

**Level:** 2

**Credit value:** 3

**NDAQ number:** H/600/8539

### Unit aims

The aim of this unit is to provide the learner with the knowledge and skills to shampoo and condition the hair and scalp.

The skills developed by the learner include the use and control of water flow and the application of massage techniques for shampooing and conditioning.

The knowledge acquired by the learner will enable them to select suitable products and understand how shampooing and conditioning affects the hair and scalp.

### Learning outcomes

There are **two** learning outcomes to this unit. The learner 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

### Guided learning hours

It is recommended that 29 guided learning hours should be allocated for this unit, although patterns of delivery are likely to change.

### Details of the relationship between the unit and relevant national occupational standards

This unit is linked to the hairdressing NOS, Unit GH8 Shampoo, condition and treat the hair and scalp.

### Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by Habia.

### Assessment

This unit will be assessed by:

- practical tasks, and
- knowledge and understanding task(s) in an assignment **or** an on-line test

## Unit 204

### Outcome 1

## Shampoo and Condition the Hair and Scalp

Be able to prepare to shampoo and condition the hair and scalp

### Practical skills

The learner can:

1. prepare self, the client and work area for shampooing and conditioning services
2. identify the condition of the hair and scalp using suitable consultation techniques

### Underpinning knowledge

The learner can:

1. describe the salon's requirements for client preparation, preparing self and the work area
2. describe the different **consultation techniques** used
3. describe the **hair and scalp conditions** and their causes
4. describe different ranges of shampooing and conditioning **products** and equipment
5. explain the importance of following manufacturers' instructions

### Range

#### Consultation techniques

Open and closed questions, use of visual aid

#### Hair and scalp conditions

Hair conditions: chemically damaged, heat damaged, environmentally damaged, product build up, normal

Scalp conditions: dandruff affected, oily, dry, product build up, normal

#### Products

Shampoos: for normal hair, for oily hair, for dry/damaged hair, for dandruff affected hair

Conditioners: surface conditioner, penetrating conditioner, scalp treatment

## Unit 204

### Outcome 2

## Shampoo and Condition the Hair and Scalp

### Be able to shampoo and condition the hair and scalp

#### Practical skills

The learner can:

1. **communicate** and behave in a professional manner
2. select and use **products**, tools and equipment suitable for the client's **hair and scalp condition**
3. use and adapt **massage techniques** to meet the needs of the client
4. adapt the water temperature and flow to suit the needs of the client's hair, scalp and comfort, and leave the hair clean and free of **products**
5. disentangle hair without causing damage to hair or scalp
6. follow **safe and hygienic working practices**
7. provide suitable **aftercare**

#### Underpinning knowledge

The learner can:

1. describe when and how to use the **products**, equipment and tools to treat different **hair and scalp conditions**
2. explain how the pH value of shampoo and conditioning **products** used affects the **hair structure**
3. describe the possible consequences of using incorrect shampooing and conditioning **products**
4. describe the effects of **massage techniques** when shampooing and conditioning different lengths and densities of hair
5. describe how shampoo and water act together to cleanse the hair
6. describe how water temperature affects the **hair structure**
7. explain the importance of thoroughly rinsing hair to remove shampoos and conditioning **products**
8. explain the direction in which the hair cuticle lies and its importance when disentangling wet hair
9. describe the **aftercare advice** that should be provided
10. outline **safe and hygienic working practices**
11. state how to **communicate** and behave within a salon environment

#### Range

##### Communicate

Speaking, listening, body language, reading, recording, following instructions using a range of related terminology

##### Products

Shampoos: for normal hair, for oily hair, for dry/damaged hair, for dandruff affected hair

Conditioners: surface conditioner, penetrating conditioner, scalp treatment

**Hair and scalp conditions**

Hair conditions: chemically damaged, heat damaged, environmentally damaged, product build up, normal

Scalp conditions: dandruff affected, oily, dry, product build up, normal

**Massage techniques**

Effleurage, friction, rotary, petrissage

**Hair Structure**

Cuticle, cortex, medulla

**Safe and hygienic working practices**

Methods of sterilisation, disposal of contaminated waste, health and safety legislation, PPE, positioning of client and stylist, removal of accessories

**Aftercare advice**

Correct combing and brushing techniques, frequency of use of shampoos and conditioning products, suitable shampoos and conditioning products and how to use them