



National Unit Specification: general information

UNIT Shampooing, Conditioning and Scalp Massage (SCQF level 5)

CODE F4C9 11

SUMMARY

The aim of this Unit is to provide candidates with the necessary knowledge and to develop the skills that will enable them to recognise and describe the fundamental structure of the hair and skin. On completion of the Unit candidates will be able to select appropriate products and perform shampooing and conditioning services incorporating appropriate massage techniques. This Unit is suitable for candidates who have limited knowledge in Hairdressing. Candidates would normally be following a vocational hairdressing or related programme.

OUTCOMES

- 1 Investigate the structures and conditions of hair, skin and scalp and a range of products.
- 2 Perform hair and scalp shampooing services incorporating massage techniques.
- 3 Perform hair conditioning services incorporating massage techniques.
- 4 Describe the benefits of products and techniques used.

RECOMMENDED ENTRY

While entry is at the discretion of the centre, candidates would normally be expected to have attained one of the following or equivalent:

F0FA 10	<i>Cosmetology: Hairdressing — Practical Skills</i>
C238 10	<i>Skills for Work in Hairdressing (Intermediate 1)</i>
G77M 21	SVQ Hairdressing level 1

Administrative Information

Superclass:	HL
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CREDIT VALUE

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

CORE SKILLS

There is no automatic certification of Core Skills components in this Unit.

Opportunities for developing aspects of Core Skills are highlighted in Learning and Teaching Approaches for this Unit.

National Unit Specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME 1

Investigate the structures and conditions of hair, skin and scalp and a range of products.

Performance Criteria

- (a) Identify the basic structure of skin and terminal hair.
- (b) Identify a function of the sebaceous gland.
- (c) Identify and describe a range of hair and scalp conditions.
- (d) Investigate contra-indications to hairdressing services and describe appropriate action.
- (e) Investigate a range of shampoo and conditioning products available.

OUTCOME 2

Perform hair and scalp shampooing services incorporating massage techniques.

Performance Criteria

- (a) Prepare the client in accordance with salon procedures.
- (b) Identify the client's hair and scalp condition through consultation.
- (c) Select shampooing products appropriate to the client's needs.
- (d) Perform the shampooing service using appropriate massage techniques.
- (e) Comply with current health and safety legislation.

OUTCOME 3

Perform hair conditioning services incorporating massage techniques.

Performance Criteria

- (a) Select conditioning product appropriate to the client's needs.
- (b) Perform the conditioning service using appropriate massage techniques.
- (c) Comply with current health and safety legislation.

OUTCOME 4

Describe the benefits of products and techniques used.

Performance Criteria

- (a) Describe the benefits of shampooing and conditioning products selected.
- (b) Describe the benefits of the massage techniques used for shampooing and conditioning.

National Unit Specification: statement of standards

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EVIDENCE REQUIREMENTS FOR THIS UNIT

Outcome 1 and 4 — Written and/or oral evidence

Outcome 1 (a), (b) and (c) will be a closed-book supervised assessment.

The candidate will demonstrate that they are able to:

- ◆ identify correctly the cuticle, cortex and medulla
- ◆ identify correctly the epidermis and dermis
- ◆ state one function of the sebaceous gland

Outcome 1 (d) and (e) and Outcome 4.

The candidate must also provide evidence that they can:

- ◆ identify and describe five hair conditions — normal; dry; oily/greasy; chemically damaged; physically damaged
- ◆ identify and describe five scalp conditions — normal; dry; oily/greasy; flaky/dandruff; psoriasis
- ◆ identify contra-indication to hairdressing services - open/weeping cuts and abrasions, infestation and infectious conditions — head lice; impetigo, and describe the appropriate action to be taken when confronted with a suspected contra-indication
- ◆ describe one benefit of shampooing and conditioning products used for the practical activity for each of the following — scalp; hair
- ◆ describe one benefit of the massage techniques used for shampooing and one benefit of the massage techniques used for conditioning for each of the following — the client; the scalp; the hair

Evidence must be gathered in a folio at appropriate points throughout the Unit

Outcome 2 and 3 — Performance evidence

The candidate must perform a shampooing and conditioning service for **three** clients. The candidate must perform the service on above and below shoulder length hair incorporating all specified massage techniques, using surface and penetrating conditioning products, covering **three** of the specified hair conditions and **three** of the specified scalp conditions listed below:

- ◆ massage techniques — effleurage; rotary; petrissage
- ◆ hair condition — normal; dry; oily/greasy; damaged; chemically/colour treated
- ◆ scalp conditions — normal; dry; oily/greasy; flaky/dandruff; psoriasis

National Unit Specification: statement of standards (cont)

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The candidate should supply performance evidence showing that they can:

- ◆ prepare the client for service — protection; hair brushing/combing in accordance to salon procedures
- ◆ identify hair and scalp condition using visual and physical check of client's hair and scalp
- ◆ provide details on the selected shampooing product appropriate to client's needs
- ◆ provide details on selected conditioning product and appropriate routine
- ◆ perform shampooing and conditioning services following current health and safety recommendations for product use, client comfort/protection, and hand care for service provider

An assessor observation checklist must be used to record candidate performance supported by a client consultation sheet completed by the candidate.

An Assessment Support Pack has been produced for this Unit. This pack includes a sample of a folio, an observation checklist and a consultation sheet. Centres wishing to produce their own instruments of assessment should refer to the Assessment Support Pack to ensure that they are of a comparable standard.

National Unit Specification: support notes

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This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

GUIDANCE ON THE CONTENT AND CONTEXT FOR THIS UNIT

This is a mandatory Unit within the National Certificate Group Award in Hairdressing (SCQF level 5). This Unit is designed to enable the candidate to carry out an investigation on their own prior to the practical activity to achieve a basic knowledge of the structure of the hair and skin, conditions of the hair and scalp and contra-indications to service. The candidate should develop skills that will enable them to recognise hair and scalp conditions, select appropriate shampooing and conditioning products and perform shampoo, condition and massage treatments, and explain the benefits of the products and massage techniques for both hair and scalp. The knowledge gained should enable the candidate to determine an appropriate course of action in reference to contra indications to service.

The Unit is intended to develop the knowledge and skills necessary to recognise and treat hair and scalp conditions according to manufacturer's instructions and recommendations, and does not required the candidate to possess in-depth underpinning knowledge of these conditions. Outcomes 2 and 3 should be carried out in a realistic work environment.

GUIDANCE ON LEARNING AND TEACHING APPROACHES FOR THIS UNIT

Outcome 1 and 4

Outcome 1 will enable the candidate to develop knowledge of the basic structures of hair and skin and specified hair and scalp conditions, in order that they can select products and perform shampooing and conditioning services suitable for individual clients' hair and scalp requirements. In addition the candidate will gain knowledge of specified conditions that may prevent the continuation of service and the appropriate course of action to be followed if contra- indications to service are identified.

Candidates should be provided with diagrams detailing the structure of the skin (epidermis and dermis) and an explanation of how each area, if appropriate, is effected by the specified scalp conditions (normal; dry; oily/greasy; flaky/dandruff; psoriasis. The function of the sebaceous gland should be explained to include the effect the production of (or lack of) sebum could have on the hair and scalp condition.

Candidates should be provided with diagrams detailing the structure of the hair (cuticle, cortex and medulla) and an explanation of how each area, is if appropriate, is effected by the specified hair conditions (normal; dry; oily/greasy; damaged — chemical/physical).

The benefits of massage for the client, hair and scalp, should be explained.

Candidates should be provided with examples of specified hair and scalp conditions via images/live models to include details of identifiable features.

National Unit Specification: support notes (cont)

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Examples of contra-indication to services (open/weeping cuts and abrasions; infestation and infectious conditions- head lice; impetigo;) should be provided via images/live models to include details of identifiable features, and an explanation given as to the correct course of action to be followed if identified.

Images used to show examples of hair and scalp conditions and contra-indications should be of appropriate size and quality and reproduced in colour.

Candidate should investigate the types of shampooing and conditioning products (to include surface and penetrating) available to treat the specified hair and scalp conditions. The benefits of each product should be discussed in relation to the specified hair and scalp conditions. Group work activity could be used during this task with each group having a different product/condition to research and provide feed back on findings to the rest of the class.

Outcome 2 and 3

Role-play can be used to provide guidance on how best to discuss with the client their requirements and demonstration should be given on how to perform visual and physical checks of the hair and scalp. The use of tact and discretion should be discussed in reference to identified contra-indications and the appropriate course of action to be followed should be explained.

Examples of completed consultation sheet could be provided to candidates to enable them to record their findings accurately.

Demonstration should be provided on preparation to include client protection and brushing/combing the hair prior to service.

Information should be provided on the importance of hand care in relation to prolonged exposure to water and products with an emphasis on the dangers of contact dermatitis, and demonstration provided on correct hand care procedure.

Demonstration should be provided on how to perform the shampooing and conditioning service using appropriate products in relation to the specified scalp conditions (normal; dry; oily/greasy; flaky/dandruff; psoriasis) and hair conditions (normal; dry; oily/greasy; damaged - chemical/physical) using specified massage techniques (effleurage; rotary; petrissage) and routines. Demonstration should be given on any equipment used as part of the conditioning routine (eg steamer) and the benefits identified.

Information on how to accurately record treatment details should be given.

National Unit Specification: support notes (cont)

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OPPORTUNITIES FOR CORE SKILL DEVELOPMENT

This Unit may provide the opportunities to develop Core Skills through the investigation and practical activity. Candidates will be involved in listening, seeking advice, planning resources, identifying conditions and selecting appropriate products and massage techniques, written and/or oral recorded for the folio. There are good opportunities for developing Core Skills in *Communication* and *Working with Others* and *Problem Solving*.

GUIDANCE ON APPROACHES TO ASSESSMENT FOR THIS UNIT

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by information and communications technology (ICT), such as e-testing or the use of e-portfolios or e-checklists. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Outcome 1 and 4

Outcome 1 (a), (b) and (c) will be assessed in closed-book, supervised conditions to confirm the knowledge of hair and skin. Outcome 1 (d) and (e) and Outcome 4 of this Unit will be in the form of an investigation recorded in a folio. Diagrams can be used to assess the candidate's knowledge of the basic structure of terminal hair, the epidermis and dermis. Images and/or live clients can be used to assess the candidate's ability to recognise specified hair and scalp conditions and contra-indications.

Formative assessment activities can be used to help candidates consolidate their learning and knowledge gained, but care must be taken when designing these types of activities to ensure they relate to the Performance Criteria.

Diagrams and images used as part of the assessment must be of good quality and an appropriate size. Images of hair and scalp condition and contra-indication should be in colour and present a realistic interpretation of the condition being portrayed.

The candidate will describe one benefit of shampooing and conditioning products selected for each of the following — the client; scalp; hair and one benefit of massage techniques used for shampooing and one benefit for conditioning for each of the following- the client; the scalp; the hair.

National Unit Specification: support notes (cont)

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Outcome 2 and 3

These Outcomes can be assessed together as part of the one assessment occasion within a realistic work environment. Candidates must perform three observed services on individual clients covering the assessment requirement for both Outcomes. Candidates should be provided with a checklist on which they can record client details, information gathered as a result of performed checks and discussion with client, agreed course of action, treatment details and health and safety considerations. The assessor should observe the candidate performing the shampooing and conditioning service and record assessment decision using an observation checklist.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* (www.sqa.org.uk).