
Unit Specification

iUHB316 – Provide creative hair extension services

Unit reference number: L/617/8099

Level: 4

Guided Learning (GL) hours: 72

Overview

This unit is about providing full and partial hair extension services to the client to reflect current trends. It includes preparing, creatively selecting, blending and placing hair extensions to add length, colour and volume to the client's hair.

Learners will use a range of products, tools, equipment and techniques to provide creative hair extension services. Learners will be able to cut and style the extensions creatively and finish as required.

Learners will also develop an understanding of possible contra-indications, how to work safely and hygienically, client lifestyle and factors which affect and influence the hair extensions service.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to carry out a variety of creative hair extension services

LO2 Understand how health and safety policies and procedures affect hair extension services

LO3 Understand the factors that influence hair extension services

LO4 Understand the tools, equipment, products and techniques used for hair extension services

Unit content

LO1 Be able to carry out a variety of creative hair extension services

Prepare for hair extension 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
 - Correct personal protective equipment worn
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair is positioned correctly, including height
 - Adequate work area to allow safe use of electrical equipment, e.g. when using electrical glue gun to attach hair extensions
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - Electrical equipment to be visually checked before use, e.g. for centres within the United Kingdom portable appliance testing (PAT) may be required when using electrical equipment
 - 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 the client record card (where appropriate) for previous services and client history
 - Check all appropriate tests have been undertaken, e.g. pull test to determine excessive hair fall from previous hair extension (or other) services

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 products, tools and equipment are correctly handled, stored, clean, readily available and all hygienic precautions are followed to minimise the risk of damage or cross-infection
- Cleanse/sterilise tools and equipment
- Work safely throughout the service to minimise risk, harm or injury to self or others
- Ensure own good posture is maintained throughout the service
- Ensure the client maintains the correct posture and is comfortable throughout the service to avoid a hazard or a risk, e.g. when applying added hair extensions, the client may require short comfort breaks to stretch or reposition their head to prevent fatigue
- Safely apply and follow manufacturers' instructions when using products
- Ensure relevant tests are conducted
- Ensure correct own personal protection equipment (PPE) garments are used
- Ensure client has correct personal protective garments, e.g. a specific protective gown (non-permeable) is required when using glue
- Minimise the risk of damage to tools and equipment
- Ensure that materials are disposed of hygienically and appropriately
- Ensure any spillages are immediately cleaned up
- Minimise the risk of harm or injury to themselves and others when using products and electrical equipment
- 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

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
 - Pull test
 - Density test
 - Skin/sensitivity/allergy test for glue or adhesive
- Assessing the hair conditions for contra-indications and suitability for hair extension services to include:
 - Hair classification
 - Hair characteristics
 - Hair elasticity, porosity, texture, density, condition, growth patterns and hair length
- Assessing the scalp condition to assess for contra-indications and the suitability of the add hair extensions service to include:
 - Cuts, sores and abrasions or areas of tenderness
- Consulting and confirming with the client before styling commences to agree the chosen style, desired look and finished added hair extensions

- Explaining each stage of the hair extension service to the client
- Agreeing products, process and possible equipment to be used
- Checking throughout the service to meet the client's needs
- Using visual aids where appropriate, e.g. photos (style book) internet search for images of added hair effects

Confirm with clients the desired effect

Taught content to include

- Discussing client's needs and requirements, e.g. the required duration of the extensions
- Discussing limitations or adaptations that may be required, e.g. due to the client's natural hair length and classification, the required attachment method for the clients request of added hair volume of extension hair may not be achievable
- 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

- To understand their requirements and expectations of the chosen style and the amount of added hair requirements
- To ensure the client understands the process
- To ensure the client understands the longevity of the added hair, e.g. instant and easily removable or to last more than a day
- To gain information on how they maintain their hair, lifestyle and commitment to the style
- To provide the client the opportunity to ask questions (where necessary)
- To ensure the client is comfortable and that no discomfort is apparent whilst adding hair
- To ensure the client's expectations are met
- The legal significance of client questioning and the recording of client's responses
- The importance of informing the client of the likely cost, duration and expected outcome of the service

