



Australian Government

Department of Education, Employment and Workplace Relations

WRHHS404A Perform trichological assessments

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to establish a rapport with the patient, and interact with and examine the patient to determine the scope of the assessment and the patient's needs. This unit of competency may apply to a number of roles in the workplace.

Application of the Unit

Application of the Unit

This unit provides the basis for assessing patient's hair and scalp conditions and for providing advice that may result in no further treatment, referral to another professional, or the development of therapeutic approaches to identified problems. Knowledge of the causes and appearance of a broad range of disorders of the hair and scalp and their treatment, along with knowledge of relevant local health regulations and workplace procedures in relation to hygiene, are 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 Consult with patient.	1.1 Rapport is established with <i>patient</i> and <i>relevant information</i> is obtained to determine expectations and requirements. 1.2 <i>Relevant patient details and history</i> are obtained through questioning and are accurately recorded.
2 Examine the patient.	2.1 <i>Physical and visual examination</i> of hair and scalp is conducted according to <i>relevant legislation</i> and <i>workplace procedures</i> and condition is recorded. 2.2 Need for a microscopic analysis of sample hairs is determined and explained to the client if required. 2.3 Hair samples are gathered from appropriate areas of the scalp and collected without causing damage to the samples. 2.4 Hair samples are mounted on a microscopic slide, examined, interpreted and observations are accurately recorded.
3 Assess the problem.	3.1 Information collected from the physical and visual examination and microscopic analysis is organised and analysed. 3.2 <i>Abnormal hair and scalp conditions</i> are identified and patient is counselled regarding remedial action.

ELEMENT**PERFORMANCE CRITERIA**

- 3.3 **Trichological problem/s** and their cause/s are assessed, based on the patient examination.
- 4 Communicate the assessment.
- 4.1 Consultation assessment is explained to client.
- 4.2 Patient queries are answered with clarity.
- 4.3 Treatment options and costs are discussed and a treatment program is confirmed with client where indicated by the assessment outcomes.
- 4.4 Referral to **other professionals** is organised where indicated by the assessment outcomes.

Required Skills and Knowledge

Relevant information may include:

- patient area of concern
- previous treatments
- outcomes of previous treatments
- required treatments
- time constraints
- budgetary constraints.

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- previous treatments
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Relevant patient details and history may include:

- date of presentation
- identifying personal details
- source of referral, if applicable
- main presenting complaint or reason for consultation
- presenting symptom picture
- other current medical or therapeutic treatment
- general state of health:
 - physical
 - emotional
 - allergies
 - dietary picture
 - sleep pattern
 - exercise
 - leisure activities
- observations arising from physical and visual examination
- outcomes of microscopic analysis (where conducted).

Physical and visual examination may include:

- observation of hair and scalp condition.

Relevant legislation may include:

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

Workplace procedures may include:

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

Relevant information may include:

- patient area of concern
- previous treatments
- outcomes of previous treatments
- required treatments
- time constraints
- budgetary constraints.

Abnormal hair and scalp conditions may include:

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

Trichological problem/s may include:

- dandruff
- seborrhoeic dermatitis
- psoriasis
- pityriasis amiantacea
- tinea capitis
- traction alopecia
- alopecia areata
- androgenetic alopecia
- diffuse hair loss
- loose anagen syndrome.

Other professionals may include:

- medical practitioner
- dietician
- natural therapist.

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

Skills may include:

- responding to patient needs
- language, literacy and numeracy skills relevant to the role and workplace requirements
- observational and analytical skills

- client consultation that takes 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.

- Knowledge may include:**
- provisions of relevant health and hygiene legislation and regulations
 - provisions of relevant occupational health and safety legislation and regulations
 - appearance of contraindications and adverse effects of previous treatments
 - composition, effects and benefits of a defined range of workplace trichological products.

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 consult with clients and perform physical and visual examination of hair and scalp, and microscopic analysis of hair, in order to accurately identify hair and scalp conditions. She/he must be able to develop appropriate responses to identified problems and plan a relevant treatment program as required. Knowledge of the causes and appearance of a broad range of disorders of the hair and scalp and their treatment must be demonstrated.

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
- demonstrated consistent application of patient consultation according to workplace procedures
- consistent application of patient assessments based on examination and/or microscopic analysis
- consistently accurate, relevant and well-organised recorded patient information that can be readily interpreted by other professionals
- consistent, sensitive and clear communication of patient diagnosis and options that takes into account any cultural or physical requirements.

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 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:
 - workplace policy and procedures manuals
 - occupational health and safety legislation and regulations
 - client history systems
- a range of patients with different requirements
- a range of equipment suitable to the provision of trichological consultations
- 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 and hair science and nutrition in the performance of trichological treatments.

Prerequisite units:

- none.

Co-requisite units:

- WRHHS403A Apply knowledge of hair and scalp problems to trichological consultations
- WRHHS405A Apply the principles of nutrition
- WRHHS406A Develop and apply scalp treatment therapies.

EVIDENCE GUIDE

Method of assessment

The following assessment method is suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his or her handling of a range of contingencies. Tasks may include:
 - consultation with patients
 - recording client details and history
 - physical and visual examination of hair and scalp
 - diagnosis based on information gathered, including observations and analysis
 - communicating diagnosis and negotiating options with patients.

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

RANGE STATEMENT

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.

Patients may include:

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

Relevant information may include:

- patient area of concern
- previous treatments
- outcomes of previous treatments
- required treatments
- time constraints
- budgetary constraints.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing