
Unit Specification

iUHB336 – Shaving services

Unit reference number: A/618/4189

Level: 3

Guided Learning (GL) hours: 110

Overview

The aim of this unit is to develop learners' knowledge and understanding of shaving skills and techniques in order to perform shaving services on clients.

The ability to combine and adapt a variety of different shaving techniques is required in this unit. Learners will need to maintain a high level of health, safety and hygiene throughout the unit.

Additionally, learners must reflect the Barbering Industry in their personal appearance and demonstrate effective communication skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to provide shaving services

LO2 Understand how health and safety policies and procedures affect shaving services

LO3 Understand the factors that influence shaving services

LO4 Understand the science of hair, skin and scalp

LO5 Understand the tools, equipment, products and techniques used for shaving services

Unit content

LO1 Be able to provide shaving services

Prepare for shaving services

Taught content to include

- Preparation of learners should include:
 - Personal image, ensuring industry standards of dress
 - Clean and hygienic appearance, e.g. avoidance of overpowering odours – tobacco, heavy aftershave/perfume
 - Good communication and listening skills
 - Correct posture with weight evenly balanced
 - Correct personal protective equipment worn
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair positioned correctly including height
 - Adequate work area to allow safe use of shaving equipment
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - Electrical equipment to be visually checked before use, e.g. for centres within the United Kingdom portable appliance testing (PAT) may be required when using electrical equipment
 - All tools and equipment to be positioned for ease of use
- Preparation of the client to include:
 - Clean protective garments for the client
 - Visual checks of the client's face for signs of cuts, sores, abrasions or infections
 - Removal of obstructive piercing and jewellery
 - Check client record card (where appropriate) for previous services and client history
 - Check all appropriate tests have been undertaken (if required)

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensuring there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensuring products, tools and equipment are correctly handled, stored, clean, readily available and all hygienic precautions are followed to minimise the risk of damage or cross-infection
- Cleansing/sterilising tools and equipment
- Working safely throughout the service to minimise risk, harm or injury to self or others
- Ensuring own good posture is maintained throughout the service
- Ensuring the client maintains the correct posture and comfort throughout the service to avoid a hazard or a risk when shaving, e.g. a risk of cutting the clients skin if skin tension is difficult to maintain
- Ensuring manufacturers' instructions are followed and used safely when using products, e.g. ensuring the correct amount of aftershave balm product is applied when used to finish the shave
- Minimising the risk of harm or injury to themselves and others when using electrical equipment, e.g. hot towel machine
- Ensuring hygienic working practices throughout the service including own personal hygiene, e.g. eliminating offensive body odour or strong smell of tobacco
- Making effective use of working time, e.g. allowing sufficient time for a full shave service
- Removing hair excess shaving oil/foam/soap from the client's skin promptly to prevent discomfort or irritation to the client
- Clearing away/used towels from the working area to prevent accidents by allowing them to fall onto the floor
- Disposing of waste products appropriately into the correct receptacle

Consult with clients to confirm the desired look

Taught content to include

- Consulting in a suitable area
- Positive body language
- Positioning of the client
- Good communication skills
- Contra-indications and contra-actions
- Shave service plan
- Products used
- Consent
- Confidentiality
- Recording of client responses

Select suitable products, tools and equipment

Taught content to include

- Products to include:
 - Pre-shave product to prepare the skin, for example; moisturiser/shaving oil
 - Lathering product to prepare the facial hair for shaving, for example; gel/foam/soap
 - Finishing products to calm the skin and moisturise after the shaving service, for example; aftershave-spirit/balm/oil/moisturiser
- Tools and equipment to include:
 - Hypoallergenic gloves – used to ensure no blood to blood contact in the event of an accidental cut or hair pull
 - Clippers and grade attachments – used to remove excess facial hair length prior to shaving
 - Shaving brushes – used to apply the lathering products to the skin
 - Sponges – to assist the shaving on dense and coarse facial hair
 - Hot towels – to open the pores of the skin
 - Cool towels – to close the pores of the skin
 - Open blade razor, with disposable blades to remove facial hair. Use of open blade razors is governed by local by-laws and government regulations. All blades must be disposed of in an appropriate sharps container and changed after each client. Ensure regulations for using open blades are specific to the country of study for the shaving services and followed appropriately for the country therein
 - Eye pads – placed over the clients' eyes whilst shaving eyebrow designs, dispose of after use
 - Neck strips (if used) – placed around the neckline to protect client when shaving around the neck area. Dispose of after use
 - Barber's chair – to aid client comfort and allow the barber to maintain the correct posture and positioning whilst cutting the client's facial hair
 - Hand mirror – used to show the client the final result
 - Barbering cape/gown – used to protect the client's clothes
 - Dry towel – used to clean the razor during the shave

Carry out shaving services

Taught content to include

- Preparation of the face, to include:
 - Preparation of lathering products
 - Products' function of lathering
 - Application of hot towels, to include the effects of heat on the skin, preparation and removal of the hot towel
- Apply lathering products, to include:
 - Application in accordance with identified factors and manufacturers' instructions
 - Even coverage of lathering product

- Perform the shave, to include:
 - Adaption of the shaving techniques to take account of any influencing factors to ensure the desired look is achieved
 - Positioning the client throughout the shaving service to ensure the safe removal of facial hair
 - Different razor positions to include forehand and backhand positioning
 - Tensioning of the skin
 - Different shaving directions where appropriate – with the direction of hair growth and against the direction of hair growth
 - Shaving the client's skin in a logical sequence
 - Maintenance of skin temperature
 - Sponge shaving where appropriate
 - Replace or maintain if required, the cutting edge of the razor throughout the shaving service
 - Take appropriate remedial action and if required resolve any problems that arise during the shaving service
 - Remove excess moisture and leave the client's skin free from lathering products after shaving service
 - Cooling of the skin after the shaving service where required, to include the effects of cool temperatures on the skin
- Apply finishing products after the shave, to include:
 - Application of spirit
 - Application of creams

Provide clients with advice and recommendations on the service(s) provided

Taught content to include

- Provide aftercare advice regarding the service including potential costs of further shaving services
- The importance of ensuring the client feels valued and that the service was specifically tailored to their individual needs
- Other services, offers or promotions, for example discount incentives tailored to the service when using a barbering barbershop loyalty card
- Product recommendation
- Reputation and walking advertisement for the barbershop

LO2 Understand how health and safety policies and procedures affect shaving services

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation specific to the country of study for shaving, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - Consumer Protection from Unfair Trading Regulations
 - Consumer Rights Act
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Equality Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Barbershop insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the barbershop have a responsibility for the health and safety of themselves and others
 - The barbershop safety regulations to ensure their actions do not put others at risk, which includes all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to accurately describe the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the barbershop environment including:
 - The comfort of the barbershop
 - Cleanliness of the barbershop to prevent cross-infection via direct or indirect contact
 - Provisions and use of workplace equipment – using only products, tools and equipment that are fit for purpose
 - Reasons for personal protective equipment (PPE), e.g. using protective barbering gowns

- Making visual checks on all electrical equipment and reporting faults/isolating power, e.g. when using hand held hairdryer used to remove excess moisture or style the finished creative cut
- Ensuring manufacturers' instructions are always followed when using products and equipment during the shaving service
- Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member
- Ensuring the public are not supplied unsafe goods or misleading price indications
- Prevent a false trade description of any goods that are supplied or offering to supply any goods to which a false trade description has been applied, or making a false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following services
- Disposing of waste correctly, to include disposal of used blades in an appropriate sharps container

The potential hazards and possible risks that may occur in the workplace and affect services

Taught content to include

- The importance of ensuring that products that might be used for shaving services are stored, handled and used in accordance to barbershop policy, local bylaws and manufacturers' instructions
- The potential hazards and risks associated with not completing appropriate tests on the client
- Hazards – anything that has the potential to cause harm, e.g. wet towels falling on the floor
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for self, client or others to cut themselves on the razor
- Working safely throughout the service, an example may include ensuring there is adequate room around the client and no obstruction to the safe use of razors
- Risk of electric shock when using electrical equipment to enhance the service, to include potential hazards of trailing wires
- Ensuring use and maintenance of any equipment is monitored, e.g. checking the temperature settings on the hot towel machine ensure the right temperature setting is selected
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing piercings and jewellery that may obstruct the use of tools and equipment when shaving
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. ensure clean protective garments are freshly laundered for every client
- The Control of Substances Hazardous to Health (COSHH), or legislation relevant to the country, including handling and storage of all products, tools and equipment
- The course of action to be taken when accidentally cutting own or client's skin
 - Cut own skin – stop immediately, clean wound, apply pressure to stop bleeding and cover with a plaster
 - Cut client's skin – stop immediately, provide sterile dressing to the client to hold against the cut skin, provide new styptic stick for client to apply until blood flow has stopped

- The importance of ensuring a thorough visual check of the face is performed prior to the service to prevent cross-infection
- Fire – the barbershop's policy in the outcome of a fire and where the assembly point is
- Control of Substances Hazardous to Health (COSHH), including handling and storage of products, e.g. keeping some products away from direct sunlight

