

Open Awards Qualification Unit



Form OAQU

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1 Unit Details

Unit Title:	Shampoo and Condition Hair
QAC Code:	K/506/3144
Level:	Level 1
Credit Value:	4
Minimum GLH:	40

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to use effective and safe working methods when shampooing and conditioning hair	1.1 Protect the client's clothing throughout the service
	1.2 Clean and tidy the work area throughout the service
	1.3 Remove waste immediately at the end of the shampooing and conditioning service
	1.4 Use working methods that: <ul style="list-style-type: none">• minimise the wastage of products• minimise the risk of cross-infection, infestation and offence to clients and colleagues• make effective use of working time• ensure the use of clean resources• ensure clients are correctly positioned to meet the needs of the service without causing discomfort• minimise the risk of harm or injury to self or others
	1.5 Maintain personal standards of health and hygiene which minimise the risk of cross-infection, infestation and offence to their clients and colleagues
	1.6 Replenish resources, when required, to minimise disruption

	1.7	Report products that need reordering to the relevant person
	1.8	Complete the shampooing and conditioning service in a commercially viable time
2. Be able to shampoo hair	2.1	Use products and tools following the stylist's instructions
	2.2	Use massage techniques suitable for the client's hair and part of the service
	2.3	Use massage techniques to achieve an even distribution of shampoo over the hair and scalp
	2.4	Adapt the water temperature, flow and direction to suit the needs of the client's hair and the next part of the service
	2.5	Clean the client's hair and scalp of shampoo and remove excess water
	2.6	Detangle the client's hair without damage to the hair and scalp
	2.7	Refer problems that arise to the relevant persons
3. Be able to apply conditioner and treatments to the hair	3.1	Use conditioning and treatment products and tools following the stylist's instructions
	3.2	Use massage techniques suitable for the client's hair and part of the service
	3.3	Remove the conditioning and treatment products in a way that avoids disturbing the direction of the cuticle
	3.4	Comb the client's hair without causing damage to the hair and scalp prior to the next part of the service
	3.5	Remove excess moisture from the hair
	3.6	Refer problems that arise to the relevant persons
4. Know the salon and legal requirements	4.1	State the salon's requirements for client preparation
	4.2	Identify the person to whom low levels of resources should be reported
	4.3	State the salon's expected service time for shampooing and conditioning
	4.4	State personal responsibilities under the current regulations in relation to shampooing and conditioning services: <ul style="list-style-type: none"> • control of substances hazardous to health regulations • electricity at work regulations

5. Know how to work safely, effectively and hygienically when shampooing and conditioning hair	5.1	Describe contact dermatitis and the steps that can be taken to avoid it whilst carrying out hairdressing services
	5.2	Identify the types of protective clothing that should be available to clients
	5.3	Describe how personal and client positioning can affect the desired outcome and reduce fatigue and the risk of injury
	5.4	Outline the safety considerations which must be taken into account when shampooing and conditioning
	5.5	Outline the importance of keeping the work area clean and tidy
	5.6	Outline safe and hygienic working methods that minimise the risk of cross-infection and cross-infestation
	5.7	Outline the importance of personal hygiene
	5.8	Outline the importance of thoroughly rinsing hair when shampooing and conditioning
6. Know the basic science of shampooing and conditioning	6.1	State the direction in which the hair cuticle lies and its importance when disentangling wet hair
	6.2	Outline the effects of water temperature on the scalp
	6.3	Describe how shampoo and water act together to cleanse the hair
	6.4	Outline how the build up of products can affect the hair, scalp and effectiveness of other services
	6.5	Identify types of conditioning products and their effects
7. Know about shampooing and conditioning techniques	7.1	Describe when and how to use rotary, effleurage, friction and petrissage massage techniques when shampooing and conditioning different lengths of hair
	7.2	Describe how to shampoo natural hair and the potential consequences of doing this wrongly
	7.3	Outline the importance of evenly distributing shampoo
	7.4	State how conditioning and treatment products should be applied to hair
	7.5	Describe the importance of removing products and excess water from the hair after each service

	7.6	Outline the importance of detangling hair from point to root comb hair from point to root
	7.7	State how often the hair according to hairstyle, hair and scalp condition and lifestyle should be cleansed and shampooed
	7.8	Outline the importance of using shampoos and conditioners cost effectively
8. Know about products, equipment and their use	8.1	Describe the manufacturers' instructions relating to the use of shampooing and conditioning products in the salon
	8.2	Describe how to use electrical equipment for conditioning hair
	8.3	Outline the potential implications if shampooing and conditioning instructions are not followed
	8.4	Identify the types and causes of problems that can arise when shampooing and conditioning hair
	8.5	Identify the types of problems that should be reported and the person to whom they should be reported