

QUALITAS
GENERIC KNOWLEDGE
NOTES

1911

INSURANCE REQUIREMENTS

All salon must have current Public Liability Insurance. Salons have a duty of care to their clients. Full consultations MUST be carried out and recorded. All necessary tests MUST be carried out and the results recorded. If the salon have any doubts as to whether the service can go ahead due to pregnancy, medical conditions or medications, the salon should refer the client to G.P, pharmacist or trichologist.

CONTRAINDICATIONS

Contraindications is something that may prevent a service taking place, there are two types of contraindications :-

RELATIVE CONTRAINDICATION

A relative contraindication is a condition that requires assessment for suitability and or adaptations are required.

ABSOLUTE CONTRAINDICATIONS

An absolute contraindication is a condition that prevents the service being carried out and may require referral to G.P, Pharmacist or Trichologist.

GENERAL DATA PROTECTION REGULATION GDPR

This is a European Union (EU) law that came into effect on 25th May 2018. It governs the way we can use, process and store personal data (information about identifiable, living person). The law ensures that organisations can only use personal information when they're allowed to. There are 7 GDPR requirements,

Lawfulness, In order to satisfy the lawfulness aspect of this principle you must identify grounds for the processing of any personal data. There are 6 lawful basis's for processing personal data and at least one of these must be applicable when processing personal data. They are:

1. **Consent**: you have been given consent by the individual to process their personal data.

2. **Contract:** there is a contract in place with the individual and processing their personal data is necessary to fulfil this contract, or you have been instructed by the individual to process their data prior to entering into the contract.
3. **Legal obligation:** you must process the information in order to comply with the law.
4. **Vital interests:** you must process the personal data in order to protect an individual's life.
5. **Public task:** processing the personal data of an individual is a necessary component in performing a task in the public interest or for official functions of your company. This task must have a clear legal basis.
6. **Legitimate interests:** the processing of personal data is required in the legitimate interests of yours or a third party, unless there is a reason to protect the individual, which overrides these interests.

Fairness in relation to the GDPR means that you should only be processing and handling personal data in ways that the individual would expect. There should be no negative effects on the individual through your processing their personal data.

Another aspect of fairness is the way in which the information has been obtained from the individual. You must ensure that the individual is aware of why and how their personal data is being collected. If you have obtained the personal data through unjust means then this is unlikely to comply with the fairness aspect of this principle.

Transparency. Being transparent means that you are being open, honest and clear about how you collect, use and manage individuals personal data. You must ensure you make this information easily accessible for your users as well as being written in clear and easily understood language. This information is part of your Privacy Policy which needs to be placed in an obvious place on your website in order for your users to see and read it.

To comply with the lawfulness, fairness and transparency principle you must:

1. identify a lawful reason for processing
2. identify a condition for processing either special category or criminal offence data
3. only use the personal data for lawful purposes
4. consider how the processing of personal data will impact the people who's data it is and be able to justify it if there is any negative impact on them
5. process personal data in expected ways or be able to explain why you are processing it for other reasons
6. are not deceptive or misleading in your collection of personal data
7. open and honest about the collection and use of personal data

Purpose limitations. What this essentially means is that you must be clear about why you collect your users personal data and how you use it and if you use the personal data for another reason than originally specified, that it's use is fair, lawful and transparent.

To ensure you are complying with the purpose limitation principle you will need to:

1. identify the purpose for processing
2. document the purpose
3. include details of reason for collecting personal data in your privacy policy
4. ensure that any personal data you plan to use for a new purpose is either compatible with the original purpose or make sure you get consent for the new purpose.

Data minimisation. This means that you must collect the least amount of personal data to fulfill the purpose it is intended for. Holding more data than is required is unlawful and a breach of the data minimisation principle.

To make sure you are complying with the data minimisation principle you will need to:

1. collect personal data only when it is needed for a specific purpose
2. have only enough personal data to fulfil the purpose
3. review the data from time to time and delete any unnecessary data

Accuracy. The accuracy principle requires that you ensure the accuracy of any personal data you collect (within reason) and that this data remains valid and fit for purpose.

In order to comply with the accuracy principle you will need to:

1. ensure the accuracy of any personal data collected
2. update the data as required

3. have basic technical controls in place to reduce cyber attacks
4. use encryption when appropriate
5. understand the confidentiality, integrity and availability of the personal data you collect and process
6. ensure there is an appropriate back up process in place in the event that personal data is lost
7. conduct regular reviews of the security measures in place to ensure their efficacy and make adjustments to your procedures as required

Accountability. There are two key points in the accountability principle and these are that you must be responsible and comply with the GDPR and you are required to demonstrate how you comply.

To demonstrate your compliance you will need to:

1. keep evidence of how you comply with the GDPR
2. ensure your Privacy Policy is GDPR compliant
3. have a data protection policy in place if applicable
4. use a data protection by design approach- implementing the best data protection methods throughout your processing operations
5. implement the appropriate security measures
6. record and report any personal data breaches if they occur
7. appoint a data protection officer if required

3. keep records of any mistakes
4. comply with the right to rectification

Storage limitation. The fifth key principle means that you cannot hold data for longer than is required and you must be able to justify the reason for storing the data.

Personal data may be held for longer periods of time if you are keeping it for one of these reasons:

- public interest archiving
- scientific or historical research
- statistical purposes.

In order to comply with the storage limitation principle you will need to ensure that you:

1. know what personal data you hold
2. know why you hold this data
3. be able to justify the length of time you retain personal data
4. erase or make anonymous any personal data that is no longer required
5. have a process in place for requests to have personal data erased

Integrity and Confidentiality To ensure you are complying with the Integrity and Confidentiality Principle you need to:

1. determine the level of security that is required. This will depend on the type and amount of personal information being processed
2. you have a security policy and ensure that you follow it

To ensure your business is GDPR compliant you are required to follow the above seven key principles and adhere to them as much as possible. We have provided you with what is required in order to be compliant with each of the principles.

AGE RESTRICTIONS

No minor under the age of **16 years of age** are permitted to have chemical services. They can have a Semi Permanent Colour where there is no hydrogen peroxide in use. This follows **Insurance Guidelines** and **Manufactures** Instructions. There should always be a responsible adult with a minor when they are visiting a salon for any service.

LEGAL REQUIREMENTS WHICH SETS OUT RIGHTS OF THE CLIENT AND THE PROFESSIONAL

The hairdressing industry is currently unregulated. There are **no general licensing requirements** and there is no statutory requirement for hairdressers (including barbers) to hold specified qualifications.

As much as there is no regulatory body to oversee the hairdressing / barbering industry, salons are expected to work professionally. They must have Public Liability Insurance, follow all Health and Safety legislation, provide a safe working environment for staff and clients and keep all records up to date.

CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

CPD is very important in the hairdressing/barbering industry. To do this you can attend workshops, seminars, shows, have educators visit your salon/barbers. You will learn up to date and new techniques, styles, products and equipment. When you learn new things you can pass your new skills on to colleagues, give your clients new hair styles, cuts, colours etc..

You also need to keep up to date with Health and Safety Legislation, policies and procedures and best practice guidance. This will ensure that you will have the correct knowledge when dealing with staff and client.

HEALTH AND SAFETY (FIRST AID) REGULATIONS 1981

These regulations require your employer to provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to you if you are injured or become ill at work. The minimum first aid provision within a hairdressing salon is a suitably stocked first aid box and an appointed person to take charge of first aid arrangements.

CHECK IT OUT

If you want to obtain a first aid qualification, do you know where you could find an appropriate course?

Your employer should have chosen an appointed person within the salon to take charge when someone is injured or becomes ill at work (this includes calling an ambulance if necessary). The appointed person should look after the first aid equipment and ensure the first aid box is restocked at regular intervals. He or she should not give first aid unless they have been trained and hold a current first aid at work certificate. As there should be an appointed person in the workplace at all times, your employer may have chosen two people to carry out this role to ensure there is always one appointed person in the salon.

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR) 1995

These regulations are the responsibility of your employer, but also include self-employed people. Your employer, or self-employed person must report;

- A death or major injury
- An over three day injury
- A dangerous occurrence
- A work related illness, which may include dermatitis, skin cancer and occupational asthma

All workplace accidents or incidents, however trivial they may seem at the time, should be reported to your employer. In addition, under the RIDDOR regulations, employers have a legal duty to report any workplace accidents, diseases or dangerous occurrences to the Health and Safety Executive (HSE). This information enables the HSE and local authorities to identify where and how risk arise, and to investigate any serious accidents.

ENVIRONMENT PROTECTION ACT 1990

This Act is relevant to hairdressers, as you have to dispose of waste products, including chemicals. The part of this Act that affects you is concerned with your duty of care when disposing of waste. All salon waste should be disposed of in a manner that will not pollute the environment or cause harm to others.

Your employer's responsibilities within this Act are to;

- Dispose of all waste in a safe manner
- Provide training for all employees in the safe disposal of waste
- Contact product manufacturers for information regarding the safe disposal of products, including out of date stock

Your employer should have a commercial waste contract, which should include sharps.

CHECK IT OUT

What is the correct procedure for disposing of sharps?

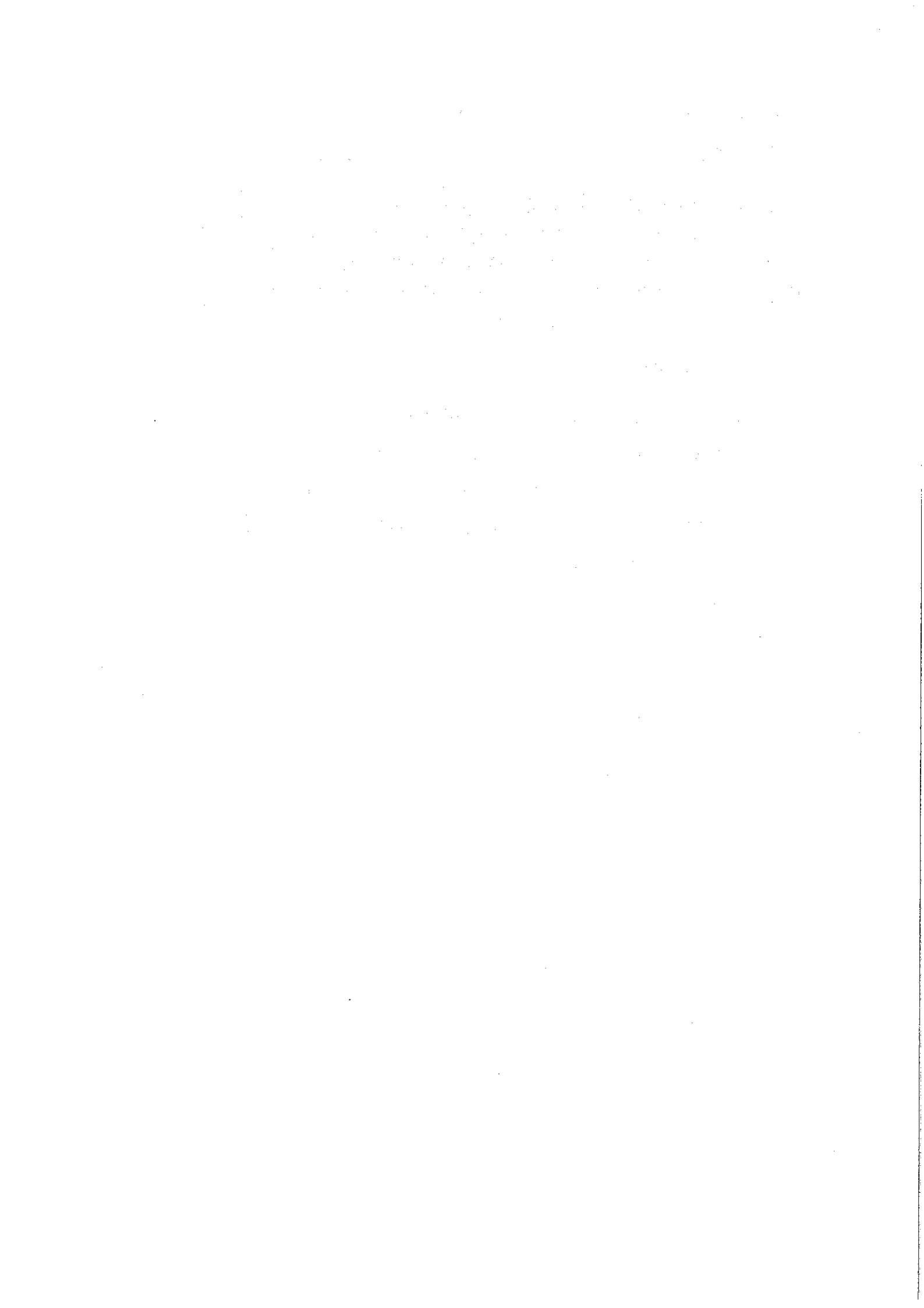
REGULATION: DISTANCE SELLING REGULATIONS

The Consumer Contracts (formerly Distance Selling) regulations

On 13 June 2014 the Distance Selling Regulations were replaced with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. These apply to sales of goods or services to consumers without face-to-face contact. This includes selling by mail order, through the internet, using digital television, or by telephone, fax or text message.

Under the regulations, you must:

- give customers specified 'prior information' before a sale is made
- usually, give customers a right to cancel their order
- confirm prior and certain other information in a durable form (eg in writing or email)
- normally, fulfil your contractual obligations within 30 days unless otherwise agreed
- usually, give customers a full refund up to 14 days after receiving their goods, if they change their mind



HEALTH AND SAFETY LEGISLATION

The Health and Safety at Work Act 1974

Most health and safety law is derived from the Health and Safety at Work Act 1974. This Act requires employers to;

- Provide and maintain a safe working environment
- Provide adequate welfare facilities
- Provide safe systems of work
- Provide information, training and supervision
- Ensure the safe handling, storage and transportation of goods and materials
- Provide and maintain safe equipment

These requirements are also included in other regulations, some of which will be discussed later in this unit.

As an employee, you also have duties under this Act. You must;

- Not endanger yourself or others by your acts or omissions
- Cooperate with your employer in order for their duties to be fulfilled
- Not misuse anything provided in the interests of health and safety
- Report all accidents, incidents and unsafe conditions or practices

CHECK IT OUT

What welfare facilities are provided in your salon?

ELECTRICITY AT WORK REGULATIONS 1989

These regulations are concerned with ensuring safety when using electrical equipment. All employers must ensure;

- All electrical equipment is properly maintained and in good working order
- Regular tests are made by a qualified electrician on each piece of equipment, as appropriate
- Records are kept regarding the testing of all electrical equipment and may be provided for inspection purposes if required

As an employee, it is your responsibility to remove and label any faulty equipment and then report it to the relevant person. You must also cooperate with your employer to comply with these regulations.

CHECK IT OUT

Look at the statements that outline your responsibilities within the Electricity at Work Regulations. What should you be doing to fulfil your obligations relating to this piece of legislation?

PERSONAL PROTECTIVE EQUIPMENT AT WORK REGULATIONS 1992

These regulations require an employer to provide their employees with protective equipment if they may be exposed to any risk to health or injury during their working hours. The risks will have been assessed during the risk assessment your employer has to carry out under related regulations. All employers have the responsibility to;

- Assess the need for the use of personal protective equipment
- Supply protective clothing or equipment free of charge
- Train staff in the use of personal protective equipment
- Ensure the equipment is properly maintained
- Ensure it is fit for purpose

Personal protective equipment for you may include gloves, an apron and a facemask for asthmatics when mixing powder bleach, but not of the 'dust free' variety. Personal protective equipment for your clients includes a gown, towels and plastic capes. These should be used to ensure the client's skin and clothes are protected.

BE PROFESSIONAL



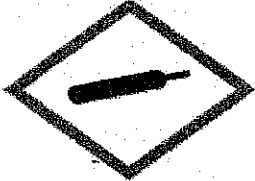

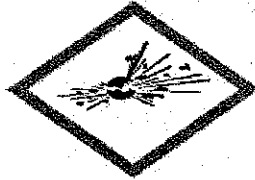




It is your responsibility to look after personal protective equipment and report its loss or damage to your employer so it can be replaced.

It should be noted, however, that personal protective equipment is considered to be a last resort when implementing measures designed to reduce or control an identified risk. It is essential that other control measures be used before, or in addition to, the provision of such items.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS (COSHH) 2002

In the salon you will use many substances that may put your health and risk. The COSHH regulations require all employers to assess the health risks that arise from the use of hazardous substances within the workplace and to provide the controls that will be most effective in protecting staff and members of the public. The regulations apply to substances that have been classified as corrosive, explosive, harmful, highly flammable, irritant, oxidising or toxic.

The COSHH classification symbols are shown below.

What do the COSHH symbols mean?		
 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

CHECK IT OUT

Look at a section of hair care products in your salon. Are there any COSHH classification symbols on the packaging? If so, what do they mean?

All employers are required to;

- Assess the risk to health from the use of hazardous substances at work and what precautions are needed
- Design and introduce appropriate measures to prevent or control your exposure to hazardous substances
- Ensure that control measures and safety procedures are followed and protective equipment is used when appropriate
- Monitor exposure to hazardous substances and carry out appropriate forms of surveillance to ensure everyone maintains good health
- Inform and instruct all staff about the risks and precautions that need to be taken and to carry out training, so everyone is able to work in a safe way when dealing with hazardous chemicals

STORAGE OF HAZARDOUS CHEMICALS

Products that are identified as hazardous must be stored in a cool dark place, with good ventilation and away from direct sunlight. Always read the manufacturer's instructions with regard to storing hazardous substances.

