



Australian Government

SHBHTRI001 Identify and treat hair and scalp conditions

Release: 1

SHBHTRI001 Identify and treat hair and scalp conditions

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to recognise a range of hair and scalp conditions as part of a pre-hair service analysis, to advise on and provide remedial treatments for minor conditions and to advise clients to seek further advice for abnormal or contagious conditions.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing salons or barber shops. They use discretion and judgement to manage the client service and take responsibility for the outcomes of their own work.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Trichology

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Consult with client to assess hair and scalp condition.
2. Recognise abnormal and

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Use standard infection control precautions, throughout all services, according to health regulations and organisational procedures.
- 1.2. Visually and physically examine and analyse client hair and scalp as part of pre-hair service assessment.
- 1.3. Engage client in a discussion about recent hair treatments, and symptoms of hair or scalp conditions.
- 2.1. Recognise abnormal conditions, including contagious

- other hair and scalp conditions.
- ones, outside scope of ability to treat.
- 2.2.Counsel client to seek treatment advice from health care professionals.
- 2.3.Recognise and evaluate other hair and scalp conditions and consider suitable salon treatment options and products.
- 2.4.Discuss treatment options and costs and obtain client agreement to proceed with recommendations.
3. Treat hair and scalp.
- 3.1.Select and prepare remedial treatment products based on hair and scalp analysis and desired action.
- 3.2.Apply, process and remove remedial treatment products according to product instructions.
- 3.3.Use water resources efficiently and dispose of treatment waste safely according to health regulations and organisational procedures.
- 3.4.Advise on home care treatment and recommend products.
- 3.5.Update client history to include full details of service.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Skill	Description
Reading skills to:	interpret sometimes unfamiliar and detailed documents including organisational procedures, health regulations and product instructions.
Oral communication skills to:	- ask open and closed probe questions and actively listen to effectively interact with client and meet their needs - discuss hair and scalp conditions professionally and sensitively.
Numeracy skills to:	- measure and apply hair and scalp treatment products in proportions that minimise waste - calculate and follow treatment processing times.
Planning and organising skills to:	manage own timing and productivity to complete treatments within organisational service times.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>

Assessment Requirements for SHBHTRI001 Identify and treat hair and scalp conditions

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- complete a hair and scalp analysis on five different clients to determine suitable salon treatment options and products for:
 - chemically treated hair
 - physically damaged hair
 - highly stressed hair
 - hair conditions that would benefit from protein and moisture treatments
- integrate the use of infection control precautions and organisational procedures to complete these types of head and scalp treatments for three different clients:
 - protein treatments
 - moisture treatments
 - medicated treatments
- record the following details of the hair and scalp treatment service in the history for each client serviced:
 - pre-treatment analysis
 - client symptoms
 - treatment and products used
 - outcomes achieved
 - recommended home care treatment and products.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- skin biology, at an elementary level of understanding:
 - main structure, functions and role of skin
 - structure and function of the glands of the skin:
 - distribution and development of skin glands
 - production, composition and functions of sebum, eccrine and apocrine sweat fluids
 - glands and muscles associated with the hair and hair follicles:
 - structural and cellular features of a hair follicle

