

## Overview

This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices**. This standard is about practitioners providing a trichological consultation service through investigation, examination, analysis and synthesis to manage and improve scalp and hair conditions within your scope of practice. Users of this standard will be required to recognise, identify, determine the aetiology and refer or recommend treatment for scalp and hair disorders and conditions. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance. You will also be required to do a post procedure evaluation and reflection for continuous improvement. It is advisable users of this standard are aware of, and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

## Carry out a trichological consultation service

**Performance criteria**

- You must be able to:*
1. maintain your responsibilities for health and safety pre, during and post the trichological consultation service in accordance with legislative requirements, to include:
    - 1.1 responsibilities for minors and vulnerable adults
  2. carry out a concise and comprehensive consultation and initial assessment and/or review with the individual to form the trichological investigation record, to include:
    - 2.1 informed consent
    - 2.2 the individual's concerns, signs and symptoms experienced
    - 2.3 the individual's expectations and desired outcomes
    - 2.4 current medical history, medication and disclosed conditions
    - 2.5 relative and absolute contraindications
    - 2.6 hair and scalp treatment history and product use
    - 2.7 nutrition and diet
    - 2.8 lifestyle
    - 2.9 considering the individual's physical and psychological wellbeing
    - 2.10 potential treatment options
  3. explain the investigation process and relevant investigative procedures, to include:
    - 3.1 ensure the individual's understanding and obtain informed consent for the recommended investigative procedures
  4. carry out the relevant **investigative procedures** in accordance with the individual's service objectives, organisational policies and procedures and **trichological consultation service protocol**
  5. monitor the individual's health and wellbeing throughout the investigative procedures
  6. record the trichological service outcomes and **visual media** and store in accordance with data legislation, insurance requirements and organisational policies and procedures
  7. analyse and interpret the outcomes of the investigative procedures carried out to confirm the individual's scalp and/or hair condition(s) and make an informed decision, to include:
    - 7.1 available evidence base
  8. review, observe and compare progression of the scalp and/or hair condition as required
  9. consider adaptations to the management plan

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10. explain and communicate the findings with the individual
11. discuss the options for the management plan of the scalp and/or hair disorder and condition(s), to include:
  - 11.1 the recommended treatment(s)
  - 11.2 refer to other professionals where appropriate
  - 11.3 scalp and hair care advice
  - 11.4 advice regarding essential nutrition and diet
  - 11.5 the fee structures
  - 11.6 alternative treatment options(s)
  - 11.7 allow time for the individual to make an informed choice
12. formulate and agree the individual's bespoke management plan to include:
  - 12.1 summary of the advice and recommendations including recommended treatment(s)
  - 12.2 update the individual's trichological service records and store in accordance with data legislation
  - 12.3 a formal referral to the relevant professional for further investigation, tests and/or treatment
13. use reflective practice to evaluate the trichological service outcomes and take appropriate action
14. agree timely appointment(s) to observe progression of the scalp and/or hair condition in accordance with the bespoke management plan

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## Knowledge and understanding

*You need to know and understand:*

1. the importance of collaboration with competent professionals to support effective and safe working practices
2. the importance to engage in and document continuous professional development, up-to-date information policies, procedures and best practice guidance
3. your role and responsibilities in carrying out trichological consultation services and the importance of working within your competence, to include:
  - 3.1 your own physical and psychological wellbeing and how this may impact providing trichological consultation service
4. why you must comply with ethical practice and work within the legislative requirements
5. the responsibilities under local authority licensing regulations for yourself and your premises
6. the **anatomy and physiology** and related sciences relevant to this standard
7. the relative and absolute contraindications relevant to trichological services
  - 7.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
  - 7.2 how and when to communicate and/or refer to other non-healthcare and health care professionals
8. the common trichological conditions that are presented and the potential for associated pharmacological treatments
9. the **extrinsic and intrinsic factors** that influence the hair, hair growth and scalp condition
10. the types and **aetiologies** of
  - 10.1 skin diseases
  - 10.2 scalp disorders and conditions
  - 10.3 hair shaft disorders and conditions
  - 10.4 hair loss disorders
  - 10.5 medical conditions
11. the pathogenesis of disorders of the hair shaft, hair growth, and scalp
12. the importance of recognising suspicious skin irregularities and

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- scalp lesions, and referring to a relevant healthcare professional
13. the health and safety responsibilities in line with legislation pre, during and post the trichological consultation service
  14. why it is important to discuss and establish the individual's objectives, scalp and hair concerns, expectations, desired outcomes to inform the trichological consultation service
  15. the legal requirements for providing trichological consultation services and recommended management plans to minors and vulnerable adults
  16. the sociocultural theories of body image and health behaviour change related to the scalp and hair, to include:
    - 16.1 the **support** available
    - 16.2 how to communicate sensitively with the individual throughout the trichological consultation service
  17. the importance of adhering to the trichological service protocol
  18. the investigative procedures used in trichological consultation services and how to carry them out
  19. how to interpret outcomes from investigative procedures
  20. how to review and monitor ongoing progression of scalp and/or hair disorders and conditions
  21. the role of evidence-based practice
  22. how the initial assessment, available evidence base and investigative procedure outcomes collectively inform a bespoke management plan
  23. the use of appropriate scales to assess and classify within trichological investigative procedures
  24. the **management plan and treatment(s)** options
  25. the ways in which scalp and hair disorders and conditions can be improved and managed
  26. the current range of **camouflage options** available
  27. the major classes of nutrients and how they impact on the health of the scalp, hair and hair growth
  28. the treatments, procedures and advice associated with trichological services
  29. the chemical composition and effects of recommended scalp and hair products used within trichological services
  30. the purpose, use and maintenance of tools and equipment used within a trichological consultation service

