Shampoo and treat hair

Level 2

UHB8

Learner name:

Learner number:
Through this unit you will learn how to shampoo and treat the hair. You will learn about a variety of products that are used during the service and how and when to use different massage techniques. You will learn how to identify the condition of your client’s hair, which will help you decide which products and massage techniques to use. You will learn how to avoid tangling the hair when shampooing and treating the hair, how to give your client advice on products to use at home and how to massage and comb their own hair correctly. This unit is suitable for both hairdressers and barbers working on either men or women.
What you must know & do

How to achieve this unit

On completion of this unit you will:

Learning outcome 1

Know how to shampoo and treat hair

a. Describe how shampoos and treatments work on hair
b. Describe the types of products used for shampooing and treating hair
c. Describe safety considerations that relate to shampooing and treating hair

Learning outcome 2

Be able to shampoo and treat hair

a. Prepare self, client and work area to shampoo and treat clients hair
b. Identify any possible problems that may affect the service
c. Carry out a consultation and plan for service
d. Select products, tools and equipment to shampoo and treat hair
e. Use hygienic and safe methods of working
f. Shampoo and treat clients hair
g. Give aftercare advice
What you must learn

This section provides you with guidance on the recommended knowledge and skills required to achieve this unit.

Learning outcome 1

Know how to shampoo and treat hair

Describe how shampoos and treatments work on hair

How shampoo and water work to clean the hair:

Shampoo – detergent (cleaning fluid). When added to wet hair and massaged into the hair it lifts dirt, debris and product from the hair, sometimes known as wetting agent (spreads water to stop it running straight from the hair), works as an emulsion (like adding washing up liquid to a greasy frying pan) lifts dirt, oil and detergent from hair.

Surface conditioner – smoothes cuticle, prevents tangling, protects the hair, surface (rinse off, leave-in).

Penetrating conditioner – henna wax, mask, adds moisture to hair.

Restructurant - can rebuild internal structure of hair, course of 4-6. treatments recommended to improve hair, intensive mask.

Describe the types of products used for shampooing and treating hair

Present the types of products: Power point, collage, poster, leaflet.

What to include: Different shampoos, penetrating conditioners available for different hair types and conditions, include information on frequency of use and how to use, add labels to show ingredients and manufacturer’s instructions, features and benefits of each product.

Normal hair – not been coloured or permed, healthy, shiny, bouncy hair.

Dry hair – not enough natural oil in hair and dull looking.

Oily hair/scalp – too much natural oil on scalp, too much hair product has been used.

Damaged hair - over use of straightening irons, sun/wind damage.

Chemically treated – permed or coloured hair.
Describe safety considerations that relate to shampooing and treating hair

Something that may happen before, during or after the process:

- Product in eyes – bath eyes with cool water.
- Scalp is burnt by hot water – rinse with cool water, seek medical advice.
- Scalp becomes red and itchy after shampoo/treatment – seek medical assistance.
- Water spillage – clean up immediately to avoid accident.
- Clothes are made wet during process – use towel to blot the water, change clothes/PPE/towels.
- Hair starts to become tangled - gently un-tangle hair without pulling - work from ends to roots, use leave-in conditioner.
- Steamer – over or under filled, too hot, not working.

Learning outcome 2

Be able to shampoo and treat hair

Prepare self, client and work area to shampoo and treat clients hair

Prepare self: Clothes (salon requirements for uniform/dress code, clean/ironed clothes, not too tight, closed in low heel shoes), hair (clean, smart/styled, off face), personal hygiene (clean body, clean teeth, fresh breath), clean nails (workable length), deodorant (no overpowering perfume/aftershave), personal protective equipment (gloves, apron), prevent dermatitis (minimal jewellery), positive attitude, ready to meet and greet clients.

Prepare work area: Work area clean and hygienic, no obstructions, tools and equipment in a safe working position, chair, trolley, work station, equipment cleaned and disinfected/sterilised, visual check of electrical equipment, portable appliance test (PAT), select height of chair/basin.

Prepare client: Remove client’s outer clothing to protect against damage, use a clean gown and towel, ensure client is relaxed and comfortable, be aware of clients jeweler and remove if necessary (to avoid damage to jewellery and skin), check for hearing aids.

Prepare products, tools and equipment:

Products – shampoos, surface conditioners, treatment conditioners.

Tools – detangling comb, brush.