The methods of sterilisation and disinfecting methods used in barbershops

Taught content to include

- Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected
- Sterilisation and disinfecting will prevent cross-infection/contamination
 - Sterilisation – the killing of organisms such as bacteria, fungi and parasites
 - Disinfecting – the elimination of the most harmful micro-organisms (not including their spores) from surfaces or objects
- The methods of cleaning and sterilisation:

Cleaning/sterilisation	Tools	Use/instructions
Autoclave	Metal tools for hair, e.g. scissors	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools.
Chemical sterilisers	Scissors, combs, brushes, sectioning clips	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised. Also available in a spray form to avoid rusting for metal cutting tools and equipment.
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised.
Moist heat	Towels, barbering cape	Hot cycle on washing machine used to kill bacteria and clean effectively.
Cleaning detergents	Work surfaces	Must be used at correct concentrations and is used mostly to decontaminate surfaces and air.

The safe and hygienic working methods and practices that must be followed throughout the services

Taught content to include

- Use of clean towels, barbering gowns and protective garments for all clients
- The importance of providing personal protective equipment (PPE) for both client and barber
- Use of clean and sterile tools equipment for all clients
- Use a new blade for each client, to avoid cross-contamination of adverse skin conditions and blood borne pathogens
- Following a systematic pattern when conducting the shaving service

- Organisation of working area, e.g. storing tools safely especially razors; positioning the client at the correct height
- Avoid spillages from products on the floor, e.g. if using a hot water bowl, ensure any spillage is wiped up immediately
- The need to store sharp objects safely, e.g. return the razor to closed case after use

The safe working methods to operate the barber chair

Taught content to include

Display an aptitude in controlling techniques whilst using the barber chair during shaving services. Methods of operating or adapting the barber chair will depend on the manufacturer's instructions, to include:

- Adjusting the height
 - Chair height can be raised or lowered to avoid the barber/stylist stretching or straining during bending whilst performing shaving services
 - Before raising or lowering the chair, ensure that there are no people or objects obstructing the chair, foot pedal or footrest
 - To raise the chair pump the foot pedal gently (following the manufacturer's operating instructions)
 - To lower the chair gently press down and hold the foot pedal (following the manufacturer's operating instructions)
 - When operating the foot pedal care should be taken to avoid hitting the backrest with the knee
- Adjusting the back rest
 - The back rest can be reclined to allow for a better client position when working on the face or neck
 - Before reclining the chair, ensure that there are no people or objects including cables obstructing the chair or footrest
 - Before reclining the chair, ensure the head rest is extended to support the client's neck and head
 - Prepare the client that the chair will be reclining, then push the recliner arm/switch (following the manufacturer's operating instructions)
 - Ensure the chair is locked into position to avoid sudden movements that could cause injury when shaving the face or neck
- Adjusting the head rest
 - The head rest can be extended to support the neck and head when the chair is in the recline position
 - Ensure that the head rest is extended before reclining. Once full recline is achieved adjust the head rest to suit the client's body shape (following the manufacturer's operating instructions)
- Rotating
 - The chair can be rotated to allow access for clients to get in and out of the chair, and the barber/stylist achieve a better shaving posture
 - Before rotating the chair, ensure that there are no people or objects including cables obstructing the chair, foot pedal or footrest

- Before rotating the chair, ensure that the client's feet are not going to be pinched between the footrest and the foot pedal
- To rotate the chair ensure that it has been unlocked (following the manufacturer's operating instructions), then swivel the chair carefully with two hands
- Locking
 - To unlock, gently press down on the foot pedal/lock pedal (following the manufacturer's operating instructions)
 - To lock the chair in place, gently press upwards on the foot pedal/lock pedal (following the manufacturer's operating instructions)
- At the beginning of the service, for ease and comfort, the barber chair should be at its lowest position to allow the client to enter and exit the chair. The client should be instructed not to enter and exit the chair by stepping on the foot rest as this will cause the chair to tip over
- For comfort and stability while seated, the client should be advised to keep their feet on the footrest
- To avoid injury, care should be taken when using the chair by avoiding careless behaviour, for example sitting on the armrest unbalancing or unintentionally rotating the chair

Explain the importance of questioning clients prior to and during services

Taught content to include

- To ensure the client's expectations are met by understanding the client requirements and their expectations of the chosen finished style
- To ensure that the client feels valued, for example if references are made regarding their comfort and the heat of towels
- To ensure agreement with the client how the shaving service will blend into the existing haircut
- To provide the opportunity for the client to ask questions
- To check that the client is comfortable
- To ensure the client understands the process
- To gain information on how they maintain their hair, lifestyle and commitment to the style
- The legal significance of client questioning and the recording of client's responses to questioning

The importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation, e.g. the use of correct sterilising and disinfecting methods for all tools and equipment and the use of a new blade for each client
- Ensuring the client's scalp and hair are checked prior to the shaving service
- Avoidance of cross-contamination, e.g. using unclean tools or protective garments from one client could contaminate the next clients' skin, hair or scalp
- Ensuring the professional barbershop image is maintained, e.g. reputation and possible legal challenges

LO3 Understand the factors that influence shaving services

Factors that may influence the services provided

Taught content to include

- Growth patterns – this relates to the direction the hair grows from the face and may influence the way the shave is performed
- Density – this is defined as the number of hairs on the skin and will affect the choice of tools and products used and the duration of the service
- Head and face shape and size – this relates to the overall shape and size of the client's head and includes any specific features. When providing shaving services, it is important to consider the way the shave will be performed
- Facial hair length – this will affect the general condition of the hair. If the hair is long it may need trimming prior to the shave service
- Scarring – this will affect how the shave is performed, care need to be taken to consider skin sensitivity
- Piercings – position of piercings may affect how the shave is performed
- Skin elasticity – this will affect the amount of tension that needs to be used
- Facial contours – this relates to the features on the face that protrude. Examples may include:
 - Eye sockets
 - Cheek bones
 - Nose
 - Lips
 - Chin
 - Jaw
 - Adam's apple

Dealing with influencing factors

Taught content to include

- Growth patterns – ensuring the hair growth pattern has been accounted for prior to shaving, e.g. the beard may have a whorl on one side of the area to be shaved, so the shaving direction and tension of the facial skin may need to be adjusted
- Density – the amount of hair on the face will influence how much lathering will be required and the time required to complete the shave
- Head and face shape and size – as an example, a client with a broad face may require an adapted shave to cover the beard area
- Facial hair length – If the hair is long it may need trimming prior to the shave service
- Scarring – discuss with the client the skin's sensitivity
- Piercings – discuss with the client the possibility of removing of piercings or the result of leaving the piercing in place
- Skin elasticity – as the skin ages, it becomes more elastic, the amount of tension used needs to be adjusted to avoid cutting the client's skin or causing ingrown hairs
- Facial contours – care must be taken when shaving over the contours to change the angle, direction and pressure to avoid nicks or razor burns

LO4 Understand the science of hair, skin and scalp

The structure and function of skin

Taught content to include

Structure	Description and function
Cuticle	Colourless scales, overlapping from roots to points. Forms a protective outer layer/surface to the hair.
Cortex	Cortical cells and fibrous middle layer which contains colour pigment melanin and gives the hair its strength. This is where all chemical and physical changes take place. Each cortical cell is composed of bundles of keratin that lie in the direction of the hair length.
Polypeptide chains	Polypeptide chains are responsible for holding amino acids together to make the fibrous protein keratin. It is responsible for the hair's strength. Polypeptide chains are held together by permanent and temporary bonds, which can be broken down to change the appearance of the hair.
Disulphide bonds	Disulphide bonds are permanent bonds that hold the polypeptide chains together. The curliness (or straightness) of the hair depends on the shape of the follicle, it is the disulphide bonds that keep the hair in the shape that is formed. Disulphide bonds also give the hair its elasticity and strength.
Hydrogen bonds	Hydrogen bonds are temporary bonds that hold the polypeptide chains together. The hydrogen bonds are easily broken by water or heat and reformed by drying and cooling the hair. Hair in its natural state is known as Alpha keratin and in its reformed state Beta keratin. After styling, atmospheric moisture or shampooing can cause the hair to return the hair to its natural Alpha keratin state.
Medulla	Central innermost part of the hair. No known function and does not play any useful part in barbering processes and treatments. May not be present in all hair classification types.
Epidermis	The protective surface of the skin and has 5 layers.
Acid mantle	The uppermost layer of the epidermis. The skin's defence mechanism. The acid mantle is a very fine, slightly acidic film on the surface of human skin acting as a barrier to bacteria, viruses and other potential contaminants that might penetrate the skin. Sebum is secreted by the sebaceous gland and when mixed with sweat forms the acid mantle. The pH of the skin is between 4.5 and 5.5 which is slightly acidic.
Dermis	The thickest layer of the skin containing the hair follicle, blood supply, sweat gland, nerve endings and lymph vessels.

