importance of identifying factors that may limit or affect services

Taught content to include

- Avoiding mistakes, examples may include:
 - Preventing damage to the hair and scalp
 - Preventing legal action
 - Informed consent
 - Avoiding cross-contamination

The importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation – use of correct sterilising and disinfecting methods for all tools and equipment
- Ensuring the client's scalp and hair are checked prior to the hair tonic service
- Avoidance of cross-contamination, e.g. using unclean tools or protective garments from one client could contaminate the next client's hair or scalp
- Ensure the professional barber shop/salon image is maintained

The methods of sterilisation and disinfecting methods used in barbershops and salons

Taught content to include

- Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected.
- Sterilisation and disinfecting will prevent cross-infection/contamination:
 - Sterilisation – the killing of organisms such as bacteria, fungi and parasites
 - Disinfecting – the elimination of the most harmful microorganisms (not including their spores) from surfaces or objects

Cleaning/sterilisation	Tools	Use/instructions
Autoclave	Metal tools for hair, e.g. scissors	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools
Chemical sterilisers	Scissors, combs, brushes, sectioning clips	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised
Moist heat	Towels, gowns	Hot cycle on washing machine used to kill bacteria and clean effectively
Cleaning detergents	Work surfaces	Must be used at correct concentrations and is used mostly to decontaminate surfaces and air

When and how hair tonic service tests are carried out

Taught content to include

- Elasticity test – may prevent or restrict the use of certain brushes or combs if the hair is stretched and does not go back to its original state:
 - On wet hair, take individual strands 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 – the hair's ability to retain moisture. Where hair is porous it may take longer to dry the hair or require product to smooth the cuticle. Additional advice to client may include hair treatments, restyle or cut:
 - To determine the 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
- Density test – Take a square inch sized area to assess how tightly packed the follicles and strands of hairs are. Low density hair will be spaced out allowing the scalp to be seen (if more than 60% of the scalp can be seen then the hair has low density). High density hair will be tightly packed with minimal scalp to be seen (if less than 20% of the scalp can be seen then the hair has high density) When testing the density of the hair, 3-4 areas of the scalp must be assessed as density can vary depending on factors for example male pattern baldness. Different techniques and products can be used to suit the level of hair density

The importance of how test results influence services

Taught content to include

- Confirming the service can proceed
- Offering alternative services where hair or scalp is either in poor condition or not compatible for tonic services
- Preventing damage to the scalp or hair
- Prevention of the client taking legal action – ensure all tests and test results are recorded
- Preventing the reputation of the barber shop/salon being damaged
- Avoiding mistakes
- Results of tests:
 - Elasticity test – if the hair is stretched and does not go back to its original state. It is damaged; this determines what if any conditioning tonic treatments to use
 - Porosity test – the hair's ability to retain moisture. Where hair is porous it may need conditioning tonic treatments
 - Density test – is defined as the number of hairs on the scalp and can be low, medium or high density, e.g. a client with a hair density that is low on the top of the head would require tonics that help to give volume

LO4 Understand the products, tools, equipment and techniques used to apply and provide hair tonic services

The importance of preparing the hair prior to hair tonic services

Taught content to include

- The importance of consulting with the client and undertaking hair analysis
- The importance and reason why the hair should be prepared correctly for the hair tonic treatment service
- The importance of preparing hair prior to hair tonic services to include:
 - Removing tangles/knots
 - Checking hair and scalp prior to shampooing
 - Checking for influencing factors
 - Checking for contra-indications/signs of infections or infestations
 - Checking for piercings that may inhibit the service
 - Checking client comfort
 - Checking correct use of products for the hair and scalp type
 - Shampooing the hair to ensure the hair is clean and free of dirt and debris
 - Smoothing the cuticles and removing tangles/knots after shampooing
 - Identifying the hair condition to ensure correct selection of tonic for hair type
 - Following manufacturer's instructions to achieve the desired outcome
 - Ensuring the safe use of electrical equipment, e.g. steamers are at a safe temperature and topped up with distilled water prior to use

The products, tools, and equipment available and the effects they achieve

Taught content to include

- Products:
 - Scalp tonic – the scalp tonic must be the appropriate tonic for client's scalp condition. Regular use of a scalp tonic can nourish the scalp. It can strengthen hair follicles and inhibit dandruff
 - Hair regrowth tonic – hair growth tonics claim to nourish the scalp and encourage hair growth
 - Hair anti-fall tonic – hair anti-fall tonics contain an arginine based formula that helps build broken hair fibre and boosts microcirculation to the root area
 - Therapeutic hair oil tonic – 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
 - Hair and scalp tonics can be used for:
 - Male and female clients
 - Styling hair
 - Improving the condition of the hair or scalp
 - Are either oil based, spirit based or herbal
 - Are scented

