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GH25 hair  
*and scalp*  
*treatments*



# Unit GH25 (City & Guilds Unit 060)

## Provide specialist hair and scalp treatments

### *Optional*

This unit has three outcomes.

**Outcome 1**  
Maintain effective and safe methods of working when providing hair and scalp treatments

**Outcome 2**  
Plan, prepare and perform the hair and scalp treatments

**Outcome 3**  
Provide aftercare advice

### Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for providing hair and scalp treatments. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

### What you must do

You must practically demonstrate in your everyday work that you have met the standard for providing hair and scalp treatments. Your assessor will observe your performance on at least **four** occasions on different clients, one of which must be treating a scaling scalp and another for diffuse hair loss.

Simulation is not allowed for any performance evidence within this unit. Although some evidence of your performance will be gathered from the observations made by your assessor, it is likely you will need to assemble relevant documentary evidence in your portfolio to meet the requirements of standard and qualification.

### What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

**Used five of the following treatment products:**

oils  
creams  
lotions  
spirit based products  
treatment conditioners  
treatment shampoos

**Used the following types of tools and equipment:**

vibro massage  
high frequency  
heat accelerators  
steamers

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**Considered the following factors:**

hair condition

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scalp condition

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unusual features on scalp

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hair length

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hair density

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**Covered seven of the following hair and scalp conditions:**

dry scalp

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oily scalp

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sensitised scalp

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pityriasis capitis

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diffuse hair loss (general thinning)

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chemically damaged hair

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environmentally damaged hair

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physically damaged hair

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**Used the following massage techniques:**

effleurage

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petrissage

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vibration

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**Covered the following treatment objectives:**

improvement of hair condition

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improvement of scalp condition

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**Given the following aftercare advice:**

avoidance of activities which may cause contra-actions

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future treatment needs

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suitable home care products and their use

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## What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

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How to work safely, effectively and hygienically when carrying out hair and scalp treatments

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Anatomy and physiology

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Treatment specific knowledge

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Advice for clients

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This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 12–16.



# Observation sign-off sheet

## *Unit GH25 Provide specialist hair and scalp treatments*

### What you must do

Within your work, you must show your assessor that you can do the following. Your assessor will observe your performance on at least **four** occasions **on different clients**, **one** of which must be treating a scaling scalp and **one** treating diffuse hair loss.

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

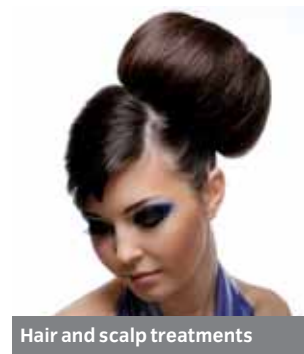
#### Outcome 1

##### **Maintain effective and safe methods of working when providing hair and scalp treatments**

- a Ensure your client's clothing is effectively protected throughout the treatment
- b Position your client to meet the needs of the treatment without causing them discomfort
- c Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- d Keep your work area clean and tidy throughout the treatment
- e Remove waste immediately at the end of the treatment
- f Use working methods that
  - minimise the wastage of **treatment products**
  - minimise the risk of cross-infection
  - make effective use of your working time
  - ensure the use of clean resources
  - minimise the risk of harm or injury to yourself and others
  - minimise the risk of damage to **tools and equipment**
- g Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- h Wear suitable personal protective equipment as required
- i Adopt a positive, polite and reassuring manner towards the client throughout the treatment
- j Ensure the client is in a comfortable and relaxed position throughout the treatment
- k Ensure all **tools and equipment** are cleaned using the correct methods

*Continues on next page*

- l Ensure the treatment is cost effective and is carried out within a commercially viable time
- m Ensure client consultation records are up-to-date, accurate, complete, legible and signed by yourself and the client
- n Ensure that informed and signed legal guardian consent is obtained for minors, prior to the treatment \*



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

- \* Covered by observation  Date
- Covered by oral questioning  Date

## Outcome 2

### Plan, prepare and perform the hair and scalp treatment

- a Accurately identify **factors** that may influence the treatment
- b Select suitable **treatment products, tools and equipment** to treat the **hair and scalp conditions**
- c Prepare the hair and scalp to meet the needs of the treatment
- d Clearly explain the sensation created by the **products, tools and equipment** being used
- e Explain the treatment procedure to the client in a clear and simple way at each stage of the process
- f Correctly use **products, tools and equipment** in line with manufacturers' instructions and salon policy
- g Adjust the setting and duration of the equipment to suit the client and **hair and scalp conditions** \*

*Continues on next page*



# Observation sign-off sheet

## Unit GH25 Provide specialist hair and scalp treatments

### What you must do (continued)

- h Correctly apply and adapt the **massage techniques** to meet the client's needs and **treatment objectives**
- i Use **treatment techniques** that minimise discomfort to your client
- j Take appropriate and prompt remedial action if contra-actions or discomfort occur during the course of the treatment **\*\***
- k Ensure empathy and sensitivity to the nature of the client's condition are shown throughout the treatment
- l Ensure the hair and scalp are left clean and free of the **treatment products**, when required
- m Ensure the treatment is to your client's satisfaction and meets the **treatment objectives**

Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

- \* Covered by observation  Date \_\_\_\_\_
- Covered by oral questioning  Date \_\_\_\_\_
- \*\* Covered by observation  Date \_\_\_\_\_
- Covered by oral questioning  Date \_\_\_\_\_

*Continues on next page*

## Outcome 3

### Provide advice

- a Give advice and recommendations accurately and constructively
- b Give your clients suitable advice specific to their individual needs



Observation	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						



# Observation sign-off sheet

## Unit GH25 Provide specialist hair and scalp treatments

### What you must cover

Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

#### Treatment products

Tick the treatment products used for each observation. You must use at least **five** treatment products.

	1	2	3	4		
Oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lotions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spirit based products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment conditioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treatment shampoos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Tools and equipment

Tick the tools and equipment used for each observation. **All** types of tools and equipment must be used.

	1	2	3	4		
Vibro massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat accelerators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steamers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Factors

Tick the factors considered by each observation. **All** factors must be considered.

	1	2	3	4		
Hair condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scalp condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unusual features on the scalp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair length	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hair density	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Continues on next page*





**Hair and scalp conditions**

Tick the hair and scalp conditions covered for each observation. You must cover at least **seven** conditions.

	1	2	3	4		
Dry scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oily scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitised scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scaling scalp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pityriasis capitis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diffuse hair loss (general thinning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chemically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmentally damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physically damaged hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Massage techniques**

Tick the relevant person(s) for each observation. **All** massage techniques must be used.

	1	2	3	4		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Continues on next page*



# Observation sign-off sheet

## Unit GH25 Provide specialist hair and scalp treatments

### What you must cover (continued)

#### Treatment objectives

Tick the treatment objectives covered for each observation. **Both** treatment objectives must be covered.

- Improvement of hair condition
- Improvement of scalp condition

	1	2	3	4		
Improvement of hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improvement of scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Aftercare advice

Tick the aftercare advice given for each observation. **All** aftercare advice must be given.

- Avoidance of activities which may cause contra-actions
- Future treatment needs
- Suitable home care products and their use

	1	2	3	4		
Avoidance of activities which may cause contra-actions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future treatment needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable home care products and their use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### Observation

Achieved

Date

Candidate signature

Assessor signature

IQA signature  
(if sampled)

EQA signature  
(if sampled)

	1	2	3	4		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date						
Candidate signature						
Assessor signature						
IQA signature (if sampled)						
EQA signature (if sampled)						

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# Comment form

## *Unit GH25*



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This form can be used to record oral questioning,  
or for assessor/candidate comments, if required.

### **Comments**

### **Date**

1




# Knowledge sign-off sheet

## *Unit GH25 Provide specialist hair and scalp treatments*

### What you must know

12 Level 3 NVQ/SVQ Hairdressing

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either by asking you questions within a conversation, or with a written test (evidence type E3). This could be an online test. Your assessor will let you know how s/he intends to assess you.

Some areas appear in more than one unit (shaded in darker blue). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
<b>Organisational and legal requirements</b>		
1	Your responsibilities under current relevant health & safety legislation, standards and guidance e.g. Health & Safety at Work Act, Electricity at Work Act, COSHH etc	E3
2	The organisational and legal procedures and requirements regarding the treatment of hair and scalp conditions	E3
3	The importance of following your organisation and manufacturers requirements for the use of products, tools and equipment	E3
4	The importance of the correct completion, storage and security of client records in relation to the Data Protection Act	E3
5	How to complete the client records used in your organisation and the importance of and reasons for gaining client signatures	E3
6	The legal significance of gaining signed, informed client consent to treatment	E3
7	Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	E3
8	The limits and boundaries of your duties and responsibilities	E3

