
Unit Specification

iUHB348 – Shampoo, condition and treat the hair and scalp

Unit reference number: L/651/0678

Level: 2

Guided Learning Hours (GLH): 40

Overview

The aim of this unit is to develop learner's knowledge, understanding and skill for shampooing, conditioning and treating the hair and scalp. They will be able to use appropriate massage techniques and products for a variety of hair and scalp conditions.

Learners will also learn how to advise clients on a home haircare regime. Learners will need to maintain health, safety and hygiene 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 the hair and scalp

LO2 Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

LO3 Understand the science of shampooing, conditioning and scalp treatments

LO4 Understand the products and techniques used in shampooing, conditioning and scalp treatments

Unit content

LO1 Be able to shampoo, condition and treat the hair and scalp

Prepare for shampooing, conditioning and treatment services

Taught content

- Ensuring the work area is clean and well organised
- Creating a positive image and attitude with good posture throughout the service and/or treatment
- Removing obstructive jewellery or items that would inhibit the service and/or treatment
- Protecting and caring for the client throughout the service and/or treatment
- Protective clothing for client to include gown, towel, shoulder cape
- Protective clothing for self to include apron – gloves are advised
- Assisting the client into a comfortable and relaxed position for the service and/or treatment
- Ensuring the chair and basin (if moveable) is adjusted to a comfortable position for the client, where necessary a foot stand could be positioned for client comfort
- Keeping work area clean and tidy, free of waste and clean and sterilised for the next client

Apply safe and hygienic methods of working throughout services

Taught content

- Ensure learner maintains good posture throughout the service and/or treatment
- Ensuring the client maintains the correct posture and comfort throughout the service and/or treatment to avoid a hazard or a risk
- Ensure the correct storage and handling of all products, tools and equipment
- Minimise the risk of damage to products, tools and equipment
- Minimise the wastage of products
- Waste materials are disposed of hygienically and appropriately
- Make effective use of their working time
- Minimise the risk of harm or injury to themselves and others
- Manufacturers' instructions are followed and used safely when using products or treatments and that all precautions are taken to minimise contracting contact dermatitis
- Relevant tests are followed where appropriate
- There is sufficient stock and it is used appropriately
- All products, tools and equipment are clean and all hygienic precautions are followed to minimise the risk of cross-infection
- Working time is used effectively
- 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, for example, eliminating offensive body odour or strong smell of tobacco

Consult with clients about services and/or treatments

Taught content

- Carry out consultation with the client, prior to shampooing, conditioning and/or treatment include:
 - Products used at home
 - Frequency of shampooing for example, daily or less regular
- Carrying out and assessing the hair and scalp for signs of infection, infestation or injury
- Carrying out and assessing the hair and scalp for suitable services and/or treatments to include hair classifications:

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

- Hair characteristics:
 - Elasticity – the hair's ability to stretch and retract to its original size
 - Porosity – the condition of the cuticle
 - Texture – the feel of an individual hair – fine, medium or coarse, examples may include:
 - Caucasian – wavy and straight
 - African type – very curly, fine, medium
 - Asian – straight
 - Density – the number of hairs on the scalp
 - Hair condition – if it has been chemically or physically affected by chemicals or external elements for example, heat damaged, environmentally damaged, product build-up, over processing
 - Hygroscopic – hair has the ability to absorb moisture; this function gives the hair its elasticity and makes the hair hygroscopic. The properties are changed when hair has been shampooed or becomes wet, weaker hydrogen bonds break down and in its natural state, hair is known as alpha keratin. This allows the hair to be stretched using heat. Once hair is stretched and dried into a new shape it becomes known as beta keratin state
 - Growth patterns – this relates to the direction the hair grows from the scalp and may influence the products and tools used. Selection of appropriate tools and products may help overcome a difficult growth pattern, for example, a client with short, tight curly hair would require specific shampoo and conditioning products and wide tooth comb for disentangling the hair
 - Hair length – this may affect the general condition of the hair, for example, if the hair is long, the ends will have been shampooed many times and the condition will become affected by physical or chemical processes

