
Unit Specification

UIP1 – Infection prevention (COVID-19) for hairdressing and barbering services

Unit reference number: A/618/1354

Level: 2

Guided Learning (GL) hours: 4

Overview

The aim of this unit is to develop the learner's knowledge and understanding of how to prevent the spread of COVID-19 and how to work safely. Learners will develop knowledge on the importance of social responsibility, the causes, transmission and effects of COVID-19, and the methods used to control transmission such as correct hand hygiene and the use of Personal Protective Equipment (PPE). They will also gain an understanding of the safe working practices required in the salon/barbershop to protect themselves and their clients from COVID-19 and other respiratory infections.

Learning outcomes

On completion of this unit, learners will:

LO1 Understand the causes, transmission and effects of COVID-19

LO2 Understand social responsibility for the hair and barbering sector in relation to COVID-19

LO3 Understand the controls necessary to prevent the spread of COVID-19

LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19

LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the salon/barbershop

LO6 Understand decontamination and waste management processes relevant to hairdressing and barbering services

Unit content

LO1 Understand the causes, transmission and effects of COVID-19

How infection can spread

Taught content

- Conditions required for the spread of infection
- Sources of infection, for example, body fluids, excretions, secretions
- Definition of 'cross-infection'
- Routes of transmission
 - Direct – person-to person transmission
 - Indirect – for example, airborne, fomites, blood borne
- Routes of infection
 - Respiratory tract
 - Skin
 - Digestive tract
 - Urinary/reproductive tract
 - COVID-19 – respiratory tract, eyes, mouth and nose

Chain of infection

Taught content

- Definition of the chain of infection
- Definition of pathogen
- Infection occurs when pathogenic microorganisms enter the body, increase in number and damage body tissues
- Stages in the chain of infection
 - Infectious agent – the pathogen which causes the disease
 - 'Reservoir' – environment where the pathogen survives, for example, people, equipment, work surfaces, water, food, animals
 - Portal of exit – the way the pathogen leaves the reservoir for example, coughing, sneezing
 - Mode of transmission/transfer – how the pathogen is passed on, for example, direct contact, inhalation, sharps injuries
 - Portal of entry – the way the pathogen enters a new host for example, respiratory tract, mucous membranes
 - Suitable/susceptible host – individual at risk of infection
- Chain of infection in relation to hairdressing and barbering services

COVID-19

Taught content

- Definition of Coronaviruses (CoV)
 - SARS (Severe Acute Respiratory Syndrome)
 - MERS (Middle East Respiratory Syndrome)
 - Novel coronavirus (SARS-CoV-2) causes the disease Coronavirus Disease 2019 (COVID-19)
- Symptoms of COVID-19, for example:
 - Estimated incubation period 1-14 days
 - Symptoms
 - High temperature, fever or chills
 - New, continuous cough
 - Loss or change to sense of smell or taste
 - Shortness of breath
 - Feeling tired or exhausted
 - An aching body
 - Sore throat
 - Blocked or runny nose
 - Headache
 - Loss of appetite
 - Diarrhoea
 - Feeling or being sick
 - <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/main-symptoms>
- Spread through respiratory droplets
 - Direct contact from infected person
 - Indirect contact via surfaces and objects
- Who can spread it
 - Anyone
 - Pre-symptomatic – those who have contracted the disease but who are not yet exhibiting any symptoms
 - Symptomatic – those exhibiting signs of the disease
 - Asymptomatic – those who have contracted the disease but who are showing no signs
- Who can catch it
 - General population
 - Higher risk population
 - People who are at highest risk of getting seriously ill from COVID-19:
 - Older people – those aged 60 or over
 - Those who are pregnant
 - Those who are unvaccinated

- People of any age with certain long-term conditions for example those who have Down's syndrome, certain types of cancer or have received treatment for certain types of cancer, sickle cell disease, certain conditions affecting the blood, chronic kidney disease (stage 4 or 5), severe liver disease, had an organ or bone marrow transplant, certain autoimmune or inflammatory conditions for example, rheumatoid arthritis or inflammatory bowel disease, HIV or AIDS and have a weakened immune system, a condition affecting the immune system, a rare condition affecting the brain or nerves (multiple sclerosis, motor neurone disease, Huntington's disease or myasthenia gravis)
- People of any age whose immune system means they are at higher risk of serious illness, for example those who had or have: a blood cancer (such as leukaemia or lymphoma), a weakened immune system due to treatment (such as steroid medicine, biological therapy (immunotherapy), chemotherapy or radiotherapy), an organ or bone marrow transplant, a condition which means they have a high risk of getting infections
- Children and young people who live with someone classed as high risk or if they have a condition that places them in the high risk category, for example severe or multiple learning disabilities, a severe problem with the brain or nerves, such as cerebral palsy, Down's syndrome, a condition which means they are more likely to get infections
- Other factors may also increase risk, such as those working in higher risk occupations/environments for example, healthcare
- <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/who-is-at-high-risk-from-coronavirus>
- <https://www.gov.uk/government/publications/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk/covid-19-guidance-for-people-whose-immune-system-means-they-are-at-higher-risk>
- Infection can occur due to:
 - Close contact with an infected individual
 - Fomites – touching an object contaminated by respiratory droplets, for example, from a cough or sneeze, then touching the eyes, nose or mouth
- COVID-19 can survive for:
 - Up to 72 hours on plastic or stainless steel
 - Less than 4 hours on copper
 - Less than 24 hours on cardboard