HANDLING AND USING HAZARDOUS SUBSTANCES

When using hazardous products, for example, colour, perm lotion, neutraliser or relaxing products, disposable gloves and an apron (personal protective equipment) must be worn. Some cleaning materials are classed as hazardous products and therefore gloves and an apron may be necessary. Look out for the COSHH classification symbols on the bottle or packaging and always read the labels to ensure your own safety.

Aerosols should be used away from any source of heat, especially from a lit cigarette or naked flame. Many styling and finishing products are classed as flammable substances and should not be used near any heat source.

DISPOSAL OF HAZARDOUS SUBSTANCES

Hazardous substances may cause harm to our environment and other people if they are not disposed of in the correct way. Always read the manufacturer's instructions regarding the safe disposal of these substances. If you have any doubts, you can telephone the manufacturer and they will advise you on safe methods of disposal. Your salon may have its own policy for disposing of salon waste – ask the designated person within your salon.

CHECK IT OUT

Why is it important to read and follow the manufacturer's instructions when storing, using or disposing of hazardous substances?

MANUAL HANDLING OPERATIONS REGULATIONS 1992

These regulations are concerned with the manual handling of loads, for example, equipment or stock. This includes the way we lift things and move them from place to place. Employers have specific duties under these regulations which involve assessing the risks when manually handling loads. To do this, the employer must look at;

- The task to be undertaken
- The capabilities and limitations of the staff (e.g. pregnant woman or staff who have recently returned to work after an illness may not be back to full strength)
- The type of load to be handled
- The working environment (if the atmosphere is damp, your hands may be wet and the load may slip)

Once your employer has assessed the risks, it is necessary to put systems in place to control the likelihood of them occurring. Training and information should be provided to all staff who are involved in manual handling activities.

You also have responsibilities as follows;

- To take reasonable care for your own and others' health and safety who may be affected by your actions
- To cooperate with your employer so that they can carry out their health and safety duties
- To use any equipment provided by your employer to enable you to move or handle loads – this could include a sturdy stepladder for placing stock on a high shelf or a trolley device for moving heavy boxes
- To follow the safe systems of work that your employer has laid down

CHECK IT OUT

*What are the potential risks of carrying a heavy box with smaller boxes balanced on the top?
Practice good manual handling techniques in the salon.*

FIRE PRECAUTIONS (WORKPLACE) REGULATIONS (AMMENDMENT) 1999

Your employer is responsible for undertaking an assessment of the fire risks on the premises, to produce an emergency plan and to inform, instruct and train you about the fire precautions in your workplace. Your employer should also nominate a designated person to help them.

You also have responsibilities to ensure your own health and safety and that of your colleagues and others who may be affected by your actions.

- You should cooperate with your employer so that they are able to carry out their statutory duties

- You must inform your employer/health and safety representative of any situation within the workplace that you feel may constitute a risk to health and safety
- You must use all equipment correctly, following the training and instruction guidance you have received

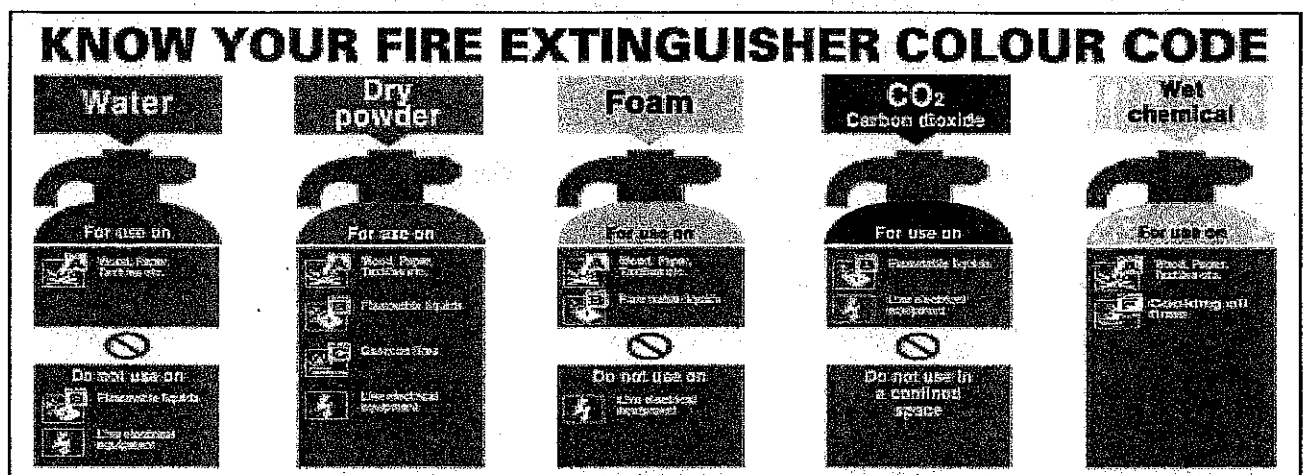
CHECK IT OUT

Ask your employer to confirm the salon's policy relating to the use of extinguishers, as some insurance policies do not allow this.

BE PROFESSIONAL

- Make sure you understand and comply with the health and safety policies in your workplace
- Know what you should do if you discover a fire, including calling for the fire brigade
- Be familiar with the evacuation routes within your salon and any fire exit signs
- Know the locations of all firefighting equipment
- Keep fire doors closed to stop the spread of fire, heat and smoke
- Make sure all cigarettes are extinguished properly and only smoke in designated areas
- Report any ideas you may have for reducing the risk of fire in your workplace

REMEMBER You should not be fighting fires unless you have been trained to do so. If you have already received training, can you remember which type of fire extinguisher you should use for the different types of fires?



RELATIVE AND ABSOLUTE CONTRAINDICATIONS

A relative contra indication is a condition that requires assessment for suitability and or adaptations for hairdressing services.

An absolute contra indication is a condition that prevents the service being carried out and may require referral to G.P, Pharmacist or Trichologist. Hairdressers must not diagnose conditions as they are not medically qualified.

THE TABLE BELOW EXPLAINS THE DIFFERENCES

CONDITION	DESCRIPTION	RELATIVE CONTRAINDICATION REFER TO	ABSOLUTE CONTRAINDICATION REFER TO
DANDRUFF	FLAKES OF SKIN ON THE SCALP AND HAIR	X PHARMACIST	
CUTS AND ABRASIONS	AREAS OF IMPACT TO INJURY, SCRATCHING	X GP	
PSORIASIS	NON-INFECTIOUS SKIN CONDITION PATCHES OF DRY, RED SKIN WITH SILVERY SCALES CAN CAUSE ITCHING OR SORENESS. NON-INFECTIOUS	X GP OR TRICOLOGIST	
ECZEMA	AREAS OF ITCHY, DRY SKIN THAT IS CRACKED AND SORE	X GP	
HEAD LICE	INFESTATION OF LICE AND NITS. CAN BE CAUGHT BY DIRECT CONTACT		X PHARMACIST
RINGWORM	FUNGAL INFECTION, CAUSES A RASH IN RING SHAPE, MAY BE RED, SILVER OR DARKER DEPENDING ON SKIN TONE. CAN BE PASSED ON BY CLOSE CONTACT FROM INFECTED PERSON, BED SHEETS OR TOWELS		X GP
IMPETIGO	HIGHLY CONTAGIOUS BACTERIAL INFECTION, CAUSES SORES, BLISTERS THAT BURST AD LEAVE CRUSTY GOLDEN-BROWN PATCHES		X GP
KELOIDS	SCAR TISSUE, KEEPS GROWING, CAN BE CAUSED BY CUTTING HAIR CLOSE TO THE SKIN	X GP	
FOLLICULITIS	BACTERIAL INFECTION IN THE HAIR FOLLICLES WHICH BECOME INFLAMED. MAY	X GP OR TRICOLOGIST	

	LOOK LIKE PIMPLES, CAN BE ITCHY AND SORE		
INGROWING HAIR	HAIR GROWS BACK INTO THE SKIN, OFTEN ITCHY	X GP OR TRICOLOGIST	
ALOPECIA AREATA	IS A CONDITION WHERE THE INNUNE SYSTEM ATTACKS THE HAIR FOLLICLES AND CAUSES HAIR LOSS	X GP OR TRICOLOGIST	
TRACTION ALOPECIA	IS A HAIR LOSS CONDITION WHERE THERE HAS BEEN TOO MUCH TENSION APPLIED BY PULLING OR TWISTING	X GP OR TRICOLOGIST	
POST PARTUM ALOPECIA	THIS IS A TEMPORARY HAIRLOSS CONDITION AFTER CHILDBIRTH	X GP OR TRICOLOGIST	
ANDROGENETIC HAIRLOSS	ALOPECIA OR EXCESSIVE HAIRLOSS, MAY BE CAUSED BY A FUNGAL OR BACTERIAL INFECTION.		X GP OR TRICOLOGIST
TELOGEN EFFLUVIUM	PREMATURE SHEDDINGOF HAIR VARIOUS CAUSES, CHILDBIRTH, SHOCK, DRUG INTAKE OR FEVER	X GP OR TRICOLOGIST	
SEBORRHEIC DERMATITIS	THIS IS A COMMON CONDITION THAT MAINLY AFFECTS THE SCALP, PATCHES OF INFLAMMED SKIN WITH STUBBORN DANDRUFF	X GP OR TRICOLOGIST	
PILAR CYSTS	ARE RELATIVELY RARE NON CANCEROUS CYSTS THAT FROW FROM THE HAIR FOLLICLE	X GP OR TRICOLOGIST	
SEBACEOUS CYSTS	ARE TYPICALLY HARMLESS THEY ARE SLOW GROWING BUMPS UNDER THE SKIN, THEY GROW FROM THE SEBACEOUS GLAND	X GP OR TRICOLOGIST	
CRADLE CAP	IS A COMMON CONDITION CAUSES GREASY FLAKE CRUSTS	X GP OR PHARMACIST	
LICHEN PLANUS	SYMPTONS ARE RAISED PURPLE-RED BLOTCHES ON THE SKIN, WHITE PATCHES IN THE MOUTH AND BALD PATCHES ON THE SCALP	X GP OR TRICOLOGIST	

ANATOMY AND PHYSIOLOGY OF THE HAIR, SKIN, HEAD, NECK AND SHOULDERS

STRUCTURE AND FUNCTION OF THE HAIR

The hair is made up of 3 layers, the CUTICLE, CORTEX and MEDULLA

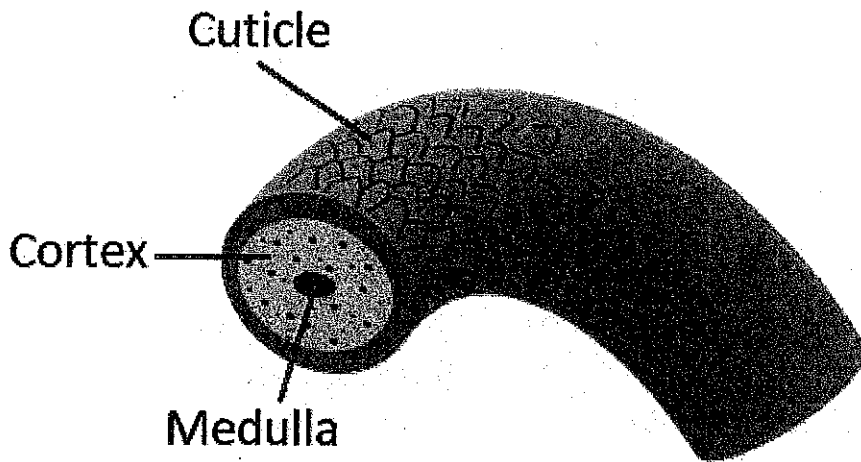
the CUTICLE is the outside layer made up of overlapping scales which form into layers, it is made of a protein called Keratin, the purpose of the cuticle is to protect the CORTEX. When the CUTICLE SCALES lie flat the hair is in good condition, when they are open ruffled up or missing the hair is in bad condition.

The CORTEX makes up the bulk of the hair, it is where the chemical and physical changes are made, e.g colour, perming and styling. It is made up of bonds, salt and hydrogen bonds the are the soft bonds that are broken and moulded into new shapes when we blow dry, set and style the hair, this is a temporary effect because when the hair absorbs moisture it will revert back to its original shape, before the hair is styled it is known as ALPHA KERATIN when it is styled it becomes BETA KERATIN.

The DISULPHIDE Bonds are the strong bonds. These bonds change when we PERM or CHEMICALLY STRAIGHTEN the hair. Chemicals break down the DISULPHIDE BRIDGES and the form in a new shape we then fix them with the use of NEUTRALISER. This is a permanent effect but can relax over time but will need to be cut out.

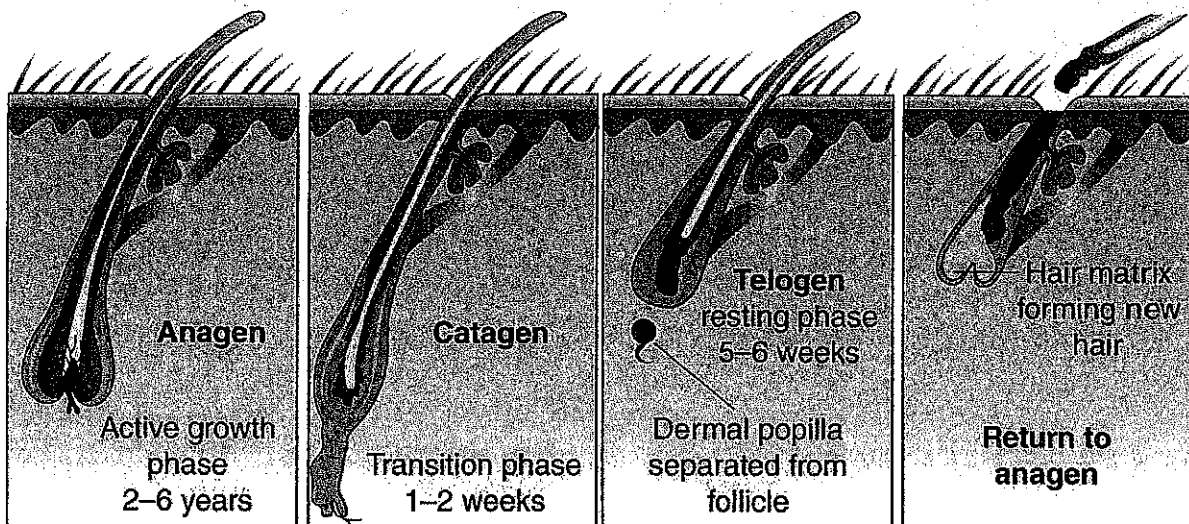
The CORTEX also contains MELANIN the hair's natural colour molecules, when we use colour or lightening products we can lighten, darken or change the tone of the colour.

The MEDULLA is in the centre of the hair, it is not always present and is not relevant in hairdressing treatment. The MEDULLA can be present in stronger hair e.g eyelashes and beards.



This Photo by Unknown Author is licensed under CC BY

1. **HAIR GROWTH CYCLE**, the diagram below shows the cycle of hair growth, all hairs are at different stages, sometimes we feel that our hair isn't growing or we are losing a lot of hair. When we see short fine hair near the scalp this isn't always breakage but it is new hair growing in. To keep our hair healthy we need to have a healthy diet, limit the use of chemicals and electrical equipment. Use products to protect the hair from heat and the sun and the correct shampoo and conditioner for the hair type.



This Photo by Unknown Author is licensed under CC BY-SA-NC

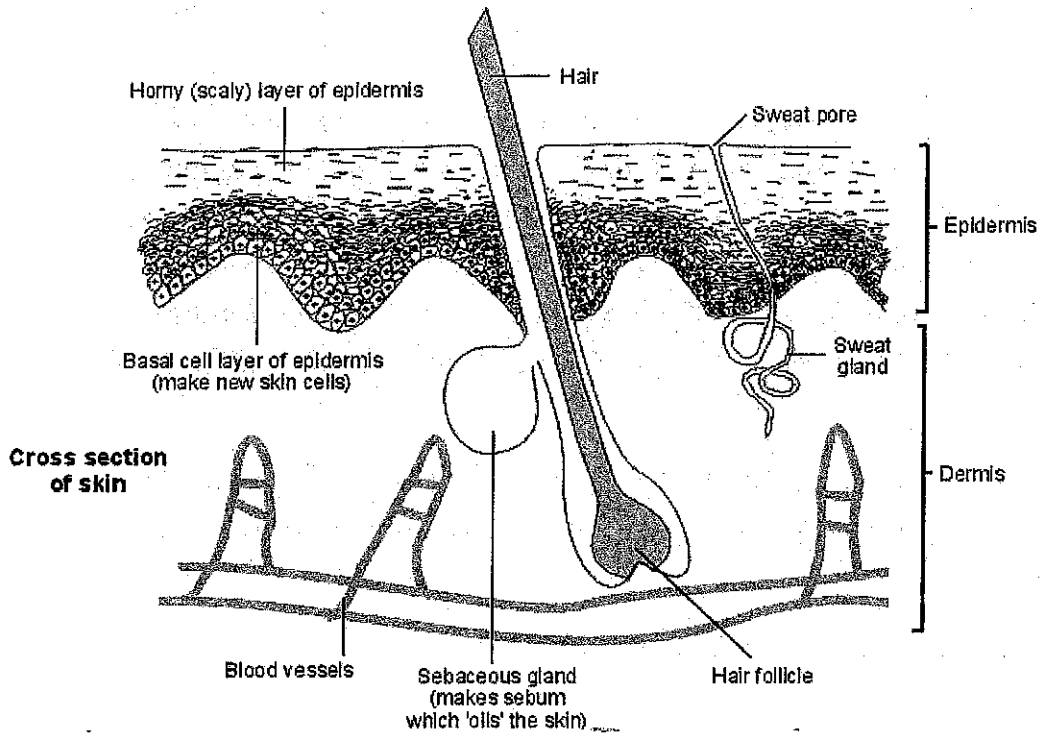
STRUCTURE OF THE SKIN

The skin is made up of 3 layers THE EPIDERMIS, DERMIS AND SUBCUTANEOUS LAYER.

THE EPIDERMIS has 5 layers, the skin renews itself, in babies it takes around 14 days, for teenagers it is around 28 days, in middle age its between 28 and 42 days and for 50yrs plus its up to 84 days. Apart from the liver, the skin is the only organ that can repair itself. There are also many conditions that affect the EPIDERMIS, PSORIASIS, ECZEMA and DERMATITIS, these conditions are not contagious. They can be caused by auto immune disorders, allergies or irritants.

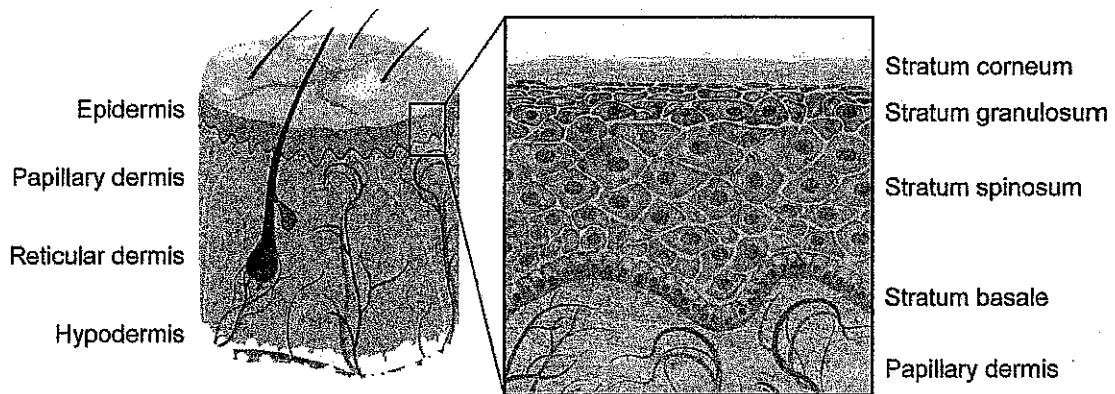
The DERMIS is known as the true skin. it is where the hair grows from and contains the blood supply, nerve endings, sweat glands sebaceous gland arrector pili muscle.

The SUBCUTANIOUS or HYPODERMIS is the fatty layer.



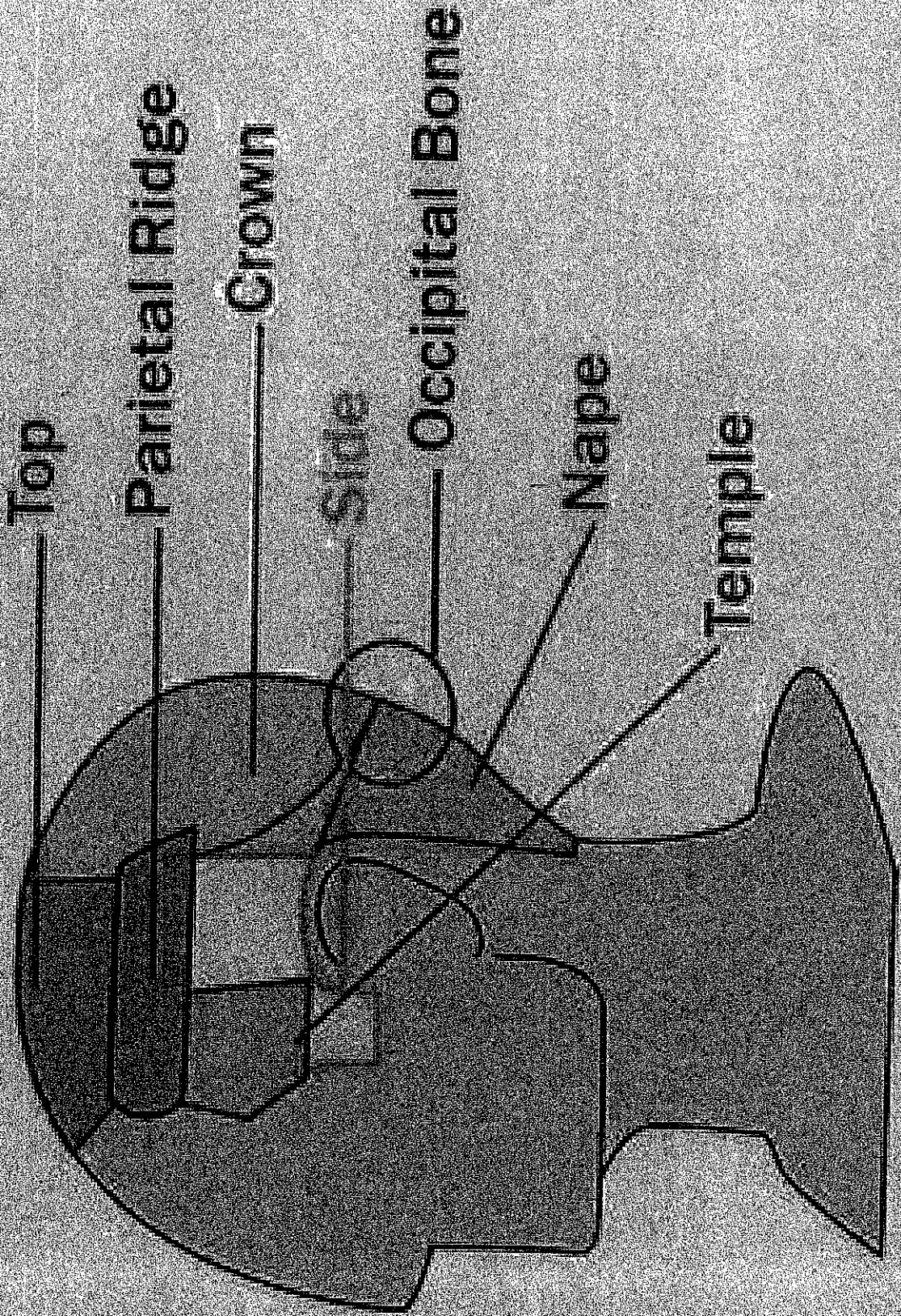
This Photo by Unknown Author is licensed under CC BY

This Photo by Unknown Author is licensed under CC BY

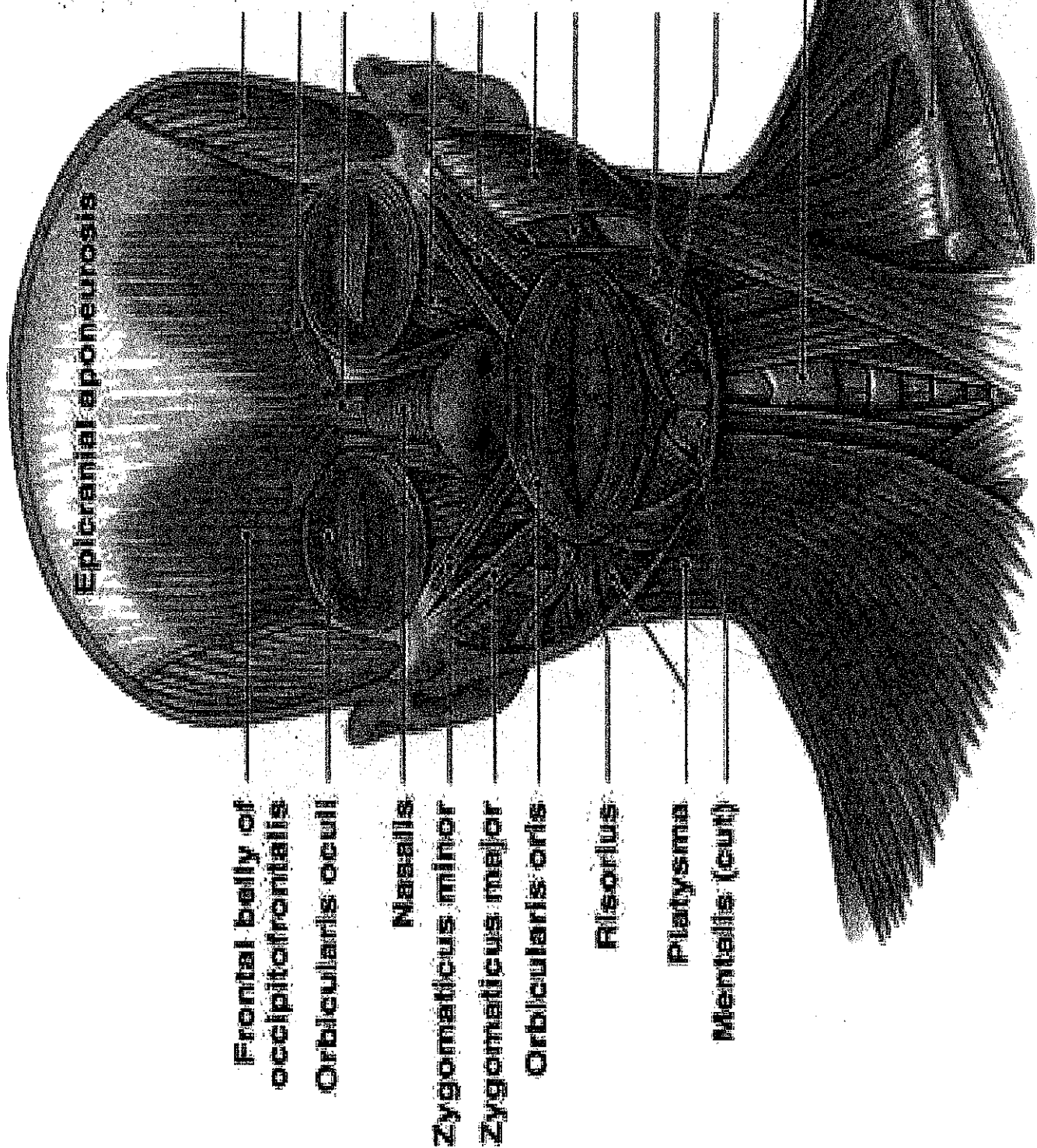


This Photo by Unknown Author is licensed under CC BY

Anatomy of the Head



An anterior view showing superficial muscles on the right side of the face, and deeper muscles on the left side of the face.



Frontal belly of occipitofrontalis

Orbicularis oculi

Nasalis

Zygomaticus minor

Zygomaticus major

Orbicularis oris

Risorius

Platysma

Mentalis (cut)

Temporalis

Corrugator supercilli

Procerus

Levator labii superioris

Levator anguli oris

Masseter

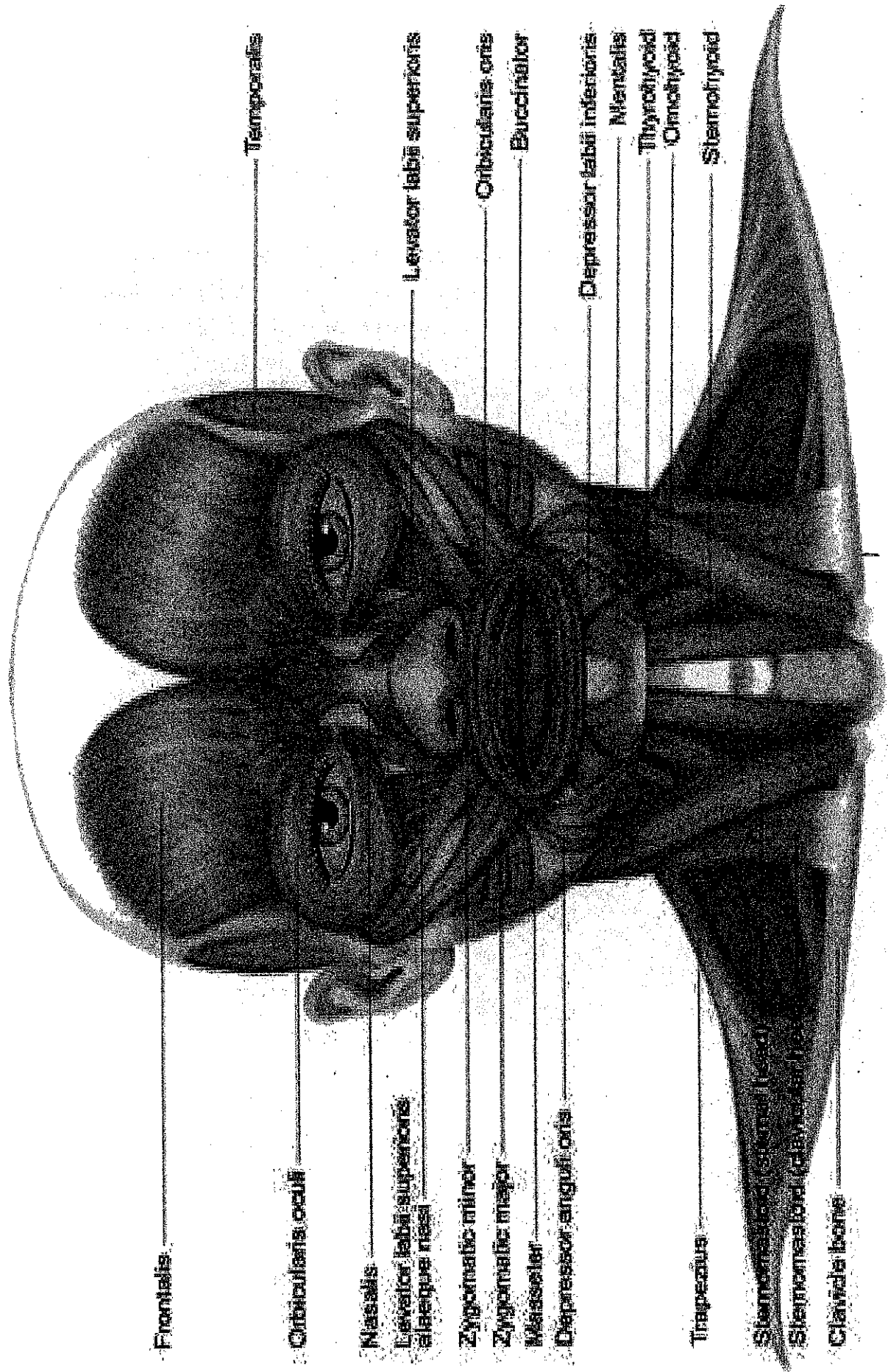
Buccinator

Depressor anguli oris

Depressor labii inferioris

Thyroid cartilage of the larynx

Clavicle



Frontalis

Orbicularis oculi

Nasalis

Levator labii superioris alaeque nasi

Zygomatic minor

Zygomatic major

Masseter

Depressor anguli oris

Trapezius

Sternocleidomastoideus (lateral)

Sternocleidomastoideus (medial)

Clavicle (lateral)

Temporalis

Levator labii superioris

Orbicularis oris

Buccinator

Depressor labii inferioris

Mentalis

Thyrohyoid

Omothyoid

Sternohyoid

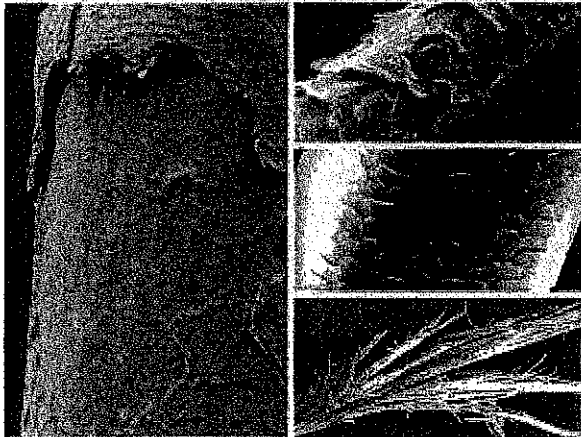
OVER PROCESSED HAIR

Over processed hair is caused by the over use of chemicals, poor applications, incorrect timings of services and the wrong aftercare products and advice. The hair may feel rough, course and can be matted.

If a client has over processed hair great care need to be taken when working with the hair, you need to carry out porosity, elasticity and incompatibility tests before starting any further services. The hair cannot repair itself so the only real way to correct it is to cut the hair. Treatments and products can help with



the condition.

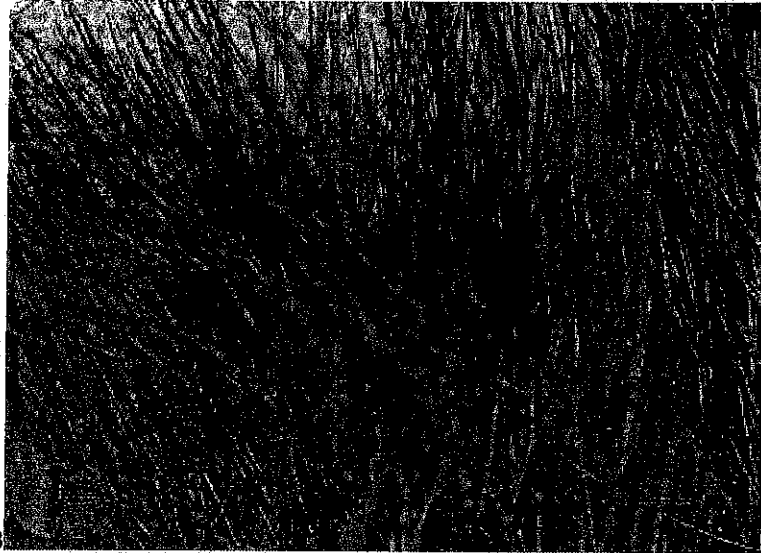


This Photo by Unknown Author is licensed under CC BY-NC-ND

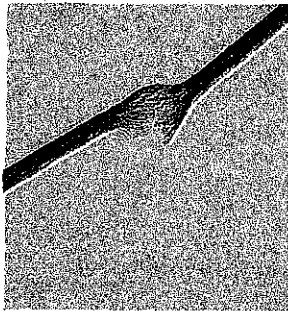
It can take 6 months to a year for the condition to improve. You would advise your client on products to use at home and to have regular salon visits. You would not carry out any chemical services as this would cause further damage and breakage to the hair.

TRICHORRHEXIS NODOSA

The condition may be triggered by things such as blow-drying, ironing the hair, over-brushing, perming, or excessive chemical use. In some cases, trichorrhexis nodosa is caused by an underlying disorder, including very rare ones, such as: Thyroid gland not making enough thyroid hormone



(hypothyroidism)³¹ May 2023



This Photo by
Unknown Author is
licensed under CC BY-
SA

Trichorrhexis nodosa is a defect in the hair shaft characterized by thickening or weak points (nodes) that cause the hair to break off easily.^{[2]:766[3]:636} This group of conditions contributes to the appearance of hair loss, lack of growth, and damaged-looking hair.

Symptoms^[edit]

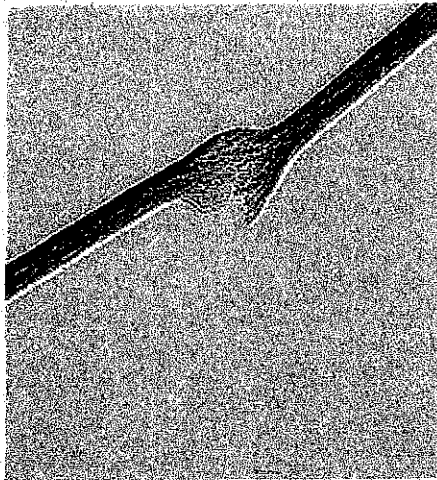
Among the symptoms (and signs) for this condition are the following:

- lack of apparent hair growth
- hair appears patchy
- hair breaks easily close to scalp
- hair may have thickenings or nodes in the shaft
- ends of hair thinned or split
- whitish discoloration of hair tips
- hair breaks easily at tips

Trichorrhexis nodosa

Other names

Hair shaft fracture⁽¹⁾



Tricho-hepato-enteric syndrome: Microscopic analysis of the hair shaft showing breaks located at nodes in the hair (trichorrhexis nodosa) and longitudinal breaks.

Specialty

Dermatology

Trichorrhexis nodosa is a defect in the hair shaft characterized by thickening or weak points (nodes) that cause the hair to break off easily.^{[2]:766[3]:638} This group of conditions contributes to the appearance of hair loss, lack of growth, and damaged-looking hair.

Symptoms^[edit]

Among the symptoms (and signs) for this condition are the following:

- lack of apparent hair growth
- hair appears patchy
- hair breaks easily close to scalp
- hair may have thickenings or nodes in the shaft
- ends of hair thinned or split
- whitish discoloration of hair tips
- hair breaks easily at tips

Complications^[edit]

This condition is not dangerous but may affect self-esteem.

Causes[edit]

Trichorrhexis may have a genetic basis but appears to be precipitated by environmental factors. Among Caucasians the defect often appears at the ends of the hair shaft with splitting of the ends, thinning and whitish discoloration.

These conditions are directly related to environmental causes such as "perming", blow drying, aggressive hair brushing, and excessive chemical exposure.

In some cases, trichorrhexis nodosa may be caused by an underlying disorder such as argininosuccinic aciduria, Menkes' kinky hair syndrome, Netherton's syndrome, hypothyroidism, or trichothiodystrophy.

Diagnosis[edit]

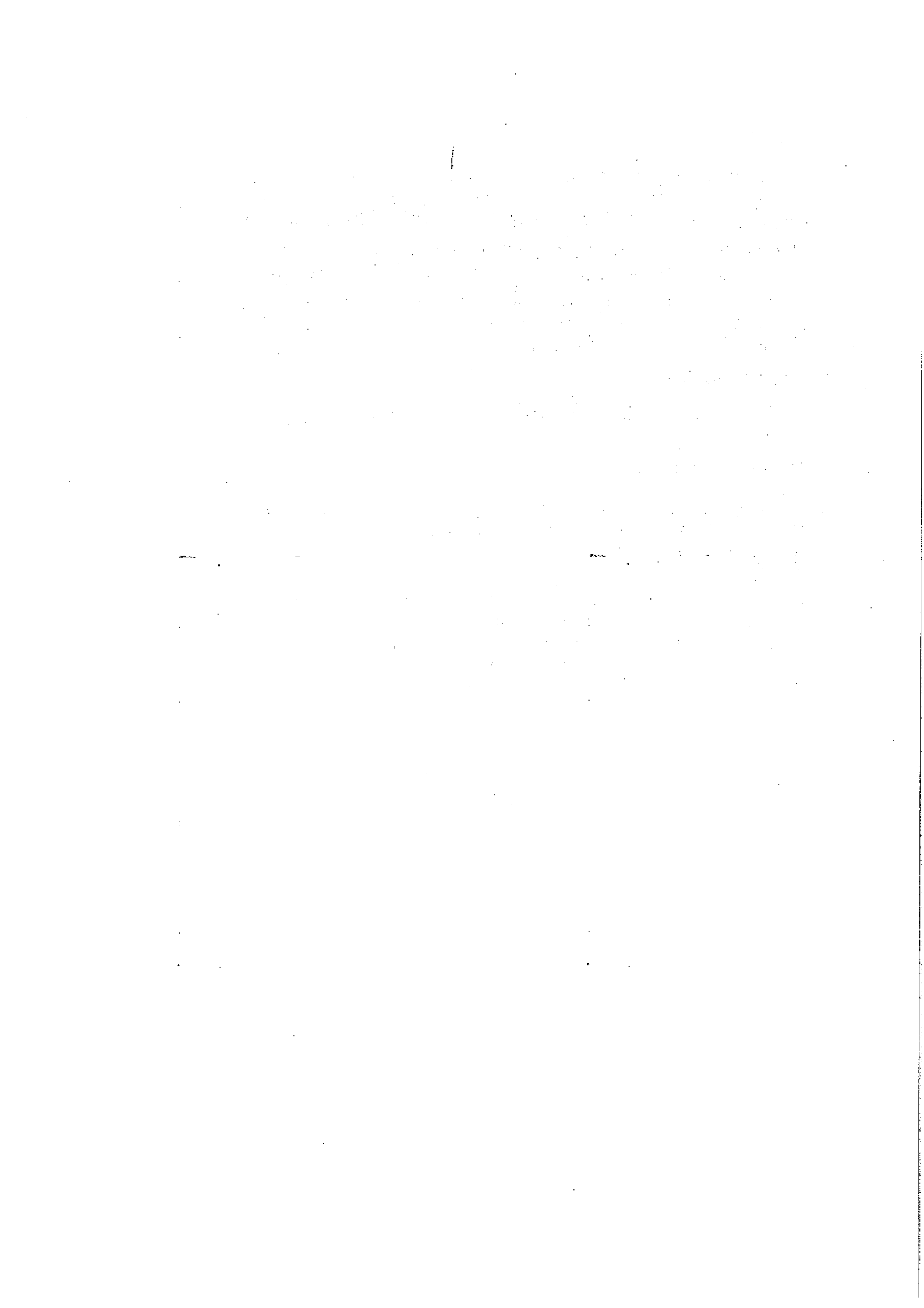
Examination of the hair shafts with a microscope may reveal changes of trichorrhexis nodosa.

Prevention[edit]

Avoid aggressive brushing and grooming, strong chemicals, permanents, straightening, and similar hair-damaging habits.