*Continues on next page*

You need to understand:	Evidence type
<b>How to work safely, effectively and hygienically when carrying out hair and scalp treatments</b>	
9 The importance of ensuring the client has received medical approval, if requested, prior to treatment and why	E3
10 The importance of having a range of protective clothing available for clients	E3
11 The type of personal protective equipment that must be available and used by yourself	E3
12 Why and when it is important to use personal protective equipment for hair and scalp treatments	E3
13 How the position of your client and yourself can reduce fatigue and the risk of injury	E3
14 Why it is important to position your tools and equipment for ease of use	E3
15 The safety considerations which must be taken into account when carrying out hair and scalp treatments	E3
16 Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3
17 Why it is important to maintain standards of personal hygiene and presentation	E3
18 Different methods of cleaning tools and equipment used in salons	E3
19 The importance of carrying out hair and scalp treatments in a commercially viable time	E3
20 The importance of compiling pricing structures for hair and scalp treatments that are cost effective	E3
21 Why it is important to record client responses to questioning	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit GH25 Provide specialist hair and scalp treatments*

### What you must know (continued)

You need to understand:	Evidence type
22 The legal significance of client questioning and the recording of clients' responses to questioning	E3
23 The importance of recognising your skills and limitations when carrying out hair and scalp treatments	E3
<b>Anatomy and physiology</b>	
24 The structure, function and action of muscles within the treatment area	E4
25 The position of the primary bones within the treatment area	E4
26 The basic principles of the endocrine system and how this impacts on the hair and scalp	E4
27 The structure and function of the circulatory system and how this impacts on the hair and scalp	E4
28 The structure and function of the lymphatic system and how this impacts on the hair and scalp	E4
29 The structure and function of the nervous system and how this impacts on the hair and scalp	E4
30 The physical and psychological effects of hair and scalp treatments	E3
<b>Treatment specific knowledge</b>	
31 The different types of hair and scalp treatments and products available for use	E3
32 How the hair and scalp conditions can affect the choice and use of products, tools and equipment	E3

*Continues on next page*

You need to understand:	Evidence type
33 The importance of identifying factors in the range that may influence the treatment choice and application e.g. unusual scalp features such as cysts, warts, moles etc	E3
34 The preparation and application of the hair and scalp treatment products, tools and equipment in the range	E3
35 The active ingredients in specialist hair and scalp products and how they work	E3
36 The different types of medical treatments for hair loss (e.g. Minoxodil, Finasteride)	E3
37 The different effects and benefits of massage techniques in the range	E4
38 The different effects and benefits of tools and equipment in the range	E4
39 The use and limitations of hair and scalp products, tools and equipment	E4
40 How to recognise erythema and hyperaemia and its causes	E3
41 The importance of adapting massage techniques, treatments and equipment to suit the hair and scalp condition and the client's needs	E3
42 The different types of technological advancements for the treatment of hair and scalp conditions e.g. hair transplants, micro-pigmentation, product advancement etc	E3
43 The effects of chemotherapy and radiotherapy on hair growth	E3



*Continues on next page*



# Knowledge sign-off sheet

## *Unit GH25 Provide specialist hair and scalp treatments*

### What you must know (continued)

You need to understand:	Evidence type
44 The advice and support available for clients with hair loss e.g. wig specialists	E3
45 The importance of explaining the potential need for a course of treatments to ensure the best possible results	E3
46 The importance of reflecting and evaluating the effectiveness of the hair and scalp treatment	E3
47 Possible contra-actions which may occur during and post treatment and how to deal with them e.g. allergic reactions, fainting, feeling light headed	E4
<b>Advice for clients</b>	
48 The lifestyle factors and changes that may be required to improve the effectiveness of the treatment	E3
49 Post treatment restrictions and future treatment needs	E3
50 Suitable products for home use that will benefit the client and those to avoid and why	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date



# Supplementary notes

## Unit GH25



Hair and scalp treatments

Your assessor may use this space for any additional comments they may have about your work.

**Comments**

**Date**


## Unit sign-off

**This section must be signed when the unit is complete.**

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature

Date

Assessor signature

Date

IQA signature  
(if sampled)

Date

EQA signature  
(if sampled)

Date

# Unit GH25 (City & Guilds Unit 060)

## Provide specialist hair and scalp treatments

### *Optional*

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