- sebaceous glands
 - arrector pili muscle
- common abnormal scalp conditions, symptoms and visual signs:
 - head lice
 - scabies
 - ringworm
 - dry or oily dandruff
 - seborrhoea
 - psoriasis
- visual characteristics of these hair and scalp types:
 - normal
 - oily
 - dry
 - physically damaged
 - chemically damaged
 - highly stressed
- types of hair conditions that can benefit from protein and moisture treatments, when and why these would be used
- key features of the organisation's remedial hair and scalp treatment range:
 - formulation
 - product purpose and efficacy
 - physical effects on the hair and scalp, at a basic level of understanding
 - application instructions
 - processing times
- types of finishing techniques and equipment that should be used post treatment to avoid further hair damage and breakage
- the transmission routes of infectious conditions:
 - direct contact (client to operator, operator to client, operator to operator)
 - non-intact skin (cuts, abrasions, lesions)
 - work surfaces
 - equipment
- key features of, and reasons for, standard infection-control precautions:
 - hand washing and drying before and after client contact, cleaning and waste disposal and using occlusive dressings for own cuts and abrasions
 - using alcohol-based hand rub solutions as an adjunct to hand washing
 - using personal protective equipment, particularly gloves, gowns, aprons, face masks and eye protection
 - using single use treatment products or decanting bulk products into single use bowls
 - cleaning, disinfecting or sterilising reusable equipment
 - cleaning or disinfecting work surfaces, client gowns and towels

- appropriate handling and disposal of single use items and clinical (infectious) waste
- basic aspects of local government, state or territory health regulations applicable to hair and scalp treatments
- industry practices and organisational procedures for:
 - infection control for hair and scalp treatments
 - using correct operator posture during treatment to avoid fatigue and injury
 - minimising product wastage
 - water efficiency
 - waste disposal with particular emphasis on sound disposal methods for clinical (infectious) waste.

Assessment Conditions

Skills must be demonstrated in a hairdressing or barbering environment; this can be:

- a hairdressing or barbering industry workplace or
- a simulated hairdressing or barbering workplace, set up for the purpose of skills assessment that provides services to paying members of the public.

Assessment must ensure use of:

- paying clients, with different hair and scalp treatment requirements; these can be:
 - clients in a hairdressing or barbering industry workplace, or
 - clients in a simulated hairdressing or barbering workplace within a training organisation who have the expectation that the services provided reflect those of a commercial business
- sufficient client traffic to allow for prioritisation of tasks so that clients are serviced effectively in a logical sequence
- activities that require the individual to work with commercial speed, timing and productivity to:
 - deal with multiple tasks simultaneously
 - complete client services within designated timeframes that reflect accepted industry practice
- a product preparation area with:
 - preparation benches
 - product storage areas
 - washing up sink with hot and cold running water for cleaning equipment
 - disinfectant and sterilising products for equipment and work surfaces
 - operator hand washing facilities:
 - basin with hot and cold running water
 - liquid soap
 - single use towels or hand dryer
 - alcohol-based hand rub solutions

- operator personal protective equipment:
 - apron
 - disposable safety masks
 - rubber or disposable gloves
 - hand care cream
- a diverse professional range of hair and scalp treatment products:
 - for dry hair and scalp
 - for oily hair and scalp
 - for chemically treated hair
 - for physically damaged hair
 - for highly stressed hair
 - for abnormal skin conditions, including psoriasis, seborrhoea, and dry and oily dandruff
 - medicated shampoos and treatments
- a hairdressing or barbering services workstation with:
 - one mirror per workstation
 - one adjustable client services chair per workstation
- a basin services area with:
 - shampoo back wash basins with hot and cold running water and adjustable temperature controls
 - shampoo hoses or spray attachments
 - client shampoo chairs or couches
 - clean client gowns or wraps
 - clean client towels
- product instructions
- template client history records
- current plain English regulatory documents distributed by government regulators for health, and infection control
- organisational procedures for:
 - infection control
 - waste minimisation
 - water efficiency
 - disposal of clinical (infectious) and other waste.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors; and:

- hold a Certificate III in Hairdressing, or a Certificate III in Barbering, or a Certificate IV in Hairdressing, or be able to demonstrate equivalence of competencies; and

- have at least three years full time employment experience as a hairdresser in a salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a hairdressing qualification**; this cannot include any indentured traineeship or apprenticeship period; or;
- have at least three years full time employment experience as a barber in a shop or salon environment where they have applied the skills and knowledge covered in this unit of competency to assess this unit as **part of a barbering qualification**; this cannot include any indentured traineeship or apprenticeship period.

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