

iUHB254 – Shampoo and condition the hair and scalp

URN – A/617/5604

Guided Learning Hours: 29

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to prepare to shampoo and condition the hair and scalp	1.1. Prepare themselves, the client and work area for shampoo and conditioning services	- Preparing self - Preparing working area - Sanitising/sterilising tools and equipment - Preparing environment - Assisting the client into a comfortable and relaxed position for the service to include Personal Protective Equipment (PPE) - Protecting and caring for the client throughout the service
	1.2. Identify the condition of the hair and scalp using suitable consultation techniques	- Discussing client's needs and requirements - Discussing known contra-indications - Checking the porosity - Checking for abrasions and abnormalities
	1.3. Describe the salon's requirements for client preparation, preparing themselves and the work area	- Protective clothing for self and client - Sanitising/sterilising tools and equipment - Disposing of waste hygienically and appropriately
	1.4. Describe the different consultation techniques used	- Open and closed questioning - Use of visual aids - Listening techniques
	1.5. Describe hair and scalp conditions and their causes	- Contagious conditions - Non-contagious conditions
	1.6. Describe different ranges of shampooing and conditioning products and equipment	- Soapless shampoos and product build-up shampoos - Conditioning and special treatment shampoos for the hair and scalp - Surface conditioners for the hair and scalp - Penetrating treatment conditioners for the hair and scalp

	1.7. Explain the importance of following manufacturers' instructions	• Legal requirements • Influencing final results
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LO2 Be able to shampoo and condition the hair and scalp	2.1. Communicate and behave in a professional manner	• Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	2.2. Select and use products, tools and equipment suitable for the client's hair and scalp condition	• Types of shampoos • Types of conditioners • Combs • Steamers and accelerators
	2.3. Use and adapt massage techniques to meet the needs of the client	• Effleurage • Petrissage • Rotary • Friction
	2.4. Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, leaving hair clean and free of products	• The texture of the hair • The density of the hair • The length of hair • Direction of the cuticle • Testing the temperature • Consulting the client
	2.5. Disentangle hair without causing damage to hair or scalp	• Combing with the direction of the cuticle • Combing the hair beginning at the points • Combing small sections at a time
	2.6. Follow safe and hygienic working practices	• Protecting client • Personal protection • Posture and standing position • Sanitisation of tools and equipment • Disposing of waste hygienically and appropriately
	2.7. Provide suitable aftercare advice	• Shampooing and conditioning • Brushing and combing • Drying and styling the hair • Finishing products

	2.8. Describe when and how to use products and equipment to treat different hair and scalp conditions	• The use of steamers, hairdryers or hot towels where appropriate • Before and after colouring and perming • Hair condition, to include: - Dry and brittle hair - Chemically processed hair - Greasy hair - Damaged - Product build-up • Scalp condition, to include: - Dandruff - Seborrhoea - Eczema - Psoriasis
	2.9. Explain how the pH value of shampoo and conditioning products used affects the hair structure	• Alkaline effects • Acid properties • Hair's natural pH value
	2.10. Describe the possible consequences of using incorrect shampooing and conditioning products	• Increasing porosity and damage to the hair • Adding more grease to hair and scalp • Influencing further services, such as perming and colouring • Final hairstyle
	2.11. Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair	• Rotary for shorter length hair • Effleurage and petrissage on medium/longer hair • Friction – short hair
	2.12. Describe how shampoo and water act together to cleanse the hair	• Surface tension • Water and shampoo emulsifying
	2.13. Describe how water temperature affects the hair structure	• Opening and closing the cuticle • Hydrogen bonds
	2.14. Explain the importance of thoroughly rinsing hair to remove shampoos and conditioning products	• Preventing a build-up of products • How the hair and scalp can be affected • How further hair services can be affected
	2.15. Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair	• Roots to points direction • To ensure the hair is combed in the right direction • To prevent damage to cuticle
	2.16. Outline safe and hygienic working practices	• Protecting client • Personal protection and hygiene

		• Posture and standing position • Sanitisation of tools and equipment
	2.17. Describe the aftercare advice that should be provided	• Shampooing and conditioning the hair • How to brush and comb the hair • How to maintain a healthy scalp • Use of suitable finishing products
	2.18. State how to communicate and behave within a salon environment	• Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions

Assessment

MCQ	
Portfolio of evidence	Containing 3 practical performances

Guide to taught content

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.

Document History

Version	Issue Date	Changes	Role
v1	08/08/2019	First published	Qualifications and Regulation Co-ordinator
v2	24/02/2020	Clarified indicative content in AC2.3	Product and Regulation Manager
v3	22/06/2026	Rebranding	Development Administrator