LO2 Understand social responsibility for the hair and barbering sector in relation to COVID-19

Social responsibility and the provision of hairdressing and barbering services in relation to COVID-19

Taught content

- Definition of social responsibility
 - The practice of producing/supplying goods or services in a way that is not harmful to society or the environment
- Key principles of social responsibility
 - Business behaviours/values
 - Behave ethically, for example, establishing protocols/working practices to protect the health of staff, clients and visitors, staying up to date with changes in business regulations and practices
 - Be accountable, for example, having a clear mission statement and COVID-19 infection control policies and procedures and risk assessment in respect of upholding high standards of hygiene to increase client confidence and prevent the spread of infection, identification of business practices and values, duty of care, undertaking regular review of policies and procedures
 - Be transparent, providing staff, clients and suppliers/visitors with clear guidelines on salon/barbershop operating procedures, for example signage
 - Respect the interests of all stakeholders such as clients, staff, suppliers, the local community, for example considering the implications of changes to working practices such as trading hours
 - Take into consideration local and society norms of behaviour, for example, the use of face coverings
 - Demonstrate respect for human rights, for example, considering all clients equally, being non-discriminatory, inclusive staffing
 - Comply with legislation/law, for example, instructions from authorities in the event of new local restrictions
 - Promote sustainable working practices, for example, low energy equipment, recycling
- The benefits of a socially responsible salon/barbershop, for example:
 - Client confidence
 - Positive impact on preventing the spread of COVID-19 and other respiratory infections
 - Protection of vulnerable members of society from the spread of COVID-19 and other respiratory infections
 - Increased employee loyalty
 - Local community confidence
 - Local/national economy
- Staff social responsibility
- Client social responsibility
- Community social responsibility

Social responsibility in own role

Taught content

- Awareness of local and national Government legislation relating to COVID-19 of the country therein, for example:
 - The Control of Substances Hazardous to Health (COSHH) 2002
 - The Health and Safety at Work Act 1974
 - Health and Safety (Offences) Act 2008
 - The Personal Protective Equipment at Work Regulations 1992
 - Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) 2013
 - The Public Health (Control of Diseases) Act 1984
 - Equality Act 2010
- Responsibilities to include:
 - Awareness and understanding of salon/barbershop policies and procedures in relation to COVID-19 and other respiratory infections
 - Ensuring contract/delivery staff are made aware of protocols
 - Management of shared areas for example, reception, staff room, salon office
 - Management of workflow in relation to available space and equipment
 - Cleanliness of the salon/barbershop to prevent cross-infection via direct or indirect contact
 - Frequent hand washing/hand sanitising
 - Use of workplace equipment – individual workstations/areas, trolleys, products, tools and equipment in appropriate manner
 - Use of personal protective equipment (PPE) as appropriate, for example, using protective face coverings, single-use items such as disposable gloves, plastic apron, and correct hand hygiene methods
 - Work area decontamination/preparation – service times to include work area decontamination time between clients for example, approximately 15 minutes between clients
 - Disposal of waste in the correct manner
 - Ensuring manufacturers' instructions are always followed when using products and equipment, for example cleaning agents, sterilising fluids, UV cabinets, patch testing
 - Reporting of hazards, work-related incidents or accidents, diseases and dangerous occurrences to the appointed health and safety representative/senior staff member
 - Follow protocols for emergencies, for example incidents or accidents requiring first-aid treatment
 - Ensuring that all personal client data records remain safe and confidential in accordance with current data protection legislation of the country therein
 - Updating client records following services

Health and wellbeing of staff and clients

Taught content

- As appropriate to the guidance of the country therein:
- Staff
 - Identification of staff at higher risk of serious illness from COVID-19 and implications for work role, for example, possible role adaptation
 - Provide support around mental health and wellbeing
 - Advise staff who are ill to stay at home or to go home if they become ill whilst at work. Advise them to stay at home, avoid contact with other people, particularly those at higher risk of serious illness from COVID-19, and to return to work only when they are well and in accordance with guidelines of the country therein. Staff to follow sickness absence and return to work reporting regulations of the organisation and country therein. Advise staff to obtain a test, for example a lateral flow/rapid antigen or Polymerase Chain Reaction (PCR) test, if available – in accordance with guidelines of the country therein
 - Training for staff on COVID-19 health, safety and hygiene protocols, for example correct hand hygiene methods and use of PPE, mental health and wellbeing
 - Ensure that staff training is updated should COVID-19 guidelines change
- Clients
 - Consult with clients prior to appointments
 - Identification of clients at higher risk of serious illness from COVID-19 and implications for service delivery, for example, adaptation of working practices or service timings
 - Decline service for those who report feeling unwell or with any symptoms of COVID-19
 - Update clients on new hygiene and service protocols for example requirements for re-patch testing as appropriate prior to service following COVID-19 infection and recovery, following vaccination and/or extended periods of receiving no services
 - Advise clients of information posters/signage in salon/barbershop
 - Advise and assist the client with putting on and taking off the required PPE as appropriate to the service
 - Advise clients on the importance of following safety measures for best practice

