

**Specification of Competency Standards for Hairdressing Industry**

**Unit of Competency**

1. Title	Handle General Problems of Hair and Scalp
2. Code	105357L3
3. Range	This unit of competency (UoC) is applicable in hairdressing-related workplaces. It requires some judgement and analytical ability. Practitioners should be able to provide customers with treatment services for general problems of hair and scalp, and suggest them to seek professional treatment if necessary.
4. Level	3
5. Credit	6 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Possess knowledge of problem hair and scalp care</p> <ul style="list-style-type: none"><li>◆ Understand professional knowledge of hair and scalp, including:<ul style="list-style-type: none"><li>• Functions and structure of hair, scalp and skin and their relationship</li><li>• Types of hair and the growing cycle and speed of hair</li><li>• Essentials for healthy hair, e.g.: elastic, moisturizing, supple, shiny, etc.</li></ul></li><li>◆ Understand causes and characteristics of abnormal hair texture and colour, including:<ul style="list-style-type: none"><li>• Causes of damage, e.g.: ultraviolet rays, chemicals, grease, pH value, etc.</li><li>• Damage behavior, e.g.: swimming, sun exposure, wash, perm, colouring, etc.</li><li>• Condition of damage, e.g.: dry, yellowing, breakage, split ends, etc.</li></ul></li><li>◆ Understand general problems of hair and scalp, including:<ul style="list-style-type: none"><li>• Abnormalities of hair and scalp</li><li>• Types and causes of general problems of hair and scalp, e.g.: germs, pathogen, disorders and virus, etc.</li><li>• Different stages and causes of hair loss, including: external factors, impacts of the natural environment and improper hair treatment, etc.</li><li>• Methods and techniques to evaluate and assess the level of hair and scalp damage, e.g.: grease, dandruff, sensitivity, hair fall, treatment of cut after surgery, etc.</li><li>• Treatment methods and techniques for general problems of hair and scalp</li></ul></li><li>◆ Understand treatment methods and techniques for different types of hair and scalp, e.g.: intensive care, very dry/very oily/germs-infected hair and scalp</li><li>◆ Know about prevention and care methods for abnormal hair texture and colour, e.g.: food nutrition, dietotherapy, hairdressing products, living habits, shampooing steps, etc.</li><li>◆ Know about the functions as well as the safe ways and techniques of using hair and scalp treatment equipment, e.g.: infrared equipment, UV lamp, etc.</li><li>◆ Possess knowledge of usual hair and scalp treatment products, including: ingredients, efficacy, scope of application, usage, safe storage methods and contraindications, etc.</li></ul>

	<ul style="list-style-type: none"> <li>◆ Understand preventive measures against infectious diseases methods</li> <li>◆ Understand daily cleaning and maintenance of hair and scalp treatment equipment</li> </ul> <p>6.2 Handle general problems of hair and scalp</p> <ul style="list-style-type: none"> <li>◆ Analyze customers' hair and scalp conditions, choose appropriate treatment products, tools and equipment for them according to their needs</li> <li>◆ Observe and analyze customers' hair and scalp damage level, types of problems, etc., master the treatments and techniques for problem hair and scalp, and use appropriate products and equipment to conduct problem hair treatment services for customers according to codes of personal and hygiene practice</li> <li>◆ Master customer communication techniques to find out the causes of problem hair and scalp and provide healthy tips on daily care to customers</li> <li>◆ Communicate with customers properly and suggest customers to seek professional treatment if necessary</li> <li>◆ Store hair and scalp care products according to product manufacturer instructions</li> <li>◆ Carry out daily cleaning and maintenance of equipment according to manufacturer instructions</li> </ul> <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> <li>◆ Ensure the selected hair care products comply with the safety standards and improve/soothe customers' general problems of hair and scalp</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <p>(i) Master the care methods and techniques for general problems of hair and scalp, and use appropriate treatment products and equipment to provide treatment services they need;</p> <p>(ii) Advise customers on the daily care of problem hair and scalp, and suggest them to seek professional treatment according to their conditions; and</p> <p>(iii) Store care products correctly, and clean and maintain hair treatment equipment according to manufacturer instructions.</p>
8. Remark	