
Unit Specification

iUHB318 – Advise and consult with clients for men's hair services

Unit reference number: J/617/8084

Level: 2

Guided Learning (GL) hours: 63

Overview

The aim of this unit is to develop learner's knowledge and principles of professional consultation for men's and barbers hair services. Learners will develop the skills and knowledge required to prepare for and carry out consultations, establishing a good standard of client care.

An essential part of this unit is making suitable recommendations for services and products based on this information and the results of the examination of client's hair, skin and scalp and how these impact on follow-on men's hairdressing and barbering services.

Learners will need to maintain health, safety and hygiene barbershop/salon procedures throughout the unit. Additionally, learners must maintain their personal appearance and demonstrate effective communication and consultation skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to consult with and advise clients

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

LO3 Understand the factors that influence consultation for men's hair services

LO4 Understand the science of hair, skin and scalp

Unit content

LO1 Be able to consult with and advise clients

Prepare to consult with and advise clients

Taught content to include

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

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensuring the work area is clean and well organised
- Ensuring the chair is adjusted to a workable height and headrest positioned according to client's comfort
- Minimise the risk of damage to products, tools and equipment
- Minimise the wastage of products
- Minimise the risk of cross-infection
- Making effective use of the working time
- Ensure the use of clean resources
- Minimise the risk of harm or injury to themselves and others

Carry out client consultation services

Taught content to include

- The limits and boundaries of their duties and responsibilities and why it is important to explain these to the client
- Confirm with the client the look agreed at consultation prior to starting the service and that the desired outcome has a realistic expectation
- Ensure appropriate questions are directed to the client to establish any known contra-indications to the hair service
- Accurately record the client's responses to questioning where appropriate
- Conduct a range of tests on the client's hair and skin following manufacturers' instructions and recognised industry procedures
- Check hair and scalp for contra-indications
- Consult and advise with the client throughout the service
- Advise and consult with manager or senior barber/stylist where appropriate

Communicate effectively when carrying out consultation services

Taught content to include

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

Carry out relevant tests

Taught content to include

- The dates of services and any tests carried out
- Reasons why tests are conducted, examples include:
 - Protect the client from harm
 - To ensure the service can be carried out
 - To check for contra-indications
 - To ensure the outcome is as expected
 - Prevent legal action
 - Maintain the barbershop/salons reputation
- Types of tests will include:
 - Allergy alert test (skin allergy test) skin test
 - Elasticity test
 - Porosity test
 - Pull test

Provide clients with advice and recommendations

Taught content to include

- Discuss and confirm client's needs and requirements before, during and after service
- Discuss limitations and/or potential outcome of chosen service(s) this may include:
 - Cutting services
 - Cutting facial hair
 - Styling and finishing services
 - Hair and scalp services/treatments
 - Tonic services
- The amount of time available for daily maintenance
- The time limits and/or suggested return visits for maintenance services
- Impact of the client's lifestyle regarding the service recommendations, examples may include:
 - Work – working environments may restrict certain styles, colours and lengths of hair
 - Sporting activities – some sports require the hair to be kept off the face by regulation, or due to extensive training can withstand regular washing and heat styling
 - Leisure activities
 - Religion – to comply with certain religious rules and traditions
 - Age – from children through to seniors, age may influence the suitability of recommended styles, cuts and colour services
 - Gender – gender specific variation in hair growth, males may experience hair thinning and loss due to male pattern baldness
 - Personality
 - Client's own care abilities – some clients are skilled and committed to managing their hair. Others, perhaps due to an injury or lack of guidance, may not have the skills to manage certain style
- Consult with client throughout the service
- Give advice and recommendations accurately and constructively
- Provide aftercare advice including potential costs of further services or products
- Discussing the possible limitations of requirements or future services
- Ensuring the client is informed of the products and services available
- Provide the opportunity for the clients to ask further questions or seek clarification
- Update clients service record

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

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Barbershop/salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the barbershop/salon have a responsibility for the health and safety of themselves and others
 - The barbershop/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 barbershop/salon environment including:
 - The comfort of the barbershop/salon
 - Cleanliness of the barbershop/salon to prevent cross infections via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment trained to use
 - Reasons for personal protective equipment (PPE) e.g. using protective gloves to prevent contact dermatitis when using certain products
 - Making visual checks on all electrical equipment and reporting faults/isolating power
 - Ensuring manufacturers' instructions are always followed when using products and equipment
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member
 - Ensuring the public are protected from the manufacture of supplied unsafe goods or misleading price indications