LO3 Understand the controls necessary to prevent the spread of COVID-19

Breaking the chain of infection

Taught content

- Stop spread of infection – break at least one link within chain
- Standard infection control precautions (SICPs)
 - Risk assessment
 - Regular hand washing
 - Use of hand sanitisers
 - Use of Personal Protective Equipment (PPE) – face coverings, gloves, aprons, visors, as appropriate to the service
 - Safe management of linen
 - Respiratory hygiene and cough etiquette
 - Safe management of products, tools and equipment
 - Safe management of service environment
 - Safe management of blood and body fluids
 - Safe disposal of waste (including sharps)
 - Occupational safety/managing the prevention of exposure (including sharps)
- Additional precautions (in accordance with local and national guidelines of the country therein)
 - Immunisation/vaccination
 - Improved ventilation
 - Use of face coverings/masks
 - Use of antivirals
 - Social distancing measures
 - Contact tracing
 - Temperature checking

Workplace standard infection control procedures

Taught content

- Risk assessment
 - Premises
 - Services
 - All work activities, for example, reception duties
- Infection prevention and control (IPC)
 - Health and safety protocols
 - Hygiene protocols
 - Roles and responsibilities – employer, employees, clients, visitors
 - Protocol for managing those clients, staff or visitors with suspected COVID-19, for example, seek government health advice relevant to the country therein
- Provision of Personal Protective Equipment (PPE)
 - PPE as appropriate for each service for example, disposable gowns, gloves, face coverings
 - Clean, re-useable PPE, for example, visors
- Hand hygiene
 - Hand washing facilities
 - Hand sanitisation points
- Promotion of safe work spacing
 - In accordance with the requirements of the country therein – mitigations, for example, side by side or back to back working, use of acrylic screens
- Provision of a clean environment
 - Frequent cleaning/decontamination, particularly of high touch areas, for example, door handles, light switches, toilet facilities, taps, touch-screens
 - Cleaning work areas between every client
 - Clean linen/disposable linen for every client, for example, towels, capes/gowns
- Waste management
 - Management, storage and disposal of waste (including sharps)
- Education
 - Training for staff, for example, COVID-19 and respiratory infection prevention, risk assessment, new service protocols
 - Updates on new service protocols for clients – for example, email, text messages
 - Signage/visual aids in salon/barbershop for staff, clients and visitors for example, risk assessment, use of PPE, hand hygiene techniques, respiratory etiquette
 - Managing prevention of exposure of staff, clients and other visitors

The role of risk assessment in the prevention of COVID-19

Taught content

- Definition of risk assessment
- Legislation governing risk assessment of the country therein
- Identification of potential risks within the salon/barbershop environment in relation to COVID-19
- Importance of risk assessment in the salon/barbershop
- Risk assessment for
 - Staff
 - Clients
 - Workplace
- Processes involved in risk assessment
- Employer and employee collaboration on risk assessment process
- Methods of minimising risk in the salon/barbershop, for example establishing and documenting new workplace procedures/protocols, clear and defined roles and responsibility for managing infection prevention and control, single point of contact (SPOC)
- Risk assessment notification – salon/barbershop signage, publication on website
- Implications for insurance

Social distancing

Taught content

- Definition of social distancing
- Purpose of social distancing
- Methods and effects of social distancing
- Social distancing guidance relating to COVID-19 of the country therein

Respiratory hygiene and cough etiquette

Taught content

- Reduces spread of microorganisms
- Turn head – sneeze/cough away from others
- Cover mouth and nose with tissue when coughing, sneezing or blowing the nose
- Discard used tissues immediately in a lined, enclosed, foot-pedal controlled waste bin
- Cough/sneeze into inner elbow, not the hand, if no tissues available
- Ensure correct hand hygiene is performed immediately after coughing or sneezing
- Tissues, hand hygiene facilities and lined, enclosed, foot pedal controlled waste bins must be available at appropriate points throughout the salon/barbershop for staff, clients and visitors
- Signage – posters on respiratory hygiene/cough etiquette displayed in salon/barbershop

LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19

Personal protective equipment (PPE)
Taught content
<ul style="list-style-type: none"> • Definition of Personal Protective Equipment (PPE) • The role of PPE in infection prevention and control • Employer responsibilities in relation to the provision and use of PPE – risk assessment, Health and Safety at Work Act, Control of Substances Hazardous to Health (COSHH) • Employee responsibilities in relation to the use of PPE • Client preferences in relation to the use of PPE • Types of PPE <ul style="list-style-type: none"> - Single use/disposable - Multiple use/re-useable – require decontamination between uses - Type of PPE – face coverings, disposable gloves, for example, latex-free; plastic aprons, face shields/visors/goggles, gowns - Use in accordance with manufacturers' instructions and local/national policies/procedures relating to the use of PPE of the country therein • PPE must be replaced if it becomes damaged, soiled, wet or compromised at any time during the service • Personal protective equipment for staff as appropriate to the service, organisational requirements and guidance of country therein, for example: <ul style="list-style-type: none"> - Disposable/single-use gloves – new gloves for each client or after tasks such as waste disposal - Disposable/single-use plastic apron – one for each new service - Disposable/single-use face covering – changed for each client as appropriate to the service. Ensure these are close fitting, cover both nose and mouth, avoid touching face covering once in place, do not allow to dangle around the neck, dispose of once damp - Face shield/visor/goggles to be worn, as appropriate, when working in close proximity with clients – may be re-usable, cleaned and disinfected before and after each use - https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks • Personal protective equipment for the client as appropriate to the service, organisational requirements and guidance of the country therein, for example: <ul style="list-style-type: none"> - Disposable/single-use face covering – applied on entry to the salon/barbershop and hygienically removed and disposed of by the client after exiting the salon - Disposable/single-use or appropriately laundered cape/gown provided for service - Clients must not be barefoot - Advise and assist the client with correct PPE removal procedures in accordance with guidelines of the country therein, taking into account the possibility of cross-contamination • Risks associated with incorrect use of PPE, for example, spread of infection

Recommended Personal Protective Equipment:		
Service (Guidance according to the country therein)	Stylist/Barber (Adhere to guidance of the country therein)	Client (Adhere to guidance of the country therein)
Consultation – at mirror	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown
Assessment of hair and skin/scalp/neck condition	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown
Relevant tests – colouring	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Shampoo, condition and treatment of the scalp	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Cutting services	Apron, face covering, face shield/visor/goggles Gloves as applicable	Face covering, cape/gown, cutting collar/cape (if used), towels
Colour and lightening services	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Setting and dressing hair	Apron, face covering, face shield/visor/goggles Gloves as applicable	Face covering, cape/gown
Perming services	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Hair relaxing, smoothing and strengthening services	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Drying/styling and finishing services	Apron, face covering, face shield/visor/goggles	Face covering, cape/gown, towels
Hair extension services	Apron, face covering, face shield/visor/goggles	Face covering, cape/gown
Cutting facial hair	Apron, gloves, face covering, face shield/visor/goggles	Cape/gown, towels
Shaving services	Apron, gloves, face covering, face shield/visor/goggles	Cape/gown, towels
Tonic services	Apron, gloves, face covering, face shield/visor/goggles	Face covering, cape/gown, towels

The use of personal protective equipment (PPE)

Taught content

- Putting on and removing PPE
 - Select appropriate size PPE to ensure correct fit, for example, face coverings should be close fitting, disposable gloves should be the correct size
 - Select appropriate PPE according to risk of the service
 - Sequence for putting on PPE
 - These guidelines are based upon updated evidence in relation to the wearing of PPE. However, the sequence of steps may differ between countries
 - Wash/sanitise hands
 - Check PPE is clean and undamaged
 - As appropriate:
 - Plastic apron
 - Face covering – metal piece at top, mould to fit face, coloured side out, avoid touching once in place, as appropriate to the service
 - Face shield/visor/goggles
 - Disposable gloves
- Sequence for removing PPE
 - Client PPE – assisting the client in removing gown, avoiding contact with potentially contaminated PPE; if single use, fold inwards and dispose of immediately in a lined, enclosed foot-pedal controlled waste bin (client will remove and dispose of their face covering after exiting the salon/barbershop). If reusable, fold inwards and place in labelled laundry bag prior to washing at the correct temperature
 - Stylist/barber PPE – remove carefully avoiding contact with potentially contaminated PPE and clothes, skin and face
 - Gloves – remove gloves using the glove to glove, skin to skin technique
 - With a gloved hand, peel off the other glove so that it turns inside out and any contamination is on the inside. Be careful not to touch the skin with the gloved hand. Gather the glove which has been removed into the gloved hand then slide the ungloved index finger into the wrist of the gloved hand. Working from the inside stretch the glove out and down towards the fingers, pull the glove down and over the previously removed glove, so that one is now inside the other and both external surfaces of the glove are on the inside of the second glove. Dispose of immediately in a lined, enclosed, foot-pedal controlled waste bin
 - Perform hand hygiene
 - Plastic apron – tear apron at the neck, let the apron fold down on itself, then break the waist ties and ensure the apron is pulled away from the body and folded in on itself so that the outside is enclosed to prevent contamination of the stylist/barber's clothes or the work area. Dispose of immediately in a lined, enclosed, foot-pedal controlled waste bin
 - Perform hand hygiene
 - Remove face shield/visor/goggles by leaning forward and pulling away from face, sanitise before and after client service (if reusable)
 - Remove face covering – use the elasticated straps or ties to remove and pull away from face. Do not touch any surface of the face covering during this process. Dispose of immediately in a lined, enclosed, foot-pedal controlled waste bin
 - Perform hand hygiene
- <https://www.gov.uk/government/publications/covid-19-personal-protective-equipment-use-for-non-aerosol-generating-procedures>

