

# SKAGH1 (SQA Unit Code F7B7 04)

## Shampoo and condition hair



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### Overview

This unit is about the skill of shampooing and conditioning using appropriate massage techniques and products for different types of hair, following the instructions of a stylist. This unit applies to both hairdressing and barbering salons.

The main outcomes of this unit are:

1. maintain effective and safe methods of working when shampooing and conditioning hair
2. shampoo hair
3. apply conditioners to the hair

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### Performance criteria

*You must be able to:*

- P1 **maintain effective and safe methods of working when shampooing and conditioning hair by**
- P1.1. ensuring your client's clothing is effectively protected throughout the service
  - P1.2. positioning your client to meet the needs of the service without causing them discomfort
  - P1.3. ensuring your own posture and position whilst working minimises fatigue and the risk of injury
  - P1.4. keeping your work area clean and tidy throughout the service
  - P1.5. removing waste immediately at the end of the shampooing and conditioning service
  - P1.6. using work methods that
    - minimise the wastage of products
    - minimise the risk of cross-infection
    - make effective use of your working time
    - ensure the use of clean resources
    - minimise the risk of harm or injury to yourself and others
  - P1.7. ensuring your personal standards of health and hygiene
    - minimise the risk of cross- infection, infestation and offence to your clients and colleagues
  - P1.8. replenishing low levels of resources, when required, to minimise disruption to your own work and to clients
  - P1.9. promptly identifying and reporting any products that need reordering to the relevant person
  - P1.10. completing the shampooing and conditioning service within a commercially viable time
- P2 **shampoo hair by**
- P2.1. using products and tools following the stylist's instructions
  - P2.2. using massage techniques suitable for your client's **hair** and part of the service
  - P2.3. adapting the water temperature, flow and direction to suit the needs of your client's **hair** and the next part of the service
  - P2.4. ensuring your **massage techniques** achieve an even distribution of shampoo over the hair and scalp
  - P2.5. leaving the client's **hair** free of product build up, shampoo and excess water
  - P2.6. leaving your client's **hair** tangle free and without damage to the **hair** and scalp
  - P2.7. referring any problems to the relevant persons promptly
- P3 **apply conditioners to the hair by**
- P3.1. using **conditioning products** and tools following the stylist's

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instructions

- P3.2. using **massage techniques** suitable for your client's hair and part of the service
- P3.3. removing the **conditioning products** in a way that avoids disturbing the direction of the cuticle
- P3.4. where relevant, combing through your client's hair without causing damage to the hair and scalp prior to the next part of the service
- P3.5. leaving your client's hair free of excess water
- P3.6. referring any problems to the relevant persons promptly

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### Knowledge and understanding

*You need to know and understand:*

#### **Salon and legal requirements**

- K1 your salon's requirements for client preparation
- K2 the person to whom you should report low levels of resources
- K3 your salon's expected service time for shampooing and conditioning
- K4 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of shampoos and conditioning products
- K5 your responsibilities under the current Electricity at Work Regulations

*You need to know and understand:*

#### **How to work safely, effectively and hygienically when shampooing and conditioning hair**

- K6 what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
- K7 the range of protective clothing that should be available to clients
- K8 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K9 the safety considerations which must be taken into account when shampooing and conditioning
- K10 why it is important to keep your work area clean and tidy
- K11 methods of working safely and hygienically and which minimise the risk of cross- infection and cross-infestation
- K12 the importance of personal hygiene
- K13 the importance of thoroughly rinsing hair when shampooing and conditioning

*You need to know and understand:*

#### **Basic science**

- K14 the direction in which the hair cuticle lies and its importance when disentangling wet hair
- K15 the effects of water temperature on the scalp
- K16 how shampoo and water act together to cleanse the hair
- K17 how the build up of products can affect the hair, scalp and effectiveness of other services
- K18 different types of conditioning products and their effects

*You need to know and understand:*

#### **Products, equipment and their use**

- K19 the manufacturers' instructions relating to the use of shampooing and conditioning products in your salon
- K20 how to use electrical equipment for conditioning hair (eg hood dryers, accelerators, steamers)
- K21 what may happen if instructions for shampooing and conditioning hair are not followed

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K22 the types and causes of problems that can arise when shampooing and conditioning hair

K23 the types of problems that should be reported and the person to whom they should be reported

*You need to know and understand:*

### **Shampooing and conditioning techniques**

K24 when and how to use rotary, effleurage and petrissage massage techniques when shampooing and conditioning different lengths of hair

K25 how to shampoo hair and the potential consequences of doing this wrongly

K26 the importance of evenly distributing shampoo

K27 how to apply conditioning products to the hair

K28 importance of removing products and excess water from the hair after each service

K29 the importance of detangling the hair from point to root

K30 how often to shampoo and condition the hair according to hairstyle, hair and scalp condition and lifestyle

K31 the importance of using shampoos and conditioners cost effectively

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### Additional Information

#### Scope/range related to performance criteria

1. **Hair** is
  - 1.1. above shoulder length
  - 1.2. below shoulder length
  
2. **Massage techniques** are
  - 2.1. effleurage
  - 2.2. rotary
  - 2.3. petrissage
  
3. **Conditioning products** are
  - 3.1. surface
  - 3.2. treatment

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**Developed by** SkillsActive

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations

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**Suite** Hairdressing 2008

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