
Unit Specification

iUHB319 – Shampoo, condition and treat men's hair and scalp

Unit reference number: L/617/8085

Level: 2

Guided Learning (GL) hours: 40

Overview

The aim of this unit is to develop learner's knowledge and skills to prepare for and provide a shampooing, conditioning and treatment service to the hair and scalp. Learners will demonstrate the skills of shampooing, conditioning and treatment of the hair and scalp using a variety of products and services.

Learners will also develop their understanding and knowledge of possible contra-indications, how to work safely and hygienically, consider client lifestyle, equality and diversity and any other factors which affect and influence the shampooing, conditioning and treatment of the hair and scalp.

Learners will need to maintain health, safety and hygiene barbershop/salon procedures throughout the unit. Additionally, learners must maintain their personal appearance and demonstrate effective communication and consultation skills.

Learning outcomes

On completion of this unit, learners will:

LO1 Be able to shampoo, condition and treat men's hair and scalp

LO2 Know how health and safety policies and procedures affect the shampooing, conditioning and treating men's hair and scalp services

LO3 Know the factors that influence men's shampoo, conditioning and treatment services

LO4 Understand the science of shampooing, conditioning and treating men's hair and scalp services

LO5 Understand the tools, equipment, products and techniques used to shampoo, condition and treat men's hair and scalp

Unit content

LO1 Be able to shampoo, condition and treat men's hair and scalp

Prepare to shampoo, condition and treat men's hair and scalp

Taught content to include

- Preparation of learners should include:
 - Personal image, ensuring industry standards of dress
 - Clean and hygienic appearance, e.g. avoidance of overpowering odours – tobacco, heavy perfume/aftershave
 - Good communication and listening skills
 - Correct posture with weight evenly balanced
- Preparation of the working area to include:
 - Chair and work area to be clean before the client arrives
 - Chair is positioned correctly including height
 - Basin is adjusted and positioned for the comfort of the client
 - Adequate work area to allow safe use of equipment
 - Products on display to be clean of dust and hair
 - Tools and equipment to be clean and sterilised
 - Waste to be disposed of hygienically and appropriately
 - All tools and equipment to be positioned for ease of use
- Preparation of the client to include:
 - Clean protective garments for the client
 - Clean towel for every client
 - Visual checks of client's scalp for signs of cuts, sores, abrasions or infections; check the hair for infestations and suitability of service
 - Removal of obstructive jewellery
 - Check the client record card (where appropriate) for previous services and client history
 - Check all tests have been undertaken

Apply safe and hygienic methods of working throughout services

Taught content to include

- Ensure there is sufficient stock, which is used appropriately to minimise the wastage of products
- Ensure resources are clean and all hygienic precautions are followed to minimise the risk of cross-infection
- Cleanse/sterilise tools and equipment
- Working safely throughout the service to minimise risk, harm or injury to self or others
- Ensure equipment and products are readily available and free of dust and hair
- Ensure barber/stylist maintains good posture throughout the service
- Ensuring the client maintains the correct posture and comfort throughout the service/treatment to avoid a hazard or a risk, e.g. ensure the barber's chair is positioned correctly
- Ensure the correct storage and handling of all products, tools and equipment
- Ensure manufacturers' instructions are followed and used safely when using products
- Minimise the risk of damage to products, tools and equipment
- Ensure that waste is disposed of hygienically and appropriately
- Minimise the risk of harm or injury to themselves and others when using electrical equipment
- Ensure hygienic working practices throughout the service including own personal hygiene, e.g. eliminating offensive body odour or strong smell of tobacco
- Make effective use of their working time

Consult with clients to confirm the desired look

Taught content to include

- Undertaking appropriate tests and recording outcomes
- Assessing the hair conditions for contra-indications and suitability for the shampoo, condition and treat the hair and scalp service to include:
 - Hair classification
 - Hair characteristics
 - Hair elasticity, porosity, texture, density, condition, growth patterns and hair length
- Assessing the scalp condition to assess for contra-indications and the suitability of the shampoo, condition and treat the hair and scalp service to include:
 - Cuts, sores and abrasions
- Consulting and confirming with the client before the shampoo, condition and treat the hair and scalp service commences to agree the chosen style, desired look and finished result
- Explaining each stage of the shampoo, condition and treat the hair and scalp service to the client
- Agreeing products, process and possible equipment to be used
- Checking throughout the service to meet the client's needs

Carry out relevant tests

Taught content to include

- The dates of services and any tests carried out
- Reasons why tests are conducted, examples include:
 - To protect the client from harm
 - To ensure the service can be carried out
 - To check for contra-indications
 - To ensure the outcome is as expected
 - To prevent legal action
 - To maintain the barbershop/salon's reputation
- Types of tests will include:
 - Porosity test
 - Elasticity test
 - Density test

