
Overview

This standard 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.

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

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp
- 2 shampoo, condition and treat the hair and scalp

**Performance
criteria**

**Maintain effective and safe methods of working when shampooing,
conditioning and treating the hair and scalp**

- 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 working methods that:
 - P8.1 minimise the risk of damage to tools
 - 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
 - P8.6 promote environmental and sustainable working practices
 - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P10 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
 - P11 dispose of waste materials
 - P12 complete the service within a commercially viable time

Shampoo, condition and treat the hair and scalp

- You must be able to:
- P13 ask your client questions to identify if they have contra-indications to hair and scalp treatment services
 - P14 use products, tools and equipment suitable for your client's **hair condition** and **scalp condition**
 - P15 adapt your **shampooing massage techniques** to meet the needs of your client's:

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- P13.1 hair length and density
 - P13.2 **hair condition** and **scalp condition**
 - P16 adapt your **shampooing massage techniques** to ensure your client's comfort
 - P17 adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
 - P18 comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp
 - P19 apply **conditioning products** to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
 - P20 adapt your **conditioning massage techniques** to meet the needs of your client's **hair condition** and **scalp condition** and following manufacturer's instructions
 - P21 monitor and time the development of the **conditioning product** and apply heat at the correct temperature, if required
 - P22 remove the **conditioning product**, if required, in a way that avoids disturbing the direction of the cuticle
 - P23 leave your client's hair and scalp:
 - P21.1. clean and free from **conditioning products**, if required
 - P21.2. free of excess water
 - P24 comb through your client's hair without causing damage to the hair and scalp
 - P25 give your client **advice and recommendations** on the service provided

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 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 what is contact dermatitis and how to avoid developing it whilst carrying out hairdressing services
- K6 why it is important to keep your work area clean and tidy
- K7 why it is important to avoid cross-infection and infestation
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 methods of cleaning, disinfecting and sterilisation used in salons
- K10 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K11 the different types of working methods that promote **environmental and sustainable working practices**
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services
- K14 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- K15 the correct methods of waste disposal
- K16 your salon's service times for shampooing, conditioning and treating the hair

Shampoo, condition and treat the hair and scalp

You need to know and understand:

- K17 how to identify **hair and scalp conditions** and their causes
- K18 how and why the contra-indications can affect the service
- K19 how different **hair and scalp conditions** can affect the selection of

- shampooing, conditioning and treatment products
- K20 how shampoo and water act together to cleanse the hair
 - K21 when and how massage techniques should be used when conditioning different lengths and densities of hair
 - K22 the effects of water temperature on the scalp and structure of the hair
 - K23 the importance of de-tangling the hair from point to root
 - K24 how the pH value of the products used affects the current state of the hair
 - K25 how the 'build up' of products can affect the hair, scalp and the effectiveness of other services
 - K26 how shampoos and conditioning products affect the hair and scalp
 - K27 types of available shampooing and conditioning products and equipment
 - K28 when and how to use different shampooing, conditioning and treatment products
 - K29 when the shampooing process should be repeated
 - K30 what may happen if the incorrect shampooing and conditioning products are used
 - K31 when and how rotary, effleurage and friction massage techniques should be used when shampooing different lengths and densities of hair
 - K32 the purpose and benefits of scalp massage
 - K33 how to use and handle equipment used during conditioning and treatment processes
 - K34 the importance of removing conditioning and treatment products, when required
 - K35 the importance of removing excess water from the hair at the end of the service
 - K36 how heat affects the hair during the conditioning treatment
 - K37 the importance of providing **advice and recommendations** on the products and services provided in the salon

Additional information

Scope/range related to performance criteria	1	Hair condition
	1.1	damaged
	1.2	product build up
	1.3	normal
	1.4	oily
	1.5	dry
	2	Scalp condition
	2.1	dandruff affected
	2.2	oily
	2.3	dry
	2.4	product build up
	2.5	normal
	3	Shampooing massage techniques
	3.1	effleurage
	3.2	rotary
3.3	friction	
4	Conditioning products	
4.1	surface	
4.2	penetrating	
4.3	scalp treatment	
5	Conditioning massage techniques	
5.1	effleurage	
5.2	petrissage	

- 6 **Advice and recommendations**
 - 6.1 correct detangling techniques
 - 6.2 suitable shampoos, conditioning products
 - 6.3 time interval between services
 - 6.4 present and future products and services

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
	2	Environmental and sustainable working practices
		the different types of working methods that promote environmental and sustainable working practices
	2.1	reducing waste and managing waste (recycle, reuse, safe disposal)
	2.2	reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
	2.3	reducing water usage and other resources
	2.4	preventing pollution
	2.5	using disposable items (easy dry towels)
	2.6	using recycled, eco friendly furniture
	2.7	using low chemical paint
	2.8	using organic and allergy free hair products
	2.9	using ultra-low ammonia hair colourants
	2.10	using environmentally friendly product packaging
	2.11	choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 Hair and scalp conditions

3.1 damaged

3.2 product build up

3.3 normal

3.4 oily

3.5 dry

3.6 dandruff affected

4 Advice and recommendations

4.1 additional services

4.2 additional products

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 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 excellent verbal and non-verbal communication skills
 - 1.12 the maintenance of effective, hygienic and safe working methods
 - 1.13 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

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 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting the behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the clients' questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the clients any reasons why their needs or expectations cannot be met

Glossary

1 **Conditioning products** (examples)

These can include:

- 1.1 surface conditioners, including leave-in
- 1.2 penetrating conditioners, including leave-in
- 1.3 scalp treatments, including leave-in

2 **Massage techniques**

- 2.1 **Effleurage** - a gentle stroking movement.
- 2.2 **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.
- 2.3 **Petrissage** - slow, firm, kneading movement
- 2.4 **Rotary** - a firm circular movement using the pads of the fingers over the surface of the scalp.

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