Equipment – towels, trolley/work surface, towel bin, steamer, bowl and tint brush.
What you must learn

Identify any possible problems that may affect the service

If in doubt always seek help:

Deal with;

• Water/product spillage – clean up.

• Wet clothes, yours or clients – change clothes, help client dry clothes, change towels.

Ask for help;

• If there is a threat to health eg. water burn, product in eyes.

• Previous reaction to product.

• No hot water/clean towels.

• Lack of product.

• Why you think you cannot carry out the service.

• Scalp condition (non contagious) - cuts, abrasions and psoriasis.

• Scalp condition (contagious) - head lice and nits.
Carry out a consultation and plan for service

**Questioning methods:**
Open questions – cannot say yes or no to your questions, your client will have to provide a full answer.

Closed questions – can only say yes or no to your questions.

**The hair structure:** The cuticle (protective layer around the hair), the cortex (internal structure of the hair), the medulla (central core of hair).

Identify the following to help you decide what to use.

Hair type – hair classifications type 1, 2, 3 or 4 (using table) to identify degree of curl/straightness and texture/thickness of hair.

Hair condition – chemically treated, normal, dry, oily.

Hair length – above, below shoulder.

Hair texture/thickness - how thick one hair is (diameter), fine/thin, medium, thick, use hair classifications table.

Density – amount of hair on head (fine/thin, medium, thick).

Thin/fine hair – will need less product to clean the hair.

Medium hair – use manufacturer’s instructions for use.

Thick hair – may need more products to clean the hair.

**Consultation form/sheet:** Client detail’s, identify client’s hair type, factors, length, previous history, planning for service, results, records stored.

### ‘Hair Classifications’

<table>
<thead>
<tr>
<th>Type 1</th>
<th>1a Fine</th>
<th>1b Medium</th>
<th>1c Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight Hair</td>
<td>Straight</td>
<td>Straight with volume</td>
<td>Straight difficult hair</td>
</tr>
<tr>
<td>Type 2</td>
<td>2a Fine</td>
<td>2b Medium</td>
<td>2c Course</td>
</tr>
<tr>
<td>Wavy Hair</td>
<td>‘S’ pattern</td>
<td>Frizzy ‘S’ pattern</td>
<td>Very frizzy ‘S’ pattern</td>
</tr>
<tr>
<td>Type 3</td>
<td>3a Fine</td>
<td>3b Medium</td>
<td>3c Coarse</td>
</tr>
<tr>
<td>Curly Hair</td>
<td>Soft curl</td>
<td>Loose curl</td>
<td>Tight curl</td>
</tr>
<tr>
<td>Type 4</td>
<td>4a Fine</td>
<td>4b Medium</td>
<td>4c Coarse</td>
</tr>
<tr>
<td>Very Curly Hair</td>
<td>Tightly coiled curl pattern</td>
<td>Z pattern &amp; spring curl</td>
<td>Tight Z pattern</td>
</tr>
</tbody>
</table>
Select products, tools and equipment to shampoo and treat hair

**Products:** Select the correct products for hair type. Follow manufacturer’s instructions when using the following types of shampoos;

- Normal, frequently used, moisturising, dry, damaged chemically treated, oily, flaky scalp/dandruff.
- Chemically treated (coloured, lightened, permed, relaxed hair) - use the following shampoos; moisturising, dry, damaged.
- Normal (good condition hair - not chemically treated, dry, split ends, not oily) - use the following shampoos; moisturising, normal, frequent use.
- Dry (naturally dry hair, chemically treated, sun damaged, heat damaged) - use the following shampoos; moisturising, dry, damaged.
- Oily (naturally oily hair, too much product on hair) – use the following shampoo; oily hair.

**Treat the hair with products:**

Conditioners - surface (rinse off, leave-in the hair), deep penetrating (adds moisture to internal structure of hair), restructuring (repairs inner structure of hair).

**Tools:**

Wide tooth comb – to comb through hair before shampoo or comb through product during or after the service.

**Equipment:** Gown, plastic cape, towels;

- One towel for around the shoulders during shampooing that will then be used to wrap around clean hair.
- One towel to wipe eyes during shampoo process (optional).
- Towel bin for dirty towels.
- Steamer.
- Bowl and tint brush for deep penetrating conditioner or restructurant.
**Use hygienic and safe methods of working**

**Follow safe methods of working:** Carry out service with causing danger or damage to self, client or work area intentionally or by accident follow health and safety policies for working safely.

Preparation – ensure everything is ready before you start, place products, tools and equipment close at hand on trolley or work surface, ensure all electrical equipment is PAT tested and fit to be used.

Follow COSHH (Control of substances hazardous to health) – store, handle, use, dispose of products correctly.

How to work hygienically – only use clean towels, sterilised tools and equipment when working on client.

**Avoid contact dermatitis:** Wash product from hands, dry hands, use moisturising/barrier cream, wear gloves.

Hazards and risks – clean up spillages, trailing and frayed wires.

Leave work area clean and tidy after use – remove towels, store equipment, clean equipment, remove client’s gown.
What you must learn

Shampoo and treat clients hair

To shampoo hair: Comb/brush hair to remove knots and loose hair, wet hair thoroughly;

- Apply shampoo using effleurage massage technique (stroking, smoothing action).
- Use rotary massage technique (pads of the fingers rotating on scalp).
- Friction – fast rubbing action for thick dense hair or product build-up.
- Rinse shampoo out and only repeat if necessary = product build-up or oily hair.

To condition your hair: Squeeze the water from the hair, towel dry and apply the conditioner using;

- Effleurage – spread the product using slow stroking movement.
- Petrissage – massage product into hair using deep kneading movement.
- Surface conditioner – combed through, rinsed out of the hair and towel dry.
- Leave-in conditioner – spray in, comb through, not rinsed out, but hair is dried or styled.
- Deep penetrating conditioner/restructurant – apply using bowl and brush using manufacturer’s instructions.

Towel dry hair: After shampooing and conditioning or just shampooed whilst client still at basin gently squeeze hair, remove excess water, wrap towel around the head, and gently blot/squeeze the hair.

Detangle hair:

Seat client at workstation, remove towel, use large tooth comb, work from ends to roots, small sections, avoid damage to cuticle, tugging, pain, further knots, leave-in conditioner for porous or very tangled hair.

Give aftercare advice

Aftercare advice relating to shampooing and conditioning: Return visits for conditioning treatments, how to recreate and maintain the hair between visits, products for home use, correct use of tools and equipment, show how products are used, explain the benefits, follow manufacturer’s instructions, correct method of detangling hair, offer additional opportunities new to your client.
Achieving your grade

To achieve a Pass:
You must achieve all criteria in the What you must know & do sections of this unit

To achieve a Merit:
You must achieve all criteria in the What you must know & do sections of this unit
AND achieve 2 of the 3 additional performance standards.

To achieve a Distinction:
You must achieve all criteria in the What you must know & do sections of this unit
AND achieve all 3 additional performance standards.

Additional Performance Standards:

Work skills
Achieved ● Not achieved ●
You maintained a safe and hygienic work area before, during and after the service.
You laid-out the products, tools and equipment in order of use. For example; the product bottles were in service order, labels facing forward, bottles and nozzles were clean and dry before and after service.
You used cost effective and environmentally friendly methods. Examples; used manufacturer’s instructions for product use dispensing minimal product causing minimal waste, or prepared and used minimum towels, or switched off taps during service, shampooed hair only once when needed, only recycled empty bottles.

Communication
Achieved ● Not achieved ●
You have introduced yourself and greeted the client by shaking their hand. You have communicated clearly and confidently using verbal communication skills in a polite, friendly and respectful manner throughout the service.
You have maintained a professional conversation at all times and used technical language appropriately.
You have listened carefully and followed any client instructions accurately. You have checked regularly with the client to ensure that they are comfortable.
You have used a wide variety of positive non-verbal communication skills, using positive body language and friendly facial expressions.

Attention to detail
Achieved ● Not achieved ●
During the service you worked effectively, demonstrating complete control of the water flow and temperature. The basin was adjusted to accommodate your client’s height, to ensure the service was an enjoyable, relaxing experience.
You demonstrated complete control over the tools and equipment used. Your massage techniques were perfect in technique being firm, relaxing and efficient.
Regulary checked with your client to ensure they remained comfortable.
The shampoo and treatment for the hair was professionally conducted, the client clean and dry, leaving the hair free from product, perfectly clean and treated in the most appropriate way.
**What you must know & do**

**Learning outcome 1**

**Know how to shampoo and treat hair**

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**Learning outcome 2**

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**Unit Sign off**

**Unit grade achieved (tick box)**

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Date
Assessor initials
Learner signature
IQA signature (if sampled)