Confirm with clients the desired effect

Taught content to include

- Discussing client's needs and requirements, e.g. treatment to improve the scalp condition
- Discussing limitations or adaptations that may be required, e.g. a tonic service to enhance the scalp treatment service
- The importance of informing the client of the likely cost, duration and expected outcome of the service

Carry out a suitable questioning process with the client for the service

Taught content to include

- Understanding the client's requirements and expectations of the chosen shampoo or hair treatment, e.g. to add shine to a dry hair condition
- To provide the client the opportunity to ask questions (where necessary)
- To ensure the client is comfortable
- To gain information on how they maintain their hair, lifestyle and commitment to the chosen hairstyle, e.g. scalp treatments need to be repeated at home to continue the benefits achieved
- To ensure and confirm that the client's expectations are met for the treatment
- The legal significance of client questioning and the recording of client's responses to questioning
- The importance of informing the client of the likely cost, duration and expected outcome of the service
- The importance of confirming client's satisfaction

Select suitable products, tools and equipment

Taught content to include

- Products:
 - Preparing products in advance where possible, e.g. treatment conditioner
 - Preparing materials required, e.g. plastic cap to encase scalp heat
- Tools:
 - Personal protective equipment (PPE) to include protective garments, e.g. waterproof cape and towel for client and, gloves and apron for learner
 - Combs, sectioning clips, tint bowl, and tint brush (if required)
- Electrical equipment:
 - Accelerator
 - Steamer

Carry out shampooing, conditioning services

Taught content to include

- Consult with the client to confirm the look agreed at consultation prior to and during the shampooing and conditioning service
- Ensure the client is positioned correctly and at the right height
- Ensure own posture is correct for the service, e.g. weight evenly balanced
- Ensure the basin is positioned correctly for client comfort
- Ensure products chosen are correct for the hair and scalp type
- Used clean towels and gowns
- Temperature of water is checked prior to and during the service
- Shampoo products suitable for different hair types may include:
 - Protein based for damaged hair
 - Clarifying for removal of product build-up
 - Gently moisturising for normal hair
 - Medicated for oily hair and scalp
 - Medicated for dandruff scalp
 - Moisturising for dry hair
- Apply suitable shampooing massage techniques for hair and scalp type to include:
 - Effleurage
 - Using pads of fingers or the palm of hands. Slow stroking movements that enable the shampooing product to be fully worked into the hair and relax the client
 - Hair length, e.g. use effleurage movements on the length of the hair to prevent excessive tangling that may result if using rotary movements
 - Rotary
 - Small circular movements using the fingertips, used during shampooing to cleanse the hair and lift the dirt and debris
 - Scalp condition – dry scalps for example may benefit from additional rotary movements to help stimulate the scalp
 - Friction

- Fast rubbing movement using the fingertips
 - Not used on long hair to avoid tangling
 - Hair density – high density hair may require firmer massage movements
- Conditioning products suitable for different hair types may include:
 - Surface conditioners
 - Liquid, cream, serum or mousse forms
 - Usage includes to help untangle hair after shampooing – one application
 - Smooth and coat the cuticle of the hair
 - Available in rinse out or leave-in varieties for different hair types
 - Damaged
 - Dry
 - Normal
- Penetrating conditioning products to include:
 - Chemically damaged/chemically treated hair – products required will need to be pH balanced, to add moisture, close the cuticle and may contain a protein
 - Heat damaged – products required will need to be pH balanced to add moisture, close the cuticle and may contain a protein
 - Environmentally damaged – products required will need to be pH balanced to close the cuticle and may contain a protein
 - Check manufacturers' instructions, some require the use of additional heat, e.g. electrical steamer, hot towels
 - Various types of format available, some of which have additional protein ingredients, including liquid, oil, cream, serum and paste
 - Usage usually involves one intense or a course of applications to optimise the outcome
 - Penetrate the cuticle into the cortex of the hair e.g. restructurants – used frequently to help rebuild the cortex region of the hair
- Apply suitable massage techniques for conditioning and/or treatments to include:
 - Effleurage
 - Using pads of fingers or the palm of hands. Slow stroking movements that enable the conditioner or treatment product to be fully worked into the hair and relax the client
 - Petrissage
 - Using pads of the fingers in slow circular movements, to pick up and lift the scalp, keeping elbows at 90 degree angle from the body
 - Tapotement
 - Using finger pad, light tapping movement over the entire scalp, promotes blood circulation (may be omitted as not suitable for all clients)
- Ensure hair is left free of all products – except leave-in varieties of conditioning products

Communicate effectively when shampooing, conditioning and treating men's hair and scalp