- Prevent a false trade description to any goods that are supplied or offered to supply any goods to which a false trade description has been applied, or false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following service

When and how tests are carried out

Taught content to include

- Allergy alert test (skin allergy test)/skin test – to test for an allergic reaction or sensitivity to other products:
 - For potential allergies to certain products – cleanse a small area of skin behind the ear, apply product and leave for at least 24 hours. There is a negative reaction to the product if the client experiences no irritation or redness of the skin is not present
- Elasticity test – internal strength of cortex. 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 – 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 – testing the strength of the hair before other services e.g. temporary hair attachments or twisting and plaiting hair. Take a small amount of hair between the thumb and middle fingers from the base of the hairs near the scalp (approximately 30-60 hairs). Firmly pull hairs from the scalp. If more than 10 percent of hairs are pulled out this may indicate active shedding and extreme care in handling the hair is required, along with advice and guidance to the client

How test results influence services

Taught content to include

- Confirming the service can proceed
- Offering advice and guidance on alternative services where hair is in poor condition
- Preventing damage to the scalp or hair
- Prevention of the client taking legal action – ensure all tests and test results are recorded
- Preventing the reputation of the barbershop/salon being damaged
- Avoiding mistakes
- Results of tests:
 - Allergy alert test (skin allergy test)/skin test – a positive reaction would prevent use of specific products e.g. allergies to nuts or certain oils contained in tonics
 - Elasticity test – may prevent or restrict some services if the hair is stretched and does not go back to its original state
 - Porosity test – the hair's ability to retain moisture. Where hair is porous it may prevent or restrict some services. Additional advice to client may include hair treatments

Test factors	Learners must
When to carry out tests	Identify the triggers and visible signs that can 'alert' to testing
How to carry out tests	Know the methods of testing and test by following the manufacturer's guidelines where appropriate e.g. a learner may be required to undertake a skin test on a client for a senior barber
Positive and negative indicators of test results	Know that positive test results do not always indicate that a service may go ahead e.g. porosity test – a negative result indicates the hair has good porosity
The implications of the results in relation to the intended service	Know whether test results indicate that the intended service may take place
The consequences of failing to carry out tests	Know the effect on the hair, skin and legal implications of not carrying out tests
How to communicate the findings of tests	Explain the test results in a way the client understands
How to communicate the implications of the results in relation to the intended service	Communicate in a way to overcome any client disappointment, if test results indicate the intended service cannot take place
How to review the options available	Consider and discuss all alternative options available with the clients
How to recommend another course of action that is agreeable to the client	Make recommendations and adapt the service with the most suitable alternative with which the client is happy

The importance of following current relevant legislation

Taught content to include

- Knowing the reasons and importance of following the regulations and acts of the country in which this qualification is offered, regarding the impact these would have for both themselves, clients, visitors and other staff members. This will include:
 - Professional barbershop/salon image
 - Prevent legal action
 - Prevent accidents and dangerous occurrences happening

LO3 Understand the factors that influence consultation for men's hair services

The different hair characteristics and classifications

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

- Density – this is defined as the number of hairs on the scalp and will affect the choice of tools and products used and the time of a service
- Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse in texture depending upon its circumference
- Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough and may tangle are known as porous and will absorb water and products more easily and unevenly when applying finishing products. Advise suitable treatment or products for porous hair
- 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 good condition hair 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
- Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features
- Hair length – this will affect the general condition of the hair
- Previous barbershop/salon or home services – this relates to any products, styling or chemical services previously carried out either within a barbershop/salon or at home