Hand hygiene

Taught content

- Methods of hand hygiene – hand washing, hand sanitisers
- Techniques in accordance with local and national policies/procedures
- The role of hand hygiene in infection prevention and control
- Hand washing
 - Importance of following correct hand washing methods
 - Reduce surface contamination
 - Prevent the transmission of infection
 - Reduce the risk of contagion
 - Resources required for correct hand washing
 - Water
 - Liquid soap
 - Disposable/paper towels
 - Lined, enclosed foot-pedal controlled waste bin
 - Recommended procedure for washing hands
 - Duration of full procedure 40-60 seconds, hand washing for a minimum of 20 seconds
 - Remove jewellery
 - Remove wristwatch as required
 - If wearing rings, move them during the process to reach all microorganisms
 - Roll up sleeves if applicable
 - Turn on tap
 - Adjust water temperature and speed
 - Wet hands
 - Apply approximately 5ml soap
 - Lather up soap for approximately 10 seconds and ensure it covers all hand surfaces
 - Rub palms together
 - Rub the back of one hand with the palm of the other and vice versa with interlaced fingers
 - Rub palm to palm with fingers interlinked
 - Rub backs of fingers to opposing palm, with fingers interlocked
 - Wash thumbs of each hand separately
 - Rub fingertips over the palms, backward and forwards using circular motions
 - Rinse hands thoroughly with water. Remove all traces of soap
 - Turn off tap with elbow or paper towel
 - Pat hands dry with single use/disposable towel – do not use shared towels
 - Dispose of towel in a lined, enclosed foot-pedal controlled waste bin
 - <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

- Advantages/disadvantages of hand washing
 - Inexpensive
 - Easy to perform
 - Removes visible and invisible contamination/surface debris
 - Hand washing facilities not always available
 - Excessive hand washing may lead to dermatitis/breakdown of skin integrity
 - Bar soap unsuitable for salon/barbershop use
- Hand sanitisers/rubs
 - Importance of following correct hand sanitising methods
 - If the hands are visibly soiled/contaminated, they must be washed before using hand sanitisers
 - Prevent the transmission of infection
 - Reduce the risk of contagion
 - Resources required for hand sanitising
 - Hand sanitising gel, foam, liquid, rubs – alcohol/non-alcohol
 - Dispensed via hand pump dispensers or sprays
 - Follow manufacturers' instructions for use
 - Must be used for intended purpose only for example, not for cleaning
 - Storage – (<1 litre) must be stored more than 1m from sources of ignition
 - Larger quantities must be stored in an appropriate location (flammables cupboard)
 - Dispose of used containers appropriately to reduce the risk of fire
 - Recommended procedure for sanitising hands
 - Duration of procedure: 20-30 seconds
 - Apply a plentiful amount of product to cover all surfaces
 - If wearing rings, move them during the process to reach all microorganisms
 - Rub palms together
 - Rub the back of one hand with the palm of the other and vice versa, interlacing fingers
 - Rub palm to palm with fingers interlinked
 - Rub backs of fingers to palms, with interlocked fingers
 - Rotationally rub thumbs
 - Rotationally rub palms backward and forwards with fingertips
 - Leave hands to air dry fully
 - Advantages/disadvantages of hand sanitising
 - Products easily accessible/transportable – point of use or on person
 - Can be used where no water is available
 - Quick and easy to apply/use
 - Can be used in addition to hand washing

- Can protect skin integrity when the skin is sensitised due to excessive hand washing
 - Unsuitable for dirty hands
 - Do not remove visible contamination/surface debris
 - Can be ineffective – recommend formulations contain a minimum of 60% ethanol or 70% isopropyl alcohol and must fully cover all areas
 - Ineffective against spore forming pathogens
 - Some brands take a long time to dry/remain sticky
- When to wash/sanitise hands for example
 - On entering or exiting the salon/barbershop
 - After handling clients' belongings
 - Before touching a client
 - Before starting a service
 - After exposure to body fluids
 - After touching a client
 - During delivery of the service as required
 - After completing a service
 - After using the telephone, or dealing with service/product sales
 - After touching the working area
 - After changing the laundry
 - After cleaning the working area
 - Before and after removing PPE
 - Before eating food
 - Before, during and after food preparation
 - After using the toilet
 - After touching the face or nose, coughing or sneezing
 - After handling waste materials and bags
 - On removing clothes and/or shoes worn outside
- Assess hands regularly for cuts and abrasions – may harbour microorganisms
- Assess skin health regularly for dermatitis – may result from excessive hand washing/continual glove wearing
- Cover any cuts and abrasions with waterproof dressing and change as required
- Use suitable moisturiser to maintain skin health – avoid petroleum-based products which may degrade some disposable gloves
- Report any skin problems to the member of staff responsible for occupational health

Personal hygiene

Taught content

- Definition of personal hygiene
- Role of personal hygiene in infection prevention and control
- Workplace standards for personal hygiene, for example clean uniforms/work wear daily, showering, regular hand washing
- Personal hygiene requirements for staff
 - Tie hair back/up if necessary
 - Remove or wear minimal jewellery
 - Short, clean nails
 - Nail varnish or nail extensions, if worn, should be short and unchipped
 - No breath or body odour
 - Staff must not work barefoot
- Personal hygiene recommendations for the client
 - Client to wash/sanitise hands
 - Clients must not be barefoot
 - Client coats and bags to be stored in a secure and well-ventilated storage area
- Risks associated with poor personal hygiene for example, spread of infection, loss of business/reputation

LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the salon/barbershop

The potential hazards and possible risks in relation to COVID-19

Taught content

- Hazards – anything that has the potential to cause harm, for example inadequately maintained toilet facilities
- Risks – a chance, high or low, that harm caused by the hazard may occur, for example: cross-infection from poor hygiene controls
- Hazards and risk, for example:
 - Inadequate or poor COVID-19 staff training – allow for appropriate training to ensure awareness of infection control and prevention protocols
 - Staff at higher risk of serious illness from COVID-19 – discuss working options with employer, for example, possible role adaptations, changes to staff rota
 - Clients at higher risk of serious illness from COVID-19 – possible postponement of services, designated service times/areas
 - The need to ensure patch testing/re-patch testing as appropriate to the service – possible increased sensitivity due to COVID-19 infection, vaccination or extended periods of no services
 - Salon/barbershop testers – communal testers removed/replaced by sealed/individual testers/sample products or controlled testers managed by trained staff
 - Hand hygiene – hand washing, hand sanitising, avoid touching the face
 - Working safely throughout the service, for example ensuring appropriate use of PPE
 - Ventilation – open windows/doors where possible to allow the flow of fresh air, keep service areas well ventilated for example, operating ventilation system 24 hours per day
 - The need to ensure personal protective equipment (PPE) requirements are adhered to for staff and clients in accordance with the service, organisational requirements and guidance of the country therein
 - Correct handling and storage of all products, tools and equipment as applicable to the country therein to minimise the risk of cross-infection
 - Correct decontamination processes appropriate to products, tools, equipment and working areas and storage of clean and dirty tools and equipment
 - Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to staff, clients or the environment
 - The handling of cash – encourage contactless payment methods where possible for example, cards, telephone apps

Safe and hygienic working practices that must be followed throughout hairdressing/barbering services

Taught content

- Internal policies and procedures established by the business following risk assessment to prevent and control the spread of infection within the workplace, created in accordance with government guidelines. These should be regularly reviewed in accordance with national government/public health guidelines of the country therein
- If required, operate an appointment-only system, make available a 'click and collect' or online ordering system for product sales
- Maintain adequate ventilation for example, open windows, use of extractor fans
- Waiting/reception area seat allocation in accordance with guidelines of the country therein
- Recommend that clients arrive no more than 5 minutes before appointment to allow for cleaning between clients
- As appropriate, in accordance with organisational requirements and guidance of the country therein:
- Pre-service
 - Provide online/email appointment booking services
 - Consult with clients prior to appointments to ascertain service requirements and suitability
 - Message or email clients to inform them of updated salon procedures, for example, staying home if they feel unwell, following hand hygiene procedures on entering the salon, use of PPE as appropriate to service, awareness that product testers are only available on request/use of sealed individual sachets for testers, the need to follow respiratory etiquette
 - Ensure clients have undergone patch testing as appropriate to the service, for example, 24-48 hours prior to every service where patch testing is a manufacturer's requirement, for new clients, re-testing clients following COVID-19 infection and recovery, following vaccination and where services have not been received for 6 months or longer
 - Schedule clients to prevent or minimise waiting time and possible overlap
 - Provide information to notify of any COVID-19 health, safety and hygiene policies
 - Minimise and regularly replace magazines, sanitise tablets/screens in use in the reception area
 - Remove self-selected testers/samples from the reception area as appropriate
 - Use physical barrier/screen at reception desk, reception staff PPE as appropriate
 - Fully prepare individual workstations/areas and trolleys with tools and equipment and individual supply of products as applicable
 - The need to be organised and ready for the client's arrival
 - Ensure all working surfaces, products, tools and equipment have been cleaned and disinfected/sterilised as appropriate
 - Provision of hand hygiene facilities at entrance and exit points
 - Provision of hand sanitiser and tissues at each workstation
 - Stylist/barber to put on appropriate PPE in correct manner

- Client arrival
 - Client coats and bags must be stored in a secure and well-ventilated storage area
 - Clients to use hand sanitiser or wash hands on arrival
 - Provide client with appropriate PPE as required
 - Escort client to work area and seat them
- During service
 - Client consultation/assessment performed at mirror
 - The use of clean towels and gowns for all clients – use of disposables as appropriate
 - The use of clean and sterile tools and equipment for all clients – open packs in front of client
 - Hair stylist/barber to wash/sanitise hands before, during (if appropriate) and after service in accordance with local and national guidelines of the country therein
 - Hair stylist/barber to wear disposable gloves as appropriate to the service, organisational requirements and in accordance with the guidance of the country therein
 - Cover open cuts or abrasions
 - Stylist/barber to disinfect high use areas such as taps after use
 - Place used/contaminated tools and equipment in designated area/labelled box
 - Hot and cold drinks may be provided; be aware of the potential for cross-contamination when providing refreshments
- Post service
 - On completion of the service:
 - As appropriate, advise and assist client with the correct removal and disposal of their PPE
 - Stylist/barber must continue to wear own PPE whilst disposing of client PPE/service waste and during decontamination of work area
 - Roll re-useable items for laundry such as towels and gowns inwards so that the used side is inside, then place in closed, clearly labelled container or laundry bag. Ensure that used laundry is not carried across the salon/barbershop floor
 - Single use linen items such as disposable towels should be removed and rolled inwards, then disposed of in a lined, enclosed, foot-pedal controlled waste bin
 - Encourage contactless payment where possible
 - Provide aftercare verbally, via email/text messaging where applicable
 - Re-booking – online service, telephone
 - Clients should avoid contact with products they are not purchasing
- Decontamination following service
 - Clean and disinfect entire workstation/working area after each client including all surfaces used by the client – approximately 15 minutes dependent on service
 - Dispose of contaminated PPE after service in correct manner
 - Store used/contaminated tools and equipment in designated area in clearly marked box(es) with lids if unable to clean and sterilise immediately

- Clean and sterilise tools and equipment between clients in appropriate manner in designated area whilst wearing suitable PPE
- Store clean/sterilised tools and equipment in clearly labelled cabinets or boxes with lids
- Prepare workstation for next client, for example work areas, tools and equipment cleaned and disinfected
- The safe working practices to include:
 - Adherence to hand hygiene guidelines – increased frequency of hand washing/sanitising
 - Adherence to salon/barbershop requirements for use of PPE
 - Adherence to respiratory hygiene/etiquette guidelines
 - Prevention of cross-infection, for example, sterilisation of tools and equipment, designated area(s) for processing and storage of clean and contaminated tools and equipment
 - Regular cleaning of work areas, toilet facilities and high touch areas/surfaces such as door handles, light switches and sinks with detergent/disinfectant
 - Toilet facilities – signage on safe use, provision of hand sanitiser on entry, hand washing facilities with running water, soap, paper towels/hand drier, and lined, enclosed, foot-pedal controlled waste bin
 - Correct removal and disposal of PPE for example, not touching face covering during removal, not shaking gowns or towels
 - Disposal of contaminated waste in lined, enclosed, foot-pedal controlled waste bins
 - Staff room/area
 - Avoid sharing cups, crockery and cutlery at break times
 - Use dishwasher to clean cups, crockery and cutlery, or wash with hot water and detergent in designated area and dry with disposable towels immediately
 - Ensure refillable water bottles and cups do not touch tap spouts
 - Use personalised lockers/allocated areas for storage of own equipment/supplies if possible

LO6 Understand decontamination and waste management processes relevant to hairdressing and barbering services

Decontamination of the hair salon/barbershop
<p>Taught content</p> <ul style="list-style-type: none"> • Definition of contamination and decontamination • The importance of environmental decontamination and when to perform • The importance of safe working practices to minimise risk • The three stages of environmental decontamination in relation to the salon/barbershop <ul style="list-style-type: none"> - Cleaning/sanitising - Disinfection - Sterilisation • The types of chemicals, equipment and processes necessary for the management of hygiene and infection prevention and control in the salon/barbershop for <ul style="list-style-type: none"> - Products/stock - Tools - Equipment - Reception area - Client waiting area - Salon/barbershop floor/working areas - Rest rooms/toilet facilities - Staff room(s) - Salon/barbershop office(s) - Training room(s) - Entrance/exit/stairs/corridors - High touch surfaces/areas - For example, heat or chemical methods, bactericides, fungicides, viricides, autoclave, chemical immersion, UV cabinet • Management of contaminated, clean and sterile items • Appropriate PPE for staff performing cleaning • Sanitisers and disinfectants to meet relevant national standards of country therein, for example, BS EN1276/BS EN 13697 • Cleaning and disinfection chemicals – contact times, dilution rates, safe preparation of solutions in a ventilated area • 2 step cleaning process • Clean all work surfaces, including seating with detergent, followed by appropriate disinfectant for example, 70% alcohol or a chlorine-based prepared in accordance with manufacturers' instructions • Use of disposable equipment, for example, paper rolls, cloths • Reusable cleaning equipment, for example, buckets, must be decontaminated after use • Environmentally safe disposal of unused solutions in accordance with manufacturers' instructions • The reasons for working in accordance with regulations of the country therein, for example COSHH and following manufacturers' instructions in relation to chemicals and their use in decontamination, safety data sheets (SDS) • Hair salon/barbershop cleaning schedules – clearly visible

Management of salon/barbershop linen

Taught content

- Linen – must be handled, transported and processed, internally and externally, in a manner that prevents contamination of self, clothing and the working environment
- PPE must be worn when handling linen
- Do not place on floor or other surfaces
- Do not shake linen
- Single-use linen – remove after service, fold inwards away from clothing to prevent contamination, dispose of in a lined, enclosed, foot-pedal controlled waste bin
- Re-useable towels – remove after service, fold inwards to prevent contamination, place in labelled laundry bag which is kept as close as possible to the point of use. Used linen must not be carried across the salon/barbershop floor
- Ensure linen bags are clearly labelled
- Do not re-handle used linen
- Washing re-useable linen at correct temperatures: 60°C or 140°F with appropriate detergent
- Dry linen fully
- Store clean linen in designated area(s)