Taught content to include

- Use open questions that require more than one answer to gain information from the client
- Use closed questions which can be used to close the consultation service and confirm agreement from the client
- Adopt a positive body language, examples will include good stance, arms uncrossed, eye contact and smiling
- Establish client requirements – avoids misunderstandings, ensures client satisfaction, reduces complaints
- Create positive working relationships with clients, staff, visitors
- Improve client retention, for example, a client will be more inclined to return to a barber/stylist who has communicated well and offered the best advice suited to their needs
- Importance of giving the client realistic expectations of the chosen service(s)
- Language difficulties, e.g. limited speech, vocabulary or accents may present a barrier
- Cultural differences, e.g. choice of vocabulary could potentially cause offence
- Physical disabilities, e.g. speech, hearing problems may present a barrier
- Psychological difficulties, e.g. low self-esteem and a lack of client confidence may make communicating difficult
- The importance of not discriminating against people with illnesses and disabilities

Provide clients with advice and recommendations on the service(s) undertaken and products available

Taught content to include

- Explain the products used to clients including the benefits and effects for the shampoo and conditioning treatments
- Discuss client's needs, requirements and lifestyle to provide further advice and guidance on use of home care products e.g. specific shampoo for dry scalp
- Suggesting additional services or retail products to enhance the hair treatment service, e.g. a specific scalp tonic to compliment the shampoo advice provided for a dry scalp
- Ensure the client feels valued and that the service was specifically tailored to their individual needs e.g. the conditioning treatment provided improved the clients overall hair condition
- Provide aftercare advice including potential costs of further services or products
- Discussing client's needs and requirements for future services
- To provide longevity of the service
- Provide the opportunity for the clients to ask further questions or seek clarification
- The expected time interval for return services, e.g. to have maintenance services for a specific treatment
- Reputation and walking advertisement for the barbershop/salon
- Other services, offers or promotions, e.g. discounted scalp treatment service offer

LO2 Know how health and safety policies and procedures affect the shampooing, conditioning and treating men's hair and scalp services

The responsibilities for health and safety in own role

Taught content to include

- Relevant legislation for consultation, client care, confidentiality and consumer/retail, for the country the qualification is taken, which includes: General Data Protection Regulation (GDPR), consumer rights, health and safety, equality. Health and safety regulations for the country where the qualification is taken, examples within the United Kingdom would include:
 - The Health and Safety at Work Act
 - The Management of Health and Safety at Work Regulations
 - Provision and Use of Work Equipment Regulations
 - Personal Protective Equipment at Work Regulations
 - Electricity at Work Regulations
 - Reporting Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
 - The Consumer Protection Act
 - The Trade Descriptions Act
 - Control of Substances Hazardous to Health Regulations (COSHH)
 - Barbershop/salon insurance requirements, employers liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the barbershop/salon have a responsibility for the health and safety of themselves and others
 - The barbershop/salon safety regulations to ensure their actions do not put others at risk, which includes: all staff, clients and visitors
- Additional factors will include:
 - The reasons why it is important to accurately describe the features and benefits of products and services
 - The reasons and importance for gaining client consent
 - The maintenance of the barbershop/salon environment including:
 - The comfort of the barbershop/salon
 - Cleanliness of the barbershop/salon to prevent cross-infections via direct or indirect contact
 - The maintenance of the barber's chair
 - Provisions and use of workplace equipment – using only products, tools and equipment trained to use
 - Reasons for personal protective equipment (PPE), e.g. using protective gloves to prevent contact dermatitis when using certain products
 - Making visual checks on all electrical equipment and reporting faults/isolating power
 - Ensuring manufacturers' instructions are always followed when using products and equipment
 - Responsibilities of reporting certain work-related incidents or accidents, diseases and dangerous occurrences to a senior staff member

- Ensuring the public are protected from the manufacture of supplied unsafe goods or misleading price indications
- Prevent a false trade description of any goods supplied or offered, or making a false statement about the provision of any service
- Ensure that all personal client data records remain safe and confidential
- Update client records following service

The potential hazards and possible risks that may occur in the workplace and affect services

Taught content to include

- Hazards – anything that has the potential to cause harm, e.g. bottle tops not secured correctly on products
- Risks – a chance, high or low, that harm caused by the hazard may occur, e.g. potential for bottle to be knocked over causing slippage
- Working safely throughout the cutting service, an example may include ensuring there is adequate room around the client and no obstructions
- Ensuring use and maintenance of any equipment is monitored, e.g. conduct visual checks, ensuring the basin is clean and adjusted to correct height
- Ensuring the client is comfortable and free from harm throughout the service, e.g. removing jewellery that may inhibit the service whilst undertaking a conditioning treatment
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment, e.g. ensuring used towels are placed into a bin ready for laundering
- The Control of Substances Hazardous to Health (COSHH), including handling and storage of all products, tools and equipment
- The course of action to be taken when accidentally burning own or client's skin:
 - Rinse immediately with cool water to prevent further damage, apply cold compress
- The importance of ensuring a thorough visual check of the hair and scalp is performed prior to the service to prevent cross-infection, e.g. ensuring the scalp is not tender if applying massage for treatment services
- Risk of electric shock when using electrical equipment to enhance the service to include potential hazards of trailing wires
- Fire – the barbershop/salon's policy in the event of a fire and where the assembly point is
- The need to ensure personal protective equipment (PPE) requirements are followed

