



Australian Government

Department of Education, Employment and Workplace Relations

WRHHS302A Consult with clients and treat hair and scalp conditions

Revision Number: 1

WRHHS302A Consult with clients and treat hair and scalp conditions

Modification History

Not applicable.

Unit Descriptor

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This unit describes the skills and knowledge required to apply and interpret skin test reactions prior to colour and lightening services, 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

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This unit requires the application of observation skills to recognise allergic reactions to skin tests and common hair and/or scalp conditions, and to propose treatment procedures. Knowledge of the symptoms and appearance of a range of normal and abnormal hair and scalp conditions, relevant health regulations and the workplace treatment range is required, along with attention to workplace treatment and referral practices and procedures.

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 Consult with client.	1.1 Hair and scalp are physically and visually examined and <i>client</i> is questioned regarding recent treatments and services where required. 1.2 <i>Normal hair and scalp conditions</i> are recognised and treatments from the salon range are proposed. 1.3 Timed and costed <i>treatment actions</i> are confirmed with client, compatible with the analysis and suitable products from the workplace range. 1.4 Outcomes of analysis are recorded on client record.
2 Recognise and treat abnormal hair and scalp conditions.	2.1 <i>Abnormal hair and scalp conditions</i> are identified and client is counselled regarding <i>remedial action</i>. 2.2 <i>Relevant health regulations</i> are applied in relation to <i>contagious disorders of the hair and scalp</i>.
3 Treat hair and scalp.	3.1 Appropriate <i>remedial treatment</i> is selected from the workplace range to match hair and scalp analysis. 3.2 Remedial treatment is performed according to manufacturer's instructions.

ELEMENT**PERFORMANCE CRITERIA**

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| | 3.3 | Beneficial home care products and remedial action are recommended where indicated by the condition. |
| | 3.4 | Products and treatments are recorded on client record. |
| 4 | Test skin for possible allergic reactions. | |
| | 4.1 | Skin tests for allergic reactions are performed prior to hair colouring/lightening services according to manufacturer's instructions. |
| | 4.2 | Outcomes of skin tests are observed for <i>symptoms of allergic reaction</i> and clients are informed of observations. |
| | 4.3 | <i>Contraindications</i> to colouring and/or lightening treatments are noted on client records and <i>appropriate action</i> is implemented. |

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:

- identifying client requirements
- gathering information from clients
- performing hair and scalp analysis and recognising problem conditions
- organising information to develop and propose a timed and costed future course of action to clients
- performing and evaluating skin tests
- responding to scalp analysis and recommending and performing scalp treatment services, including:
 - conditioning treatments
 - medicated treatments
 - scalp peels
 - preparation of the service area
 - preparation of products and equipment
 - preparation of the client
 - safe application of the treatment
- communication skills that take into account the culture, background and physical abilities of the client while demonstrating knowledge of the following communication techniques:
 - using open and closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
 - written communication
- language, literacy and numeracy skills relevant to the role and workplace requirements
- scalp massage movements.

REQUIRED SKILLS AND KNOWLEDGE

Knowledge may include:

- 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
- provisions of relevant health and hygiene legislation and regulations
- provisions of relevant occupational health and safety legislation and regulations
- workplace policies and procedures in relation to dealing with contagious disorders of the hair and scalp.

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 apply observational and interpersonal skills to recognise common hair and/or scalp conditions and be able to propose treatment procedures. Knowledge of the causes, symptoms and appearance of a range of normal and abnormal hair and scalp conditions, relevant health regulations and the workplace treatment range is required, along with attention to workplace treatment and referral practices and procedures.

Specific evidence requirements

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

- knowledge and consistent application of federal, state and local health and hygiene legislation and regulations
- knowledge of the transmission routes of infectious

EVIDENCE GUIDE

unit

conditions and skill in the application of standard infection-control precautions

- consistently using effective questioning and active listening techniques to communicate with clients and other operators
- recognising the appearance of common normal and abnormal scalp conditions
- consulting with the client, developing and recording a client analysis, and recommending a course of action consistent with the analysis and client requirements
- consistently applying and evaluating skin tests prior to providing hair colouring services in accordance with manufacturer's instructions, and taking appropriate action based on test results as required.

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 hairdresser/trichologist and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or 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:
 - local health regulations
 - workplace policy and procedures manuals
 - photographs of common disorders
- a range of clients with different hair and scalp conditions
- a range of equipment and products appropriate to the hairdressing/trichology workplace
- product labels, charts and other sources of product information
- a qualified workplace assessor or assessment team.

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, this unit requires an assessment outcome that includes evidence of the application of communication skills, and knowledge of skin and hair biology as they are specifically identified in the required skills and knowledge for this unit.

Prerequisite units:

- none.

Co-requisite units:

- WRHHS301A Apply the principles of hairdressing science
- WRHWP302A Operate effectively as a hairdresser in a salon work team.

EVIDENCE GUIDE

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - consulting with clients as part of the conduct of hair and scalp analysis
 - observing, recognising and diagnosing hair and scalp conditions
 - providing advice on a course of action as an outcome of the diagnosis
 - conducting and evaluating skin tests pre-hair colouring/lightening services
 - following health regulations and workplace procedures with regard to infectious disorders of the hair and scalp.
- Written and/or oral questioning to assess knowledge and understanding of the symptoms and treatment options for a range of normal and abnormal hair and scalp conditions. Questions will be asked in a manner appropriate to the language and literacy level of the learner.
- Third-party reports from experienced hairdressers/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.

EVIDENCE GUIDE

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.

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.

RANGE STATEMENT

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.

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)

Not applicable.

Competency field

Competency Field Hairdressing