Subcutaneous layer	This layer has special connecting tissue that attaches the dermis to the muscles and bones. The fatty layer provides insulation and energy for the body.
Sensory nerve endings	Sensory organs for detecting heat, touch, cold and pain.
Lymph vessels	Filter and transport fluid away from tissues.
Blood supply	Provides oxygen and nutrients to the hair papilla to aid healthy hair growth.
Sebaceous gland	Produces sebum to protect the hair and skin. If overactive can cause excess oiliness on the skin and hair.
Dermal papilla	The dermal papilla joins the hair bulb to the blood vessels to nourish all hair follicles, and bring nutrients and oxygen to the growing hair The growing area of the hair follicle.
Sweat gland (apocrine and eccrine)	Apocrine found on the scalp, eccrine all over the body. Produces sweat to cool the skin.
Arrector pili muscle	The arrector pili muscle causes hairs to stand on end when the body is chilled. These are tiny muscles in the skin that connect hair follicles to skin tissue. The muscles contract due to information from autonomic nerves located within these muscles.
Hair follicle	Tube-like structure from which the hair grows. Follicle shape will determine the texture, thickness and classification of the hair. If it is round the hair will be straight whereas the follicle of curly hair adopts an oval shape. The flatter the oval is, the curlier the hair will be. Follicles of straight hair tunnel vertically down from the skin's surface into the dermis. If the follicle angles into the dermis then the hair will curve as it grows causing it to wave or curl.
Hair shaft	The keratinised portion of a hair that extends from the hair follicle beyond the surface of the epidermis. The hair provides protection to the scalp from the sun.
Hair bulb	Hair is made of a tough protein called keratin. A hair follicle anchors each hair into the skin. The hair bulb forms the base of the hair follicle containing the dermal papilla. In the hair bulb, living cells divide and grow to build the hair shaft.

Describe how to recognise scalp and facial skin disorders

Taught content to include

- Infestations
 - Scabies
 - Cause: Itch mite burrows into the skin to lay its eggs. Punctures the skin to feed on blood
 - Symptoms: Rashes on the skin with 'tracking' marks. Extremely itchy (especially at night). Not found on the scalp, but can be found on the face
 - Treatment: Medical treatment is required
 - Head Lice Pediculosis capitis
 - Cause: Head lice attack the skin to feed on blood. Head lice lay eggs (nits) on the hair shaft close to the scalp
 - Symptoms: Intense itchiness of the scalp with reddening. Scratching may result in a secondary infection such as impetigo. Head lice are visible (usually in the nape region) and are about 3 mm long. The eggs are oval and white and are stuck to the hair
 - Treatment: Medical treatment is required
- Congenital
 - Eczema
 - Cause: Generally caused by genetic factors or stress
 - Symptoms: Red inflamed itchy skin which is sometimes split and weeping
 - Treatment: Medical advice from a GP or dermatologist
 - Atopic dermatitis
 - Cause: Reaction to an irritant resulting in inflammation of the skin
 - Symptoms: Red, itchy patches of skin which may also blister
 - Treatment: Medical treatment is required
 - Psoriasis
 - Cause: Overproduction of cells in the epidermis
 - Symptoms: On the face and scalp there are red patches which are covered by silvery-white scales. This condition is hereditary but can be triggered by emotional stress
 - Treatment: Special coal tar shampoos and ointments can be used for this condition; normal barbershop services can be given but extra care is needed
 - Hyperpigmentation
 - Cause: Over production of Melanin, possibly caused by certain medications or particular Chemotherapy drugs. Occasionally caused by Addison's Disease
 - Symptoms: Darkened areas of skin, Patches will vary in size and can develop anywhere on the body
 - Treatment: Medical treatment is required
 - Hypopigmentation
 - Cause: Under-production of melanin. Can be genetic or caused by injuries
 - Symptoms: Lightened areas of skin, Patches will vary in size and can develop anywhere on the body
 - Treatment: Medical treatment is required