- Services prior to shampooing – other services offered prior to shampooing and conditioning may influence the end result, for example, a client who has had a colour service will require the correct selection of shampoo and conditioner according to the hair classification and characteristics
- Scalp conditions to include:
 - Cuts, sores or abrasions
 - Sebaceous cyst – tender or sore raised bump on skin, which if infected or inflamed will contain pus
 - Psoriasis – common skin condition that changes the life cycle of skin cells. Causes a build-up of skin cells which may appear thick silvery and inflamed. May cause itching
 - Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with for example, 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
 - Seborrhoea – over activity of sebaceous glands by excessive secretion of sebum resulting in an oily coating on the skin
 - Scalp sensitivity – an inflamed, sore and red scalp, requires careful massage techniques and use of tools
 - Recent scar/tissue injury may be tender and sensitive
 - Alopecia
 - Total hair loss on the scalp
 - Loss of hair in patches on the scalp
 - Traction alopecia – hair loss at the point of tension, possible after the removal of hair extensions, use appropriate products and tools carefully when shampooing, conditioning or treating these areas
 - Male pattern baldness – may present as receding hair line and hair loss at crown
 - Hair loss as a result of chemotherapy – usually temporary and hair is lost over scalp and body
 - Hair loss as a result of medication or medical conditions, for example, thyroid imbalance
 - Hair loss as a result of hormonal changes, for example, after giving birth
 - Hair loss, possible after the removal of hair extensions, medication, stress or trauma (alopecia), use appropriate techniques, products and tools carefully when shampooing, conditioning or treating these areas
- Purpose of shampooing, conditioning and treatment services examples will include:
 - Cleansing, conditioning, toning (colour based shampoos)
 - Removal of colour or lightening services
 - Preparation for other services for example, perming, cutting, styling
 - Surface, penetrating and treatment conditioning services
 - Scalp treatments
- Consulting and informing with the client throughout the shampoo, condition and/or treatment

Select suitable products, tools and equipment

Taught content

- Discussing client's needs and requirements
- How different hair and scalp conditions can affect the selection of shampooing, conditioning services and treatment products
- Hair conditions – the types of shampoo, conditioning and treatment products available for different hair conditions; most salons will have a 'professional range' of products suitable for the hair classification, characteristics, hair and scalp conditions
- Following manufacturers' instructions for optimum results
- Examples of hair conditions that require specific products will 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
 - Product build-up – clarifying shampoo
 - Normal – cleansing shampoo
 - Dry – oil based shampoo
 - Oily – where oil deposited on the hair from the scalp – citrus based
 - Fine/limp hair – protein shampoo to add body
 - Pre-perming/chemical processes – soapless shampoo
- Conditioning products to 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
 - Examples include:
 - Anti-oxy – used post chemical services to prevent chemical working and further. Closes cuticle and restores pH
 - Pre-perm, colouring or lightening services – smooth cuticles, to even out porosity
 - Penetrating and treatment conditioners
 - Check manufacturers' instructions, some require the use of additional heat for example, electrical steamer, hot towels
 - Various types of formats 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
 - Examples include:
 - Restructurants – used frequently to help rebuild the cortex region of the hair
 - Pre-perm, colouring or lightening services – to prepare the hair in advance, restore moisture or elasticity
 - Post chemical services – restore moisture, shine, manageability
 - Environmental damage – restore moisture, shine, manageability
 - Scalp treatments:

- Liquid, cream, tonics or oil based forms
- Usage and length of treatments will vary depending upon scalp condition
- Most common treatments include a two or three stage application of different products examples include:
 - Dandruff – may involve a shampoo and specific scalp treatment
 - Dry scalp – may involve a shampoo, scalp treatment and conditioner
- Using the appropriate brush for hair type when de-tangling or removing excess products in the hair prior to service for example, flat brush used from ends to points to remove tangles from long hair
- Using combs required for different aspects of the service for example, wide tooth comb when combing through conditioning products
- Additional items as required examples may include:
 - Tint brush and bowl can be used to apply treatments
 - Electrical steamers – can be used to add heat and to open the cuticle scales, this method uses moist heat
 - Electrical accelerators – can be used to apply dry heat to the hair to open the cuticle scales
 - Heated damp towels can also be used to add moist heat for treatments

Carry out shampooing, conditioning and treatment services

Taught content

- Discuss and confirm client's needs and requirements before, during and after the service and/or treatment
- Prepare clients with protective garments appropriately for the service and/or treatment
- Ensure hair is prepared correctly at the start of the service
- Check water temperature first on self and then check with client for suitability
- Demonstrate safe and effective management of equipment for example, the force of the water flow should be comfortable for the client
- Use appropriate massage techniques according to the service and/or treatment requirements
- Shampooing massage techniques include:
 - Effleurage – using pads of fingers or the palm of hands. Slow stroking movements used to spread the shampoo and relaxing the client
 - Rotary – using the pads of fingers. Small, round circular movements that stimulates the scalp and removes debris from the hair
- Adapt shampooing massage techniques to include:
 - Hair length for example, use effleurage movements on the length of the hair to prevent excessive tangling that may result if using rotary movements
 - Hair density – thicker hair may require firmer massage movements
 - Hair condition – chemically damaged hair for example would require careful massaging
 - Scalp condition – dry scalps for example may benefit from additional rotary movements to help stimulate the scalp
- Conditioning or treatment massage techniques include:
 - Effleurage – using pads of fingers or the palm of hands. Slow stroking movements that enables the conditioner or treatment product to be fully worked into the hair and relaxes the client
 - Petrissage – using pads of the fingers in slow circular movements, to pick up and lift the scalp, keeping elbows at 90o angles from the body

- Tapotement – using finger pads, light tapping movement over the entire scalp, promotes blood circulation (may be omitted as not suitable for all clients)
- Adapt conditioning or treatment massage techniques to include:
 - If the client has a temperature or feels unwell
 - Is the hair and scalp are excessively oily/greasy as massaging will be too stimulating
 - Where cuts, sores or abrasions are present
 - Where contra-indications are present
- Use correct products
- Use correct tools to section hair cleanly where necessary
- Consider all factors and adapt the techniques to the individual
- Be time and cost effective
- Use correct methods and tools for disentangling hair for example, from points to roots
- Consult with client throughout the service

Provide clients with advice and recommendations on the service(s) provided

Taught content

- Give advice and recommendations accurately and constructively
- Provide aftercare advice including potential costs of further services or products
- Explain the products used to clients, including the benefits and effects on the hair and/or scalp
- Discuss client's needs, requirements and lifestyle to provide further advice and guidance on use of home care products for example, protection for hair/scalp from sun
- Suggest alternative products or services
- Advise how to correctly de-tangle hair to prevent further damage
- Demonstrate and recommend products for use at home

LO2 Know how health and safety policies and procedures affect shampooing, conditioning and scalp treatment services

Responsibilities for health and safety in own role

Taught content

- 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)
 - Salon insurance requirements, employer's liability, public liability, professional indemnity
- Responsibilities for health and safety to include:
 - The reasons why all staff working in the salon have a responsibility for the health and safety of themselves and others
 - The 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 salon environment including:
 - The comfort of the salon
 - Cleanliness of the salon to prevent cross infections via direct or indirect contact
 - 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 to any goods that are supplied or offered to supply any goods to which a false trade description has been applied, or false statement about the provision of any service
 - Ensure that all personal client data records remain safe and confidential
 - Update client records following services

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

Taught content

- Hazards – anything that has the potential to cause harm, for example, a spillage that is not cleaned up immediately
- Risks – a chance, high or low, that harm caused by the hazard may occur, for example, someone may slip on the spillage
- Working safely throughout the shampooing, condition and/or treatment service, ensuring use and maintenance of any equipment is monitored for example, conduct visual checks on the washbasin for cracks or chips
- Ensuring the client is comfortable and free from harm throughout the service
- Disposing of waste appropriately to minimise risk of cross-infection and ensure there is no unnecessary risk to the environment
- Correct handling and storage of all products, tools and equipment as applicable to the country the qualification is being taken in
- The importance of ensuring a thorough visual check of the hair and scalp is performed prior to the service to prevent cross infection
- Risk of electric shock when using electrical equipment to enhance the service
- Fire – the salon's policy in the outcome of a fire and where the assembly point is
- The need to ensure personal protective equipment (PPE) requirements are adhered to

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

Taught content

- The use of clean towels and gowns for all clients
- The use of clean and sterile tools and equipment for all clients
- The importance of the correct personal protective equipment (PPE) for the stylist and client
- The reasons to cover open cuts
- The safe work practices and storing of tools and equipment to include:
 - Prevention of cross infection for example, covering any open cuts
 - The need to be organised and ready for the client's arrival
 - The maintenance of tools and equipment
 - Avoidance of trailing wires
 - Dealing with spillages

The prevention of contact dermatitis

Taught content

- Recognising contact dermatitis symptoms
- Contact dermatitis – is a rash caused by the skin reacting to a substance it has come into contact with for example, 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)
 - Rinsing and drying hands thoroughly
 - Use of moisturisers or barrier creams
- Correct handling and storage of all products, tools and equipment
- Following and adhering to manufacturers' instructions

The importance of questioning clients prior to and during services

Taught content

- The types of questions to ask to understand the client's needs
- The importance of questioning clients to establish any contra-indications to the services
- How contra-indications can affect the service(s)
- To ensure the client understands the process
- 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 style
- To ensure client's expectations are met

The importance of preventing cross-infection and cross-infestation

Taught content

- Avoidance of cross-contamination for example, using unclean tools from one client could contaminate the next client's hair or scalp
- Ensure the professional salon image is maintained
- The contra-indications to shampoo, condition and/or treatment services to include:
 - Adverse skin conditions
 - Bacterial, viral or fungal infections
 - Bacterial infection examples include:
 - Impetigo – begins as blisters that itch, then fill with a yellowish-brown fluid, that once rupture becomes 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 pinpoint, 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
- Hair defects, including:
 - 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
 - Monilethrix – is a condition that affects hair growth. Its most characteristic feature is that individual strands of hair have a beaded appearance that results in short, fragile and broken hair
- Other known allergies, examples may include intolerance to nuts or certain oils
- 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

LO3 Understand the science of shampooing, conditioning and scalp treatments

Hair and scalp conditions and their causes

Taught content

- Hair conditions
 - Heat damaged examples include:
 - Over use of electrical equipment, tongs, hairdryer, straighteners
 - Concentrated use of a piece of electrical equipment in one place for example, straighteners used continuously on front sections of hair
 - Product build up on hair causing dryness or oiliness
 - Chemically processed hair, examples include:
 - Over processing hair
 - Overlapping of lightener or colour
 - Home lightening or colouring process that has not been undertaken correctly
 - Environmental damaged examples include:
 - Swimming in salt-water or chlorine pools
 - Over exposure to sun
 - Lack of exposure to sun/external temperatures for example, prolonged recuperation in hospital/home due to illness
 - Static and dry winter air can contribute to moisture loss, leaving the hair dry. Changes in temperature from the cold air to the warm indoor air can cause the cuticle layers of the hair to loose moisture quickly
 - Physical damage is man-made and examples include:
 - Constant pulling or playing with the hair
 - Braids or hair additions that are too tight or heavy
 - Braids or hair additions left in too long or incorrectly removed
 - Using the incorrect attachments to hold the hair in place for example, uncovered bands
 - Rough or incorrect handling of the hair for example, over back-combing or back-brushing hair and using incorrect tools or detangling methods to remove
 - Excessive hard water used over a period of time
- Other hair conditions may include nutritional damage due to illness or deficiency
- Scalp conditions to include:
 - Dandruff affected
 - Small itchy, dry scales which may be white or grey
 - Over production and shedding of the epidermal cells
 - Oily/Seborrheic
 - Excessive oil on the scalp
 - Shiny scalp
 - Over production of the sebaceous glands. May be related to hormonal changes
 - Dry
 - Lack of moisture on the scalp
 - May be itchy or tight
 - May be caused after a reaction with a product or chemical service
 - Eczema
 - Dry, thickened, cracked, raw or scaly skin
 - Red, white, to brownish-grey coloured inflammations or patches
 - The need to avoid harsh products that may irritate the skin
 - Psoriasis
 - Skin condition that changes the life cycle of skin cells
 - Causes a build-up of skin cells which may appear thick silvery and inflamed
 - May cause excessive itching

The science which underpins the services provided

Taught content

- How shampoo and water act together to cleanse the hair including:
 - Surfactant molecules which are designed to remove dirt and debris from the hair
 - The molecules – designed to work by reducing the surface tension by being attracted to:
 - Hydrophilic – water loving
 - Hydrophobic – water repelling
- Effects of water temperature on both the scalp and structure of the hair
 - Hot water
 - Opens the pores and the cuticles
 - Increases blood supply to the scalp
 - Aids the removal of oil, dirt and debris from the hair and scalp
 - Cold water
 - Helps close the pores and the cuticles
 - Can prevent dirt entering
 - Can smooth the hair and promote shine
- Acids and alkalis
- The pH of the hair and skin ranges from 4.5-5.5
- Checking the pH of a product to measure how acidic or how alkaline it is to enable the correct usage of products
- Choice of products:
 - How the pH value of products used affects the current state of the hair and scalp. Examples may include using a harsh alkaline product reducing the acidity of the scalp which may result in soreness, irritation or possible infection, or incorrect shampoo used that changed the natural pH balance and removed essential moisture
- Product build-up, examples include:
 - Excessive use of hair sprays, gels, lacquers or styling products
 - How products coat the cuticle which may inhibit additional services for example, colour application uneven
 - How products can cause a build-up on the scalp causing irritation and discomfort
- How the inclusion of heat can open the cuticle making the penetration of the product more effective, to include:
 - Steamer – produces moist heat through evaporation of distilled water
 - Hot towels – produces moist heat. Care must be taken in preparation and can be used in place of a steamer
 - Hood dryers and accelerators – produce dry heat mostly used to aid penetration of the product when specified by the manufacturer. Not recommended for some condition or specialised treatment services
- The use of the correct products appropriate to the client's hair classification and characteristics, for example, the use of a penetrating treatment on thick hair which is chemically damaged to provide protection, improve texture, assist in the control of the hair and help to maintain the finish

LO4 Understand the products and techniques used in shampooing, conditioning and scalp treatments

The range of products available

Taught content

- Soapless shampoos and product build-up shampoos
- Conditioning and special treatment shampoos
- Surface conditioners
- Penetrating treatment conditioners
- Scalp treatments/tonics

The potential effects of using incorrect products

Taught content

- What may happen if the incorrect shampooing and conditioning products are used, examples may include:
 - Increasing porosity and damage to the hair
 - Influencing further services, such as perming, styling and setting
 - Influencing the outcome or services for example, lightening, colouring or relaxing
 - Increasing dryness or irritation to scalp or dryness to hair
 - Increasing oiliness of hair or scalp

The importance of following salon and manufacturers' instructions when applying and removing shampooing and conditioning products

