



Australian Government

Department of Education, Employment and Workplace Relations

WRHHS407A Perform hair loss diagnosis

Revision Number: 1

WRHHS407A Perform hair loss diagnosis

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to consult with patients, diagnose types of scalp hair loss and assess the suitability of therapeutic treatments.

Application of the Unit

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This unit requires the application of questioning and active listening skills. It also requires an ability to diagnose possible causes and types of hair loss and assess the potential for response or non-response to hair loss therapy, along with the ability to communicate that assessment to the patient. Knowledge of the causes and characteristics of treatable and non-treatable hair loss, 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 the patient. | 1.1 An accurately <i>recorded history</i> of <i>patient</i> hair loss signs and symptoms is obtained through questioning and active listening. |
| | 1.2 Physical and visual examination of hair and scalp are conducted according to <i>relevant legislation</i> and <i>workplace policies and procedures</i> . |
| | 1.3 Microscopic examination of sample hairs is conducted and interpreted if indicated. |
| 2 Assess hair loss. | 2.1 Information from patient consultation including <i>microscopic hair analysis</i> is organised and assessed. |
| | 2.2 An assessment of the <i>type of hair loss</i> , likely cause and <i>treatment prognosis</i> is made based on analysis. |
| 3 Communicate hair loss assessment to patient. | 3.1 Consultation assessment is explained to client. |
| | 3.2 Hair loss treatment options and costs are discussed and a treatment program is confirmed with patient where treatment is indicated. |
| | 3.3 Patient is referred to <i>other professionals</i> where indicated by the assessment. |

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:

- 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
- client consultation and analysis that takes into account:
 - a full client history
 - visual examination
 - microscopic hair analysis
- microscopic hair analysis procedures, including:
 - epilating hairs in the direction of hair growth
 - mounting hair
 - examining hair bulbs
 - examining hair shafts and tips
 - determining the hair growth cycle phase for each hair bulb examined
 - identifying the anagen/telogen ratio to determine the presence of diffuse hair loss
- client counselling that includes:
 - explaining likely cause of hair loss
 - explaining treatment/non-treatment prognosis and options
 - referral to other practitioners where indicated
 - confirmation of a treatment program where indicated
- language, literacy and numeracy skills relevant to the role and workplace requirements.

REQUIRED SKILLS AND KNOWLEDGE

- Knowledge may include:**
- the functions and dysfunctions of the circulatory system, including:
 - the interrelationship between the circulatory and endocrine systems
 - the relationship of the circulatory system to the health of hair
 - the functions and dysfunctions of the immune system, including:
 - auto-immune disorders
 - the relationship of the auto-immune system to the health of hair
 - types of hair loss and their treatment prognosis
 - provisions of relevant health and hygiene legislation and regulations
 - provisions of relevant occupational health and safety legislation and regulations
 - workplace policies and procedures with regard to the conduct of patient hair loss diagnosis.

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 conduct a full hair loss diagnosis, recognise the most likely causes of hair loss and the potential to arrest hair loss through hair loss therapy and/or through referral to another professional.

Specific evidence requirements

- Critical aspects for assessment**
- knowledge and consistent application of relevant workplace policies and procedures

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- 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 accurate patient assessments based on examination and/or microscopic analysis
- consistent maintenance of 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 of the patient.

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 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.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation such as:
 - workplace policy and procedures manuals
 - relevant occupational health and safety legislation and regulations
- client history systems
- a range of clients with hair loss problems
- equipment suitable to microscopic analysis of hair
- a qualified workplace assessor or assessment team.

EVIDENCE GUIDE

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 nutrition and skin and hair science in the performance of trichological treatments.

Prerequisite units:

- none.

Co-requisite units:

- WRHHS403A Apply knowledge of hair and scalp problems to trichological consultations
- WRHHS404A Perform trichological assessments
- WRHHS405A Apply the principles of nutrition
- WRHHS408A Design and provide nutritional therapies
- WRHHS409A Design and apply hair loss therapies.

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/her handling of a range of contingencies. Tasks may include:
 - consultation with patients
 - counselling patients
 - physical, visual and microscopic examination of hair
 - diagnosis based on evidence gathered, including observations and analysis
 - communicating diagnosis and negotiating options with patients
 - referring to other professionals where appropriate.

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.

Recorded history may include:

- date of presentation
- identifying personal details
- source of referral, if applicable
- main presenting complaint or reason for consultation
- presenting signs and symptoms, which may include pictures to record symptoms
- hair loss history
- other current medical or therapeutic treatments
- general state of health, including dietary picture
- observations arising from physical and visual examination
- outcomes of microscopic analysis (where conducted).

RANGE STATEMENT

- Patients*** may include:
- men
 - women
 - 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.
- 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.
- Microscopic hair analysis*** may include:
- epilating hairs in the direction of hair growth
 - mounting hair
 - examining hair bulbs
 - examining hair shafts and tips
 - determining the hair growth cycle phase for each hair bulb examined
 - identifying the anagen/telogen ratio to determine the presence of diffuse hair loss.

RANGE STATEMENT

Type of hair loss may include:

- patchy hair loss
- alopecia:
 - areata
 - totalis
 - universalis
 - cicatricial
- folliculitis
- pseudopelade
- lichen planus
- lupus
- scleroderma
- traction alopecia
- trichotillomania
- diffuse hair loss
- temporary self-correcting
- permanent until causative factor corrected
- androgenetic hair loss
- male pattern baldness
- female pattern thinning.

Treatment prognosis may include:

- treatable hair loss
- untreatable hair loss
- referral to other practitioners.

Other professionals may include:

- medical practitioner
- dietician
- natural therapist.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing