



# Shampoo and condition the hair and scalp

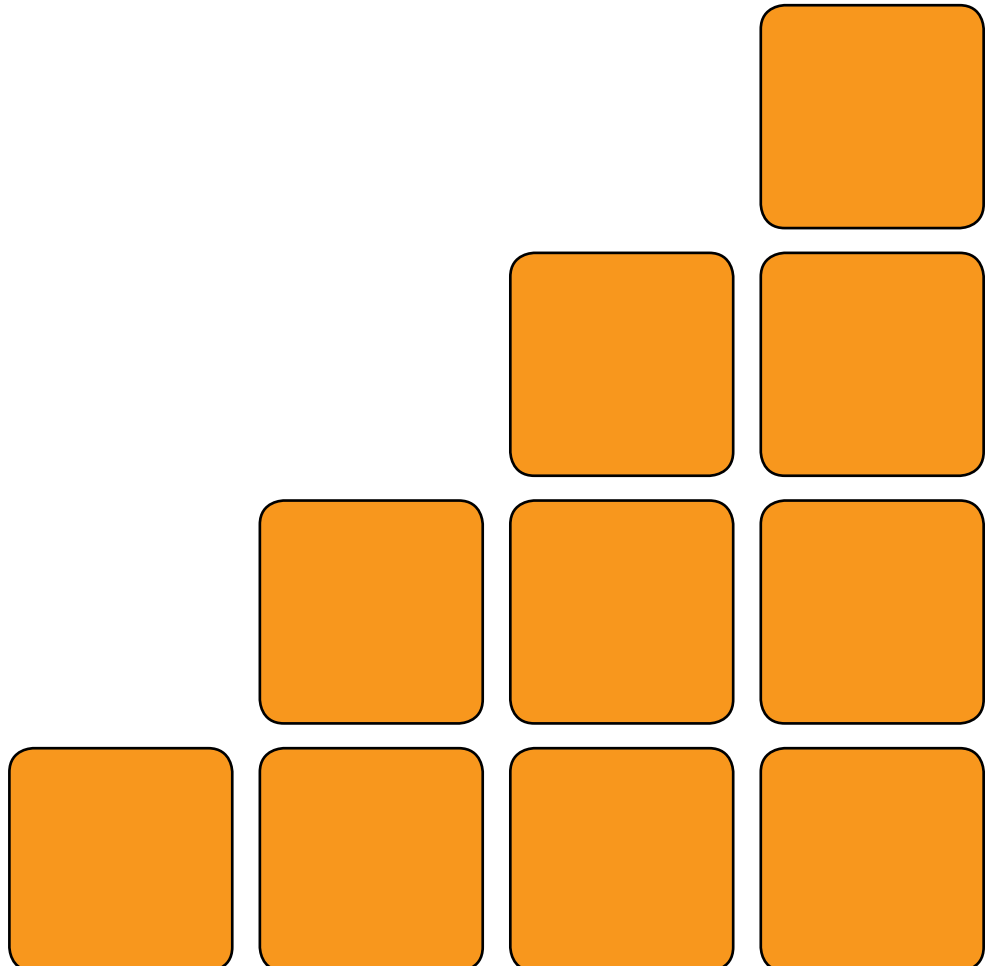
UV20488

H/600/8539

Learner name:

Learner number:

VRQ





# UV20488

## Shampoo and condition the hair and scalp

The aim of this unit is to develop your skills in 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 balance your client's hair and scalp and provide good aftercare advice.

This unit is suitable for both hairdressers and barbers.

Level

**2**

Credit value

**3**

GLH

**29**

Observation(s)

**3**

External paper(s)

**1**

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# Shampoo and condition the hair and scalp

## Learning outcomes

On completion of this unit you will:

1. Be able to prepare to shampoo and condition the hair and scalp
2. Be able to shampoo and condition the hair and scalp

## 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

The following maximum service times apply to this unit:

Shampoo, condition/treat (above shoulders – excluding development time)	10 minutes
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Shampoo, condition/treat (below shoulders – excluding development time)	15 minutes
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## 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 to shampoo and condition the hair and scalp

You can:

- a. Prepare yourself, the client and work area for shampoo and conditioning services
- b. Identify the condition of the hair and scalp using suitable consultation techniques

*\* 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 shampoo and condition the hair and scalp

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. Use and adapt massage techniques to meet the needs of the client
- d. Adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, leaving hair clean and free of products
- e. Disentangle hair without causing damage to hair or scalp
- f. Follow safe and hygienic working practices
- g. 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:

Treated a <b>minimum of 3</b> hair conditions	Portfolio reference
Chemically damaged	
Heat damaged	
Environmentally damaged	
Product build-up	
Normal	
Treated a <b>minimum of 3</b> scalp conditions	Portfolio reference
Dandruff affected	
Oily	
Dry	
Product build-up	
Normal	
Used <b>all</b> massage techniques	Portfolio reference
Effleurage	
Rotary	
Penetrating	
Treated <b>both</b> hair lengths	Portfolio reference
Above shoulders Shampoo, condition/treat (excluding development time) Maximum service time 10 minutes	
Below shoulders Shampoo, condition/treat (excluding development time) Maximum service time 15 minutes	

\*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 <b>all</b> 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 <b>all</b> conditioning products	Portfolio reference
Surface	
Penetrating	
Scalp treatment	
Given <b>all</b> types of advice	Portfolio reference
Correct combing and brushing techniques	
Frequency of use of shampoos and conditioning products	
Suitability of shampoos and conditioning products and how to use them	

\*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 to shampoo and condition the hair and scalp

You can:	Portfolio reference / Assessor initials*
c. Describe the salon's requirements for preparation of yourself, the client and work area	
d. Describe the different consultation techniques used	
e. Describe hair and scalp conditions and their causes	
f. Describe different ranges of shampooing and conditioning products and equipment	
g. 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 shampoo and condition the hair and scalp

You can:	Portfolio reference / Assessor initials*
h. Describe when and how to use products and equipment to treat different hair and scalp conditions	
i. Explain how the pH value of shampoo and conditioning products used affects the hair structure	
j. Describe the possible consequences of using incorrect shampooing and conditioning products	
k. Describe the effects of massage techniques when shampooing and conditioning different lengths and densities of hair	
l. Describe how shampoo and water act together to cleanse the hair	
m. Describe how water temperature affects the hair structure	
n. Explain the importance of thoroughly rinsing hair to remove shampoo and conditioning products	
o. Explain the direction in which the hair cuticle lies and its importance when disentangling wet hair	
p. Outline safe and hygienic working practices	
q. Describe the aftercare advice that should be provided	
r. 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 to shampoo and condition the hair and scalp

**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.

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

**Hair and scalp conditions and causes:**

**Hair condition** – dry, greasy, normal, virgin, chemically treated, texture (fine,



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## Outcome 1: Be able to prepare to shampoo and condition the hair and scalp (continued)

medium, coarse), length (short, medium, long), density (fine, medium, thick).

**Causes** – dry (chemical damage, physical damage, environmental damage), greasy/oily (overactive sebaceous gland/excessive product), chemically treated (porous, damage to internal structure), normal (good elasticity and porosity), virgin (no previous chemical services).

**Scalp conditions** – dry, greasy, normal, dandruff.

**Causes** – dry (moisture imbalance, reaction to chemical, post-chemical treatment), greasy/oily (overactive sebaceous gland), normal (healthy/balanced scalp), dandruff (over production of skin cells).

### 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.

### Non-contagious:

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

**Cicatricial alopecia** – scarring.

**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.

**Trichorrhexis nodosa** – rough, swollen, broken shaft.

**Sebaceous cyst** – sebum filled lump.

**Damaged cuticle** – dull hair.

### 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.

**Shampoos and methods of use** – wet, apply, massage, rinse, repeat if necessary.

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

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

**Greasy/oily** – lemon, camomile.

**Dandruff** – medicated, juniper, tea tree oil.

**Sensitive scalp** – egg and lemon.





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## Outcome 1: Be able to prepare to shampoo and condition the hair and scalp (continued)

**Fine hair** – limp, beer.

**Soap less** – prior to chemical treatment.

**Product build up** – clarify the hair.

**Psoriasis** – coal tar.

### Conditioners and methods of use:

**Surface** – (rinse off, leave-in), pre-shampooed, apply using effleurage, petrissage, comb, rinse, leave-in (pre-shampooed), towel dry, apply, effleurage, comb, do not rinse.

**Penetrating** – (henna wax, olive oil, intensive mask, restructurant), pre-shampooed, 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), pre-shampooed, towel dry, small section application, direct to scalp, ensure complete coverage, do not rinse.

**Equipment used for shampooing and conditioning:** Bowl and brush, clips, combs, towels, gowns, plastic capes, plastic cap, trolley, climazone, steamer, hood drier.

### Following manufacturers' instructions:

On bottle, packaging, leaflet, colour chart, ensures successful service, storage (temperature, location, light), handling (correct mixing), use (application, removal), dispose of (dilution-products, recycle empties), prevents legal action.



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## Outcome 2: Be able to shampoo and condition the hair and scalp

**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 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, take pride in work, be punctual, employer and client loyalty.

### Massage techniques:

**Effleurage** – smooth, soothing, 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.

**Adapt massage techniques for hair and scalp types:** 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 rotary, stimulate sebaceous gland.

### Adapting water temperature and flow:

Test temperature on wrist, vary to client comfort, check repeatedly throughout, flow (direct away face), regulate pressure, avoid splashing.

**Hot water** – will burn scalp and hair.

**Warm water** – opens cuticle.

**Cool water** – closes cuticle.

**Cold water** – client discomfort.

**Leave hair free from product:** Ensures correct preparation for further services, emulsify, avoid scalp irritation, dandruff, dull hair.

**Disentangle hair:** Large tooth comb, ends-to-roots, section hair, avoid damage to cuticle, tugging, pain, further knots.

### 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



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## Outcome 2: Be able to shampoo and condition the hair and scalp (continued)

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 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, dispose, replace lids, ventilation for vapour and dust, avoid overexposure to chemicals, use manufacturers' instructions for use.

**Disposal of waste** – sharps box, dilute chemicals, contaminated/hazardous waste, closed top bin, 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.

### pH scale:

**Acid** – 0-6.9, closes cuticle.

**Neutral** – 7.

**Alkaline** – 7.1-14, opens cuticle.

**pH of hair** – 4.5-5.5.

### pH of shampoo and conditioner:

Shampoos (alkaline), conditioners (acid), pH balanced product (pH of hair = 4.5-5.5).

### How acid and alkaline products affect the hair structure:

**Alkaline products** – swell cuticle, enable product penetration.

**Acid products** – close cuticles, restore natural pH, lock in moisture, smooth, soft.

**Consequences of using incorrect products:** Incorrect preparation/barrier to following service, difficult to manage/style, brittle (break), flyaway (floating upwards), static (electricity in hair), oily (greasy), dry (lack moisture).

**The action of shampoo and water to cleanse the hair:** Shampoo is a detergent (cleaning fluid) and wetting agent (spreads water), molecule has two magnetic ends (hydrophilic (attracted to water), hydrophobic (repels water, attracts grease)), emulsion (grease suspended in water), rinsing (removes dirt, grease, detergent).

**The cuticle layer:** Protective surface of hair, colourless cells, lie flat root-to-ends, avoid end-to-root treatment of hair (delicate, easily damaged).