

SKAGH8 (SQA Unit Code F7BJ 04)

Shampoo, condition and treat the hair and scalp



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 (ie 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 petrissage 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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K48 the importance of using shampoos and conditioning products cost effectively

You need to know and understand:

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

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Additional Information

Scope/range related to performance criteria

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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