



Hair by Karen Dodds, Cutting Room Creative

GH8 shampoo & conditioner

Leading hairdressers know the importance of good shampooing and conditioning. These are the first experiences the client has of services in your salon and they can set the tone for the rest of their visit. Correct shampooing and conditioning cleans the hair and scalp, helps keep them healthy and is essential to make sure the

hairdressing services that follow work properly and give the best result. In this unit you will learn to treat different hair and scalp conditions using shampoos and conditioners. You will also learn to use massage movements correctly when shampooing and conditioning hair.



Unit GH8 (City & Guilds Unit 014)

Shampoo, condition and treat the hair and scalp

Mandatory

Image courtesy of Tim Hartley for Davines

54 Level 2 NVQ/SVQ Hairdressing

This unit has four outcomes. As they are linked, you can be observed by your assessor for all four outcomes at the same time.

Outcome 1

Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp

Outcome 2

Shampoo hair and scalp

Outcome 3

Condition and treat the hair and scalp

Outcome 4

Provide aftercare advice



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standards for shampooing, conditioning and treating the hair and scalp. The standards cover things that you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe you on at least **three** occasions. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. Most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor was absent.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. You must show that you have:

Adapted your shampooing techniques for three of the following hair conditions:

- chemically damaged
- heat damaged
- environmentally damaged
- product build up
- normal

Dealt with both of the following hair lengths:

- above shoulders
- below shoulders

Adapted your shampooing techniques for three of the following scalp conditions:

- dandruff affected
- oily
- dry
- product build up
- normal

Used both of the following shampooing massage techniques:

- effleurage
- rotary

Image courtesy of L'Oréal Professionnel

“*Shampooing and conditioning form an important role in hairdressing as they can affect the success of most other hairdressing services.*

Maurice Lister

”

Considered all of the following contra-indications:

skin and scalp disorders and diseases

cuts and abrasions

product allergies

recent scar tissue

recent injuries to the treatment area

Used both of the following conditioning massage techniques:

effleurage

petrissage

Given all of the following advice:

correct combing and brushing techniques

frequency of use of shampoos and conditioning products

suitable shampoos and conditioning products and how to use them

Adapted your conditioning techniques for three of the following hair conditions:

chemically damaged

heat damaged

environmentally damaged

product build up

normal

Used all of the following conditioning products:

surface

penetrating

scalp treatment

Adapted your conditioning techniques for three of the following scalp conditions:

dandruff affected

oily

dry

product build up

normal

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when shampooing, conditioning and treating hair and scalp

Basic science

Products, equipment and their use

Shampooing, conditioning and treatment techniques

Aftercare advice for clients

Communication

This will be completed through written and oral questioning by your assessor, or by an online GOLLA test. For details of what you must know, see pages 64–68.



Shampoo & condition

Useful words

Some terms that you will come across in this unit are explained below.

Contra-indications When a client has a contra-indication it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service.

Cross-infection When disease is passed from one person to another due to poor hygiene.

Cross-infestation When an infestation of parasites, such as head lice, is passed from one person to another.

Dermatitis (sometimes called 'contact dermatitis') A skin condition that can be sore, red and itchy. