



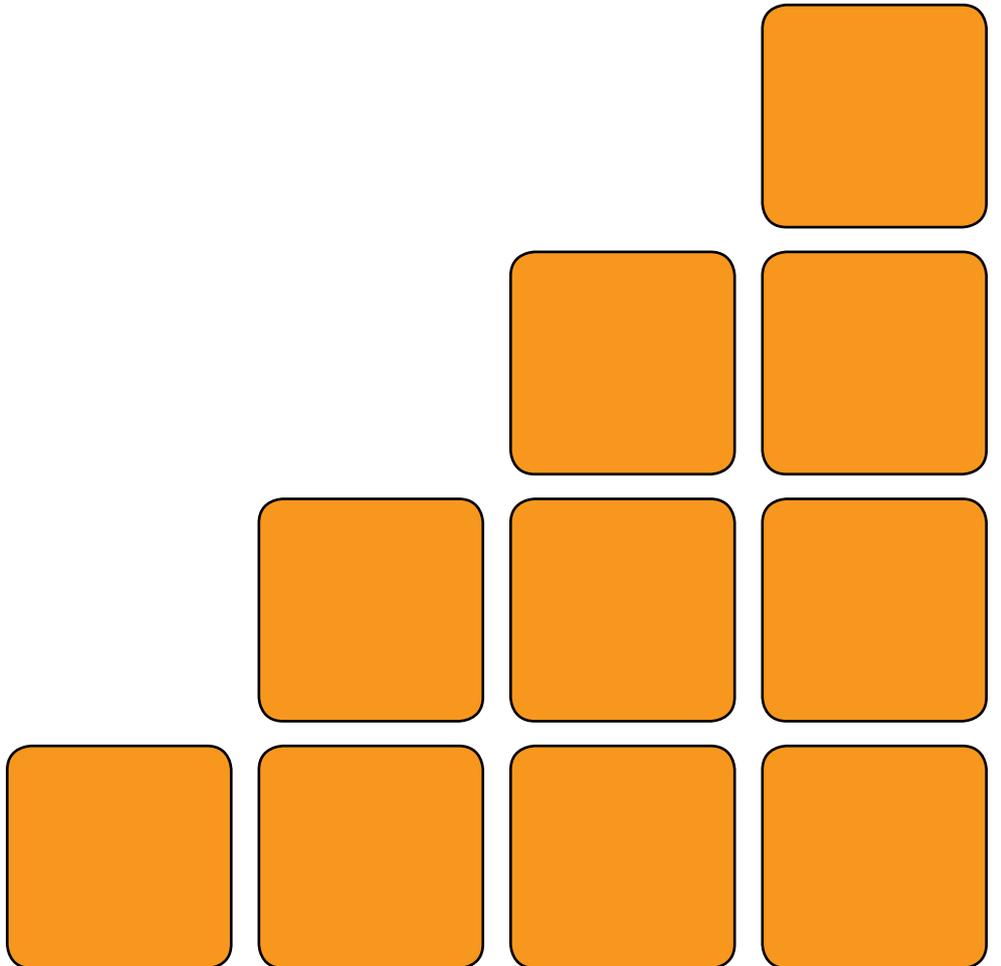
# Shampoo and condition hair

UHB69

Learner name:

Learner number:

SVQ





# UHB69

## Shampoo and condition hair

This unit is about the skill of shampooing and conditioning using massage techniques and products for different types of hair, following the instructions of a stylist.

To carry out this unit, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when shampooing and conditioning hair
2. Shampoo hair and scalp
3. Apply conditioners to the hair

NOS

# SKACHB10

SCQF Level

**4**

SCQF Credit Points

**4**

Observation(s)

**3**

External paper(s)

**0**



# Shampoo and condition hair

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when shampooing and conditioning hair
2. Be able to shampoo hair and scalp
3. Be able to apply conditioners to the hair
4. Know and understand how to maintain effective and safe methods of working when shampooing and conditioning hair
5. Know and understand shampooing and conditioning

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least three occasions each for a different client**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*  
There is no external paper requirement for this unit.

# Achieving observations and range

## Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

## 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.

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKACHB10 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for shampoo and condition hair. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when shampooing and conditioning hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment, if required
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- h. Use work methods that:
  - Minimise the wastage of products
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow stylists' instructions throughout the service
- k. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- l. Replenish low levels of resources, when required, to minimise disruption to your own work and to clients
- m. Complete the shampooing and conditioning service within a commercially viable time

\* May be assessed by supplementary evidence.

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



## Learning outcome 2

### Be able to shampoo hair and scalp

You must be able to:

- a. Use products and tools following the stylist's instructions
- b. Use massage techniques suitable for your client's hair following stylist instructions
- c. Adapt the water temperature, flow and direction to suit the needs of your client's hair and the next part of the service
- d. Ensure your massage techniques achieve an even distribution of shampoo over the hair and scalp
- e. Leave your client's hair clean and free from shampoo and excess water
- f. Leave your client's hair tangle free and without damage to the hair and scalp
- g. Refer any problems to the relevant person

\*May be assessed by supplementary evidence.

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



**Learning outcome 3**

**Be able to apply conditioners to the hair**

You must be able to:

- a. Use conditioning products and tools following the stylist's instructions
- b. Use massage techniques suitable for your client's hair following stylist's instructions
- c. Monitor and time the development of the conditioning products and apply heat at the correct temperature, if required
- d. Remove the conditioning products in a way that avoids disturbing the direction of the cuticle
- e. Leave your client's hair clean and free from conditioning products, if required and excess water
- f. Comb through your client's hair without causing damage to the hair and scalp, when required
- g. Refer any problems to the relevant person

*\* May be assessed by supplementary evidence.*

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



# Observation range

You must practically demonstrate that you have:

Used a <b>minimum of 2</b> massage techniques		Portfolio reference
Effleurage		
Rotary		
Friction		
Petrissage		
Used <b>both</b> types of conditioning products		Portfolio reference
Surface		
Penetrating		

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\*:

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

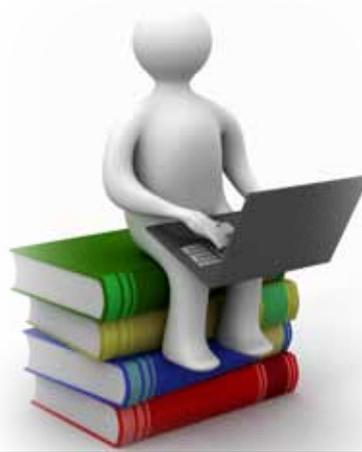
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*\*This is not an exhaustive list.*

# Knowledge



## Learning outcome 4

### Know and understand how to maintain effective and safe methods of working when shampooing and conditioning hair

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing that should be available to yourself and clients	
d. What contact dermatitis is, and how to avoid developing it whilst carrying out hairdressing services	
e. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
f. Why it is important to keep your work area clean and tidy	
g. The importance of using shampoos and conditioners cost effectively	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
j. The importance of following your stylist's instructions	
k. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
l. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
m. The person to whom you should report low levels of resources	
n. Your salon's expected service time for shampooing and conditioning	



## Learning outcome 5

### Know and understand shampooing and conditioning

You must know and understand:	Portfolio reference
a. What may happen if instructions for shampooing and conditioning hair are not followed	
b. How shampoo and water act together to cleanse the hair	
c. How the build up of products can affect the hair, scalp and effectiveness of other services	
d. How shampoos and conditioning products affect the hair and scalp	
e. Different types of shampoo and conditioning products and their effects	
f. When and how to use different massage techniques when shampooing and conditioning different lengths of hair	
g. How to shampoo and condition the hair and the potential consequences of doing this incorrectly	
h. The types and causes of problems that can arise when shampooing and conditioning hair	
i. The types of problems that should be reported and the person to whom they should be reported	
j. The effects of water temperature on the scalp	
k. The importance of removing shampoo and conditioner and excess water from the hair	
l. The importance of detangling the hair from point to root	
m. The importance of detangling the hair without causing damage to the hair and scalp	
n. The importance of checking client comfort throughout the shampooing and conditioning process	
o. How heat affects the hair during the conditioning treatment	
p. How to use electrical heated equipment when conditioning hair	



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	