



Australian Government

Department of Education, Employment and Workplace Relations

SIHHHSC302A Identify and treat hair and scalp conditions

Release: 1

SIHHHSC302A Identify and treat hair and scalp conditions

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to assess skin test reactions, to recognise a range of normal and abnormal conditions of the hair and scalp, and to propose and perform treatments from the salon range.

Application of the Unit

This unit applies to hairdressers in salon environments, who consult with clients presenting for a range of hairdressing services. In this context they are required to recognise allergic reactions to skin tests, normal and abnormal hair or scalp conditions, and to propose treatment procedures within the framework of health regulations governing the industry in each state and territory.

A person undertaking this role applies discretion and judgement and takes responsibility for outcomes of own work.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element

Performance Criteria

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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|--|---|
| 1. Consult with client. | 1.1. Physically and visually examine hair and scalp and question <i>client</i> regarding recent treatments and services.
1.2. Recognise <i>normal hair and scalp conditions</i> and propose treatments from the salon range.
1.3. Discuss cost and confirm <i>treatment actions</i> compatible with the analysis and suitable products from the salon range.
1.4. Record outcomes of analysis on client record. |
| 2. Recognise abnormal hair and scalp conditions. | 2.1. Recognise <i>abnormal hair and scalp conditions</i> and counsel client regarding <i>remedial action</i> .
2.2. Apply <i>relevant health regulations</i> relating to <i>contagious disorders of the hair and scalp</i> . |
| 3. Treat hair and scalp. | 3.1. Select appropriate <i>remedial treatment</i> from the workplace range to match hair and scalp analysis.
3.2. Perform remedial treatments according to manufacturer instructions and <i>salon procedures</i> .
3.3. Ensure the safe disposal of treatment waste, according to salon procedures.
3.4. Recommend beneficial home hair care products and remedial action where indicated by the condition.
3.5. Record products and treatments on client record. |
| 4. Test skin for possible allergic reactions. | 4.1. Perform skin tests for allergic reactions prior to hair colouring and lightening services, according to manufacturer instructions.
4.2. Observe outcomes of skin tests for <i>symptoms of allergic reaction</i> and inform clients.
4.3. Note contraindications to colouring and lightening treatments on client records and take <i>appropriate action</i> . |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - consult with clients
 - gather information from clients
 - respond to hair and scalp analysis and recommend hair and scalp treatment services
- technical skills to:
 - perform hair and scalp analysis and recognise problem conditions
 - perform scalp massage
 - perform scalp treatment services, including:
 - conditioning treatments
 - medicated treatments
 - scalp peels
 - perform and evaluate skin tests
- literacy skills to:
 - interpret and follow product instructions and safety data sheets
 - interpret and follow relevant salon procedures
- numeracy skills to:
 - measure and apply treatment products to minimise waste
 - manage treatment times.

Required knowledge

- the transmission routes of infectious conditions
- standard infection-control precautions
- signs and symptoms of common normal and abnormal hair and scalp conditions
- physical effects on the hair and scalp of salon treatments
- applications and efficacy of hair and scalp treatments in the workplace treatments and services range
- relevant health regulations.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- knowledge of the transmission routes of infectious conditions and skill in the application of standard infection-control precautions
- recognising the appearance of normal and abnormal scalp conditions
- consulting with clients and recommending hair and scalp treatments suitable to identified conditions
- applying and evaluating skin tests prior to providing hair colouring services.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- fully equipped workstation which includes as minimum:
 - an adjustable client chair
 - clean client gown or wrap
 - a plentiful supply of clean towels
- a fully equipped basin services area which includes as a minimum:
 - back wash facilities
 - client shampoo chairs
 - adjustable water temperature and shampoo spray attachments
 - a plentiful supply of clean towels
 - clean client gown
- relevant documentation, such as:
 - relevant health regulations
 - workplace policy and procedures manuals
 - photographs of common disorders
- a range of clients with different hair and scalp conditions
- a professional hair and scalp treatments products range.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training

Package.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the learner:
 - conducting preservice hair and scalp analysis
 - selecting and applying hair and scalp treatments
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
 - the transmission routes of infectious conditions
 - standard infection-control precautions
 - signs and symptoms of common normal and abnormal hair and scalp conditions
 - physical effects on the hair and scalp of salon treatments
 - applications and efficacy of hair and scalp treatments in the workplace treatments and services range
- review of portfolios of evidence and third-party reports of on-the-job performance.

Guidance information for assessment

A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is pre-requisite to another—they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended for example:

- SIHHHSC301A Apply the principles of hairdressing science.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Clients may be:

- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Normal hair and scalp conditions may include:

- normal
- oily
- dry
- physically damaged
- chemically damaged.

Treatment actions may include:

- hair conditioning treatments from the salon range
- scalp conditioning treatments from the salon range.

Abnormal hair and scalp conditions may include:

- head lice
- scabies
- ringworm
- dry or oily dandruff
- seborrhoea
- psoriasis.

Remedial action may include:

- salon treatments
- home treatments
- referral to a pharmacist
- referral to a medical practitioner
- referral to a trichologist.

Relevant health regulations may include:

- federal, state and local health and hygiene
- occupational health and safety.

Contagious disorders of the hair and scalp may include:

- head lice
- scabies
- ringworm.

Remedial treatments may include:

- medicated treatments from the salon range.

Salon procedures may include:

- client comfort and safety
- operator safety
- procedures that comply with state or territory and local

- government health regulations relevant to the service
- environmental protection practices, such as:
 - waste minimisation
 - waste disposal
 - water efficiency.

Symptoms of allergic reaction
may include:

- redness
- itching
- swelling.

Appropriate actions may
include:

- proceeding with planned colour service
- not proceeding with planned colour service.

Unit Sector(s)

Hairdressing