Select suitable products, tools and equipment for providing a variety of hair extension services

Taught content to include

- Preparing products required in advance of service following the consultation:
 - Adhesive
 - Adhesive remover
 - Extension clips or rings
- Preparing required materials in advance of service following the consultation:
 - Individual extensions
 - Weft extensions
 - Ready glued extensions

- Hot and cold systems
- Woven and sewn extensions
- Tools and equipment:
 - Personal protective equipment (PPE) to include protective garments, e.g. non permeable cape for client when using glue wefts, gloves and apron for learner
 - Combs, sectioning clips
 - Clamps
 - Scissors
 - Razors
 - Adhesive gun
 - Curved extension sewing needle
 - Hair extension thread
 - Fusion pliers
 - Hand-held dryer
 - Large round brush or flat brush
- Electrical equipment (if used), e.g.
 - Hand held hairdryer
 - Adhesive gun
 - Straighteners

Carry out hair extension services

Taught content to include

- Types of added hair:
 - Human hair
 - Synthetic hair
- Hair attachment methods:
 - Fusion:
 - hot fusion or bonding
 - cold fusion
 - Sewn-in or glued-in wefts
 - Clip-in
 - Micro ring
 - Plaited
- Creative finishes:
 - Full head extensions
 - Partial head extension
 - Extensions to create volume (full or partial head)
 - Extensions to create colour (partial head)
 - Extensions to create:
 - Length

- Curls
- Waves
- Volume
- Blend and style the hair extensions to include
 - Cutting using scissors and/or razor:
 - To blend the added hair into the existing style
 - To emphasise the added hair into a new or existing style
 - To restyle the hair
 - Styling examples include:
 - Blending the natural hair using blow-drying or setting techniques
 - Creative styling using a range of braids, plaits and twists

Dealing with problems and solutions that may occur during a hair extension service

Taught content to include

Problem	Cause	Solution
Hair tangling, matting and loss of shine	If the hair is not properly maintained, or if inferior extension hair is used, severe tangles or mattes will happen causing damage to the natural hair	- Detangle hair using large tooth comb from point to roots - Apply conditioning treatment - Use specialist products to restore hair condition
Itchiness	- Scalp sensitised or sensitive - Additional hair left in beyond recommended time	- Ensure wefts are attached correctly - Ensure client is aware of recommended maintenance timescales for future appointments - Remove extensions and apply appropriate aftercare
Pain	- Possible incorrect application of additional hair - Braids or plaits too tight	Remove extensions and start application process again if pain has subsided
Contact dermatitis	Serious allergic reactions from sensitisation to glues, rubbers, or other chemical extension application and removal	Remove extensions immediately and refer to doctor/GP
Allergic reactions	Hair extension methods using nickel, metal type products or other chemical products	Remove extensions immediately and refer to doctor/GP
Build-up of bonding glue	Excess glue has been used and dispersed onto the hair caused by careless application	Remove excess glue with correct solution

Hair extensions fall out	• Incorrect hair preparation or over-use of conditioning products • Excessively oily hair - certain methods of hair extensions will not stay in place, e.g. tape-ins	• Remove remaining extensions and use a different extension attachment method
Headaches	• Extra weight of human hair extensions due to its heaviness. Incorrect application, e.g. tugging or pulling	• Remove extensions and adapt the amount of extension hair being used • Apply correct handling of hair when applying extensions
Natural hair loss resulting in bald patches	• Failure to undertake correct tests, e.g. pull test • If the natural hair is not strong enough to hold the weight of the hair extensions, they can fall out and pull the natural hair out with it • Incorrect tension applied	• Remove extensions and use reconstructing conditioning treatment • Advise client regarding a period of rest from extension services
Natural hair loss resulting in breakage	• Failure to undertake correct tests, i.e. pull, density and elasticity tests • Natural hair that is too thin or weak to hold extensions and results in loss of added hair extensions and natural hair	• Remove extensions and use reconstructing conditioning treatment
Natural hair is damaged when removing the extensions	• Client has removed the bonds by 'picking' and 'pulling' causing damage to the natural hair	• Remove remaining extensions and use reconstructing conditioning treatment

