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| Title | **Perform shampoo and conditioning** |
| Level | **3** | **Credits** | **10** |

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| Purpose | These competency-standards will ensure that the trainee is competent in the skills of shampooing, conditioning and treating the hair and scalp using appropriate techniques and products for a variety of hair and scalp conditions |

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| Classification ISCED | 1012 Hair and beauty services |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** | **Tools and Equipment** |
| **C1: Prepare the client:** | **P1.** Prepare yourself, the client and work area for shampoo and conditioning services**P2.** Identify the condition of client’s hair and scalp using suitable consultation techniques**P3.** Ensure your client’s clothing is effectively protected throughout the service**P4.** Wear personal protective equipment, if required**P5.** Position your client to meet the needs of the service without causing them discomfort**P6.** Ensure your own posture and position in comfortable way and minimize the risk of injury**P7.** Keep your work area clean and tidy throughout the service**P8.** Remove waste immediately at the end of the service**P9.** Use those working methods that minimize the wastage of products, the risk of cross-infection, effective use of your working time and ensure the use of clean resources**P10.** Use equipment that is safe and fit for purpose | **K1.** Outline salon's requirements for client preparation**K2.** Understand range of protective clothing that should be available for clients**K3.**Lis**t** the type of personal protective equipment available**K4.** Identify the safety considerations and relevant procedures which must be taken into account when shampooing and conditioning hair and scalp**K5.** Explain why it is important to keep your work area clean and tidy**K6.** Report unrecognized hair and scalp conditions**K7.**Explain the importance of personal hygiene in work area**K8.** Describe Why it is important to check electrical equipment used to aid conditioning and treatment processes**K9.** Discuss different ranges of shampooing and conditioning products and equipment | **Non Consumables:*** Hydraulic Chair,
* Towels,
* Aprons

**Consumables:*** Gloves,
* Paper,
* Pencil,
* Eraser,
* Sharpener,
* Pen,
* Notebook
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| **C2: State the types and the structure of hair:** | **P1.** Identify the basic structure of Hair**P2.** Conduct visual checks on the hair, skin and scalp in accordance with specified procedures**P3.** Identify types, conditions and any disorders of hair and scalp, and make recommendations and referral to physicians as required**P4.** Prepare and use tools, supplies and materials according to hair condition**P5.** Provide first aid treatment to client if required | **K1.** Describe the basic structure of hair and scalp**K2.** List the characteristics of different hair types and textures**K3.** Describe the likely causes of adverse hair and scalp conditions visible to the naked eye**K4.** Identify hair and scalp conditions and their causes (i.e. chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp**K5.** Explain the effects of water temperature on the scalp and structure of the hair**K6.** Identify how the formulations of shampoos and conditioning products vary to suit different hair conditions**K7.** Explain the reasons for* Skin and scalp disorders and diseases,
* Cuts and abrasions, product allergies, recent injuries can affect the Hair and scalp massage service
 | **Non Consumables:*** Hydraulic Chair,
* Magnifying glass,
* Aprons,
* Gloves
* Magnifying glass