The safe and hygienic working methods and practices that must be followed throughout the services

Taught content to include

- The use of clean towels and gowns for all clients
- The use of clean and sterile tools and equipment for all clients
- The safe work practices and use of tools and equipment to include:
 - Prevention of cross-infection, e.g. covering any open cuts
 - The need to be organised and ready to undertake a shampooing service
 - The maintenance of tools and equipment
 - Avoidance of trailing wires
 - Avoidance from water spraying and/or spillage of products on the floor
- Applying correct temperature setting for electrical equipment according to the client's hair classification and characteristics when providing treatment services
- Apply heat protectors (where required) to the hair when using electrical styling equipment
- Organisation of working area

Contact dermatitis and how it can be prevented

Taught content to include

- Recognising contact dermatitis symptoms
- Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with, e.g. chemicals. Symptoms can be varied and include:
 - Skin redness
 - Extreme itching
 - Oozing or blisters, may make skin swell
 - Skin that appears darkened or hard/leathery to touch that may become dry or flaky
 - Sensitive to products and sunlight
- How to avoid contracting and preventing measures which may include:
 - Wearing gloves (recommended) when shampooing hair
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Following Control of Substances Hazardous to Health (COSHH) regulations
- Following and adhering to manufacturers' instructions when using products for shampooing, conditioning and treatment services

LO3 Know the factors that influence men's shampoo, conditioning and treatment services

The hair characteristics and classifications

Taught content to include

- Hair classification

Hair classifications table			
Type 1: Straight hair	1A - Fine/thin	1B - Medium	1C - Coarse
	Straight	Straight with volume	Straight difficult hair
Type 2: Wavy hair	2A - Fine/thin	2B - Medium	2C - Coarse
	'S' pattern	Frizzy 'S' pattern	Very frizzy 'S' pattern
Type 3: Curly hair	3A - Fine/thin	3B - Medium	3C - Coarse
	Soft curl	Loose curl	Tight curl
Type 4: Very curly hair	4A - Fine/thin	4B - Medium	4C - Coarse
	Tight coiled curl pattern	'Z' pattern and spring curl	Tight 'Z' pattern

- The factors that must be taken into account to judge where the application of tools, products and equipment for shampoo, condition and treat the hair and scalp are required, to include:
 - Density – this is defined as the number of hairs on the scalp and will affect the choice of tools and products used and the time of the service. Density can be low, medium or high
 - Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference, and fine hair the smallest. Texture may affect the porosity of the hair
 - Porosity – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles which are raised and feel rough and may tangle easily. Porous hair will absorb water and products more easily
 - Elasticity – this relates to the condition of the cortex layer of the hair. Elasticity levels are affected by how the hair is treated and the condition it is in. Wet hair should stretch and return to its normal size, this indicates the hair is in good condition with no damage to the cortex. If hair stretches and snaps or does not return to its original length this indicates internal damage to the cortex
 - Head and face shape and size – this relates to the overall shape and size of the client's head and its own specific features
 - Lifestyle – this is about the client's everyday activities and working patterns
 - Hair length – this will affect the general condition of the hair

How factors may limit or affect services and choice of products

Taught content to include

- How hair classifications and characteristics may influence the shampoo, condition and treatment services and techniques employed. These factors may also affect the possible desired finished style
- How contra-indications that may prevent services to include:
 - Adverse skin conditions
 - Bacterial, viral or fungal infections
 - Infections or infestations
- Results of tests – may prevent or restrict services being offered, or determine products, tools and equipment being used and services offered
- Density – defined as the number of hairs on the scalp and can be low, medium or high density. Density will affect the choice of products used and the time of the service, e.g. avoid products that increase volume on thicker, dense coarse hair. Product usage will need to be adjusted on a client by client basis when shampooing, e.g. low density hair will need less product than high density hair
- Texture – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference and fine hair the smallest. Texture may affect the porosity of the hair
- Porosity – relates to the condition of the cuticle. Porosity levels are affected by both chemical and physical damage. Cuticles which are raised and feel rough are known as porous and will absorb liquids and products more easily and unevenly. Suitable treatment products will be required if hair is very porous
- Elasticity – this defines the inner strength of the hair shaft and the hair's ability to return to its original strength, and will affect the products, tools and equipment used for a service, e.g. hair that has poor elasticity may require specialist products or treatments
- Head and face shape and size – this relates to the overall shape of and size of a client's head and includes any specific features, e.g. a client may have indentation on the scalp due to an operation
- Lifestyle – the client's everyday activity and work patterns, e.g. a client who lives in a hot climate and swims frequently would have hair which is both porous and dry as well as environmentally damaged. A product should be used that would add moisture, making the hair more manageable
- Hair length – this will affect the general condition of the hair. If the hair is long, the choice of shampooing and conditioning products will be important select, to take into account the possible differences in textures from root to point
- Hair type – this will determine the products used during the service, e.g. normal hair is soft, shiny and healthy and the correct shampoo and conditioner choice is required to maintain its general appearance
- Other services previously undertaken either at home or at a barbershop/salon – will influence the choice of products, e.g. shop bought progressive colour usage which over time can produce build-up on the hair

When and how tests are carried out

Taught content to include

- Elasticity test – internal strength of cortex
 - On wet hair, take individual strands of hair from 3-4 areas of the head – if hair is dry then dampen thoroughly
 - Hold one single hair securely and pull it – if the hair stretches and return to its original length without breaking – it has normal elasticity
 - If hair breaks or fails to return to its original length it has low or no elasticity
- Porosity test – external strength of cuticle
 - Take a few strands of hair, slide down towards the scalp using one finger and one thumb
 - The more resistance felt, the more porous the hair
- Density test – determines how tightly packed the follicles and strands of hair are
 - Take a square inch-sized area from 3-4 areas of the head as the density can vary, e.g. male pattern baldness may have lower density
 - Low density hair will be spaced out allowing the scalp to be seen (if less than 60% of the scalp can be seen then the hair has low density)
 - High density hair will be tightly packed with no scalp to be seen (if less than 85% of the scalp can be seen then the hair has high density)

How test results influence services

Taught content to include

- Confirming the service can proceed
- Preventing damage to the scalp or hair
- Prevention of the client taking legal action – ensure all tests and test results are recorded
- Preventing the reputation of the barbershop/salon being damaged
- Avoiding mistakes
- Results of tests
 - Elasticity test – if the hair is stretched and does not go back to its original state. It is damaged then determines what if any conditioning treatments to use
 - Porosity test – the hair's ability to retain moisture, how rough or smooth the cuticle feels. Where hair is porous it may need conditioning treatments
 - Density test – is defined as the number of hairs on the scalp and can be low, medium or high density, e.g. a client with a hair density that is low on the top of the head would require shampooing and treatment products to help give volume. Different techniques and products can be used to suit the level of hair density

Contra-indications and how they affect shampoo, condition and treat the hair and scalp men's services

Taught content to include

- A contra-indication to the hair and scalp can prevent or alter the service, products or techniques used in the shampoo, condition and treat hair and scalp service. Contra-indications to include, bacterial, viral or fungal infections. Contagious conditions can be passed person to person and will prevent services, to include:
 - Bacterial infection examples include:
 - Barber's itch, e.g. possible infection around ears/hairline
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once ruptured become a flat crust
 - Folliculitis – infection of the hair follicle, causes bumps with pus. May be painful, itchy, sore or swollen
 - Viral infection examples include:
 - Herpes simplex, a raised red blister full of fluid. It will usually be painful and tender to the touch
 - Warts, small, fleshy, grainy bumps usually flesh-coloured, white, pink or tan. Rough to the touch and can be sprinkled with black pinpoints, which are small, clotted blood vessels
 - Fungal infection examples include:
 - Ringworm – depends where it appears but may be red, itchy, scaly, or raised patches that develop blisters or begin to ooze. Patches that may be redder on the outside edges creating a 'ring' effect
 - Infestation/parasites examples include:
 - Head lice – are tiny grey/brown insects. Head lice cling to hairs but stay close to the scalp which they feed off. Head lice lay eggs which hatch after 7 to 10 days. It takes about 7 to 10 days for a newly hatched louse to grow into an adult and start to lay eggs known as nits. Nits are the empty yellow-white eggshells which are left when the lice hatch. Nits look like dandruff but stick strongly to hair
 - Scabies – itchy skin condition causing a rash which may cause tiny blisters or sores where mites have burrowed into the skin
- Non – contagious, contra-indications which might contribute to preventing or restricting a shampoo, condition or treating men's hair service, e.g. a client with an allergy to perfumes or oils may not be suited to some products or tonics, to include:
 - Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat being placed on scalp and care should be taken when using products
 - Sebaceous cyst – lump on top or under scalp/head, care should be taken when using brushes and combs, hair could be styled to cover lump
 - Psoriasis – dry silvery scales of skin, care should be taken when using brushes and combs not to catch the skin. Certain products may cause the condition to worsen
 - Contact dermatitis – dry, red, sore, itchy and may be weeping. Care should be taken when using brushes and combs not to catch the skin. Certain products may cause the condition to worsen
 - Recent scar/tissue injury, may be tender when using combs, brushes or heat
 - Hair loss, possible after medication, stress or trauma (alopecia), use tools and equipment carefully to avoid damage to hair or skin
- Hair defects, contra-indication examples include:

- Trichorrhexis nodosa – hair which breaks easily. Symptoms can include patches of hair loss or extremely short hair that appears not to grow. The hair shaft has thickened or thinned areas or has excessively split ends with discolouration. Use tools and equipment carefully to avoid damage to hair
- The course of action to be taken if contra-indications are suspected, to include:
 - The limits and boundaries of duties
 - Not to offer diagnosis
 - Which conditions need reporting and when
 - Who to report to and where to record the findings
 - Referral for medical attention or advice
 - History of previous allergic reaction

How to recognise hair, skin and scalp problems and necessary actions to take

Taught content to include

Different hair and scalp conditions	Causes	How to recognise	Possible service/treatments
Dry scalp/ Sensitised scalp	Sensitivity to products, damage due to heat styling	Itchy, white flakes, red patches	Scalp tonics, conditioning treatments
Oily scalp/ Seborrhoea	Over-production of the sebaceous gland	Excessive oil on the hair and scalp	Scalp tonics
Dandruff/Pityriasis capitis	Over-production of the epidermal cells	Yellow flakes often with an oily scalp	Medicated shampoo
Dry hair	Overuse of heat or chemicals or environmental factors may also cause split ends	fragile, coarse hair	Oil based conditioners such as coconut oil
Product build up	Residue on the hair which is caused by overuse of products and not cleansing sufficiently	A film on the hair, white in appearance	Clarifying shampoos
Chemical damage	Frequent chemical services leave the hair dry and porous and the cuticle scales open and rough The cortex may be weak, with poor elasticity	Breakage along the hair shaft	Penetrating conditioning treatments
Heat damage	Excessive heat from electrical heated equipment, e.g. straightening irons; incorrect use of equipment or failure to use heat protection products when styling can cause the hair to be porous, leaving the cuticle scales open and poor elasticity in the cortex	Breakage along the hair shaft	Penetrating conditioning treatments

The importance of identifying factors that may limit or affect services

Taught content to include

- Avoiding mistakes, examples may include:
 - Preventing damage to the hair and scalp
 - Preventing legal action
 - Informed consent
 - Avoiding cross-contamination

The importance of preventing cross-infection and cross-infestation

Taught content to include

- How to avoid cross-contamination, cross-infection or infestation – use of correct sterilising and disinfecting methods for all tools and equipment
- Ensuring the client's scalp and hair are checked prior to the shampoo, condition and treat the hair and scalp service
- Avoidance of cross-contamination, e.g. using unclean tools or protective garments from one client could contaminate the next client's hair or scalp
- Ensuring the professional barbershop/salon image is maintained

The methods of sterilisation and disinfecting methods used in barbershops and salons

Taught content to include

- Tools, equipment and work surfaces must be kept clean, well maintained and sterilised or disinfected
- Sterilisation and disinfecting will prevent cross-infection/contamination
 - Sterilisation – the killing of organisms such as bacteria, fungi and parasites
 - Disinfecting – the elimination of the most harmful microorganisms (not including their spores) from surfaces or objects

Cleaning/sterilisation	Tools	Use/instructions
Autoclave	Metal tools for hair, e.g. scissors	Steam is used at high temperatures to sterilise equipment. Tools/equipment usually take 20 minutes to sterilise; autoclaves are not suitable for wooden handled tools
Chemical sterilisers	Scissors, combs, brushes, sectioning clips	Mostly used in chemical jars, a solution is made following manufacturers' instructions. Tools are submerged for 20 minutes to be fully sterilised
Ultra-violet cabinet	All tools	Ultra-violet rays sterilise tools, turn tools after 20 minutes to ensure both sides are fully sterilised
Moist heat	Towels, gowns	Hot cycle on washing machine used to kill bacteria and clean effectively
Cleaning detergents	Work surfaces	Use according to manufacturers' instructions

LO4 Understand the science of shampooing, conditioning and treating men's hair and scalp services

How shampoo and water act together to cleanse the hair including surfactant molecules

Taught content to include

- The difference between hydrophilic and hydrophobic, i.e.
 - Shampoo contains molecules which have a hydrophilic head (water loving) and a hydrophobic (water-hating/oil-loving) tail
 - The hydrophilic head of the molecule is drawn towards the water and the hydrophobic tail is drawn towards the dirt, oil and grease on the hair and scalp
- The importance of ensuring all parts of the hair are thoroughly wet before applying shampoo
- The reasons for applying shampoo evenly throughout the hair
- The importance of applying the correct massage movements to emulsify the shampoo
- The importance of emulsifying the shampoo through a lathering action, i.e. to lift/remove the dirt, oil and grease from the hair

Effects of water temperature on both the scalp and structure of the hair

Taught content to include

- Hot water:
 - Opens the pores and the cuticle scales allowing for product penetration
 - Increases blood supply to the scalp
 - Aids the removal of oil, dirt and debris from the hair and scalp
 - Can cause scalds/burns to scalp if water temperature too hot/not checked
- Cold water:
 - Helps close the pores and the cuticles
 - May help to prevent dirt entering
 - Helps to smooth the hair and promote shine
 - Can cause scalp or head pain/shock if client not aware of temperature change

How pH value of products used affects the current state of the hair and scalp

Taught content to include

- Hair and skin has a pH of between 4.5-5.5
- The importance of correct analysis of hair classification, characteristics and scalp condition prior to product application
- The pH value of each of the shampooing, conditioning products as each will vary according to the hair type/condition they are being used to treat
- The importance of referring to manufacturers' instructions for use and application
- pH values and their effect on the hair and scalp
 - Neutral pH 7
 - Acidic pH 1-7 closes cuticle
 - Alkali pH 7-14 opens cuticle, e.g. allows entry for specialist treatments
- How the choice of products will affect the current state of the scalp and/or hair
- Average pH ranges for products are
 - Shampoos between pH 4.5-7.5 – maintains current state/closes the cuticle
 - Conditioners between pH 4.5-5.5 – opens the cuticle and allows products to penetrate
 - Treatment and conditioners for hair and/or scalp pH 4.5-5.5

LO5 Understand the tools, equipment, products and techniques used to shampoo, condition and treat men's hair and scalp

The importance of preparing the hair prior to shampoo, condition and treating the hair and scalp

Taught content to include

- The importance of consulting with the client and undertaking hair analysis
- The importance of and reason why the hair should be prepared correctly for the shampooing, conditioning or treatment service
- The importance of preparing hair prior to shampooing to include:
 - Removing tangles/knots
 - Checking hair and scalp prior to shampooing
 - Checking for influencing factors
 - Checking for contra-indications/signs of infections or infestations
 - Checking for piercings that may inhibit the service
 - Checking client comfort
 - Checking correct use of products for the hair and scalp type or condition
- The importance of preparing the hair prior to the conditioning service:
 - Ensuring the hair is clean and free of dirt and debris
 - Smoothing the cuticles and removing tangles/knots after shampooing
 - Identifying the hair condition to ensure correct surface conditioner for hair type
- The importance of preparing the hair for treatment services:
 - Ensuring the hair is clean and free of dirt and debris
 - Smoothing the cuticles and removing tangles/knots after shampooing
 - Identifying the hair or scalp condition to ensure correct treatment service is applied
 - Following manufacturers' instructions to achieve the desired outcome
 - Ensuring the safe use of electrical equipment (if used) or application of hot towels to assist the treatment service

The tools, equipment and products available and the effects they achieve

Taught content to include

- Tools:
 - Wide tooth combs – used to de-tangle hair or as a multi-purpose comb for managing the hair
 - Section clips – to hold and control the hair whilst detangling and preparing the hair for further services
 - Towels – to protect client's clothes and to dry the hair
 - Gowns – to protect client's clothes
 - Capes (if used/required) as an added protection layer
 - Plastic caps (if used/required) to retain heat and moisture
 - Bowl/brush – to aid application of product

- Equipment:
 - The range of electrical equipment that may be recommended by the manufacturer and can be used during the shampooing, conditioning and treatment service
 - Steamers – to add heat which will open the pores of the skin and cuticles of the hair to allow product penetration without causing dehydration
 - Hood dryers (if available) – to add heat which will open the pores of the skin and cuticles of the hair to allow product penetration but may cause dehydration
 - Electrical heated equipment (if available) – to add heat which will open the pores of the skin and cuticles of the hair to allow product penetration but may cause dehydration
 - Hot towels – to retain heat which will open the pores of the skin and cuticles of the hair to allow product penetration without causing dehydration
- Products:
 - Shampoo products are used to cleanse the hair and scalp and usually have a pH of 4.5-5.5 which include:
 - Protein based for damaged hair
 - Clarifying for product build-up
 - Gently moisturising for normal hair
 - Medicated for oily hair and scalp
 - Moisturising for dry hair
 - Manufacturer's own brands may have claimed therapeutic properties or should be used together as part of a range of scalp and hair treatment service
 - Other examples may include commonly named shampoos, e.g. lemon for cleansing the hair and scalp
- The three most common types of conditioning products and their use, which are applied to wet, shampooed hair:
 - Surface conditioner – used to close the cuticle scales and aid shine and manageability
 - Penetrating conditioner – use to repair the internal structure of the hair and to enhance the texture and appearance
 - pH balancing conditioner – used to restore the natural pH of the hair and close the cuticles following chemical services
- Scalp treatments
 - Scalp treatments – may be applied to wet or dry hair depending upon treatment requirements
 - Products are used to open blocked pores, promote circulation and treat scalp conditions
 - Dry scalp – oil-based products, e.g. olive oil is used on dry hair, warm the oil prior to application, applied with cotton wool and removed with shampoo prior to water (oil and water do not mix)
 - Oily scalp – tonics usually spirit based, applied on dry hair

The correct use and maintenance of shampooing and conditioning tools

Taught content to include

- Tools
 - All combs – de-hair and wash in warm soapy water and immerse in disinfectant solution for at least twenty minutes. Clean combs are suggested for each client
 - Sectioning clips or clamps – wash or wipe with disinfectant/sterilising solution
- Equipment
 - Fixtures and fittings, including chairs, mirror workstation area – clean away all loose hairs and wash with warm soapy water or clean with disinfectant/sterilising wipes or sprays
 - Hood dryer, steamer, electrical equipment – wipe over to remove debris and check filters to remove excess dust build up. Check all working parts daily. Ensure the maintenance equipment reports are recorded and where appropriate how often any electrical testing is required
- Products
 - Follow and adhere to manufacturers' instructions for the safe storage of products to shampoo, condition and treat the hair and scalp, e.g. avoid direct sunlight/extremes in temperature which may alter or affect the effectiveness of the product
 - Ensure stock is rotated correctly
 - Wipe after usage
 - Ensure daily maintenance for cleaning all products to ensure they are kept in optimum condition and ready for use
 - Where appropriate ensure all products are topped/filled up and ready for use

The importance of following barbershop/salon and manufacturers' instructions during shampoo, condition and treat the hair and scalp services

Taught content to include

- The importance of following and adhering to manufacturers' instructions when using products and equipment to shampoo and condition the hair and scalp
- To prevent hazards
- To minimise risks
- To minimise wastage of products
- To produce expected results
- To avoid problems or mistakes
- To avoid legal action

The importance of using products cost-effectively

Taught content to include

- The reasons for applying products in a logical sequence
- The reasons why products are applied evenly, e.g. to not oversaturate the hair or scalp
- The reasons why sectioning of the hair for application of products may be necessary, e.g. using a bowl and brush to ensure even distribution of a treatment may be required to produce an even result and prevent waste
- The effects on the hair and/or scalp if excessive products are used, e.g. saturating fine hair could result in making the hair condition worse or the scalp become irritated by the product
- The safe storage of products, as some may lose their ability to work or may present a risk or hazard, e.g. scalp tonics should be stored away from direct heat and sunlight
- The importance of following barbershop/salon and organisation policy, e.g. ensuring manufacturers' instructions are adhered to when using products for shampooing and conditioning
- Calculate costs of conditioning service, include any retail products sold, e.g. client may need to continue treating the hair and scalp at home

The massage techniques used during shampooing and conditioning

Taught content to include

- The importance of using massage techniques as part of the shampooing, conditioning and treatment service
- The massage movements used in the service and the features and benefits to the client of massage, e.g. stimulation to the scalp
- The importance of ensuring all massage movements are suitable to the hair type and scalp condition
- The massage movements used during shampoo and conditioning men's hair treatments:
 - Effleurage – slow, stroking movements using the palms of the hands
 - Used to distribute the shampoo or conditioner
 - Relaxes the client and introduces other massage movements or used in-between other massage movements to aid client comfort and relaxing purposes
 - May help to loosen a tight scalp
 - May be used for both shampooing and conditioning services
 - Rotary – small, circular movements using the pads of the fingers
 - Stimulates the scalp
 - Increases blood circulation
 - Removes dirt/product build up
 - Friction – quick, rubbing movement, using the pads of the fingers
 - Stimulates the scalp i.e. may help to produce increase in blood supply to the scalp/hair follicles
 - Helps to remove product build-up
 - May be used on both wet and dry hair
 - Petrissage – deep, kneading movements
 - Relaxes the client and used as main massage movement for both shampooing and treatment services
 - Stimulates the sebaceous glands to improve dry scalp and hair conditions
 - Stimulates the blood supply
 - May be used on wet and dry hair
 - Tapotement – using finger pad, light tapping movement over the entire scalp
 - Promotes blood circulation (may be omitted as not suitable for all clients)
 - Usually applied at end of other massage movements
 - May be used on wet or dry hair
- Use all massage movements in a way that is suitable for the client's needs
- Understand and describe the benefits of massage on the hair and scalp

Assessment requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. Theory examination
3. Synoptic practical examination

1. Service portfolio

Learners must produce a service portfolio which is required to be completed under the supervision of a lecturer who must monitor the quality of the services performed throughout the learners' training, to ensure that they meet the given criteria.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least 3 occasions**. This should be conducted on a range of new and existing clients and cover a range of shampoo, conditioning and treatment services for different scalp and hair classifications and hair types.

The service portfolio must be completed and marked prior to the learner completing the theory examination and the synoptic practical examination.

2. Theory examination

Learners must complete a theory examination for this unit. This will consist of a multiple choice question paper.

The theory examination will test knowledge and understanding from across learning outcomes 2, 3, 4 and 5. Learners should use the unit content sections of this unit to aid revision.

3. Synoptic practical examination

This unit forms part of the synoptic practical examination which will be externally set by the awarding organisation and examined and marked by an external examiner. The synoptic practical examination will take place at the end of the period of learning.

Document History

Version	Issue Date	Changes	Role
v1.0	02/09/2019	First published	Head of Qualifications and Processing
v2.0	15/11/2019	Amended LO2 and LO4's incorrect text and added LO5 to the Theory Examination text.	Qualification and Regulation Co-ordinator
v3.0	23/06/2026	Rebranding	Development Administrator