



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **WRHHS403A Apply knowledge of hair and scalp problems to trichological consultations**

Release: 1

## **WRHHS403A Apply knowledge of hair and scalp problems to trichological consultations**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit describes the skills and knowledge required to apply the principles of hair and scalp science and disorders to trichological consultations. The unit of competency will apply to a range of trichological consultations and roles in the workplace.

### **Application of the Unit**

#### **Application of the Unit**

This unit requires operators to demonstrate in their practice an understanding of hair and scalp science and disorders as they apply to the performance of trichological consultations. Knowledge of relevant legislation and workplace policies and procedures, particularly in regard to safety and hygiene, are also required. In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency that relate to this unit are identified in the evidence guide of this unit.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

#### **Employability skills**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| ELEMENT   | PERFORMANCE CRITERIA  |
|---|---|
| 1 Apply knowledge of hair and scalp science to trichological consultations.   | <p>1.1 The relevant principles of skin science are identified and applied to the performance of trichological treatments according to <b><i>relevant legislation and workplace policies and procedures</i></b>.</p> <p>1.2 The <b><i>growth, development, ageing and healing</i></b> of human hair and scalp and their relevance to the performance of trichological consultations are noted.</p> <p>1.3 <b><i>Hereditary physical traits and conditions that affect the hair and scalp are identified and related to trichological consultations.</i></b></p> <p>1.4 The role of <b><i>skin chemicals, endocrine glands, hormones and the autonomic nervous system</i></b> are identified and related to trichological consultations.</p> <p>1.5 The components, <b><i>functions and dysfunctions of the circulatory system</i></b> are identified and related to trichological consultations.</p> <p>1.6 The components, <b><i>functions and dysfunctions of the immune system</i></b> are identified and related to trichological consultations.</p> |
| 2 Apply knowledge of hair and scalp disorders to trichological consultations. | <p>2.1 The development, causes and common sites of <b><i>a range of skin disorders/diseases</i></b> and their typical symptoms and medical terminology are identified and related to trichological consultations.</p> <p>2.2 Consultations identifying <b><i>contagious disorders</i></b> and the potential for cross-infection are performed according to workplace policies and legislative requirements.</p> <p>2.3 Typical medical treatments and side effects for a range of scalp disorders/diseases are identified and discussed with the <b><i>patient</i></b> as required.</p>   |

**ELEMENT**

**PERFORMANCE CRITERIA**

- 2.4 The role and limitations of trichology in the management of a range of skin disorders/diseases are recognised.
- 2.5 Knowledge of *contraindications to treatments* is identified as they relate to client health and treatment outcomes, and advice or referral to *appropriate professionals* is provided as required.
- 3 Promote skin health and care.
- 3.1 Knowledge of hair and scalp science is applied to the performance of trichological treatments to maximise the promotion of skin health and care.
- 3.2 Beneficial treatments recommended and/or provided by trichologists for a range of hair and scalp disorders/diseases are identified and explained to the patient.
- 3.3 The relevant principles of hair and scalp science are applied in the *provision of after-care service and advice*.

## **Required Skills and Knowledge**

### **REQUIRED SKILLS AND KNOWLEDGE**

**This describes the essential skills and knowledge and their level, required for this unit.**

**Skills may include:**

- responding to possible skin damage situations
- applying knowledge of skin science to the performance of trichological treatments
- applying infection control procedures
- client consultation that takes into account the culture, background and physical abilities of the client while demonstrating knowledge of the following communication techniques:
  - listening and questioning techniques
  - verbal and non-verbal communication
  - negotiation techniques
  - written communication
- language, literacy and numeracy skills relevant to the role and workplace requirements.

## **REQUIRED SKILLS AND KNOWLEDGE**

- Knowledge may include:**
- provisions of relevant health and hygiene legislation and regulations
  - provisions of relevant skin penetration legislation and regulations
  - provisions of relevant occupational health and safety legislation and regulations
  - knowledge of the principles of skin science and skin disorders as they relate to trichological treatments
  - workplace policies and procedures in regard to the performance of trichology
  - knowledge of skin science and skin disorders in relation to trichology treatments/procedures, including:
    - main functions and role of the skin
    - growth, development, ageing and healing of human skin
    - inheritance of physical traits
    - function, formation and behaviour of the major skin chemicals
    - role of endocrine glands and hormones in the body
    - skin disorders
    - provision of after-care service and advice
  - the workplace product, treatment and equipment range and manufacturer's instructions and product safety data sheets.

## **Evidence Guide**

### **EVIDENCE GUIDE**

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

### **Overview of assessment**

A person who demonstrates competency in this unit of competency must be able to identify, describe and apply skin science to the performance of trichological treatments. Knowledge of the appearance and management of skin disorders must also be demonstrated, as must knowledge and understanding of the principles of skin science and skin disorders as they relate to trichological treatments.

