



Provide scalp massage services

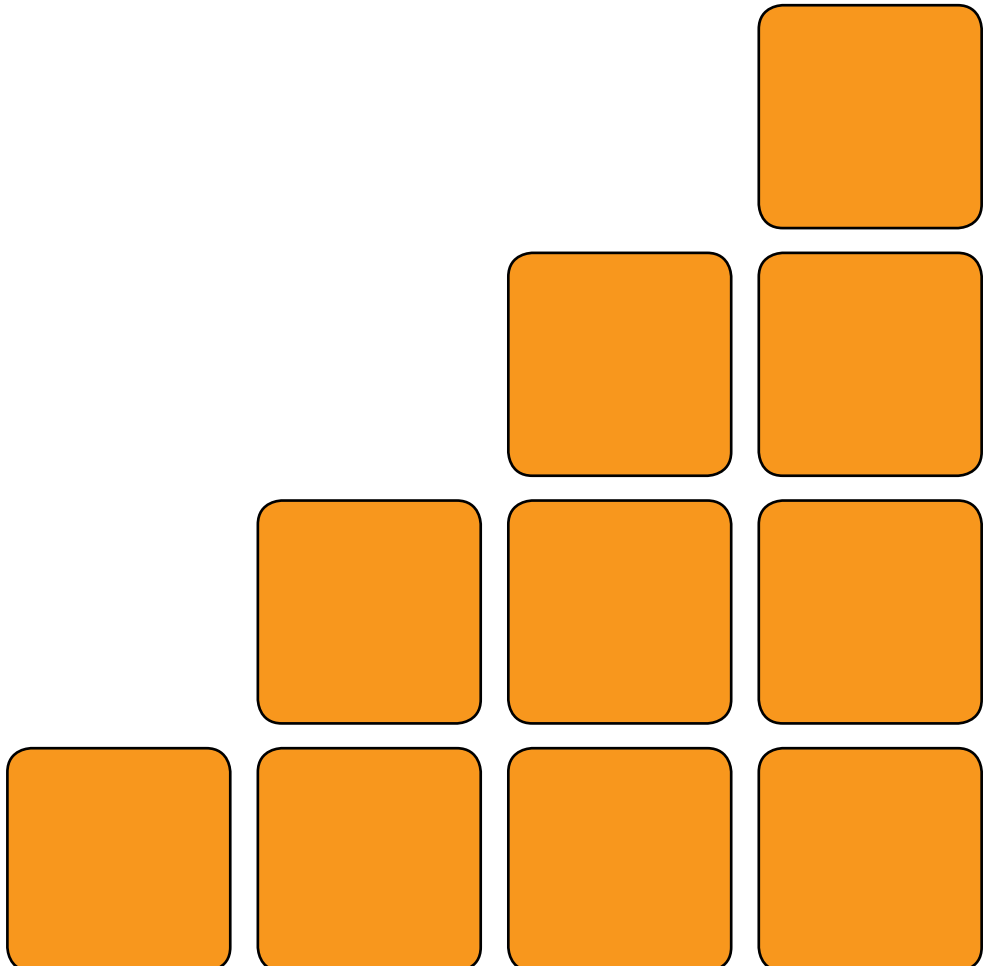
UV20513

L/600/8535

Learner name:

Learner number:

VRQ



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.

Trichorrhexis 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