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

Taught content to include

- Provide aftercare advice including potential costs of removal
- Discussing client's needs and requirements for future services, e.g. guidance timing of when to return to the salon for upkeep of extensions e.g. colour and/or lightening services to match, blend or enhance the added hair
- Advice for protection of hair for clients when swimming, e.g. how to prevent tangles
- Avoidance of heated styling equipment e.g. using straightening iron or tongs on artificial hair as they may cause the hair to dissolve/disintegrate
- The expected normal potential hair loss that may be experienced when removing hair extensions
- Advice on potential excessive hair loss that may be experienced when removing hair extensions
- Provide advice and recommendations regarding the service including the products that may be used by clients and the benefits and effects to maintain the hair extensions examples to include:
 - Shampoos, conditioners and styling products
 - Avoidance of excessive use of finishing sprays, serums, gels as these may cause bond to loosen or fall out
 - Avoidance of removing sewn-in or bonded (glued) weft extensions themselves as this can cause damage to their own hair
 - Picking at sewn-in or bonded (glued) weft extensions as this can cause damage to their own hair, cause stress to the scalp and hair and possible hair loss
- To ensure the client feels valued and that the hair extension service was specifically tailored to their individual needs
- Other services, offers or promotions, for example discount incentives tailored to the hair extension service when using a salon loyalty card
- To provide longevity of the hair extension service
- Reputation and walking advertisement for the salon
- Additional specialist or retail products to enhance the added hair extension service

LO2 Understand how health and safety policies and procedures affect hair extension services

The responsibilities for health and safety in own role

Taught content to include

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

- Preventing a false trade description to any goods supplied or offered, or making 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
- Hazards associated when adding hair extensions, e.g. incorrect handling of glue gun
- Risks associated to hair extensions, e.g. the risk that the gun may burn the client
- Safety when using associated products, tools and equipment
- Reasons to undertake appropriate tests both on the client's scalp and hair
- Recognising contra-indications to hair extension services to hair and scalp treatments

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

Taught content to include

- The importance of ensuring that all chemicals related to hair extensions (adhesive) are stored, handled and used in accordance to salon policy, local bylaws and manufacturers' instructions
- The potential hazards and risks associated with not completing appropriate tests on the client and the hair
- Hazards – anything that has the potential to cause harm, e.g. spillage of glue products on client's skin
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for the glue to cause chemical burn
- Working safely throughout the service; an example is ensuring there is adequate room around the client and no obstructions
- Ensuring use and maintenance of any equipment is monitored, e.g. conducting visual checks on electrical adhesive units
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing jewellery that may obstruct the use of tools and equipment when adding hair
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. ensure clean protective garments are freshly laundered for every client
- 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 sectioning prior to adding hair
- Risk of electric shock when using electrical equipment to enhance the service, to include potential hazards of trailing wires
- Fire – the salon's policy in the event 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

- Use of clean towels, gowns and protective garments for all clients
- The importance of providing personal protective equipment (PPE) for both client and stylist, e.g. prevention of damage to clients clothing, non-permeable gown is required when using glue
- Use of clean and sterile tools equipment for all clients
- Sectioning hair appropriately for the added hair extensions service, e.g. to prevent tangling and knotting of the natural hair
- Apply appropriate techniques for the added hair extensions service, e.g. if volume is required apply weaved wind
- Control of electrical equipment when used, e.g. ensure the temperature of the hair dryer is set according to the hair extension type when finishing the style
- Organisation of working area; there should be adequate room to allow the stylist to work safely
- Avoid trailing wires and excess extension hair on the floor; e.g. loose fallen extension hair will cause a potential slip hazard
- The precautions that must be taken when using adhesive and hot glue guns