## EVIDENCE GUIDE

### Specific evidence requirements

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

- knowledge and consistent application of relevant workplace policies and procedures
- knowledge and consistent application of federal, state and local health and hygiene legislation and regulations, and skin penetration legislation
- knowledge and consistent application of safe work practices and the safe use of products and equipment, including the use of protective measures, according to manufacturer safety manuals and occupational health and safety legislation and regulations
- knowledge and consistent application of the principles of skin science and skin disorders as they apply to trichological treatments, including:
  - main functions and role of the skin and hair
  - growth, development, ageing and healing of human skin
  - inheritance of physical traits
  - function, formation and behaviour of the major skin chemicals
  - role of endocrine glands and hormones in the body
  - skin disorders
  - provision of after-care service and advice
- knowledge and skill in the application of a variety of trichological treatments, using a variety of techniques/procedures involving scalp and hair care
- accurately and legibly recording relevant data.

#### Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the beauty therapist and/or a skin science specialist and may be in a simulated environment. Competency should be demonstrated in a simulated workplace environment in a range of situations that may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

## EVIDENCE GUIDE

### Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, such as:
  - workplace policy and procedures manuals
  - occupational health and safety legislation and regulations
- a range of clients with different requirements
- a range of equipment and products appropriate to the trichology workplace
- product labels and other sources of product information
- a qualified workplace assessor or assessment team.

### Relationship to other units

This unit is a co-requisite for a range of trichology units. It requires an assessment outcome that includes evidence of the application of knowledge of skin science to the performance of one or more trichological treatments.

#### **Prerequisite units:**

- none.

#### **Co-requisite unit:**

- WRHHS404A Perform trichological assessments.



## EVIDENCE GUIDE

### Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in a simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
  - identifying the principles of skin science and disorders, and developing and maintaining safe work practices
  - relating the performance of a variety of treatment processes to the principles of skin science and disorders, according to client and safety requirements.
- Written and/or oral questioning to assess knowledge and understanding of beauty therapy treatments using electrical equipment, including after-care advice and relevant legislation.
- Completing workplace documentation relevant to trichological treatments.
- Third-party reports from experienced trichologists in the workplace.
- Completion of self-paced learning materials, including personal reflection and feedback from the trainer, coach or supervisor.

### Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

### Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

***Relevant legislation*** may include:

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

***Workplace policies and procedures*** may include:

- health and hygiene
- comfort and privacy
- timeframes for the completion of the service
- quality assurance.

The ***growth, development, ageing and healing*** of human skin may include:

- growth
- development
- differentiation
- cell division and differentiation
- growth of the epidermis
- mitosis
- changes in the skin from foetus to old age
- theories about ageing
- normal ageing and photo ageing
- wound healing, including stages in wound healing.

## RANGE STATEMENT

***Hereditary physical traits and conditions*** may include:

- the gene theory of inheritance
- dominant and recessive genes
- inherited skin disorders
- acne
- eczema/atopic dermatitis
- seborrhoeic dermatitis
- pigmentation disorders
- hair disorders.

***Skin chemicals*** will include:

- sweat
- sebum.

***The role of the endocrine glands and hormones*** may include:

- sebaceous gland secretion
- sweat secretion
- sense reception
- growth and healing
- hair growth and loss
- pigmentation
- age-related hormonal change and the skin.

***Functions and dysfunctions of the circulatory system*** as they relate to trichological consultations may include:

- the interrelationship between the circulatory and endocrine systems
- the relationship of the circulatory system to the health of the hair.

***Functions and dysfunctions of the immune system*** as they relate to trichological consultations may include:

- auto-immune disorders
- alopecia areata
- the relationship of the auto-immune system to the health of the hair.

## **RANGE STATEMENT**

***A range of skin disorders/diseases*** may include:

- dermatitis and eczema
- dandruff
- seborrhoeic dermatitis
- psoriasis
- pityriasis amiantacea
- hair shaft disorders
- traction alopecia
- alopecia areata
- androgenetic alopecia
- diffuse hair loss.

***Contagious disorders*** may include:

- fungal infections:
  - tinea
  - pityriasis versicolor
- disease caused by animal parasites:
  - lice.

***Patients*** may include:

- women
- men
- children
- new or regular patients with routine or special needs
- patients from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

***Contraindications to treatments*** may include:

- local and/or general contraindications:
  - skin disorders or diseases
  - allergic reactions.

***Appropriate professionals*** may include:

- trichologist
- dermatologist
- general medical practitioner
- complementary therapist.

***Provision of after-care service and advice*** may

- lifestyle changes
- product advice

## **RANGE STATEMENT**

include:

- advice on further services.

## **Unit Sector(s)**

Not applicable.

## **Competency field**

**Competency Field**      Hairdressing