Treatment[edit]

Improving environmental factors will reduce damage to the hair. Gentle brushing with a soft brush should replace more aggressive brushing, rattling, or other procedures. Harsh chemicals such as hair straightening compounds and permanents should be avoided. The hair should not be ironed. Excessively harsh shampoo should be avoided. Hair conditioners should be used. ^[citation needed]

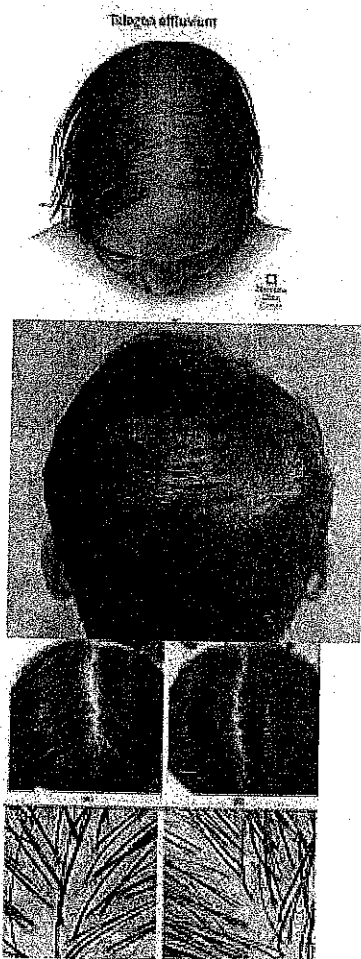


Telogen effluvium is a form of nonscarring alopecia characterized by diffuse, often acute, hair shedding. Another form that is chronic with a more insidious onset also exists. Telogen effluvium is the excessive shedding of resting or telogen hair after some metabolic stress, hormonal changes, or medication. 1 May 2024

Telogen Effluvium - StatPearls - NCBI Bookshelf



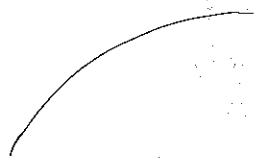
National Institutes of Health (NIH) (.gov)
<https://www.ncbi.nlm.nih.gov/books/NBK430848>



[About featured snippets](#)

[Feedback](#)

Faint, illegible text at the top of the page, possibly a header or title.

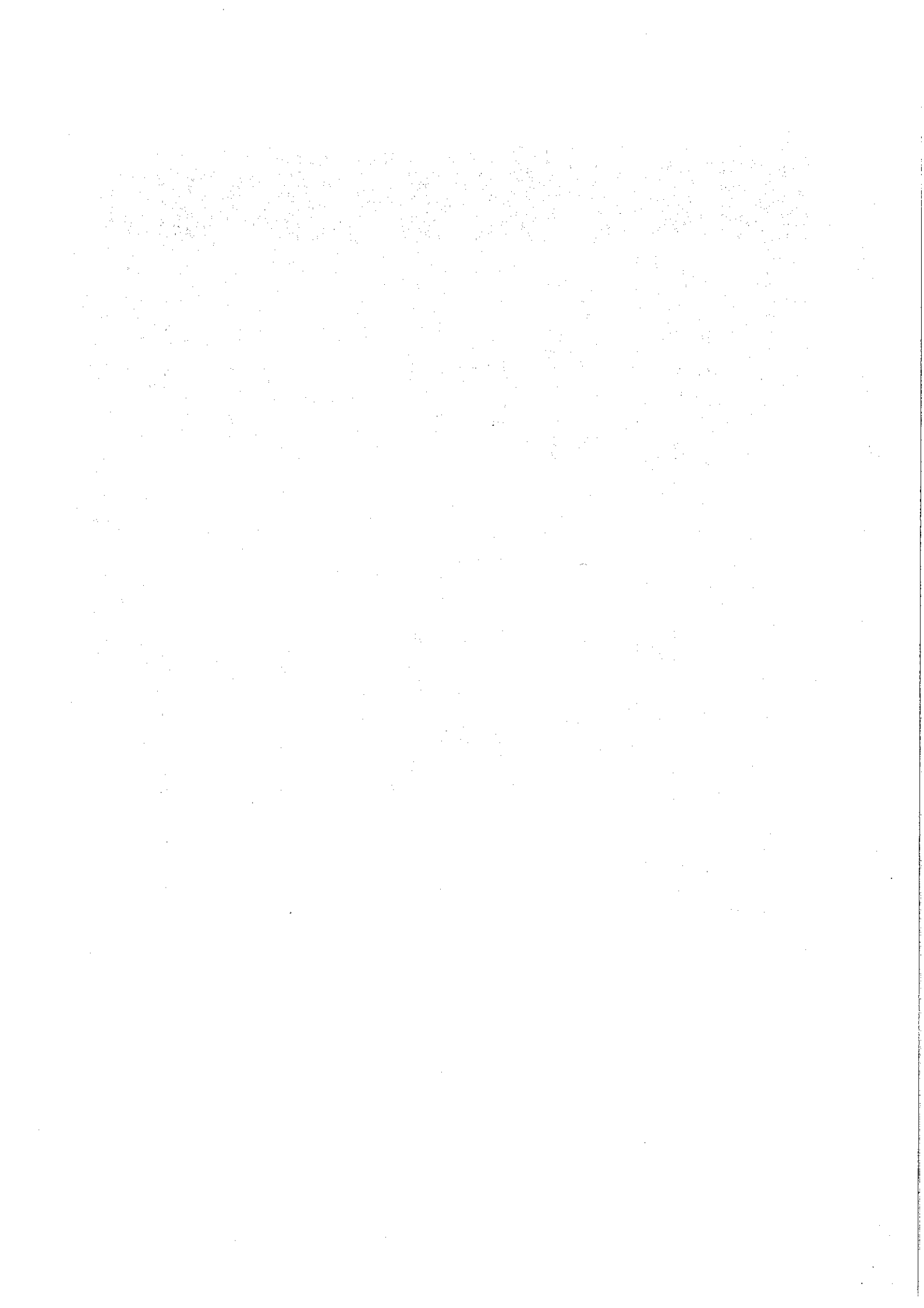


Anagen effluvium is a form of nonscarring alopecia commonly associated with chemotherapy. In this disorder, affected anagen hairs suffer a toxic or inflammatory insult, resulting in a hair shaft fracture.

Handwritten text, likely bleed-through from the reverse side of the page. The text is mostly illegible due to fading and bleed-through, but appears to contain several lines of a letter or document.

SOLAR GLOSSARY – SPECIFIC CONTENT

7/ANS/04	Safe working practices	Guidelines and procedures implemented by a business to ensure people are safe while working
7/ANS/04	Hard surface disinfectants	Isopropyl Alcohol; Sodium Hypochlorite
	Microbial contamination	the spread of microbial agents such as bacteria, viruses, or parasites into the environment
	Skin disinfectants	Ethyl alcohol; Chlorhexidine
	Clinical waste	Any type of waste generated in a salon practice that could pose a risk of infection or hazard to a person coming into contact with it.
	Toxicity	The degree to which a chemical substance or a particular mixture of substances can damage an organism.
7/ANS/04	Extreme head position	Head is bent backward (hyperextended) improperly or for an extended period during a shampoo
	Treatable scalp conditions	Seborrhoea; Pityriasis Capitis; Folliculitis
7/ANS/04 7/AV/04	Chemistry of shampoo and detergents	Hydrophilic; Hydrophobic; Surfactants; Surface Tension; Emulsification.
7/AVM/04	Physiological effects of colour and lightening products	Product types: Temporary; Semi-permanent; Quasi-permanent; Permanent; Lightening
7/PEP/04	Physiological effects of perming solutions	Reduction; Hydrogen; Disulphide Bonds; Sulphide Bonds; Polypeptide Chain; Oxidation; Neutraliser; Oxygen.
7/AV/04	Acid and alkaline perming solutions	Ammonium Thioglycolate; Glyceryl Monothioglycolate.
7/PEP/04	Permanent relaxing agents and products	Sodium Hydroxide; Ammonium Thioglycolate
		Pre-relaxing products; Post-relaxing products
7/PEP/04	Smoothing products	Formaldehyde Free products; Formaldehyde Based products



SOLAR GLOSSARY – GENERIC CONTENT

Anatomy and Physiology	<p>Hair- cuticle, cortex, medulla.</p> <p>Skin - epidermis, dermis, hair follicle, hair papilla, arrector pili muscle; sweat pore; sebaceous gland; blood supply</p> <p>Bones of the skull - frontal, sphenoid, temporal, parietal, occipital</p>
Relative contraindication	<p>A condition that requires an assessment of suitability for the service and/or if adaptations are required.</p>
Absolute contraindication	<p>A condition that prevents the service from being carried out and may require referral</p>
Related pathologies (to contraindications)	<p>Underlying health/physical conditions which may impact on a service or treatment.</p>
Consensual visual media	<p>The creation of images, videos, or film evidence of services or treatments where all parties involved have given their informed consent.</p>
Minor	<p>A person under the age of full responsibility</p>
Vulnerable adult	<p>A person aged 18 or over who is unable to protect themselves or look after themselves without the assistance of others.</p>
Legislative requirements	<p>The relevant legislation, regulations, rules and codes and other associated documents applicable to the services in the country where the services are taking place</p>
Indemnity requirements	<p>A contractual agreement between two parties, which outlines a form of insurance compensation for any damages and losses.</p>
Ethical practice	<p>Attitudes and behaviours in the workplace that demonstrate moral principles, values, and attitudes towards others.</p>
Suspicious skin irregularities	<p>Skin lesions which show changes - colour, texture, shape, height, sensation, bleeding, or oozing.</p>
Types of hair loss	<p>Anagen Effluvium; Telogen Effluvium; Alopecia Areata; Alopecia Totalis; Alopecia Universalis; Alopecia Barbae; Androgenetic Alopecia; Traction Alopecia.</p>

