Overview

This unit is about the skill of shampooing, conditioning and treating the hair and scalp using appropriate massage techniques and products for a variety of hair and scalp conditions. Providing aftercare advice is also included. 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, conditioning and treating the hair and scalp
2. shampoo hair and scalp
3. condition and treat the hair and scalp
4. provide aftercare advice
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Performance criteria

You must be able to:

P1 maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp by
P1.1. ensuring your client’s clothing is effectively protected throughout the service
P1.2. wearing personal protective equipment, if required
P1.3. positioning your client to meet the needs of the service without causing them discomfort
P1.4. ensuring your own posture and position whilst working minimises fatigue and the risk of injury
P1.5. keeping your work area clean and tidy throughout the service
P1.6. removing waste immediately at the end of the service
P1.7. using working 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
P1.8. ensuring your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
P1.9. accurately identifying the condition of the hair and scalp using suitable visual, verbal and manual checks
P1.10. referring any unrecognised hair and/or scalp condition(s) to the relevant person
P1.11. using equipment that is safe and fit for purpose
P1.12. replenishing low levels of resources, when required, to minimise disruption to your own work and to clients
P1.13. identifying and promptly reporting any products which need reordering to the relevant person
P1.14. completing the service within a commercially viable time
P1.15. completing client records, when required, so that they are accurate, easy to read and are up to date

P2 shampoo hair and scalp by
P2.1. using products, tools and equipment suitable for your client’s hair and scalp condition and/or further services
P2.2. adapting your shampooing massage techniques to meet the needs of your client’s
   - hair length and density
   - hair condition and scalp condition
P2.3. adapting your shampooing massage techniques to ensure your client’s comfort
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P2.4. adapting the water temperature and flow to suit the needs of your client's hair, scalp and comfort
P2.5. leaving your client's hair and scalp
   - clean and free from shampoo
   - free of excess water
P2.6. combing through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp

P3 condition and treat the hair and scalp by
P3.1. asking your client appropriate questions to identify if they have contra-indications to hair and scalp treatment services
P3.2. accurately recording your client's responses to questioning
P3.3. applying conditioning products to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
P3.4. adapting your conditioning massage techniques to meet the needs of your client's hair condition and scalp condition and following manufacturer's instructions
P3.5. accurately monitoring and timing the development of the conditioning product and applying heat at the correct temperature, if required
P3.6. removing the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle
P3.7. effectively removing conditioning product, if required, and excess water
P3.8. combing through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp

P4 provide aftercare advice by
P4.1. giving advice and recommendations accurately and constructively
P4.2. giving your client suitable advice on maintaining the condition of their hair and scalp
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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 when and how to complete client records
K3 the person to whom you should report low levels of resources
K4 the person to whom you should report unrecognised hair and scalp conditions
K5 your salon’s expected service time for shampooing, conditioning and treating hair and scalp
K6 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of shampoos and conditioning products
K7 your responsibilities under the current Electricity at Work Regulations
K8 your responsibilities under current Data Protection legislation

You need to know and understand:

How to work safely, effectively and hygienically when shampooing, conditioning and treating hair and scalp
K9 what is contact dermatitis and how to avoid developing it whilst carrying out shampooing and conditioning services
K10 the range of protective clothing that should be available for clients
K11 the type of personal protective equipment available
K12 why it is important to use personal protective equipment
K13 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K14 the safety considerations which must be taken into account when shampooing, conditioning and treating hair and scalp
K15 why it is important to keep your work area clean and tidy
K16 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
K17 the importance of promptly reporting unrecognised hair and scalp conditions
K18 the importance of personal hygiene
K19 why it is important to check electrical equipment used to aid conditioning and treatment processes
K20 the importance of thoroughly rinsing hair to remove shampoos and conditioning products, when necessary, at the end of the service
K21 methods of cleaning, disinfecting and sterilisation used in salons
K22 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services
K23 why it is important to record client responses to questioning
K24 the legal significance of client questioning and the recording of clients’ responses to questioning
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You need to know and understand:

**Basic science**
K25 the direction in which the hair cuticle lies and its importance when disentangling wet hair
K26 how to identify hair and scalp conditions and their causes (i.e., chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff-affected scalp, oily scalp, dry scalp, product build up on hair and scalp)
K27 how and why the contra-indications in the range can affect the scalp massage service
K28 how shampoo and water act together to cleanse the hair
K29 how the pH value of the products used affects the current state of the hair
K30 the effects of water temperature on the scalp and structure of the hair
K31 how the `build up' of products can affect the hair, scalp and the effectiveness of other services
K32 how the formulations of shampoos and conditioning products vary to suit different hair conditions
K33 how heat affects the hair during the conditioning treatment
K34 how shampoos and conditioning products affect the hair and scalp
K35 the purpose and benefits of scalp massage

You need to know and understand:

**Products, equipment and their use**
K36 range of available shampooing and conditioning products and equipment
K37 the manufacturers’ instructions relating to the use of shampooing and conditioning products in your salon
K38 when and how to use shampoos and conditioning products to treat the hair and scalp conditions in the range
K39 when the shampooing process should be repeated
K40 what may happen if the incorrect shampooing and conditioning products are used
K41 how to use and handle equipment used during conditioning and treatment processes

You need to know and understand:

**Shampooing, conditioning and treatment techniques**
K42 when and how rotary and effleurage massage techniques should be used when shampooing different lengths and densities of hair
K43 when and how effleurage and petriissage massage techniques should be used when conditioning different lengths and densities of hair
K44 when and how to apply conditioning products
K45 the importance of removing conditioning products, when required
K46 the importance of removing excess water from the hair at the end of the service
K47 the importance of de-tangling the hair from point to root
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You need to know and understand:

K48  the importance of using shampoos and conditioning products cost effectively

Aftercare advice for clients
K49  how to use combs and brushes and correctly comb hair from point to root
K50  how often to shampoo, condition and treat the hair according to the hair and scalp condition and lifestyle
K51  products for home use that will benefit the client and those to avoid and why

You need to know and understand:

Communication
K52  how to give effective advice and recommendations to clients
Additional Information

1. **Hair conditions** are
   1.1. chemically damaged
   1.2. heat damaged
   1.3. environmentally damaged
   1.4. product build up
   1.5. normal

2. **Scalp conditions** are
   2.1. dandruff affected
   2.2. oily
   2.3. dry
   2.4. product build up
   2.5. normal

3. **Shampooing massage techniques** are
   3.1. effleurage
   3.2. rotary

4. **Hair lengths** are
   4.1. above shoulders
   4.2. below shoulders

5. **Contra-indications** are
   5.1. skin and scalp disorders and diseases
   5.2. cuts and abrasions
   5.3. product allergies
   5.4. recent scar tissue
   5.5. recent injuries to the treatment area

6. **Conditioning products** are
   6.1. surface
   6.2. penetrating
   6.3. scalp treatment

7. **Conditioning massage techniques** are
   7.1. effleurage
   7.2. petrissage

8. **Advice** covers
   8.1. correct combing and brushing techniques
   8.2. frequency of use of shampoos and conditioning products
   8.3. suitable shampoos and conditioning products and how to use them
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