How factors may limit or affect services and choice of products

Taught content to include

- Contra-indications that may prevent services to include:
 - Adverse skin conditions
 - Bacterial, viral or fungal infections
 - Infections or infestations
- Results of tests
 - May prevent or restrict services being offered, or determine products, tools and equipment being used and services offered
- Density
 - Defined as the numbers of hairs on the scalp and will affect the products, tools and equipment used and can impact on costs and timings when carrying out services e.g. tight thick coarser hair may require different cutting tools and techniques applied to achieve the desired finish result
- Texture
 - Defined as the feel of each individual hair and indicate how strong or weak the hair shaft is. For example fine hair may absorb a shampoo product easily requiring a lesser amount as over use may saturate the hair
- Elasticity
 - This defines the inner strength of the hair shaft and the hair's ability to return to its original strength, and will affect the products, tools and equipment used for a service. Examples may include, hair that has poor elasticity may require specialist products or treatments to improve overall condition especially on long hair male styles
- Porosity
 - The porosity defines the external strength of the hair shaft and what condition the cuticle is in, e.g. running fingers gently up and down the hair shaft will indicate swollen or flat cuticles. As above where male hairstyle is long specialists products or treatments will help improve the overall condition improving the elasticity and porosity of the hair
- Growth patterns
 - This relates to the direction hairs grow from the scalp or face (facial hair) and may influence the desired finish. Analysis of hair growth patterns is of high importance in all hairdressing services, e.g. for men's shaving and beard shaping the growth pattern will influence the direction of strokes when shaving facial hair and the shape of a beard that is suitable for a client
- Head and face shape and size
 - This relates to the overall shape and size of client's head and includes specific features. This should be considered when planning services. For example the use of visual aids to show the client how a style may look or where adaptations may be necessary, placement could emphasis specific features or disguise thinning parts of the hair
- Lifestyle
 - The client's everyday activity and work patterns. Client's home routine may require discussions and advice and recommendations made regarding the upkeep of the hairstyle
- Hair length

- This should be considered when providing costing and timings to client
- Other services previously undertaken either at home or at a barbershop/salon
- Cost of maintaining the desired service
 - This has impact to the client regarding affordability and longevity of having a specific service or style and may require the barber/stylist to make adaptations. For example hair patterns will grow out quickly and may require too much maintenance for a client
- Temperature and humidity of the barbershop/salon
 - Humidity is the amount of water vapour present can build in a barbershop/salon when there is little/no ventilation
- Hygroscopic nature of the hair
 - This is the ability of hair to absorb moisture. Weather, temperature and humidity play an important role in the hair's ability to remain in its given state (style). Therefore it is important that the hair is thoroughly dried at the end of a men's styling services and in damp raining conditions additional products may be required to help maintain its style

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

Taught content to include

- Non-contagious – may prevent or restrict services due to severity of condition, including

Skin Condition	Symptoms	Cause	Infectious	Treatment/advice
Keloid scarring	Raised overgrowths of scar tissue that occur at the site of a skin injury	They occur where trauma, surgery, blisters, vaccinations, acne or body piercing have injured the skin	No	Moisturising oils
Acne	Raised spots and bumps within the skin, commonly upon the face and neck	Increased sebum and blocked pores	No	Barbershop/salon services can be performed, however avoid use of tonics on any broken skin and care must be taken when using combs, clippers and razors Medical referral to GP
Uneven skin surface	Excessive pitting and scarring in facial hair region	Extreme acne	No	Contra-indication to shaving services if excessive

In-growing hair	Painful and itchy condition caused by embedded hairs that have curled round and grown back into the skin. Small, solid, rounded bumps (papules). Small, pus-filled, blister-like lesions (pustules). Skin darkening (hyperpigmentation)	Where the skin is for example shaved i.e. facial area/beard, moustache or neckline	No	Medical referral to GP if symptoms are very painful. Antibiotics are usually only needed if the skin is severely infected with pustules and abscesses
Sebaceous cyst	Tender or sore raised bump on skin, which if infected or inflamed will contain pus	Most often caused by a blocked follicle	No	Care must be taken when using combs, clippers and razors Medical referral to GP
Psoriasis	Build-up of skin cells which may appear thick silvery and inflamed. May cause itching	Common skin condition that changes the life cycle of skin cells. Causes a build-up of skin cells	No	Barbershop/salon services can be performed, however avoid contact with products on any broken skin Medical referral to GP
Eczema	Red inflamed itchy skin, sometimes weeping and split with irritation	Physical irritation or allergic reaction	No	Barbershop/salon services can be performed, however avoid contact with products on any broken skin Medical referral to GP
Contact dermatitis	Inflammation that occurs when the skin comes into contact with a particular substance	Irritant contact dermatitis is a rash caused by the skin reacting to a substance it has come into contact with e.g. chemicals. More commonly it develops gradually through frequent wet	No	Services are contra-indicated where products containing the irritant are used Medical referral to GP