- Dermatitis Papulosa Nigra
 - Cause: Hereditary
 - Symptoms: A skin condition that tends to affect people with darker skin. It consists of small, dark bumps that usually appear on your face and neck
 - Treatment: No treatment required
- Bacterial
 - Impetigo
 - Cause: Staphylococcal or streptococcal bacterial infection of the upper layers of the skin
 - Symptoms: Serum-filled blisters turning to gold coloured crusts around the mouth, nose, ears and face
 - Treatment: Medical treatment is required
 - Folliculitis
 - Cause: Bacterial infection resulting in inflammation of the hair follicles
 - Symptoms: Serum-filled blisters at the base of the hair
 - Treatment: Medical treatment is required
 - Conjunctivitis
 - Cause: Bacterial infection
 - Symptoms: Inflammation of the eye often with weeping from the eye
 - Treatment: Medical treatment
 - Sycosis Barbae (Barbers itch)/Pseudo folliculitis
 - Cause: Bacterial infection of the hairy parts of the face
 - Symptoms; Small, yellow spots around the follicle, causing irritation and inflammation
 - Treatment: Medical treatment is required
- Viral
 - Herpes simplex
 - Cause: Viral infection usually around the mouth
 - Symptoms: Irritation with swelling and inflammation, fluid-filled blisters usually on and around the lips
 - Treatment: Medical treatment is required
 - Warts – Papilloma
 - Cause: Viral infection of the epidermis, can be found on any part of the body, especially the hands
 - Symptoms: Smooth or rough bumps
 - Treatment: Medical treatment is required
 - Herpes zoster – Shingles Chickenpox
 - Cause: Reactivation of the chickenpox virus
 - Symptoms: Painful skin rash, possible blisters and tingling of the skin
 - Treatment: Medical treatment is required
- Fungal
 - Tinea capitis (ringworm of the scalp)
 - Cause: Fungal infection of the face and scalp
 - Symptoms: A red circular rash with a white centre and brittle short hair in the patches, highly contagious
 - Treatment: Medical treatment

- Other
 - Allergic reaction – Irritant contact dermatitis
 - Cause: Immune system initiates an allergic reaction against a substance (an allergen)
 - Symptoms: Red, itchy patches of skin which may also blister
 - Treatment: Urgent medical treatment is required
 - Acne
 - Cause: Generally unknown but adolescence could be a factor
 - Symptoms: Spots or bumps on the face and forehead, which can be sore and result in irritation and inflammation
 - Treatment: Medical treatment is required
 - Comedones
 - Cause: Over-production of sebum oil cause skin to block
 - Symptoms: Black headed spots (Open comedones) or White headed spots (Closed Comedones). Comedones and Acne are different
 - Treatment: Medical treatment is required
 - Milia
 - Cause: Unknown
 - Symptoms: Small raised white or yellow bumps on the skin. Often found around the nose, cheeks, eyes, eyelids and forehead
 - Treatment: No treatment required
 - Keloids
 - Cause: Injured, fibrous tissue called scar tissue forms over a wound to help repair and protect the damaged area. In some cases, additional scar tissue grows, forming smooth, hard lump
 - Symptoms: Overgrowth of scar tissue. Keloid scars are generally larger than the original wound, they can take weeks or months to develop fully. Generally, they are a localized area that is flesh-coloured, pink, or red, often they have a lumpy or ridged area of skin that's usually raised. The area continues to grow larger with scar tissue over time. Often, they are itchy
 - Treatment: Medical treatment is required
 - In-growing hairs
 - Cause: Shaving too close causing the follicle to become blocked or damaged
 - Symptoms: An ingrown hair irritates the skin and may be identified by; a raised red bump (or group of bumps) that's like a little pimple; a boil-like sore, sometimes with pus which may be infected; itchiness around a specific area; discomfort in the shaved area
 - Treatment: Medical treatment is required
 - Broken Capillaries
 - Cause: Damaged skin caused by irritation, inflammation, and repeated exposure to the sun, age, various medical conditions and genetics
 - Symptoms: Tiny veins that appear commonly on the face, legs or chest
 - Treatment: Medical treatment is required

Explain the effect of heat on hair and skin

Taught content to include

- Effects of heat on Hair
 - Damage to the cuticle, caused heat by lifting the cuticle
 - Hair discolouration, increased porosity by opening of the cuticle increasing colour fade
 - Loss of elasticity, increased porosity damaging the cortex over time
- Effects of heat on the skin
 - Opens pores
 - Increases blood flow
 - Increased sensitivity to products
- Effects of using cool towels after the shaving service
 - Acts like an astringent to close the pores of the skin
 - Protects the skin from infection caused by bacteria and any shaving debris
 - Temporarily tightens the skin
 - Soothes the skin by cooling and calming
 - Removes excess product
 - Cool towels should not be used if the face is to be massaged as this will close the pores of the skin

Explain how ageing and environmental factors affect facial skin and muscle tone

Taught content to include

- Intrinsic ageing
 - Physiological factors
 - Decay of dermal and epidermal components
- Extrinsic ageing
 - Environmental factors
 - UV exposure
 - Smoking
 - Skin damage/scarring

Explain how the function of lathering affects the skin and hair

Taught content to include

- Function of lathering
 - To remove dirt
 - To soften the hair
 - To lift individual hairs so that they can cut easier
 - To lubricate the skin
 - To allow the razor to glide over the skin easier
 - To stimulate the sebaceous gland

Explain the effects of continual close cutting of hair on the skin

Taught content to include

- Locations of ingrowing hair
- Visual effect/how to recognise
- Treatment of the effects of in-growing hair
- Complications associated with in-growing hairs
 - Scarring
 - Infection
 - Pigment discolouration

LO5 Understand the tools, equipment, products and techniques used for shaving services

The tools and equipment available for shaving services and the effects they achieve

Taught content to include

- Tools and equipment to include:
 - Hypoallergenic gloves – used to ensure no blood to blood contact in the event of an accidental cut
 - Clippers – used to remove excess length from the facial hair prior to shaving to avoid pulling
 - Clipper attachments – added to the clippers allowing hair length to be shortened using different size grades
 - Grade 1-3mm
 - Grade 2-6mm
 - Grade 3-9mm
 - Grade 4-12mm
 - Grade 5-15mm
 - Grade 6-18mm
 - Grade 7-21mm
 - Grade 8-24mm
 - Shaving brushes – used to apply the lathering products and lift the hair to ensure a close and comfortable shave
 - Sponges – used to assist the shaving on dense and coarse facial hair. A fresh sterilised sponge should be used for each client
 - Hot towels – used to open the pores of the skin
 - Cool towels – used to close the pores of the skin
 - Open blade razor – the use of open blade razors is governed by local by-laws and government regulations. All blades must be disposed of in an appropriate sharps container and changed after each client. Ensure regulations for using open blades are known and followed appropriately
 - Eye pads – placed over the client's eyes whilst shaving eyebrow designs, dispose of after use
 - Neck strips – (if used) placed around the neckline to protect client when shaving around the neck area. Dispose of after use
 - Barber's chair – used to aid client comfort and allow the barber to maintain the correct posture and positioning whilst shaving
 - Hand mirror – used to show the client the side view of the shave or to confirm how the shave is to be connected with the existing haircut
 - Cape/gown – used to protect client's clothes from shaving debris and/or shaving products

The correct maintenance of shaving service tools and equipment

Taught content to include

- Clippers – maintained by brushing the loose clippings out, wipe clean, oil, ensuring blades are aligned, lead is tidy for storage,
- Clipper attachments – maintain by wiping clean, place in sterilising solution, wash and dry, store in a clean container
- Razor – maintain by removing loose hair, wipe clean, sterilise, and store in appropriate pouch. Change the blade after each client and dispose of blade in sharps container
- Shaving brush – maintain by using a mild detergent to mix up a lather to remove the shaving residue and bacteria. Thoroughly rinse the lather and soap residue out of the brush, squeeze with a clean towel, and allow to dry naturally hanging upside down in the brush stand until the next shave
- Sponge – maintain by using a mild detergent to create a lather to remove the shaving residue and bacteria. Thoroughly rinse the lather and soap residue out of the sponge, squeeze with a clean towel, and allow to air dry naturally. Once dry store in a clean container
- Mirror – maintain by cleaning for smear free reflection, store at workstation
- Gown/cape/towels – maintain by brushing/wiping off shaving debris and clean using a hot cycle in a washing machine after each client

The products available for shaving services and the effects they achieve

Taught content to include

- Shaving products to include:
 - Pre-shave products – used to prepare the skin, provide an extra layer of lubrication to allow the razor to move more freely over the skin, to help protect the skin and reduce irritation
 - Cleanser – used to remove product build up from the skin
 - Scrub/exfoliator – used to remove product build up from the skin and dead skin cells
 - Lotion – used to provide an extra layer of lubrication to allow the blade to move more freely over the skin. Can be applied before lathering or mixed with the lathering product
 - Oil – used to provide an extra layer of lubrication to allow the blade to move more freely over the skin for coarser and denser hair. Can be applied before lathering or mixed with the lathering product
 - Lathering products
 - Shaving cream – used for most skin and hair types to provide moisture and slip for the shave. It does not require mixing with water, so it is quick and efficient for partial shaving services
 - Shaving oil – is beneficial on the second shave or when shaving sparser beards due to the transparency to see the remaining hairs
 - Shaving gel – used for sensitive skin due to the extra lubrication provided. It does not require mixing with water, so it is quick and efficient for partial shaving services

- Shaving soap – used with water and a shaving brush to produce a lather and to provide lubrication and slip
- Finishing products
 - Astringents – mostly contain alcohol which act as an antiseptic to prevent infection, or a toner which is an anti-inflammatory product. These products will close the pores and tighten the skin, and may cause a slight stinging sensation. They usually contain a fragrance
 - Aftershave balm – suited to sensitive skin and used to calm, nourish and moisturise the skin

The importance of preparing the client's skin and facial hair prior to shaving services

Taught content to include

- To check the hair growth patterns and the direction of hair growth of the facial hair and neck
- To check for influencing factors
- To check for contra-indications/signs of infections or infestations
- To check for facial piercings that may inhibit the service
- To check for facial contours that may inhibit the service
- To soften the hairs
- To increase lubrication of the skin
- To stimulate the sebaceous gland
- To relax the client

The techniques used during shaving services

Taught content to include

- Methods of lathering
 - Using a brush in a circular, upward motion, to work the lather into the beard area and make the hairs stand up
 - Using massage techniques to work the lather into the beard area using circular movements
- Sponge shaving
 - Sponge is soaked in hot water and drawn over the face to open the follicles and lift the hair to get a close shave
 - This technique is used for denser, thicker and coarser hair to help lift the hair
 - The sponge can also aid skin tensioning when the barber is wearing gloves
- Skin tensioning
 - The barber's free hand is used to stretch the skin before applying the razor blade
 - Skin tensioning avoids cuts/nicks and ensures an even shave. Placing tension on the skin provides a smooth surface for the razor to pass over and prevents creases in the skin which may cause cuts
 - Excessive pulling and stretching of the skin causes the hair to protrude a bit farther than normal

- Trimming over-stretched skin may cut the hairs below the surface of resting skin, thus increasing the risk of ingrown hairs
- Each client's skin will need to be assessed as to how much tension is needed on the skin. The free hand should be used to gently pull the skin taut to avoid nicks and razor burn, without pulling the skin too tightly causing razor bumps and ingrown hairs
- Razor shaving positions
 - Forehand position will produce a downward stroke towards the barber
 - Backhand position will produce a downward stroke away from the barber
 - Reverse forehand position will produce an upward stroke towards the barber
 - Reverse back hand position will produce a downward stroke away from the barber, which is used when shaving the back area of the client's neck
- Shaving with the natural movement/direction of hair growth of the facial hair, mainly used for the first shave/pass and to keep skin irritation to a minimum
- Shaving by working across the natural movement/direction of hair growth of the facial hair, used during the second shave/pass where necessary
- Shaving by working against the natural movement/direction of hair growth of the facial hair to produce a close shave, used during the second shave/pass where necessary. Shaving against the hair to produce a close shave is not suitable for all clients as it is more likely to cause skin irritation and in-growing hairs

The types of problems that may occur during the shaving services and how to deal with them

Taught content to include

Problem	Possible solution/resolution
Cut own skin	Stop immediately and clean wound, apply pressure to stop bleeding and cover wound with plaster
Cut client's skin	Stop immediately, provide sterile cloth for the client to hold against the cut skin, provide plaster for client to apply. Barber to remove own gloves by peeling one glove downwards, away from the wrist and then turning the glove inside out. Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand. With the un-gloved hand, slide the fingers under the wrist of the remaining glove, taking care not to touch the outside of the glove that has the client's blood on. Pull the second glove down turning it inside out with the other glove inside it. Dispose of the gloves in a covered bin and wash hands. If applying a plaster to the client's cut the barber should wear fresh gloves
Contra-indication found	Do not begin the service or, if started, stop service. Encourage client to rebook, provide appropriate advice for treatment or referral for the contra-indication
Sideburns of the haircut are shaved to different heights	Check the client's posture. Ensure the client faces straight forward and sits straight in the seat when visually checking the length of each side and using fingers as a guide

The importance of providing clients with advice and recommendations on the service(s) provided and products available

Taught content to include

- To ensure the client feels valued and that the consultation was specifically tailored to their individual needs
- To help clients maintain and achieve the required result at home
- Guidance on when to return for a maintenance shaving service
- The reasons for using specific products at home, e.g. to exfoliate the skin to avoid in-growing hairs
- Reputation and walking advertisement for the barbershop
- To provide advice and guidance on other products and services to enhance the shaving service

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination
3. Synoptic practical assessment

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 4 occasions**. The shaving services should be conducted on a range of new and existing clients.

The service portfolio must be completed and marked prior to the learner completing the synoptic practical examination.

2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2, 3, 4 and 5. Learners should use the unit content sections of this unit to aid revision.

3. Synoptic practical examination

This unit forms part of the synoptic practical examination which will be externally set by the awarding organisation and examined and marked by an external examiner. The synoptic practical examination will take place at the end of the period of learning.

Document History

Version	Issue Date	Changes	Role
1.0	10/05/2022	First published	Product and Regulation Coordinator
V2.0	07/06/2022	Added theory exam	Qualifications Administrator
v3.0	16/06/2026	Rebranding	Development Administrator