Taught content

- Reasons for following manufacturers' instructions to achieve best results
- Maximising effectiveness of products for example, recommended timings when using products
- The importance of removing all products from the hair:
 - Shampoo – examples include:
 - Residue remaining may cause irritation to the scalp
 - Poor results for further services
 - Conditioner and/or treatments – examples include:
 - Scalp irritation
 - Lank hair
 - Poor results for further services

The importance of using and removing water from the hair

Taught content

- Reasons for the removal of excess water for example, client comfort
- Reasons why the water pressure, flow and control of water is important for example, water should run in an even flow from scalp area – roots to points of hair in order to not unnecessarily tangle or roughen the cuticles
- Ensuring the water temperature is correct for client comfort for example, excessive hot water used may scald the scalp whilst cold water may be uncomfortable for the client

The massage techniques used during shampooing and conditioning

Taught content

- When and how effleurage and rotary massage techniques should be used when shampooing different lengths and densities of hair
- The purpose of using shampooing massage techniques:
 - Effleurage – all hair lengths introduces product to the hair and scalp
 - Rotary – ideal for short hair or at root areas on longer hair. If used throughout long hair may cause unnecessary tangling
- When and how massage techniques should be used when conditioning or treating different lengths and densities of hair
- The purpose of using conditioning massage techniques:
 - Effleurage – all hair lengths ideal for relaxing the client and ensuring the product is evenly dispersed throughout shorter and longer length hair
 - Petrissage – for use on scalp to stimulate blood supply
 - Tapotement – all lengths of hair used to further stimulate the scalp and increase blood flow

The importance of de-tangling the hair from points to roots

Taught content

- Prior to service this method ensure the hair is prepared for subsequent shampooing service and removes excess debris
- Hair stretches when wet – combing hair from point to root ensures minimal damage to the hair
- Prevents over-stretching or breaking the hair especially if damaged
- Prevention of client discomfort
- Use of correct tools for example, correct size comb, i.e. flat bristle/soft brush on dry hair prior to shampooing to remove tangles, dirt/debris and large tooth to disperse conditioner in the hair when wet

The importance of using products cost effectively

Taught content

- Applying products in a logical sequence
- Applying products evenly, for example, sectioning the hair and using a bowl and brush to ensure even distribution of product to all parts of the scalp and/or hair
- The effect on the hair and/or scalp if excessive products are used, i.e. saturating fine hair could result in difficulty in removing all the product and the hair become limp, or scalp appearing oily
- The processes of application and minimise wastage of products, for example, haphazardly applying water which then goes into client's ears or eyes or removing too much product from the container
- The safe storage of products as some may lose their ability to work or may present a risk or hazard, for example, products should be stored away from direct heat and sunlight
- Keeping wastage to a minimum and ensuring that unused products are disposed of correctly and not harmful to the environment

The importance of providing clients with advice and recommendation on the service(s) provided and products available

Taught content

- Maintenance of hair and/or scalp
- Recommending products for home use which may include:
 - Shampoos
 - Conditioners
 - Treatments
 - Tonics
- Demonstrating correct tools to use including:
 - Methods of detangling hair
- Use of products including:
 - Demonstrating product usage where appropriate
- Advice for future services
- The expected time interval for return services, for example, to have maintenance services for a specific style
- Reasons why a client would return to the salon, for example, to complete a course of scalp treatments

Unit requirements

Learners must complete all assessment requirements related to this unit:

1. Service portfolio
2. External 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.

The performance of learning outcome 1 must be demonstrated as part of all technical observations and will be recorded on **at least three observations**. This must be conducted on a range of new and existing clients and cover the following: two hair conditions and one scalp condition.

The service portfolios 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 and 4. Learners should use the unit content sections of this unit to aid revision.

3. Synoptic practical examination

Learners must complete a synoptic practical examination for this unit 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	19/03/2024	First published	Qualification Administrator
v2.0	24/06/2026	Rebranding	Development Administrator