		working or working with milder chemicals such as shampoo. Allergic Dermatitis – can develop quickly after contact with a substance such as shampoo or colour. It can take months or even years for the allergy to develop		
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- Different hair and scalp conditions which are generally non-infectious or contagious, but may restrict or require adaptations to services

Hair and scalp conditions	Causes	How to recognise	Possible treatments
Dry scalp/ Sensitised scalp	Sensitivity to products, damage due to heat styling.	Itchy, white flakes, red patches	Scalp tonics, conditioning treatments
Oily scalp/ Seborrhoea	Over production of the sebaceous gland	Excessive oil on the hair and scalp	Scalp tonics
Dandruff /Pityriasis capitis	Over production of the epidermal cells	Yellow flakes often with an oily scalp	Medicated shampoo
Alopecia	Physiological condition or stress	Total hair loss on the scalp Loss of hair in patches on the scalp	GP referral to Trichologist
Male pattern baldness	Hereditary	May present as receding hair line and hair loss at crown	Medical treatment is currently being developed

- Contagious hair and skin disorders, as they could prevent, restrict, change or alter the planned service, examples include

Bacterial infection	Symptoms	Cause	Infectious	Treatment/advice
Barber's itch	Small yellow spots around the follicle with irritation and inflammation	Bacterial infection of the hairy parts of the face	Yes	No barbershop/salon services to be offered Medical referral to GP

Impetigo	Burning irritation with spots appearing on the skin becoming dry and crusted	Bacterial infection of the upper layers of the skin	Yes	No barbershop/salon services to be offered Medical referral to GP
Folliculitis	Inflammation of the hair follicles	Bacterial infection which can be caused by harsh physical or chemical actions	Yes	No barbershop/salon services to be offered Medical referral to the GP
Furunculosis	Boils or abscesses	Bacterial infection of the hair follicle by staphylococcal bacteria	Yes	No barbershop/salon services to be offered Medical referral to the GP

Fungal infection	Symptoms	Cause	Infectious	Treatment/advice
Ringworm /Tinea Capitis	The most common symptom of ringworm is itchy patches on the scalp. Sections of hair may break off near the scalp, leaving scaly, red areas or bald spots. You may see black dots where the hair has broken off. Left untreated, these areas can gradually grow and spread	Ringworm spreads easily, especially among children Ringworm is transmitted by touching the skin of an infected person	Yes	No barbershop/salon services to be offered Medical referral to GP Anti-fungal treatments such as creams

Viral infection	Symptoms	Cause	Infectious	Treatment/advice
Herpes Simplex	Cold sore – burning irritation, swelling and inflammation Fluid filled blisters, usually on the lips and surrounding areas	Viral infection of the skin, possibly following exposure to extreme heat, other infections or reaction to food or drugs	Yes	Referral to pharmacist May not prevent a scalp or hair service but would prevent facial services e.g. beard trim

Warts	Raised, roughened skin, often brown or discoloured	Viral infection in the lower epidermis causing the cells to multiply and harden	Yes, If warts are found on the head, avoid the area Do not proceed with barbershop/salon service if the warts are open, sore or weeping	Referral to pharmacist
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Animal parasites	Symptoms	Cause	Infectious	Treatment/advice
Head lice	Itchy scalp, looks like dandruff but the nit eggs stick strongly to hair	Tiny grey/brown insects are tiny grey/brown insects Head lice lay eggs known as nits	Yes	Referral to pharmacist
Scabies	Itchy skin condition causing a rash which may cause tiny blisters or sores	Mites that burrow into the skin	Yes	Referral to pharmacist

The importance of identifying factors that may limit or affect services

Taught content to include

- Avoiding mistakes, examples may include:
 - Checking for allergies to avoid using products containing peanuts
 - Other known allergies, examples may include intolerance to certain nuts or oils
- Preventing damage to the hair and scalp
- Preventing legal action
- The requirement for informed consent
- 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
 - Who to report to and where to record the findings
 - Referral for medical attention or advice