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 hair extension services
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations when using and storing adhesive products
- Following and adhering to manufacturers' instructions when using products to hair extension services

LO3 Understand the factors that influence hair extension services

The factors that may influence services provided

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 added hair extensions products are required, to include:
 - Density – this is defined as the number of hairs on the scalp and will affect the amount of hair extensions a person can have applied to their hair, e.g. on very fine hair fewer extensions would be applied as they may be visible in the hair and be harder to blend
 - 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, e.g. where hair extensions are added for volume; the added hair should match the texture of the natural 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 are known as porous. Suitable treatment products will be required if hair is porous and hair extension services may be delayed until the condition improves due to the added hair taking on a different appearance
 - Elasticity – this relates to the condition of the cortex layer of the hair. Elasticity levels are affected by how the hair is treated and the condition it is in. Hair should stretch and return to its normal size; this indicates the hair is in good condition with 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
 - Growth patterns – this relates to the direction in which the hair grows from the scalp and may influence the desired finish. Growth patterns need to be considered to prevent causing excessive tension and the hair lying incorrectly
 - Hair length - this will affect and determine which technique to use and whether there is enough length on the hair to add extensions. The current style hair or haircut, e.g. adaptations may be required to achieve the client expectations
 - Services prior to hair extension services – other services offered prior to hair extension services may influence the finishing, e.g. a client who is new, and following consultation requests hair extension services, requires thorough advice on the care and maintenance of hair extensions

- Test results – these test results will establish what is possible to achieve with the planned add hair extensions service
- Lifestyle – this is about the client’s everyday activities and working patterns, e.g. a client who is retired and walks a dog twice a day requires a hair extension service that is manageable and suits most weather conditions, and a client who wears their hair up in a pony-tail may experience over-sensitivity of the scalp directly after extensions have been applied
- A contra-indication to the hair and scalp can prevent or alter the service – products or techniques used in hair extension services, e.g. a client with a sensitive scalp may not be suitable for some hair extension systems.
- Learners must know the difference between human hair and synthetic hair:
 - Human hair
 - can be styled using heat and is treated much the same as client’s own hair, it is expensive and colour choice is limited
 - Synthetic hair
 - Cannot be styled using heat, looks unnatural, comes in a variety of very bold colours and is inexpensive

The ways of dealing with any influencing factors

Taught content to include

- How these may influence the hair extension services to include:
 - Density
 - This is defined as the number of hairs on the scalp and will affect the amount of hair extensions a person can have applied to their hair, e.g. on very fine hair fewer extensions would be applied as they may be visible in the hair and be harder to blend
 - 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. Hair extensions added should match the texture of the natural 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 are known as porous. Suitable treatment products will be required if hair is porous and it may be difficult to match and blend added hair to the natural hair
 - Elasticity
 - This relates to the inner strength of the hair’s cortex. It is an indicator of the internal condition of the hair’s bonded structure and its ability to retain moisture. The hair’s elasticity will influence the selection of hair extension products and may indicate whether services may be prevented, limited or affected
 - Hair condition
 - Hair that is in good condition will be shiny, smooth, with good porosity (flat cuticle scales) and good elasticity (good moisture levels). Hair that is in poor condition will be dull, may have split ends or torn cuticle, be over-elastic, have signs of breakage and have dry, porous ends or lengths. Hair condition will

influence the selection of hair extension and may indicate whether services may be prevented or limited

- Hygroscopic
 - Hair has the ability to absorb moisture into the cortex and this is called hygroscopic. The properties are changed when it has been shampooed or becomes wet by breaking down weaker hydrogen bonds and in its natural state hair is known as Alpha keratin. This allows the hair to be stretched using heat and brushes in blow-drying. Once hair is stretched and dried into a new shape it becomes known as beta-keratin state. When finishing the hair extension effect, it is important that the hair is thoroughly dried
- Growth patterns
 - This relates to the direction in which the hair grows from the scalp and may influence the desired finish. Growth patterns need to be considered to prevent causing excessive tension and the potential for added hair lying incorrectly for the finished style requirements
- Head and face shape and size
 - This is about the client's everyday activities and working patterns, e.g. a client who is requiring hair extensions for a one off special occasion may well be suited to a clip-in or plaited extension method
- Lifestyle
 - The need to ensure the client is advised regarding return visits and costs required for maintenance, also the client's everyday activities and working patterns, e.g. a client who lives an active lifestyle will require an easy maintenance style
- Hair length
 - This will affect and determine which technique to use and whether there is enough length on the hair to add extensions, e.g. adaptations may be required to achieve the client expectations
- Services prior to hair extension services
 - Other services offered prior to hair extension services may influence the finishing, e.g. care should be undertaken for a client who has had a recent relaxing service due to possible scalp sensitivity
- Hairstyle
 - Where fashion colour hair extensions are added to the natural hair these should be placed according to the clients wishes and/or evenly to ensure the balance of colours is united
 - The client's current hairstyle and colour should always be considered to ensure the added hair blends well and looks as natural as possible when adding hair extensions to create volume, waves, curl or length

Contra-indications and how they affect added hair extension services

Taught content to include

- Contra-indications to hair extension services to include, bacterial, viral or fungal infections. Contagious conditions to include:
 - Bacterial infection examples:
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once ruptured become a flat crust
 - Folliculitis – infection of the hair follicle, causes bumps with pus. May be painful, itchy, sore or swollen
 - Viral infection examples:
 - 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:
 - 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:
 - 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
- 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. If a hair defect is suspected the client should be referred for medical attention or advice and the service should not be performed
- History of previous allergic reaction
- Conditions which may be contra-indicated, prevent or restrict the hair extension service to include:
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent direct service due to scalp being too tender to apply hair extensions
 - Sebaceous cyst – lump on top or under scalp/head
 - Psoriasis – dry silvery scales of skin
 - Contact dermatitis – dry, red, sore, itchy and may be weeping
 - Recent scar/tissue injury, may be tender when using hair extension attachments and combs
 - Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia) - avoidance of further hair extension services is advised
- 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

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 clients scalp and hair are checked prior to the hair extension 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 salon image is maintained

The importance of tests to the hair and scalp prior to and during added hair extension services

Taught content to include

- To understand the reasons why tests are carried out, e.g. failing to undertake a pull test could result in further hair loss and/or hair extensions falling out
- The importance of checking tests on different parts of the hair and scalp throughout the service, e.g. pull test
- The importance of following manufacturers' instructions, e.g. skin/sensitivity/allergy tests when using glues and the potential consequences of failing to carry out these tests
- To ensure that all tests are collated, dated and are stored and recorded for future reference
- To ensure there is a history of all test results
- To ensure that the records have full and accurate information including additional comments relating to the tests
- To prevent possible legal action
- To ensure the added hair extension service finished results are as expected
- To ensure the added hair extension service finished results meet the client requirements

When and how added hair extension tests are carried out

Taught content to include

- Skin/sensitivity/allergy test – a positive reaction would prevent the added hair extension service. Refer always to the manufacturers' instructions for skin/sensitivity testing requirements, as an example guide:
 - Clean a small area of skin behind the ear
 - Refer always to manufacturers' instructions, as an example:
 - Apply a small amount of adhesive on cleaned area behind the ear and allow to dry

- Advise client to leave on for 24-48 hours unless there is irritation, in which case the client should wash it off immediately. Symptoms of a positive reaction would be redness, itching, soreness, swelling or inflammation
- Elasticity test – may prevent or restrict application of added hair if the hair is stretched and does not go back to its original state. Adding hair may cause more damage due to the weight
 - 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 – 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 are known as porous. Suitable treatment products will be required if hair is porous
 - 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
- Pull test – to assess potential hair loss after recent removal of hair extension or plaits. If a lot of hair comes away hair extensions may not be possible as it will add more weight causing extra tension on the root
 - Gently pull small sections of hair whilst sliding the fingers from root to point on at least three areas of the scalp
 - A few strands of hair loss is normal, more than a few could stop the service
 - To be undertaken before and during the hair extension service

How test results influence added hair extension services

Taught content to include

- The importance of ensuring that test results are recorded and stored accurately so that a history of results can be reviewed, e.g. colour choices of added hair
- Skin/sensitivity/allergy test – positive and negative reactions, e.g. a negative reaction means the service can continue
- Elasticity test – may restrict or prevent extension service, e.g. a poor elasticity outcome may stop the hair extension service taking place as the weight of the added hair might cause the hair to break off
- Porosity test – may restrict or prevent extension service – application techniques and product choice need to take into account the differences in hair structure and may result in poor or uneven finished effect
- Pull test – may restrict or prevent the service – this will decide if the hair loss conditions and the hair's ability to sustain weight and increased tension will prevent or adapt the added hair extension service

The potential consequences of excessive tension on the hair

Taught content to include

- Traction alopecia is a form of alopecia, or gradual hair loss, caused primarily by pulling force being applied to the hair. Areas of hair loss are found at the point of tension
 - Care needs to be taken when attaching hair to ensure natural hairs are not pulled away from their natural fall, to avoid excessive pulling. This can be prevented by keeping sections extremely neat when applying hair extensions
 - Tension can also be created by the weight of the added hair. Care needs to be taken with how much hair is added as too much hair will cause tension
 - Plaits that are pulled too tight will cause tension, so when using the sewn method care needs to be taken when plaiting
- Educate clients on the correct application of hairbands, clips and added hair
- Ensure when adding hair and clips that they are secured safely without excessive use of force/tension

The hair growth cycle

Taught content to include

- The importance of the hair growth cycle when undertaking hair extension services to include:
 - To provide advice on the frequency of visits for maintaining extensions
 - The stages of the growth cycle and how this influences normal and expected hair shedding
 - The influences the hair growth cycle has on the longevity of the added hair extensions
- Anagen
 - Growing stage; active stage, most hair is in this stage at any one time
- Catagen
 - Changing stage, a small percentage of hair is in this stage at any one time. Hair growth stops and the hair bulb detaches from the dermal papilla
- Telogen
 - Resting stage, the hair is not growing and is separated from the hair bulb
- Early Anagen
 - New hair begins to form. At the end of the telogen resting stage, hair re-enters into an early anagen stage where the hair follicle lengthens downwards and the dermal papilla becomes active again. New hair begins to form, pushing out old hair from the follicle
- The importance of how hormones affect the growth cycle:
 - The influences hormones have relating to hair growth problems, e.g. hormone replacement therapy (HRT) involves taking female hormones, usually oestrogen and progesterone to balance out hormone levels and can cause excessive hair growth or hair loss
 - Hormone imbalance can affect hair growth, e.g. not enough hormones can lead to hair loss
 - Changes in the body, e.g. pregnancy, menopause or extreme stress

LO4 Understand the tools, equipment, products and techniques used for hair extension services

The tools, equipment and products available and their use

Taught content to include

- Tools:
 - Cutting comb – for use with sectioning and cutting/blending the added hair
 - Pin tail comb – used for picking up precise lines and sections when adding hair, e.g. for applying individual hair extensions
 - Sectioning clips – used to section or divide hair into manageable areas when handling the hair
 - Scissors – to cut/blend or trim extensions to correct length
 - Razor – to blend extensions into natural hair and remove harsh straight lines
 - Thinning scissors (if used) - to blend extensions into hair
 - Fusion pliers – to fix micro ring extensions into the natural hair
 - Needle and thread – used to sew in and attach wefts into the natural hair. To be used safely, e.g. so that discomfort is not caused to the client and the needle does not touch the scalp
 - Extension clips or rings, e.g. different end attachments - some have combs ends that are easily placed in the hair
- Equipment:
 - Gloves and apron – to protect hands and clothing
 - Hair colour wheel – to match up extension hair to natural hair
 - Gowns – to cover clients' clothes – non-permeable ones when using glue guns
 - Plastic cape – provides a plastic layer and should easily allow loose hairs from extensions to fall from clients
 - Towels – placed on top of gown to protect the client
- Electrical equipment which will include:
 - Hand held hairdryer – to ensure the hair is completely dry prior to the hair extension service or to style the hair afterwards
 - Adhesive gun – used when using fusion or bonded method:
 - Work in a safe and effective manner, check temperature settings according to manufacturers' instructions
 - Ensure the adhesive gun does not cause discomfort or damage to the hair
 - Ensure there is constant adhesive flow that does not cause damage to the hair
 - Ensure any excess adhesive is removed with minimal disturbance to any placed added extension hair or clients own hair
 - Straightening irons – smooth and flatten cuticle, help to blend clients own hair and human hair extensions together. Ensure that additional protection is used to prevent disturbance of hair extensions and the clients scalp, e.g. protect with comb between scalp and irons
- Products – only use the products recommended with attachment system are used, e.g. each manufacturer will have its own products to use and instructions which must be followed:
 - Adhesive – in sticks for bonded hair, or a bottle for wefts

- Adhesive remover – to remove and break down adhesive
- Human hair and synthetic hair – available in a wide range of natural and fashion colours
- Extension hair attachment systems:
 - Individual extensions
 - Weft extensions
 - Ready glued extensions
 - Hot and Cold systems
 - Woven and sewn extensions

The different types of hair attachment systems

Taught content to include

Attachment method	Application (follow manufacturer's instructions accordingly)	Duration
Hot attachment Fusion or bonded	• For full head application start in the nape area • Weave small sections and secure • On each section apply glue and place under section of hair approximately 5mm from scalp • Using protection on hands, push and roll the added hair into the section to bond the two together • Work in rows across and up the head • Leave a gap of 2-3 cm around the hair line	• Approximately 3 months
Cold attachment Plaited	• For full head application start in the nape area • Take approx. 1 cm (hair density dependent) horizontal section • Add the extension by plaiting into the natural hair • Ensure tension is tight throughout the plait • Work down the section until the end of the hair is reached • Secure with a few strands of hair; continue across and up the head until required number of extensions has been completed	• Between 1 ½ - 2 months
Cold attachment sewn-in wefts	• Start at the lowest point where extensions are being placed	• Between 1 – 2 months

	• Do not start right at the hair line • Cane row/corn row hair with synthetic hair to make a strong cane row/corn row from left side to centre, then from right side to centre • Using correct sewing needle and thread (provided with hair extension kits) sew the wefts onto the cane row/corn row • Continue until required amount of extensions are applied into hair	
Cold attachment clip-in wefts	• Start at the lowest point where extensions are being placed • Backcomb into the root area where extension is being placed, this will provide a foundation for the extension • Open snap-back clips and place directly onto backcombed section • Bend clip into closed position • Continue until required amount have been placed into hair	• One-off looks
Cold attachment micro loop extensions	• For full head application start in the nape area • Hair should be sectioned and placed through the large loop • Using the tab at the base of the micro ring, pull and the loop threads hair through the micro ring • Use the fusion pliers to clamp the ring closed • Continue across and up the head	• Between 3-4 months
Cold attachment tape extensions	• For full head application start in the nape area • Remove the protective layer of the adhesive tape. • Take approximately 1 cm (hair density dependent) horizontal section • Add the extension by placing the sticky part under the meche of hair, place the other	• Between 2-3 months

	half on top and clamp with flat pliers for 30 seconds • Repeat across entire head	
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The different methods of attaching, maintaining and removing hair extensions

Taught content to include

- The techniques used in providing hair extension services will be dependent on required finished style
- The preparation of the attachment system and hair extensions, e.g. why it is important to avoid wastage or tangling and to meet the manufacturer's instructions
- How to prepare the client's hair in a way that is suitable for the attachment system used
- Ensuring the availability of assistance where required, e.g. where there is very long natural hair which, when extensions are added, proves difficult to secure using sectioning clips or clamps
- Confirming with the client throughout the extension service
- The importance of parting the sections cleanly and evenly to meet the requirements of the attachment system to be used, using appropriate tools, e.g. tail comb
- Ensuring that any hair that is not being extended is secured to keep each section being extended clearly visible
- The importance of choosing the correct attachment system for hair classification, characteristics and required hairstyle
- The need to ensure that adding and attaching hair is performed in a way that takes into account the factors influencing the service
- The reasons why it is important to maintain even tension throughout the attachment process
- The importance of checking the comfort of the client at regular intervals and giving suitable reassurance or short rest breaks if required
- The importance of identifying and resolving any problems occurring during the service
- Confirming on completion, that the hair extensions give a balanced and well-proportioned look

The principles of blending added hair

Taught content to include

- The reasons why it is important to choose the most appropriate methods of blending the client's natural hair to hair extensions depending upon the hair type, classification and characteristics as identified during consultation
- The reasons why different colour human or artificial hair added hair may be blended to the clients' natural hair e.g. to create a softer and more natural look
- Cutting methods and techniques for blending the hair using scissors including:
 - Point cutting – removes blunt ends
 - Tapering – creates softer edges
 - Club cut – to remove length
- Use of a razor to blend the hair:
 - To reduce length of extensions and blend short layers to longer layers
- The reasons why it is important to establish and follow the cutting guideline to blend the hair and achieve the finished look -this avoids mistakes, e.g. cutting off too much hair
- The reasons why it may be necessary to adapt the cutting techniques to take into account the factors which influence cutting hair extensions, e.g. density and texture
- The reasons why it is necessary to adapt cross-checking methods to suit the fall of the hair extensions
- The importance and reason why adapting posture and position is required, i.e. to ensure accuracy of the cut
- The methods of combing and adapting cutting techniques to achieve the finished look
- The reasons why final checks are undertaken, e.g. to ensure even blending has occurred

The importance of following salon and manufacturers' instructions for products, tools and equipment

Taught content to include

- To ensure the hair extension result is achieved
- The importance of ensuring there is adequate ventilation when applying adhesive to minimise unnecessary inhalation of product
- To prevent hazards
- To minimise risks
- To produce satisfactory results
- To avoid problems or mistakes
- To avoid legal action

The importance of using products cost-effectively

Taught content to include

- Applying products and added hair in a logical sequence
- Following manufacturer's instructions to ensure correct application of adhesive, hot glue products and prevent wastage
- Effects on the environment to include:
 - The mixing of products in a well ventilated area – away from others
 - The safe disposal of unwanted adhesive materials
- Following salon and organisation policy when using adhesive products
- Calculate costs of the hair extension service, include any retail products sold, e.g. specific extension safe shampoos and conditioners that do not break down the adhesive, extension brush

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination

1. Service portfolio

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

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 3 occasions**.

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

2. Theory examination

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

The theory examination will test knowledge and understanding from across learning outcomes 2, 3 and 4. Learners should use the unit content sections of this unit to aid revision.

Document History

Version	Issue Date	Changes	Role
1.0	02/09/2019	Published	Head of Qualifications and Processing
2.0	23/06/2026	Rebranding	Development Administrator