

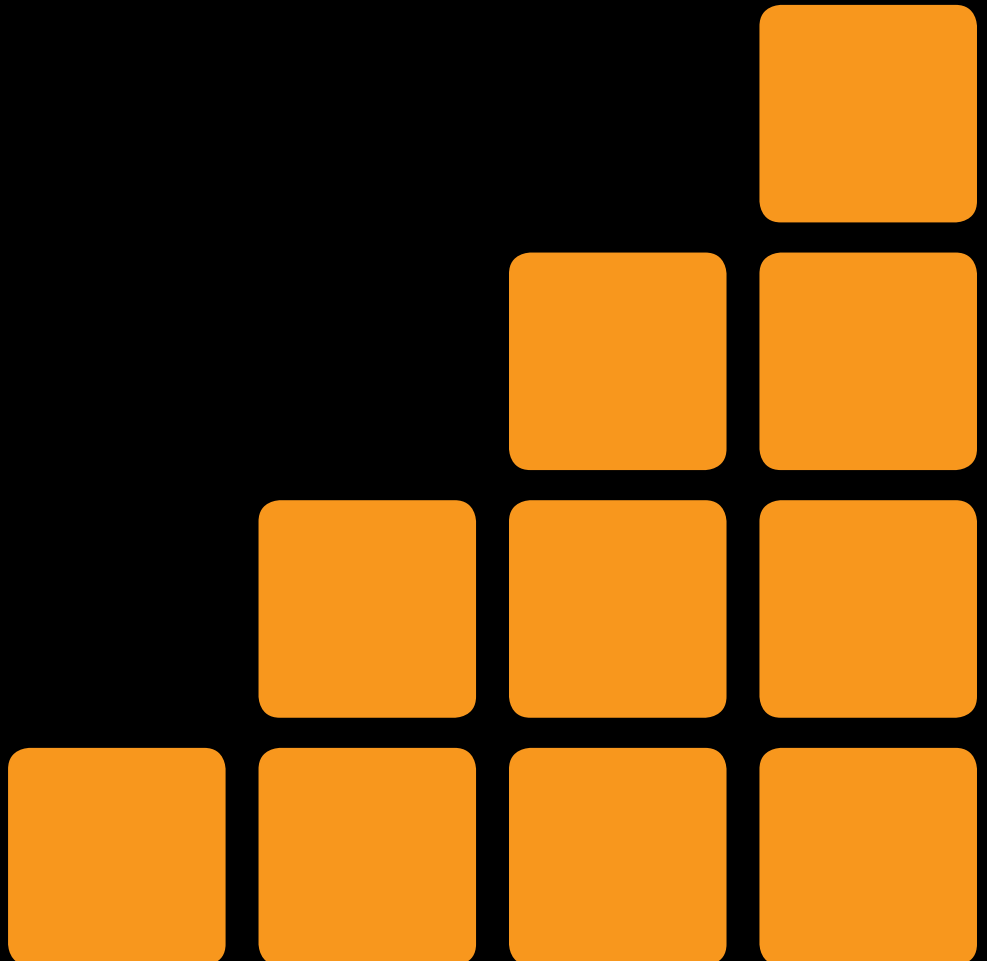
Shampoo, condition and treat the hair and scalp

UN20GH8

L/600/1214

Learner name:

Learner number:



UN20GH8

Shampoo, condition and treat the hair and scalp

Through this unit you will learn the skill of shampooing, conditioning and treating the hair and scalp using a variety of products and massage techniques. Being able to identify the condition of your client's hair, skin and scalp will determine which products and massage techniques to use. You will develop a sound knowledge of shampooing and conditioning products which will enable you to provide your client with good aftercare advice. This unit is suitable for both hairdressers and barbers.

NOS

GH8

Level

2

Credit value

4

GLH

36

Observations

3

External paper(s)

1

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Shampoo, condition and treat the hair and scalp

Learning outcomes

On completion of this unit you will:

1. Be able to use effective and safe working methods when shampooing, conditioning and treating the hair and scalp
2. Be able to shampoo hair and scalp
3. Be able to condition and treat the hair and scalp
4. Know the salon and legal requirements
5. Know how to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp
6. Know basic science for shampooing, conditioning and treating the hair and scalp
7. Know products, equipment and their use
8. Know shampooing, conditioning and treatment techniques
9. Know how to communicate and provide aftercare advice for clients

Evidence requirements

1. Simulation is not allowed for any performance evidence within this unit.
2. You must practically demonstrate in your everyday work that you have met the standard for shampooing, conditioning and treating the hair and scalp.
3. Your assessor will observe these aspects of your performance **on at least 3 occasions.**

4. From the range, you must show that you have:

- adapted your shampooing techniques for **3 out of the 5*** hair conditions
- adapted your shampooing techniques for **3 out of the 5*** scalp conditions
- used all the shampooing massage techniques
- dealt with all hair lengths
- considered all the contra-indications
- used all the conditioning products
- used all of the conditioning massage techniques
- adapted your conditioning massage techniques for **3 out of the 5*** hair conditions
- adapted your conditioning massage techniques for **3 out of the 5*** scalp conditions given all the advice.

**However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.*

5. It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.
6. 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

The following maximum service times apply to this unit:

Shampoo, condition/treat - above shoulders (excluding development time)	10 minutes
Shampoo, condition/treat - below shoulders (excluding development time)	15 minutes

Achieving range

The range section indicates what must be covered. Ranges must be practically demonstrated as part of an observation. Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to use effective and safe working methods when shampooing, conditioning and treating the hair and scalp

You can:

- a. Protect the client's clothing throughout the service
- b. Use personal protective equipment when required
- c. Clean and tidy the work area throughout the service
- d. Position client's and adopt postures that minimise fatigue, discomfort and injury risk
- e. Use working methods that:
 - minimise the wastage of products
 - minimise the risk of cross-infection
 - make effective use of the working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and clients
- f. Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- g. Identify the condition of the hair and scalp using suitable visual, verbal and manual checks
- h. Refer any unrecognised hair or scalp condition(s) to the relevant person(s) *
- i. Use tools and equipment that are safe and fit for purpose
- j. Identify and report products that need re-ordering to the relevant person (s) *
- k. Ensure the service is completed in a commercially viable time
- l. Remove waste immediately at the end of the service
- m. Produce up to date client records at the end of the service

* May be assessed through oral questioning.

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



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Outcome 2

Be able to shampoo hair and scalp

You can:

- a. Use products, tools and equipment suitable for the client's hair and scalp condition
- b. Adapt shampooing massage techniques to meet the needs of the client:
 - comfort
 - hair length and density
 - hair condition and scalp condition
- c. Adapt the water temperature and flow to meet the client's hair, scalp and comfort needs
- d. Clean the client's hair and scalp of shampoo and remove excess water
- e. Comb through the hair prior to the next part of the service, without causing damage to the hair and scalp

*May be assessed through oral questioning.

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



Outcome 3

Be able to condition and treat the hair and scalp

You can:

- a. Use client questioning to identify contra-indications to hair and scalp services and record the client’s responses
- b. Apply conditioning products to meet the needs of the client’s hair and scalp, following the salon’s and manufacturers’ instructions
- c. Adapt conditioning massage techniques to meet the needs of the client’s hair and scalp condition, following manufacturer’s instructions
- d. Monitor and time the development of the conditioning product, applying heat at the correct temperature
- e. Remove the conditioning product and excess water, avoiding disturbance to the direction of the cuticle
- f. Comb through the client’s hair prior to the next part of the service, without causing damage to the hair and scalp
- g. Provide the client with suitable aftercare advice

**May be assessed through oral questioning.*

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

Range



You must practically demonstrate that you have:

Adapted your shampooing techniques for 3 out of the 5 hair conditions		Portfolio reference
Chemically damaged		
Heat damaged		
Environmentally damaged		
Product build up		
Normal		
Adapted your shampooing techniques for 3 out of the 5 scalp conditions		Portfolio reference
Dandruff affected		
Oily		
Dry		
Product build up		
Normal		
Used all the shampooing massage techniques		Portfolio reference
Effleurage		
Rotary		



You must practically demonstrate that you have:

Dealt with all hair lengths	Portfolio reference
Above shoulders; Shampoo, condition/treat (excluding development time) - 10 minutes	
Below shoulders; Shampoo, condition/treat (excluding development time) - 15 minutes	
Considered all the contra-indications	Portfolio reference
Skin and scalp disorders and diseases	
Cuts and abrasions	
Product allergies	
Recent scar tissue	
Recent injuries to the treatment area	
Used all the conditioning products	Portfolio reference
Surface	
Penetrating	
Scalp treatment	



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You must practically demonstrate that you have:

Used all of the conditioning massage techniques		Portfolio reference
Effleurage		
Petrissage		
Adapted your conditioning massage techniques for 3 out of the 5 hair conditions		Portfolio reference
Chemically damaged		
Heat damaged		
Environmentally damaged		
Product build up		
Normal		
Adapted your conditioning massage techniques for 3 out of the 5 scalp conditions		Portfolio reference
Dandruff affected		
Oily		
Dry		
Product build up		
Normal		
Given all the advice		Portfolio reference
Correct combing and brushing techniques		
Frequency of use of shampoos and conditioning products		
Suitable shampoos and conditioning products and how to use them		

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 table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 4

Know the salon and legal requirements

You can:	Portfolio reference / Assessor initials*
a. Describe the salon's requirements for client preparation	
b. Describe the salon's expected service times for shampooing, conditioning and treating the hair and scalp	
c. Describe when and how to complete client records	
d. State the person(s) to whom unrecognised hair and scalp conditions should be reported	
e. State the person(s) to whom low levels of resources should be reported	
f. State personal responsibilities in relation to shampooing and conditioning services under current legislation and regulations: - Data Protection legislation - Control of Substances Hazardous to Health Regulations - Electricity at Work Regulations	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 5

Know how to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp

You can:	Portfolio reference / Assessor initials*
a. Describe the types of protective clothing and products that should be available for clients and yourselves	
b. Describe types of personal protective equipment available and their importance	
c. Define the condition contact dermatitis and how to avoid developing it whilst carrying out shampooing and conditioning services	
d. Describe how own and client positioning can affect the desired outcome and reduce fatigue and injury risk	
e. Outline the safety considerations which must be taken into account when shampooing, conditioning and treating the hair and scalp	
f. Describe why it is important to keep the work area clean and tidy	
g. Compare safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation	
h. Describe why it is important to position tools and equipment for ease of use	
i. Outline the importance of personal hygiene	
j. Outline the importance of reporting unrecognised hair and scalp conditions	
k. Outline the importance of thoroughly rinsing hair to remove shampoos and conditioning products at the end of the service	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 5 (continued)

Know how to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp

You can:	Portfolio reference / Assessor initials*
l. Describe how and why it is important to check electrical equipment used to aid conditioning and treatment processes	
m. Clarify the importance and legal significance of questioning clients to identify contra-indications to hair and scalp services and of recording client responses	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 6

Know basic science for shampooing, conditioning and treating the hair and scalp

You can:	Portfolio reference / Assessor initials*
a. Describe the direction in which the hair cuticle lies and its importance when disentangling wet hair	
b. Describe how to identify hair and scalp conditions and their causes	
c. Describe how and why contra-indications can affect the scalp massage service	
d. Describe how shampoo and water act together to cleanse the hair	
e. Describe how the pH value of the products used affects the current state of the hair	
f. Describe the effects of water temperature on the scalp and structure of the hair	
g. Describe how the 'build up' of products can affect the hair, scalp and the effectiveness of other services	
h. Compare how the formulations of shampoos and conditioning products vary to suit different hair conditions	
i. Describe how heat affects the hair during the conditioning treatment	
j. Describe how shampoos and conditioning products affect the hair and scalp	
k. Outline the purpose and benefits of scalp massage	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



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Outcome 7

Know products, equipment and their use

You can:	Portfolio reference / Assessor initials*
a. Describe available shampooing and conditioning products and equipment	
b. Outline the importance of following manufacturers' instructions when using shampooing and conditioning products in the salon	
c. Describe when and how to use shampoos and conditioning products to treat different hair and scalp conditions	
d. State when the shampooing process should be repeated	
e. Describe the consequences of using incorrect shampooing and conditioning products	
f. Describe how to use equipment during conditioning and treatment processes	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.



Outcome 8

Know shampooing, conditioning and treatment techniques

You can:	Portfolio reference / Assessor initials*
a. Describe when and how rotary, effleurage and petrissage massage techniques should be used when shampooing and conditioning different hair lengths and densities	
b. Describe when and how to apply conditioning products	
c. Outline the importance of removing conditioning products	
d. Outline the importance of removing excess water from the hair at the end of the service	
e. Outline the importance of de-tangling the hair from point to root	
f. Outline the importance of using shampoos and conditioning products cost effectively	

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

Requirements highlighted in white are assessed in the external paper.



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Outcome 9

Know how to communicate and provide aftercare advice for clients

You can:	Portfolio reference / Assessor initials*
a. Describe how to give advice and recommendations to clients	
b. Describe how to use combs and brushes from point to root	
c. Describe how often to shampoo, condition and treat the hair, according to hair and scalp condition and lifestyle	
d. Describe beneficial and unsuitable products for client home use	

* Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.