

Unit GH24 (City & Guilds Unit 059)

Provide specialist consultation services for hair and scalp conditions

Optional

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GH24 *hair*

and scalp

consultations



Unit GH24 (City & Guilds Unit 059)

Provide specialist consultation services for hair and scalp conditions

Optional

This unit has three outcomes.

Outcome 1

Establish client requirements

Outcome 2

Identify hair and scalp conditions

Outcome 3

Review options and decide on a course of action

Evidence requirements

You will need to demonstrate in your everyday work that you have met the standard for providing consultation services for hair and scalp conditions. 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

Your assessor will observe these aspects of your performance on at least **three** occasions using **three** different clients.

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 the following consultation techniques:

questioning

visual

manual

reference to client records

Considered the following factors limiting or affecting treatment:

contra-indications

incompatibility of previous services and products used

test results

Advised the client on the following different courses of action:

referral to a pharmacist

referral to a general practitioner

referral to a registered trichologist

referral to alternative sources of support in line with salon procedure

offering information, advice and guidance

Covered the following implications:

cost and frequency of maintenance

limitations to other services

ongoing changes to their existing hair or scalp care regime



Hair and scalp consultations

What you must know

You will be assessed on your knowledge of the following:

Organisational and legal requirements

Client consultation

Contra-indications

Hair and scalp analysis

Anatomy and physiology

Communication

This will be completed through written and oral questioning by your assessor. For details of what you must know, see pages 12–17.



Observation sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

What you must do

6 Level 3 NVQ/SVQ Hairdressing

Within your work, you must show your assessor that you can do the following. Your assessor will observe these aspects of your performance on at least **three** occasions using **three** different clients.

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

Establish client requirements

- a Create the right setting in which the client feels comfortable enough to express their needs, expectations and concerns
- b Use **consultation techniques** in a courteous, empathetic and supportive manner
- c Ask relevant questions in a way that the client will understand
- d Enable clients to express concerns and expectations freely through active listening and a non-judgemental attitude
- e Discuss with clients any differences between their hopes and expectations and the reality of resource limitations, if required
- f Reflect back, clarifying and reviewing with clients their concerns and expectations
- g Identify and agree client expectations that can and cannot be met
- h Facilitate access to additional or alternative sources of support, if required
- i Comply with all relevant legislation, guidelines and ethical requirements

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

Continues on next page

Outcome 2

Identify hair and scalp conditions

- a Use the correct methods to accurately establish
 - the nature and extent of the problem
 - the client’s hair and scalp condition
 - the most suitable course of action
- b Identify from your client’s previous consultation records, when available, their hairdressing, medical and family history and how this may affect the treatment plan
- c Ask your client appropriate questions to identify if they have any contra-indications or **factors limiting or preventing the treatments**
- d Accurately record your client’s responses to questioning
- e Accurately conduct the relevant tests on your client’s hair following recognised industry procedures and salon policy
- f Take suitable **courses of action** when contra-indications and or reactions to tests cause doubts as to the suitability of the treatment for the client *
- g Accurately record the outcomes of the consultation including any test results



Hair and scalp consultations

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

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

Continues on next page



Observation sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

What you must do (continued)

Outcome 3

Review options and decide on a course of action

- a Identify the available options and products to treat your client's hair and scalp conditions
- b Base recommendations on the outcomes of your analysis of your client's hair and scalp conditions
- c Recommend suitable **courses of action** if the client's needs cannot be met *
- d Make recommendations that take into account your client's available resources
- e Explain and agree the procedure, potential benefits, effects and **implications** of the treatment to the client
- f Conduct all communications with the client in a manner that maintains goodwill, trust and confidentiality

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

* Covered by observation Date _____
 Covered by oral questioning Date _____

Observation sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

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.

Consultation techniques

Tick the consultation techniques used for each observation. **All** techniques must be used.

	1	2	3		
Questioning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Manual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reference to client records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors limiting or preventing treatments

Tick the factors considered for each observation. **All** factors must be considered. When performance evidence is not available, these may be covered by knowledge evidence.

	1	2	3		
Contra-indications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Incompatibility of previous services and products used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page



Observation sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

What you must cover (continued)

Courses of action

Tick the courses of action advised for each observation. **All** courses of action must be advised. When performance evidence is not available, these may be covered by knowledge evidence.

	1	2	3		
Referral to a pharmacist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral to a general practitioner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral to a registered trichologist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral to alternative sources of support in line with salon procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering information, advice and guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Implications

Tick the implications covered for each observation. **All** implications must be considered.