**Consumables:*** Paper,
* Pencil,
* Eraser,
* Sharpener,
* Pen,
* Notebook
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| **C3: Select appropriate products:** | **P1.** Identify different types of shampoos**P2.** Identify different types of conditioners**P3.** Classify products, tools and equipment suitable for your client’s hair and scalp condition and/or further service**P4.** Identify products which are safe and fit for purpose | **K1.** Explain range of available shampooing and conditioning products and equipment**K2.** Understand the manufacturers’ instructions relating to the use of shampooing and conditioning products in your salon | **Non Consumables:****Consumables:*** Shampoo
* Conditioner
* Litmus paper,
* Gloves,
* Paper,
* Pencil,
* Eraser,
* Sharpener,
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|  | **P5.** Identify the products which need reordering for a particular client to the relevant person in the salon**P6.** Identify factors that limit or affect services and the choice of products | **K3.** Discuss when and how to use shampoos and conditioning products to treat the hair and scalp conditions**K4.**Explain when the shampooing process should be repeated**K5.** Describe what may happen if the incorrect shampooing and conditioning products are used**K6.** Expla**in** how to use and handle products and equipment during shampooing and conditioning processes | * Pen,
* Notebook
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| **C4: Apply Shampoo:** | **P1.** Adapt shampooing massage techniques to meet the needs of your client's hair length and density, hair condition and scalp condition**P2.** Adapt shampooing massage techniques to ensure your client’s comfort**P3.** Maintain the water temperature and flow to suit the needs of your client’s hair, scalp and comfort**P4.** Leave your client’s hair and scalp clean and free from shampoo and of excess water**P5.** Comb through your client’s hair, if required, prior to the next part of the service, without causing damage to the hair**P6. Take** care of the client throughout the service process | **K1.** Explain when and how rotary and effleurage massage techniques should be used when shampooing different lengths and densities of hair**K2.** Identify the effects of water temperature on the scalp and structure of the hair**K3.** Understand when and how to apply shampoo products**K4.** Explain the importance of removing shampoo products, when required**K5.** List the possible consequences of using incorrect shampooing and conditioning products**K6.** Identify the effects of massage techniques when shampooing different lengths and densities of hair**K7.** Explain the importance of thoroughly rinsing hair to remove shampoos | **Non Consumables:*** Apron
* Shampoo Unit
* Towels

**Consumables:*** Shampoo
* Gloves
* Paper
* Pencil
* Eraser
* Sharpener
* Pen
* Notebook
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| **C5: Apply Conditioner:** |  |  | **Non Consumables:*** Shampoo Unit
* Apron
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|  | **P1.** Ask your client questions to identify if they have contra-indications to hair and scalp treatment services**P2.** Apply conditioning products to meet the needs of your client’s hair and scalp, following your salon’s and manufacturers’ instructions**P3.** Adapt conditioner application techniques to meet the needs of your client’s hair condition and scalp condition consistent with manufacturer’s instructions**P4.** Accurately monitor the timing of the preparation of the conditioning product and application of heat at the correct temperature, if required**P5.** Remove the conditioning product, if required, in a way that avoids disturbing the direction of the cuticle**P6.** Effectively remove excess water from conditioning.**P7.** Identify safe and hygienic working practice following salon policies | **K1.** Explain when and how to apply the conditioner while conditioning different lengths and densities of hair**K2.** Explain the importance of removing conditioning products, when required**K3.** Explain The importance of using conditioners**K4.** Explain The importance of removing excess water from the hair at the end of the service**K5.** Describe the aftercare advice that should be provided**K6.** Outline safe and hygienic working practices following salon policies | * Towels

**Consumables:*** Conditioner
* Gloves
* Paper
* Pencil
* Eraser
* Sharpener
* Pen
* Notebook
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| **C6: Dry & detangle hair:** | **P1.** Remove moisture from hair (squeeze hair with towel)**P2.** Comb your client’s hair, if required, prior to the next part of the service, without causing damage to the hair and scalp.**P3.** Give accurate and constructive advice and recommendations to your clients**P4.** Give your clients suitable advice on maintaining the condition of their hair and scalp. | **K1.** Explain how to use combs and brushes to correctly comb hair from point to root**K2**.Explain how to give effective advice and recommendations to clients.**K3**.Identify how the incorrect application of heat can affect the hair and scalp**K4.** Describe why hair should be kept damp during the blow drying and finger drying processes**K5.**Identify products for home use that will benefit the client | **Non Consumables:*** Hydraulic Chair
* Blow-dryer
* Aprons
* Towels

**Consumables:*** Comb
* Gloves
* Towel
* Paper
* Pencil
* Eraser
* Sharpener
* Pen
* Notebook
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