
Overview

This standard is about the skill of shampooing and conditioning using massage techniques and products for different types of hair, following the instructions of a stylist.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of this standard are:

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

**Performance
criteria**

Maintain effective and safe methods of working when shampooing and conditioning hair

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
 - P2 prepare your client to meet salon's requirements
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment, if required
 - P5 position your client to meet the needs of the service without causing them discomfort
 - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P7 keep your work area clean and tidy throughout the service
 - P8 use work methods that:
 - P8.1 minimise the wastage of products
 - P8.2 minimise the risk of cross-infection
 - P8.3 make effective use of your working time
 - P8.4 ensure the use of clean resources
 - P8.5 minimise the risk of harm or injury to yourself and others
 - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P10 follow stylists' instructions throughout the service
 - P11 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P12 replenish low levels of resources, when required, to minimise disruption to your own work and to clients
 - P13 complete the shampooing and conditioning service within a commercially viable time

Shampoo hair and scalp

- You must be able to:
- P14 use products and tools following the stylist's instructions
 - P15 use **massage techniques** suitable for your client's hair following stylist instructions
 - P16 adapt the water temperature, flow and direction to suit the needs of your

client's hair and the next part of the service

- P17 ensure your **massage techniques** achieve an even distribution of shampoo over the hair and scalp
- P18 leave your client's hair clean and free from shampoo and excess water
- P19 leave your client's hair tangle free and without damage to the hair and scalp
- P20 refer any problems to the relevant person

Apply conditioners to the hair

- You must be able to:
- P21 use **conditioning products** and tools following the stylist's instructions
 - P22 use **massage techniques** suitable for your client's hair following stylist's instructions
 - P23 monitor and time the development of the **conditioning products** and apply heat at the correct temperature, if required
 - P24 remove the **conditioning products** in a way that avoids disturbing the direction of the cuticle
 - P25 leave your client's hair clean and free from **conditioning products**, if required and excess water
 - P26 comb through your client's hair without causing damage to the hair and scalp, when required
 - P27 refer any problems to the relevant person

Knowledge and understanding

Maintain effective and safe methods of working when shampooing and conditioning hair

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing that should be available to yourself and clients
- K4 what contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to keep your work area clean and tidy
- K7 the importance of using shampoos and conditioners cost effectively
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K10 the importance of following your stylist's instructions
- K11 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the person to whom you should report low levels of resources
- K14 your salon's expected service time for shampooing and conditioning

Shampooing and conditioning

You need to know and understand:

- K15 what may happen if instructions for shampooing and conditioning hair are not followed
- 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 how shampoos and conditioning products affect the hair and scalp
- K19 different types of shampoo and conditioning products and their effects

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- K20 when and how to use different massage techniques when shampooing and conditioning different lengths of hair
 - K21 how to shampoo and condition the hair and the potential consequences of doing this incorrectly
 - 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
 - K24 the effects of water temperature on the scalp
 - K25 the importance of removing shampoo and conditioner and excess water from the hair
 - K26 the importance of detangling the hair from point to root
 - K27 the importance of detangling the hair without causing damage to the hair and scalp
 - K28 the importance of checking client comfort throughout the shampooing and conditioning process
 - K29 how heat affects the hair during the conditioning treatment
 - K30 how to use electrical heated equipment when conditioning hair

Additional information

Scope/range related to performance criteria	1	Massage techniques	
		1.1	effleurage
		1.2	rotary
		1.3	friction
		1.4	petrissage
	2	Conditioning products	
		2.1	surface
		2.2	penetrating
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**Scope/range related
to knowledge and
understanding**

1 Health and safety

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and barbering sector:
 - 1.1 a willingness to learn
 - 1.2 the completion of services in a commercially viable time
 - 1.3 meeting both organisational and industry standards of appearance
 - 1.4 ensuring personal hygiene and protection meets accepted industry and organisational requirements
 - 1.5 a flexible working attitude
 - 1.6 a team worker
 - 1.7 maintaining customer care
 - 1.8 a positive attitude
 - 1.9 a professional attitude
 - 1.10 good verbal and non-verbal communication skills
 - 1.11 the maintenance of effective, hygienic and safe working methods
 - 1.12 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
 - 1.13 adherence to workplace health, safety and security measures

Behaviours

- 1 The following **Behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
 - 1.1 meeting the salon's standards of behaviour
 - 1.2 greeting the client respectfully and in a friendly manner
 - 1.3 communicate with the client politely and courteously
 - 1.4 identifying and confirming the client's expectations
 - 1.5 responding promptly and positively to the clients' questions and comments
 - 1.6 keeping the client informed and reassured
 - 1.7 responding promptly to a client seeking assistance
 - 1.8 quickly locating information that will help the client
 - 1.9 dealing with problems within the scope of your responsibilities and job role
 - 1.10 show clients and colleagues respect at all times and in all circumstances
 - 1.11 quickly seeking assistance from a senior member of staff when required
 - 1.12 giving the client the information they need about the services or products offered by the salon

Glossary

1 **Effleurage**

A gentle stroking movement.

2 **Rotary**

A firm circular movement using the pads of the fingers over the surface of the scalp

3 **Friction**

A vigorous rubbing movement using the finger pads. It is stimulating rather than relaxing and is not always carried out. It is only done for a few minutes, working from front to back.

4 **Petrissage**

Slow, firm, kneading movement

Developed by	SkillsActive
Version number	2
Date approved	February 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SkillsActive
Original URN	SKAGH1
Relevant occupations	Retail and commercial enterprise; Service enterprises; Personal Service Occupations; Hairdressers and Related Occupations
Suite	Hairdressing and Barbering
Key words	Shampoo; condition; hair