LO4 Understand the science of hair, skin and scalp

The basic structure of the hair and skin

Taught content to include

Structure of the hair	Function
Cuticle – overlapping colourless scales	Forms a protective surface to the hair
Cortex – fibrous middle layer containing colour pigments	Contains colour pigments and gives the hair it's strength and where all chemical and physical changes take place
Medulla – central innermost part of the hair	No known function and does not play any useful part in men's hairdressing processes and treatments
Structure of the skin	Function
Epidermis	The protective surface layer of the skin
Dermis	The thickest layer of the skin containing the hair follicle, blood supply, sweat gland, nerve endings and lymph vessels
Subcutaneous layer	The fatty layer, provides insulation and energy for the body
Sensory nerve endings	Sensory organs for detecting heat, touch, cold and pain
Lymph vessels	Filter and transport fluid away from tissues
Blood supply	Provide oxygen and nutrients to the hair papilla
Sebaceous gland	Produces sebum to protect the hair and skin
Dermal papilla	The growing area of the hair follicle
Sweat gland (apocrine and eccrine)	Produces sweat to cool the skin, apocrine found on the scalp, eccrine all over the body
Arrector pili muscle	Muscle contracts to raise the hair into an upright position to trap in air for warmth
Hair follicle	Tube-like structure from which the hair grows
Hair shaft	The hair, provides protection to the scalp from the sun
Hair bulb	The area at the base of the follicle containing the dermal papilla

The growth cycle of hair

Taught content to include

- Anagen – growing stage; active stage, most hair is in this stage at any one time
- Catagen – changing stage, a small percentage of hair is in this stage at any one time
- Telogen – resting stage, the hair is not growing and is separated from the hair bulb
- Early anagen – new hair begins to form
- Knowledge of hair growth will enable learners to give advice on the frequency of visits for maintaining styles
- Knowledge of how hormones affect the growth cycle e.g.
 - Hormones with the most direct effect on hair growth are androgens, the male sex hormones that include testosterone
 - Androgens also contribute to male and female pattern baldness, somehow preventing hair follicles from transitioning out of their normal resting phase
- Knowledge relating to related to hair growth problems

The average rate of hair growth per month

Taught content to include

- Half an inch or 1.25cm per month
- Seasonal increase in hair growth in summer months may be possible but is largely marginal and can be due to increased exposure to ultraviolet (UV) radiation

Hair loss conditions

Taught content to include

- Knowledge relating to recognition of hair loss conditions to enable learners to form decisions for follow-on services
- The importance of not offering a diagnosis and who to report to
- The type of hair loss conditions and be able to relate the hair growth cycle to include the following conditions
 - Alopecia
 - Total hair loss on the scalp
 - Total hair loss on scalp and body - hair loss in patches
 - Traction alopecia
 - Hair loss at the point of tension e.g. male client wearing braids that are tight may experience hair loss around front hairline
- Male pattern baldness – may present as receding hair line and hair loss at crown
- Hair loss as a result of chemotherapy – usually temporary and hair is lost over scalp and body

The known causes and typical patterns of male pattern baldness

Taught content to include

- Known causes:
 - Genetic e.g. androgenetic alopecia is a common form of hair loss in both men and women. In men, this condition is also known as male-pattern baldness. Hair is lost in a well-defined pattern, beginning above both temples
 - Hereditary i.e. a natural condition caused by some combination of genetics, hormone levels and the aging process
- Typical male pattern baldness patterns:
 - Receding hair line around temples/front hairline
 - Thinning hair
 - Bald areas around the crown

Assessment requirements

Learners must complete all assessment requirements related to this unit:

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

1. Service portfolio

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

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

- iUHB319 – Shampoo, condition and treat men's hair and scalp
- iUHB320 – Cut men's hair using basic techniques
- iUHB321 – Dry and finish men's hair
- iUHB322 – Cut facial hair to shape using basic techniques
- iUHB323 – Create basic outlines and detailing in hair
- iUHB325 – Hair tonics

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

2. Theory examination

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

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

3. Synoptic practical examination

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

Document History

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