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- 31. the adverse effects on the hair and scalp from exposure to hair processing chemicals and products, to include:
  - 31.1 allergies and sensitivities
  - 31.2 degradation of the hair shaft structure
- 32. the importance of discussing and gaining agreement for the recommended management plan, to include:
  - 32.1 the fee structures
  - 32.2 the individual's capacity to understand the information
  - 32.3 allowing sufficient time for the individual to make an informed decision
  - 32.4 managing the individual's expectations
  - 32.5 the available evidence base
- 33. the importance of monitoring the health and wellbeing of the individual during and post the trichological consultation service
- 34. the legislative, regulatory and indemnity requirements of providing a trichology consultation service to include:
  - 34.1 completing and storing the individual's service records
  - 34.2 taking and storing visual media of the individual's treatment area
  - 34.3 audit and accountability
  - 34.4 the rights of the individual
  - 34.5 informed consent for the trichological consultation service and investigative procedures
- 35. the purpose of reflective practice and evaluation and how it informs future practice

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## Scope/range

### Investigative procedures

1. visual and manual examination of the hair and scalp
2. use of trichoscopy
3. light microscopy of the hair shaft
4. epilation
5. visual media
6. pull test
7. porosity assessment
8. elasticity assessment
9. hair density and measurements
10. use of recognised scales/scores

### Trichological consultation service protocol

1. working environment
2. health and safety
3. infection prevention and control
4. procedure plan
5. informed consent
6. test outcomes
7. manufacturer instructions
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

### Visual Media

1. photographic
2. video, including recordings of online communication

### Anatomy and physiology and related sciences

1. the structure and function of the body systems and their interdependence on each other
2. the structure and function of the hair
3. biology of hair growth

4. the structure and function of skin
5. the skeletal structure of the cranium
6. scalp and hair disorders and conditions
7. nutritional deficiency and/or dietary imbalance
8. basic chemistry related to scalp and hair care

### **Extrinsic and intrinsic factors**

1. diet
2. dietary supplements
3. lifestyle
4. physical and emotional health
5. genetic
6. allergies and sensitivities
7. hair and scalp care regime
8. medication
9. age

### **Aetiologies**

1. allergens/atopic
2. autoimmune related
3. genetics
4. nutritional
5. systemic disease and disorder
6. psychological
7. chemical processing and mechanical damage
8. idiopathic
9. medications
10. physical
11. environmental

### **Support**

1. self help
2. charities
3. support groups
4. referral pathways
5. professional organisations

### **Management plan and treatment(s)**



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1. scalp massage
2. camouflage options
3. cleansing and conditioning the scalp and hair maintenance
4. essential nutrition and diet advice
5. non-surgical cosmetic interventions
6. heat therapies
7. non-prescription products
8. referral to a healthcare professional
9. referral to a hair restoration surgeon

**Camouflage options**

1. temporary hair fibres or scalp make up
2. scalp micropigmentation
3. integrated systems
4. hair pieces and wigs

## Glossary

### **Absolute contraindication**

An absolute contraindication is a condition that prevents the service from being carried out and may require referral.

### **Adverse reaction**

An adverse reaction is an 'unexpected' reaction or outcome following a service, i.e. fainting

### **Aetiology**

Aetiology is otherwise known as the cause or reason of a hair, scalp condition

### **Contra action**

A contra-action is an 'expected' reaction or outcome following a service, i.e. erythema

### **Evidence-based practice**

Evidence-based practice is based on the best available, current, valid and relevant evidence.

### **First aid**

First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.

### **Hair loss and hair shaft disorders**

Hair loss is commonly known as Alopecia. Hair loss and hair shaft disorders and conditions derive from a primary or secondary source.

### **Protocol**

A protocol is a standard procedure to ensure best practice and compliance when providing services, i.e. follow manufacturer instructions.

### **Scales**

Scales are used to measure the progression of hair loss. Examples could be Hamilton Norwood scale.

### **Scalp disorders**

Scalp disorders derive from a primary or secondary source. They are categorised as inflammatory, non-inflammatory, presence of skin lesions, infection and/or infestation.

### **Relative contraindication**

A relative contraindication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.

## Links to other NOS

SKAHDBRBNST1 SKATCS1 SKAHDBRBNST2 SKAHDBRBNST3  
SKAHDBRBNT1 SKANSC7 SKABA4 SKABA8

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