

VTCT Level 2 Award in Scalp Massage Services

Accreditation start date: **1 August 2010**
Credit value: **10**
Total Qualification Time (TQT): **100**
Guided learning hours (GLH): **87**
Qualification number: **500/8732/0**

Statement of unit achievement

By signing this statement of unit achievement you are confirming that all learning outcomes, assessment criteria and range statements have been achieved under specified conditions and that the evidence gathered is authentic.

This statement of unit achievement table must be completed prior to claiming certification.

Unit code	Date achieved	Learner signature	Assessor initials	IQA signature (if sampled)
Mandatory units				
UV20483				
UV20386				
UV20513				

The qualification

Introduction

The VTCT Level 2 Award in Scalp Massage Services is a qualification that has been specifically designed to develop your practical skills in; how to provide a good quality consultation service for clients and effective scalp massage services.

Underpinning this qualification you will develop a sound knowledge of health and safety whilst working in the hairdressing industry. You will also develop a knowledge and understanding of the practical skills learned throughout this qualification.

The purpose of this qualification is develop your skills to a high level of occupational ability to enable you to perform your own services and assists others.

National Occupational Standards (NOS)

Units in this qualification have been mapped to the relevant NOS (where applicable). This qualification is regulated on the Regulated Qualifications Framework.

This qualification is approved and supported by the Hairdressing and Beauty Industry Authority (HABIA), the standard setting body for hair, beauty, nails and spa qualifications.



Progression

When you have successfully completed this qualification you will have the opportunity to progress to the following VTCT qualifications:

- Level 2 NVQ Diploma in Hairdressing
- Level 2 NVQ Diploma in Hairdressing (Combined Hair Types)
- Level 2 NVQ Diploma in Barbering
- Level 2 NVQ Diploma in Chemically Treated African Type Hair
- Level 2 NVQ Diploma in Treating Natural African Type Hair
- Level 2 NVQ Diploma in Barbering African Type Hair
- Level 3 NVQ Diploma in Hairdressing

Progression opportunities also exist in the form of specialist VTCT vocationally related qualifications:

- Level 2 Diploma in Hair and Media Make-Up
- Level 2 Diploma in Women's Hairdressing
- Level 2 Diploma in Barbering
- Level 2 Diploma in African Caribbean Hairdressing
- Level 2 Certificate in Women's Hairdressing
- Level 2 Certificate in Barbering
- Level 2 Certificate in Perming and Neutralising Hair
- Level 2 Certificate in Colouring Hair
- Level 2 Certificate in Cutting Hair
- Level 2 Certificate in African Caribbean Hairdressing
- Level 2 Award in Emergency First Aid at Work

- Level 2 Award in Preventing Contact Dermatitis
- Level 2 Award in Wig Services
- Level 2 Award in Salon Reception Duties

This qualification may also lead directly into employment in the hairdressing industry.

Qualification structure

Total credits required - 10

All mandatory units must be completed.

Mandatory units - 10 credits

VTCT unit code	Ofqual unit reference	Unit title	Credit value	GLH
UV20483	R/600/8763	Follow health and safety practice in the salon	3	22
UV20386	A/600/9065	Client consultation for hair services	3	30
UV20513	L/600/8535	Provide scalp massage services	4	33

Guidance on assessment

This book contains the mandatory units that make up this qualification. Optional units will be provided in additional booklets (if applicable). Where indicated, VTCT will provide assessment materials. Assessments may be internal or external. The method of assessment is indicated in each unit.

Internal assessment

(any requirements will be shown in the unit)

Assessment is set, marked and internally quality assured by the centre to clearly demonstrate achievement of the learning outcomes. Assessment is sampled by VTCT external quality assurers.

External assessment

(any requirements will be shown in the unit)

Externally assessed question papers completed electronically will be set and marked by VTCT.

Externally assessed hard-copy question papers will be set by VTCT, marked by centre staff and sampled by VTCT external quality assurers.

Assessment explained

VTCT qualifications are assessed and quality assured by centre staff. Work will be set to improve your practical skills, knowledge and understanding. For practical elements, you will be observed by your assessor. All your work must be collected in a portfolio of evidence and cross-referenced to requirements listed in this record of assessment book.

Your centre will have an internal quality assurer whose role is to check that your assessment and evidence is valid and reliable and meets VTCT and regulatory requirements.

An external quality assurer, appointed by VTCT, will visit your centre to sample and quality-check assessments, the internal quality assurance process and the evidence gathered. You may be asked to attend on a different day from usual if requested by the external quality assurer.

This record of assessment book is your property and must be in your possession when you are being assessed or quality assured. It must be kept safe. In some cases your centre will be required to keep it in a secure place. You and your course assessor will together complete this book to show achievement of all learning outcomes, assessment criteria and ranges.



Creating a portfolio of evidence

As part of this qualification you are required to produce a portfolio of evidence. A portfolio will confirm the knowledge, understanding and skills that you have learnt. It may be in electronic or paper format.

Your assessor will provide guidance on how to prepare the portfolio of evidence and how to show practical achievement, and understanding of the knowledge required to successfully complete this qualification. It is this booklet along with the portfolio of evidence that will serve as the prime source of evidence for this qualification.

Evidence in the portfolio may take the following forms:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

All evidence should be documented in the portfolio and cross referenced to unit outcomes. Constructing the portfolio of evidence should not be left to the end of the course.

Unit assessment methods

This section provides an overview of the assessment methods that make up each unit in this qualification. Detailed information on assessment is provided in each unit.

Mandatory units				
		External	Internal	
VTCT unit code	Unit title	Question paper(s)	Observation(s)	Assignment(s)
UV20483	Follow health and safety practice in the salon	1	✓	✓
UV20386	Client consultation for hair services	1	✓	✓
UV20513	Provide scalp massage services	1	✓	✓

Unit glossary

	Description
VTCT product code	All units are allocated a unique VTCT product code for identification purposes. This code should be quoted in all queries and correspondence to VTCT.
Unit title	The title clearly indicates the focus of the unit.
National Occupational Standards (NOS)	NOS describe the skills, knowledge and understanding needed to undertake a particular task or job to a nationally recognised level of competence.
Level	Level is an indication of the demand of the learning experience, the depth and/or complexity of achievement and independence in achieving the learning outcomes.
Credit value	This is the number of credits awarded upon successful achievement of all unit outcomes. Credit is a numerical value that represents a means of recognising, measuring, valuing and comparing achievement.
Guiding Learning hours (GLH)	The activity of a learner in being taught or instructed by - or otherwise participating in education or training under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Total qualification time (TQT)	The number of hours an awarding organisation has assigned to a qualification for Guided Learning and an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study, or any other form of participation in education or training. This includes assessment, which takes place as directed - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.
Observations	This indicates the minimum number of observations required to achieve the unit.
Learning outcomes	The learning outcomes are the most important component of the unit, they set out what is expected in terms of knowing, understanding and practical ability as a result of the learning process. Learning outcomes are the results of learning.
Evidence requirements	This section provides guidelines on how evidence must be gathered.
Maximum service times	The maximum time in which a particular service or practical element must be completed.
Observation outcome	An observation outcome details the practical tasks that must be completed to achieve the unit.
Knowledge outcome	A knowledge outcome details the theoretical requirements of a unit that must be evidenced through oral questioning, a mandatory written question paper or portfolio of evidence.
Assessment criteria	Assessment criteria set out what is required, in terms of achievement, to meet a learning outcome. The assessment criteria and learning outcomes are the components that inform the learning and assessment that should take place. Assessment criteria define the standard expected to meet learning outcomes.
Range	The range indicates what must be covered. Ranges must be practically demonstrated in parallel to the unit's observation outcomes.

UV20483

Follow health and safety practice in the salon

The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work.

You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices.

You will also need to be able to locate fire fighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to hairdressing, beauty therapy, nail and barbering salons and spas.

Level

2

Credit value

3

GLH

22

Observation(s)

3

External paper(s)

1



Follow health and safety practice in the salon

Learning outcomes

On completion of this unit you will:

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
5. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
6. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

There are no range statements that apply to this unit.



Observations

Outcome 1

Be able to maintain health, safety and security practices

You can:

- a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
- b. Deal with hazards within your own area of responsibility following salon policy
- c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
- d. Follow salon policy for security
- e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
- f. Use required personal protective equipment
- g. Position yourself and the client safely
- h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturer's instructions
- i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to follow emergency procedures

You can:

- a. Follow emergency procedures
- b. Follow accident reporting procedures which meet with salon policy
- c. Locate fire fighting equipment

* *May be assessed through oral questioning.*

Observation	1	<i>Optional</i>	<i>Optional</i>
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to maintain health, safety and security practices

You can:	Portfolio reference / Assessor initials*
j. Explain the difference between legislation, codes of practice and workplace policies	
k. Outline the main provisions of health and safety legislation	
l. State the employer's and employee's health and safety responsibilities	
m. State the difference between a 'hazard' and a 'risk'	
n. Describe hazards that may occur in a salon	
o. State the hazards which need to be referred	
p. State the purpose of personal protective equipment used in a salon during different services	
q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon	
r. State the importance of maintaining the security of belongings	
s. Outline the principles of hygiene and infection control	
t. Describe the methods used in the salon to ensure hygiene	
u. Describe the effectiveness and limitations of different infection control techniques	
v. Describe how to dispose of different types of salon waste	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to follow emergency procedures

You can:	Portfolio reference / Assessor initials*
d. Identify named emergency personnel	
e. Describe procedures for dealing with emergencies	
f. Outline the correct use of fire fighting equipment for different types of fire	
g. State the dangers of the incorrect use of fire fighting equipment on different types of fires	
h. State the importance for reporting and recording accidents	
i. Describe the procedure for reporting and recording accidents	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to maintain health, safety and security practices

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Salon hazards: Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

Environmental – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

Security (cash) – unattended reception/till, money in transit, cash left in till overnight.

Security (people) – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Hygiene – poor personal cleanliness, lack of regular washing of uniform, equipment (dirty, not sterilised, cross-infection, cross-contamination between clients).

Salon policy for security:

Cash – staff training, point of sale, regular banking, in transit.

People – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

Belongings – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.

Security breaches – inform salon owner/head of school, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

Use of tools and equipment: Comply with legislation, health and safety, electricity at work, portable appliance testing, reporting of injuries and dangerous diseases, manual handling, visual checks, only use for intended purpose, no trailing wires, manufacturer's instructions, fit for purpose.

Maintenance of tools and equipment: Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces), heat or chemical methods, visual check, remove and label broken tools and equipment, store correctly.



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Outcome 1: Be able to maintain health, safety and security practices (continued)

Preparation of work area: Work station/ bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/ small equipment, portable appliance tested, bed/seat/basin (select height).

How to follow safe and hygienic working practices:

Maintaining a safe salon – all staff to adhere to salon policies, clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to work stations/beds/trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, risk assessment, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – avoid latex, powdered gloves, apron, protective glasses.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – clean for every client, place dirty towels in covered bin.

Reporting of injuries diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Behave professionally in a salon

environment: Follow health and safety practices and procedures, follow salon code of conduct, respect and co-operate with others (team work – be sympathetic, fair, not aggressive), avoid gossip, value client(s), use appropriate language, maintain confidentiality, uphold a polite, cheerful and friendly manner (friendly facial expressions, open body language, positive attitude), eye contact, sensible behaviour, take pride in work, be punctual, employer and client loyalty.

How to maintain personal presentation and hygiene: Clothes/uniform (washed/ ironed daily), hair (clean, healthy, manageable, off face), personal hygiene (shower daily, clean teeth, fresh breath deodorant, avoid overpowering perfume/ aftershave), workable length clean nails (hair), short clean nails (beauty), minimal jewellery/no jewellery, light fresh make-up, comfortable clean shoes, wash hands between clients, cover cuts and wounds with plaster, wear personal protective equipment.

Risk: The likelihood of a hazard happening, risk assessment, determine the level of risk, preventative measures, reduce



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Outcome 1: Be able to maintain health, safety and security practices (continued)

a potentially harmful situation, judgement of salon hazards, who/what/level of risk, interpret results, conclusions, record findings, regular reviews.

Position yourself and the client appropriately:

Stylist/therapist/nail technician – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don't overstretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

Client – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.

The difference between health and safety legislation, regulations and code of conduct:

Legislation and regulations – government lead, implemented, monitored.

Code of practice and policies – salon lead, implemented, monitored.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employer's liability (compulsory insurance), occupier's liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Employer responsibility for safety of staff/employees/clients: Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.



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Outcome 2: Be able to follow emergency procedures

Emergency procedures:

Accidents – call ambulance, internal emergency number, nominated first aider, records.

First aid – call nominated first aider, emergency internal number, ensure accurate records.

First aid equipment – first aid box(es), list of equipment, general advice leaflet, various sized dressings, eye pad, eye bath, triangular bandages, safety pins, antiseptic cream, medical wipes, sterile gloves, sterile water, cotton wool.

Fire evacuation – nominated assembly point, fire wardens, regular simulation.

Incidents – call security, emergency internal number, emergency external numbers 999 (UK) or 112 (EU).

Position of fire fighting equipment – induction process.

How to use fire fighting equipment – designated personnel, initial/ongoing training.

Records and documentation – initial/ongoing training, up-to-date, accurate.

Safety drills – induction process, initial/ongoing training person, regular simulation.

Personnel responsible for safety – nominated health and safety officer (internal/external).

Fire fighting equipment: Location, extinguishers (water, foam, powder, CO₂ gas), sand bucket, fire blanket, alarm.

Incorrect use of fire fighting equipment:

Fire could deteriorate/uncontrollable, injury to personnel, damage to belongings/property.

Notes

Use this area for notes and diagrams



UV20386

Client consultation for hair services

Through this unit you will develop the ability to provide an effective consultation and advisory service for your clients. Being able to identify the capability of your clients' hair will allow you to make recommendations based on questioning, observation and test results.

You will learn how to deal with influencing factors like the client's previous history of their hair, contra-indications, skin and scalp disorders, their lifestyle, and commitment to the service and cost involved, which all impact on the services you suggest.

This unit is suitable for both hairdressers and barbers.

Level

2

Credit value

3

GLH

30

Observation(s)

3

External paper(s)

1



Client consultation for hair services

Learning outcomes

On completion of this unit you will:

1. Be able to consult and advise clients
2. Know the characteristics of the hair

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
At least 75% of 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to consult and advise clients

You can:

- a. Communicate in a manner that creates confidence and trust, and maintains goodwill
- b. Establish client requirements for products and services, using appropriate communication techniques
- c. Consult and complete client records
- d. Identify factors that may limit or prevent the choice of services or products*
- e. Advise the client on any factors which may limit, prevent or affect their choice of service or product*
- f. Provide the client with clear recommendations for referral when required*
- g. Recommend and agree a service or product
- h. Follow safe and hygienic working practices

* May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Provided an effective consultation for all types of client		Portfolio reference
New		
Regular		
Used all consultation techniques		Portfolio reference
Questioning		
Observation		
Testing		
Considered all influencing factors		Portfolio reference
Adverse hair, skin and scalp conditions		
Incompatibility of previous services and products used		
Lifestyle		
Dealt with all problems		Portfolio reference
Suspected infections		
Suspected infestations		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to consult and advise clients

You can:	Portfolio reference / Assessor initials*
i. Explain how to communicate effectively	
j. Outline communication techniques used during client consultation	
k. State the importance of consulting client records	
l. Describe the tests carried out for different services	
m. State the importance of following manufacturers' instructions, salon policies and legal requirements	
n. State the importance of identifying factors that may limit, prevent or affect the service	
o. State the importance of identifying and recording contra-indications	
p. State who to refer to for different contra-indications	
q. State the importance of not naming referable contra-indications	
r. Describe the information that should be on a record card	
s. Describe how client records should be held and maintained	
t. State the importance of client confidentiality	
u. Outline legislation that affects how information is used during client consultation	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Know the characteristics of the hair

You can:	Portfolio reference / Assessor initials*
a. Describe visual signs of suspected infections, infestations, and disorders visible to the naked eye	
b. Describe the basic structure of the skin and hair	
c. Describe the characteristics of the hair structure and the different hair types	
d. Describe the hair growth cycle	
e. State the average hair growth rate	
f. Describe the general factors that contribute to healthy hair	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to consult and advise clients

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client, use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Use visual aids – shade charts, style book, portfolio, collection of pictures.

Services needing a consultation:

Shampooing and conditioning – normal, dry, oily, chemically treated, damaged, dandruff, surface, penetrating, scalp, leave in.

Cutting – uniform layer, one length, short graduation, long graduation.

Shaving and beard cutting – trim, re-shape, moustache, beard, shaving.

Setting – brick, directional, wet, dry, finger waves, pin-curls.

Blow-drying – finger dry, curling, straightening and smoothing, body.

Colouring – semi-, full-head quasi-, full-head permanent, re-growth, woven, pulled through.

Perming – brick, directional, '9' section.

Hair up – plaiting, rolls, pleat.

Aftercare advice – how to maintain hair condition, products, styling/finishing products, dressing techniques, use of styling equipment, interval (between cuts, colour and perms).



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Outcome 1: Be able to consult and advise clients (continued)

Advise clients on product use:

Shampoos – normal, dry, oily, chemically treated, damaged, dandruff, curly.

Conditioners – surface, penetrating, scalp, leave in.

Styling products – lotions, mousse, gel, activator, moisturiser.

Finishing products – dressing cream, wax, serum, gel, spray, oils.

Facial care products for gentlemen – pre-/post-shaving lotions, creams, moisturisers.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

Information on record cards: Up-to-date and accurate, essential information, future reference, professional image, legal implications, private and personal client information (name, address, phone number, medication), details (influencing factors, contra-indications, results of hair tests, service, products, timings, quantities of product used), application of heat (climazone, infra-red lamp, hood drier), result of service, price, advice (maintenance, care, products, frequency of visits).

Security of client records: Data protection, data protection registrar, confidentiality, code of practice, security (locked cabinet/security protected/electronic), time controlled (appropriate to salon), disposal (sensitive waste).

Why you should consult record cards:

Professional image, legal implications, future reference, maintain high standard of service, correct use of products, equipment and tools, avoid mistakes, successful results.

Confidentiality: Compliance by all staff, authorisation for use (consent/permission), client relations (maintain goodwill), infringement or breach can result in prosecution.

Assessing the potential of the hair: Clarify the condition of hair, previous chemical services, benefit to client, identify influencing factors, test hair, compatible with client's lifestyle, review findings, what will work and what will not, draw conclusions, create a plan.

Influencing factors: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern baldness.



Outcome 1: Be able to consult and advise clients (continued)

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications:

Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross-infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus

filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – over-production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scar.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches
Seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry, ends.

Monilethrix – beaded hair.

Trichorrhesis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.



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Outcome 1: Be able to consult and advise clients (continued)

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievable, desirable, realistic, previous history of hair, hair style/cut, client commitment.

Referable conditions: All contagious conditions, hair defects, scalp conditions.

Health care professional/specialists: General practitioner, trichologist, dermatologist, pharmacist.

Referring contra-indications: A hair stylist is a non-medical professional and could provide an incorrect diagnosis, cause embarrassment, show lack of goodwill, dampen reputation, cause legal implications and a decline in business.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in salon, professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over-exposure to chemicals, follow manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/packaging, store away from heat/damp/direct sunlight, empties, avoid theft.

Hair tests: Use manufacturer's instructions, salon guidelines, before during and after service.

What each test checks for –

Elasticity test – tensile strength, internal strength of hair.

Porosity test – ability to absorb product, moisture loss from hair.

Skin test – allergic reaction to chemicals.

Pre-perm test curl – suitability for service, size and shape of curl.

Incompatibility test – check for presence of metallic salts, suitability of further chemical services.

Development test curl – monitor the development of the perm.

Test cutting – check suitability of colour choice.



Outcome 1: Be able to consult and advise clients (continued)

Salon health and safety: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers' liability (compulsory insurance), occupiers' liability, local bye-laws (set by council), salon rules, code of conduct, observance by all staff.



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Outcome 2: Know the characteristics of the hair

The formation of hair structure:

Cuticle – colourless cells, protective surface.

Cortex – polypeptide chains, protein (keratin, amino acids, flexible), spiral chains/fibres (strength, curl, thickness), cross-links (disulphide bonds/sulphur bonds (strong, hydrogen bonds), salt links (weak, allows stretch), pigment (melanin, natural colour).

Medulla – no known function.

The formation of the skin structure:

Follicle – growth space for hair.

Epidermis – external skin layer, layers cell tissue.

Dermis – papilla, blood vessels, nerve endings, germinal matrix (formation of hair cells), arrector pili muscle (holds hair in place, goose bumps), sebaceous gland (sebum, natural oil), sweat gland (sweat), sweat pore (prevents overheating).

Alpha and Beta keratin:

Alpha – natural state of hair, straight or curly.

Beta – changed, stretched, new formation, when set or blow dried, temporary state, will revert to alpha status.

Description of hair types:

Asian hair – round shaped, straight, 11 to 12 layer cuticle scales, coarse, resistant to chemicals.

Caucasian – oval shaped, can be straight, wavy or curly, 4 to 7 layers of cuticle scales, can be fine, medium or coarse.

African Caribbean – kidney-shaped,

very tightly curled, 7 to 11 layers of cuticle scales, fragile.

The pH scale explained:

Acid – closes cuticle, 0-6.9.

Neutral – 7.

Alkaline – opens cuticle, 7.1-14.

pH of hair – 4.5-5.5.

Restoring the hair to its natural pH using conditioner: Stops oxidation process (colouring/perming), prevents damage, returns hair to its natural state (slightly acidic), closes cuticles.

Hair growth cycle: ACT, repeating cycle, client variation in hair length (long, medium, short).

Anagen – active growth, growing period between 1.5-7 years.

Catagen – changing stage, 2 weeks.

Telogen – resting stage, 4 months.

Hair growth: 0.5 inch, 1.25cm, 12mm.

How to maintain healthy hair: General health, blood circulation, exercise, balanced diet, minimal chemical treatments, regular haircuts, conditioning treatments, protection, styling/finishing products, minimal use of finishing equipment (straighteners, tongs, heated rollers, hair dryer).

Notes

Use this area for notes and diagrams



UV20513

Provide scalp massage services

The aim of this unit is to develop your skills in providing hairdressing related scalp massage services for your clients. You will learn how to perform a variety of manual and mechanical massage techniques using a range of different massage media and equipment. Part of the service is to provide good aftercare advice to your clients.

This unit applies to both hairdressing and barbering salons.

Level

2

Credit value

4

GLH

33

Observation(s)

3

External paper(s)

1

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Provide scalp massage services

Learning outcomes

On completion of this unit you will:

1. Be able to prepare for scalp massage services
2. Be able to carry out scalp massage services

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
At least 75% of 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare for scalp massage services

You can:

- a. Prepare yourself, the client and work area for scalp massage services
- b. Use suitable consultation techniques to identify service objectives

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



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Outcome 2

Be able to carry out scalp massage services

You can:

- a. Communicate and behave in a professional manner
- b. Select and use products, tools and equipment suitable for the client's hair and scalp condition
- c. Adapt massage techniques to take account of influencing factors
- d. Follow safe and hygienic working practices
- e. Provide suitable aftercare advice

*May be assessed through oral questioning.

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all types of massage media	Portfolio reference
Pre-blended oils	
Treatment conditioners	
Treatment shampoos	
Spirit based	
Used a minimum of 1 type of head massager	Portfolio reference
Vibrating scalp massager	
High frequency massager	
Head massager	
Considered all contra-indications	Portfolio reference
Heart and circulation problems	
Epilepsy	
Skin disorders and diseases	
Cuts and abrasions	
Product allergies	
Chemotherapy and radiotherapy treatment	
Medical advice	
Recent scar tissue	
Recent injuries to the treatment area	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



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***You must practically demonstrate that you have:**

Considered all influencing factors		Portfolio reference
Hair condition		
Scalp condition		
Unusual features on the scalp		
Hair length		
Hair density		
Used all massage techniques		Portfolio reference
Effleurage		
Petrissage		
Tapotement		
Vibrations		
Friction		

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare for scalp massage services

You can:	Portfolio reference/ Assessor initials*
c. Describe the salon's requirements for preparing yourself, the client and work area	
d. Describe the different consultation techniques used to identify the service objectives	
e. Explain and agree the procedure, potential benefits and effects of the service to the client	
f. Explain the importance of identifying any contra-indications to scalp massage services and how to recognise them	
g. Describe how different factors can affect the performance of scalp massage services	
h. Describe the different types of massage media and equipment used for scalp massage services	
i. Explain the importance of following manufacturers' instructions	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



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Outcome 2

Be able to carry out scalp massage services

You can:	Portfolio reference/ Assessor initials*
f. Describe when and how to use massage media and equipment to treat different scalp conditions	
g. Describe how and when to use and adapt the different massage techniques	
h. Describe the benefits of scalp massage	
i. Outline the basic structure of the skin	
j. State the name and position of the bones and muscles of the head and neck	
k. Outline safe and hygienic working practices	
l. Describe the aftercare advice that should be provided	
m. State how to communicate and behave within a salon environment	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare for scalp massage services

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non-restrictive, closed-in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume/aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/bed/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client,

use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Visual aids – shade charts, style book, portfolio, collection of pictures.

Salon health and safety legislation and regulations: Health and safety at work, control of substances hazardous to health, reporting of injuries, diseases and dangerous occurrences, personal protective equipment, electricity at work, manual handling, supply of goods and services, trade description, data protection, employers' liability (compulsory insurance), occupiers' liability, local by-laws (set by council), salon rules, code of conduct, observance by all staff.

Massage equipment: Stimulate the scalp and blood supply, help skin to absorb skin care, relaxing, releases endorphins.

Vibrating massager – massage unit, high frequency machine (oscillating – moving back and forth), alternating current.

High frequency – generates a current, transmitted to skin through glass electrodes, circular motion.

Scalp massager – resembles an octopus, gently lowered onto head, small twist, remove, repeat motion for service time.

Hands – massage movement created by stylist rapidly contracting and relaxing



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Outcome 1: Be able to prepare for scalp massage services (continued)

their muscles to produce a soft, trembling movement.

Massage techniques:

Effleurage – smooth, soothing, relaxing, stroking action (application of products).

Rotary – pads of fingers, circular movement stimulates, removes dirt/grease.

Petrissage – on scalp, fingertips, gentle/firm/even pressure, rotate, rhythmic, increases circulation, relaxes hardened muscles, stretches and broadens muscles, relieves muscle fatigue.

Friction – vigorous rubbing movement, generates heat, releases tightness, invigorating.

Tapotement – invigorating motion, using pads of fingers, firm tapping motion, relieves tension, relaxes, stimulates, relieves pain, clears nerve pathways.

Vibration – short sharp vigorous movements, generates heat, increases circulation, relieves muscle tightness, stimulates, relieves pain.

Benefits and effects of scalp massage:

Relaxing, uplifting, revitalising, removal of fatty/bodily waste, prevents headaches, medical requirement, increases blood flow, increases oxygen and nutrients, improves hair and scalp condition, hair growth, increases muscle tone, relieves eye strain.

Methods of identifying

contra-indications: Open/closed/probing questions, look, feel, testing, consultation sheet, previous records, medical note.

Visible signs – cuts/abrasions, reddening on scalp, client feels unwell, headache, scalp naturally oily, infection/infestations.

Medical contra-indications to scalp massage:

High/low blood pressure, epilepsy, diabetes, on medication, bruising, fractures/sprains, cuts/abrasions/open wounds, recent scar tissue, recent operation, recent haemorrhage, neck/head injury, history of thrombosis/embolism, circulatory disorders, dysfunction of nervous system, abnormal temperature, headaches/migraines, undiagnosed lumps/bumps, cancer, advanced heart condition, advanced asthmatic condition, skin/scalp disorders, infections/infestations, allergies.

Factors that influence services: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.



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Outcome 1: Be able to prepare for scalp massage services (continued)

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Types of condition – skin disorders (disease, infestation, infection, defect, bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross-infection (stylist to client, client to stylist).

Contagious:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious:

Psoriasis – over productive skin cells, dry, silvery, scales.

Cicatricial alopecia – scarring.

Alopecia totalis – complete hair loss.

Male pattern baldness – hair receding at hairline or loss at crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches, seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritated, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.

Trichorrhhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Importance of identifying

contra-indications: To prevent further problems, increase existing or create a secondary medical condition, prevent legal action.

Factors that can affect the scalp

massage: Condition of hair and scalp, excessive natural oil, length of hair,



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Outcome 1: Be able to prepare for scalp massage services (continued)

density of hair, contra-indications, client requirements, client needs, time restrictions.

Massage media:

Specialist treatment shampoos and conditioners – designed for specific conditions, use manufacturers' instructions.

Pre-blended oils – almond/coconut oil, reduce pain, swelling, stiffness, soften and moisturise, easily absorbed, relieve muscular pain, nourishing, ideal for normal/dry/mature/wrinkled skin/scalp.

Spirit based products – specialist tonic, liquid applied to scalp after shampoo and conditioning product, used in conjunction with a friction technique, produces heat, increases circulation.

Shampoos and methods of use: Wet hair, apply, massage, rinse, repeat if necessary.

Normal – frequent use, fruit, aloe vera, mint, soya.

Dry – damaged, chemically treated, nut oil, jojoba, protein, pH balanced.

Oily/greasy – lemon, camomile.

Dandruff – medicated, juniper, tea tree oil.

Sensitive scalp – egg and lemon.

Fine hair – limp, beer.

Soapless – prior to chemical treatment.

Product build up – clarify the hair.

Psoriasis – coal tar.

Conditioners and methods of use:

Surface – rinse off method (pre-shampoo, apply using effleurage, petrissage, comb, rinse), leave-in method (pre-shampoo,

towel dry, apply, effleurage, comb, do not rinse).

Penetrating – henna wax, olive oil, intensive mask, restructurant method (pre-shampoo, towel dry, hot cross bun section, bowl and brush application, roots to ends, wide tooth comb, petrissage, heat, emulsify, rinse).

Scalp tonic – dry, dandruff, oily, method (pre-shampoo, towel dry, small section application, direct to scalp, ensure complete coverage, do not rinse).

Following manufacturers' instructions: On bottle, packaging, leaflet, colour chart, storage (temperature, location, light), handling (correct mixing), use (application, removal), disposal (dilution of products, recycle empties) – ensures successful service, prevents legal action.



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Outcome 2: Be able to carry out scalp massage services

Professional communication in a salon

environment: Try to avoid technical language, always respond, consider client's confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly you speak), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (your posture, facial expressions, hand gestures, the distance you stand), listen (be patient, try to be understanding).

Written – visual aids, magazines, client records.

Behave professionally in a salon

environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner, friendly facial expressions, open body language, positive attitude, eye contact, sensible behaviour, team work, pride in work, punctuality, employer and client loyalty.

Suitability of products, tools and

equipment: Resources available, medical conditions, previous history, lifestyle, recommendation, requirement, hair/skin/scalp condition.

Tools and equipment used for massage:

Trolley, personal protective equipment, wide tooth comb, clips, bowl and brush, clips, plastic cap, climazone, steamer, hood drier.

Adapting of massage techniques:

Repeated confirmation of client comfort.

Long hair – effleurage, rotary on scalp, avoid tangles.

Density of hair – firm rotary (thick), light rotary (fine).

Damaged hair – effleurage, caution, avoid further damage.

Oily scalp – light rotary, effleurage, avoid stimulating sebaceous gland.

Dry scalp – firm petrissage, stimulate sebaceous gland.

Damaged scalp – avoid area.

High blood pressure – avoid overstimulation.

On medication/circulatory disorders/ head and neck injury – use doctor's advice.

Undiagnosed lumps/bumps – referral to practitioner.

Infection/infestation – no service.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear personal protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.



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Outcome 2: Be able to carry out scalp massage services (continued)

Manual handling – moving stock safely, lifting, working at heights, unpacking.

Towels – wash regularly, clean for every client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, dispose, replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, use manufacturers' instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, recycle empties.

Product storage – check end date/ packaging, store away from heat/damp/ direct sunlight, empties avoid theft.

Provide suitable aftercare advice: Important part of service, avoid technical language, maintain eye contact, suggest/ advise/recommend, provide information.

Maintenance – frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment, product use and demonstration.

Basic structure of the skin:

Epidermis – top layer of skin, 5 layers (stratum corneum, stratum lucidum, stratum granulosum, stratum spinosum, stratum germinativum), sweat pores.

Dermis – lower layer of skin, contains nerve endings, collagen and elastin fibres, sweat glands, sebaceous gland, arrector pili muscle, nerve fibres, veins and arteries, hair follicles.

Subcutaneous layer – fatty layer, insulating, cushions to protect blood vessels, thicker in women than men.

Position of the bones in the head and neck:

Parietal – back of skull.

Frontal – front of skull.

Sphenoid – front of temple area.

Temporal – temple area.

Occipital – back of head.

Nasal – bridge of nose.

Lacrimal – side of nose/eye.

Ethmoid – lower eye socket.

Zygomatic – cheek bone.

Maxilla – above top lip.

Clavicle – collar bone.

Scapular – shoulder blade.

Position of the muscles in the head and neck:

Occipital frontalis – above eye.

Temporalis – side of head, temple area.

Sternocleidomastoid antero – lateral neck, rotates neck.

Platysma antero – lateral neck, lower neck, upper chest.

Trapezius – shoulder blade area.

Levator scapulae – neck, shoulder area.

Deltoid – shoulder, top part of arm.

Rhomboids – lower shoulder blade near spinal column.

Notes

Use this area for notes and diagrams


