

iUHB308 – Provide scalp massage services

URN – J/617/5623

Guided Learning Hours: 33

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to prepare to provide scalp massage services	1.1. Prepare themselves, the client and work area for scalp massage services	- Preparing self - Preparing working area - Sanitising/sterilising tools and equipment - Preparing environment - Assisting the client into a comfortable and relaxed position for the treatment - Protecting and caring for the client throughout the treatment
	1.2. Use suitable consultation techniques to identify service objectives	- Discussing client's needs and requirements - Discussing known contra-indications - Checking the condition of the hair - 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 to identify the service objectives	- Open and closed questioning - Use of visual aids - Listening techniques
	1.5. Explain and agree the procedure, potential benefits and effects of the service to the client	- Length of service - Use of equipment - Use of products - Benefits to scalp and hair - General wellbeing of the client
	1.6. Explain the importance of identifying any contra-indications to scalp massage services and how to recognise them	- Avoid damaging the condition of the hair and scalp - Maintain the general wellbeing of the client - Checking the condition of the scalp and hair

		Discussing and checking the general health of the client, including blood pressure
	1.7. Describe how different factors can affect the performance of scalp massage services	- Scalp and hair conditions - General health of the client
	1.8. Describe the different types of massage media and equipment used for scalp massage services	- Massage creams and moisturisers - Oils - Electrical vibrators and steamers
	1.9. Explain the importance of following manufacturers' instructions	- Providing satisfactory results - Avoiding mistakes - Avoiding legal action

LO2 Be able to carry out scalp massage services	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 - Electric vibrators
	2.3. Adapt massage techniques to take into account influencing factors	- Comfort of client - Condition of the hair and scalp - General health of the client
	2.4. 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
	2.5. Provide suitable aftercare advice	- How to shampoo and condition the hair and scalp - How to brush and comb the hair - How to dry and style the hair - Suitable finishing products and how to use them
	2.6. Describe when and how to use massage media and equipment to treat different scalp conditions	- Massage creams and moisturisers - Oils

		• Electrical vibrators and steamers
	2.7. Describe how and when to use and adapt the different massage techniques	• Scalp and hair condition • Client comfort and general wellbeing • Effleurage, petrissage and tapotement
	2.8. Identify the safety considerations that must be taken into account when massaging the scalp	• Protecting client • Personal protection and hygiene • Posture and standing position • Sanitisation of tools and equipment • Use of electrical equipment
	2.9. Describe the aftercare advice that should be provided	• Shampooing and conditioning the hair and scalp • Brushing and combing the hair • Drying and styling the hair • Using finishing products
	2.10. Describe the benefits of scalp massage	• Hair and scalp condition • Clients general wellbeing
	2.11. Outline the basic structure of the skin	• Epidermis • Dermis • Subcutaneous layer • Follicle • Sebaceous gland • Sweat gland • Papilla • Erector pili muscle • Blood vessels • Nerve fibres
	2.12. State the name and position of the bones and muscles of the head and neck	• Bones - Coronal suture - Parietal - Occipital - Temporal - Ethmoid - Lacrimal - Nasal - Sphenoid - Cervical • Muscles

		- Occipitofrontalis - Occipitalis - Frontalis - Sternocleidomastoid - Trapezius - Splenius capitis - Levator scapulae
	2.13. Describe methods of working safely and hygienically, which minimises the risk of cross-infection and cross-infestation	• Sanitisation of tools and equipment • Use of clean towels and gowns • Personal hygiene
	2.14. 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	23/06/2026	Rebranding	Development Administrator