	1	2	3		
Cost and frequency of maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limitations to other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ongoing changes to their existing hair or scalp care regime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Comment form

Unit GH24



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

Comments	Date
1	



Knowledge sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

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 through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online GOLLA test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

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
Organisational and legal requirements	
1 Your responsibilities under current relevant health & safety legislation, standards and guidance e.g. Health & Safety at Work Act (and any other relevant legislation)	E3
2 The organisational and legal procedures and requirements regarding the guidance and support you can provide to clients	E3
3 The importance of not discriminating against clients with illnesses and disabilities and why e.g. Disability Discrimination Act	E3
4 The age at which an individual is classed as a minor and how this differs nationally	E3
5 Why it is important, when treating minors, to have a legal guardian present	E3
6 The importance of the correct completion, storage and security of client records in relation to the Data Protection Act	E3
7 Your legal responsibilities under current consumer and retail legislation for describing the features and benefits of products and services	E3
8 Salon procedures and policies in relation to conducting tests	E3
9 The limits and boundaries of your duties and responsibilities and why it is important to explain these to the client	E3

Continues on next page

You need to understand:	Evidence type
10 Your salon's policy for referring clients to other sources and professionals	E3
11 The role of other professionals e.g. trichologist, GP and the specialist services that they can offer	E3
12 How to complete the client records used in your organisation and the importance of and reasons for gaining client signatures	E3
13 The legal significance of gaining signed, informed client consent to treatment	E3
Client consultation	
14 The importance of creating a setting in which clients feel comfortable	E3
15 The importance and means of showing the client courtesy, empathy and sensitivity throughout their visit	E3
16 Why it is important to encourage and allow time for clients to ask questions	E3
17 The types of expectations, concerns and needs which clients may have	E3
18 How to explore clients' expectations, needs and explain any treatment limitations	E3
19 The importance of clients having realistic expectations of the treatment results	E3
20 The types of additional sources of treatments and support that may be of interest to clients	E3
21 How to support the client in prioritising their needs and making a decision on a suitable course of action	E3



Continues on next page



Knowledge sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

What you must know (continued)

You need to understand:	Evidence type
22 How to check that clients understand verbal and any written information that they have been given	E3
23 The importance of confirming and recording the course of action that is to be taken for the client	E3
24 The importance of respecting individual religions and cultural rights and beliefs in respect of the service offered and products used	E3
25 The importance of, and reasons for, not naming specific contra-indications when encouraging clients to seek medical advice	E4
26 Why it is important to consider the need for client privacy	E3
27 The importance of gathering the client's relevant previous, current and ongoing medical and medication information that may affect the treatment	E4
28 The importance of gathering information on the client's current and recent lifestyle	E3
29 The importance of taking into consideration the clients available resources e.g. cost and time	E3
30 The additional or alternative sources of support available for clients' conditions	E3

Continues on next page

You need to understand:	Evidence type
31 The importance of monitoring and reviewing the treatments to ensure they remain of value to the client	E3
32 The importance of being aware of clients that may be wearing temporary postiche to disguise forms of Alopecia and dealing with this professionally and sensitively	E3
33 The social and psychological effects that a changed appearance may have on the client	E3
Contra-indications	
34 Those contra-indications which may prevent treatment and why e.g. infectious or contagious conditions, open cuts, recent scarring and abrasions, any medical condition requiring specialist or general practitioner approval etc	E4
35 Those contra-indications which may restrict or where caution should be taken in specific areas and why e.g. epilepsy, diabetes, high and low blood pressure, pregnancy, product allergies, skin sensitivity and metal braces and jewellery in the treatment area etc	E4
36 The types of hair and scalp conditions that should be referred to a pharmacist, general practitioner or registered trichologist and why	E4
Hair and scalp analysis	
37 Why it is important to identify factors that may limit or affect services and products which can be used	E3
38 How different factors can limit or affect the services and products that can be offered to the clients e.g. lifestyle, adverse hair and scalp conditions, the incompatibility of previous services and products used	E4



Continues on next page



Knowledge sign-off sheet

Unit GH24 Provide specialist consultation for hair and scalp conditions

What you must know (continued)

You need to understand:	Evidence type
39 How to recognise treatable hair and scalp conditions, e.g. dry, oily and sensitised scalp, scaling scalp, pityriasis capitis, chemical, physical and environmental damage, diffuse hair loss	E3
40 How other signs and symptoms can give an indication of the cause of the problem and confirm the required course of action e.g. pitted nails, weight loss and lethargy	E4
41 The likely causes of various adverse hair and scalp conditions	E3
42 The types and purposes of tests e.g. porosity, elasticity, incompatibility	E4
43 When and how tests should be carried out and the importance of recording test results	E4
Anatomy and physiology	
44 The structure and function of the cell	E4
45 The structure and function of the skin i.e. epidermis, dermis, appendages, subcutaneous layer and nerve endings	E4
46 The structure and functions of the hair	E4
47 The hair growth cycle and how this influences present and future treatments	E4
48 The different hair types e.g. vellus, terminal, lanugo	E4

Continues on next page

You need to understand:	Evidence type
49 The reasons for normal and abnormal hair growth i.e. topical, congenital, systemic	E4
50 The general factors that contribute to healthy hair and scalp e.g. nutrition, general health, environment, chemicals	E4
51 The effect of the ageing process on the hair and skin	E4
52 The different types of hair loss (alopecia) their causes and how to recognise them	E3
53 The stages of male and female pattern hair loss using different classifications e.g. Hamilton, Ludwig	E3
Communication	
54 The importance of communicating effectively with clients e.g. active listening skills	E3
55 The importance of confidentiality and what might happen if this is not maintained	E3
56 The importance of making openings in conversations to encourage clients to speak	E3
57 The importance of encouraging clients to express their concerns, expectations and needs	E3
58 The importance of confirming your understanding of what the client has said to you	E3
Tick if E3 was a GOLA test	<input type="radio"/> Date
Tick if E4 was a GOLA 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 a GOLA test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date





Supplementary notes

Unit GH24

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 _____

IV signature (if sampled) _____ Date _____