- Can be applied to wet or dry hair
- The features and benefits of using hair tonics:
 - 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
- Tools:
 - Wide tooth combs – used to de-tangle hair or as a multi-purpose comb for managing the hair
 - Towels – to protect client’s clothes and to dry the hair
 - Gowns – to protect client’s clothes
 - Capes (if used/required) as an added protection layer
 - Plastic caps (if used/required) to retain heat and moisture
 - Bowl/brush – to aid application of product
- Equipment:
 - Fixtures and fittings, including chairs, mirror work station area
 - Hand dryer, accelerator, steamer, electrical equipment – to dry the tonic into the hair, to allow the treatment tonic to penetrate the hair, or to dry the hair following a treatment tonic

The correct use and maintenance of hair tonic tools and equipment

Taught content to include

- Tools:
 - All combs – de-hair and washed in warm soapy water and immersed in disinfectant solution for at least twenty minutes. Clean combs are suggested for each client
- Equipment:
 - Fixtures and fittings, including chairs, mirror workstation area – clean away all loose hairs and wash with warm soapy water or clean with disinfectant/sterilising wipes or sprays
 - Hand dryer, accelerator, steamer, electrical equipment – wipe over to remove debris and check filters to remove excess dust build up. Check all working parts daily. Ensure the maintenance equipment reports are recorded and where appropriate how often any electrical testing is required
- Following and adhering to manufacturers’ instructions when using hair tonics

The importance of following barber shop/salon and manufacturers' instructions during hair tonic services

Taught content to include

- To prevent hazards, e.g. when applying the product ensuring spillages are wiped up if dropped onto the floor
- To minimise risks, e.g. to avoid slips on spilt products
- To produce satisfactory results, e.g. using a moisturising tonic on fine hair making it oily
- To avoid problems or mistakes, e.g. using too much product and overloading the hair making it oily
- Following and adhering to manufacturers' instructions when using products and equipment to provide hair tonic services
- To avoid legal action, e.g. misuse leading to tonic getting in the client's eyes

The importance of using products cost effectively

Taught content to include

- Applying products in a logical sequence
- Applying products evenly to minimise wastage, e.g. sectioning of the hair and using a bowl and brush to ensure even distribution of a treatment tonic may be required to produce an even result and prevent waste
- The effect on the hair and/or scalp if excessive products are used, e.g. saturating fine hair could result in making the hair condition worse or the scalp become irritated by the product
- The safe storage of products as some may lose their ability to work or may present a risk or hazard, e.g. scalp tonics should be stored away from direct heat and sunlight
- Follow barber shop/salon and organisation policy e.g. ensuring manufacturers' instructions are adhered to when using products for hair tonic services
- Calculate costs conditioning service, include any retail products sold, e.g. client may need to continue treating the hair and scalp at home

The techniques used during applying and providing hair tonic services

Taught content to include

- The importance of using massage techniques as part of the hair tonic service
- The massage movements used in the service and the features and benefits to the client of scalp massage, e.g. stimulation to the scalp
- The importance of ensuring all massage movements are suitable to the hair type and scalp condition
- The massage movements used during hair tonic treatments:
 - Effleurage – slow, stroking movements using the palms of the hands:
 - Used to distribute the hair tonic
 - Relaxes the client and introduces other massage movements
 - May help to loosen a tight scalp
 - Petrissage – deep, kneading movements:
 - Relaxes the client – main massage movement used during treatment services
 - Stimulates the sebaceous gland to improve dry scalp and hair conditions
 - Stimulates the blood supply to improve hair growth
 - Tapotement – Using finger pads, light tapping movement over the entire scalp:
 - Promotes blood circulation (may be omitted as not suitable for all clients)
 - Used at the end of the massage to ‘energise and wake client’
- Use all massage movements in a way that is suitable for the client’s needs
- Understand and describe the benefits of massage on the hair and scalp

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training, to ensure that they meet the given criteria.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 5 occasions**. Learners will undertake a full range of scalp and tonic services to include, hair anti-fall tonics, therapeutic hair oil tonic, hair regrowth tonic and scalp tonics that cover the range of different hair and scalp conditions

These services should be conducted over a period of time and may be incorporated into other barbering services.

Document History

Version	Issue Date	Changes	Role
v1.0	02/09/2019	First published	Head of Qualifications and Processing
v2.0	05/03/2020	Clarified content on Density Test	Product and Regulation Manager