Waste management procedures

Taught content

- The importance of waste management
- Disposal of waste materials in accordance with local and national regulations and current guidance of the country therein
- Waste management procedures
 - Procedures for waste management clearly displayed for all staff
 - Types of waste, for example, non-hazardous, hazardous, sharps
 - Colour coding for waste
 - Storage, removal and destruction of waste
- Disposal of contaminated/hazardous waste
 - In accordance with local and national regulations and current guidance of the country therein
 - Use of lined, enclosed, foot-pedal controlled waste bins, sharps containers
 - Double-bag as appropriate
 - Colour-coding/labelling
 - Professional removal/destruction
- The risks associated with waste management, for example the spread of infection due to inadequate staff training on environmentally-safe waste disposal

Guide to taught content

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit and relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes. Unit content accurate at time of publication – see version history below. **Centres and learners must refer to current government guidelines of the country therein relating to COVID-19.**

Resources

For example:

- <https://www.gov.uk/guidance/reducing-the-spread-of-respiratory-infections-including-covid-19-in-the-workplace>
- <https://www.england.nhs.uk/publication/national-infection-prevention-and-control/>
- <https://www.gov.uk/coronavirus>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/safety-and-side-effects/>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/self-care-and-treatments-for-coronavirus/treatments-for-coronavirus/>
- <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
- <https://www.hse.gov.uk/coronavirus/index.htm>
- <https://www.hse.gov.uk/coshh/basics/ppe.htm>
- <https://www.gov.uk/guidance/regulatory-status-of-equipment-being-used-to-help-prevent-coronavirus-covid-19>
- https://www.who.int/health-topics/coronavirus#tab=tab_1
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations>
- <https://www.who.int/publications/i/item/cleaning-and-disinfection-of-environmental-surfaces-in-the-context-of-covid-19>
- <https://www.gov.uk/guidance/people-with-symptoms-of-a-respiratory-infection-including-covid-19>

Assessment requirements

1. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper which is mapped to the relevant assessment criteria stated below.

The theory examination will test the knowledge and understanding from across learning outcomes 1, 2, 3, 4, 5 and 6. Learners should use the unit content sections of this unit to aid revision since exam questions will test the full breadth of content over time.

Learning Outcome	Assessment Criteria
LO1 Understand the causes, transmission and effects of COVID-19	1.1 Outline how infection can spread
	1.2 Explain the chain of infection
	1.3 Describe the symptoms, transmission and effects of COVID-19

Learning Outcome	Assessment Criteria
LO2 Understand social responsibility for the hair and barbering sector in relation to COVID-19	2.1 Outline social responsibility for the hairdressing and barbering sector
	2.2 Outline own social responsibilities
	2.3 Outline how to maintain the health and wellbeing of staff and clients

Learning Outcome	Assessment Criteria
LO3 Understand the controls necessary to prevent the spread of COVID-19	3.1 Explain how to break the chain of infection
	3.2 Explain workplace standard infection control procedures
	3.3 Explain the role of risk assessment in the prevention of COVID-19
	3.4 Describe social distancing
	3.5 Outline respiratory and cough etiquette

Learning Outcome	Assessment Criteria
LO4 Understand the importance of Personal Protective Equipment (PPE), Hand Hygiene and Personal Hygiene in the prevention of COVID-19	4.1 Outline the types of PPE available in the workplace for the prevention of COVID-19
	4.2 Outline the correct methods of using items of PPE
	4.3 Explain the methods of hand hygiene recommended for the prevention of COVID-19
	4.4 Describe the role of personal hygiene in prevention of COVID-19

Learning Outcome	Assessment Criteria
LO5 Understand potential hazards and risks and the workplace procedures necessary to prevent the spread of COVID-19 in the salon/barbershop	5.1 Explain potential hazards and risks in relation to COVID-19
	5.2 Explain safe and hygienic working practices that must be followed throughout hairdressing/barbering services

Learning Outcome	Assessment Criteria
LO6 Understand decontamination and waste management procedures relevant to hairdressing and barbering services	6.1 Outline the decontamination processes relevant to the hair salon/barbershop
	6.2 Outline the management of linen relevant to prevention of COVID-19 in the hair salon/barbershop
	6.3 Explain waste management procedures relevant to prevention of COVID-19 in the hair salon/barbershop

Document History

Version	Issue Date	Changes	Role
v1.0	09/06/2020	First published	Product and Regulation Manager
v2.0	15/07/2020	Republished following release of government guidelines	Product and Regulation Manager
v3.0	25/09/2020	Republished indicative content following updates to government guidelines – 10/09/2020	Product and Regulation Manager
v4.0	01/08/2022	Republished indicative content following updates to government guidelines – April 2022	Qualifications Administrator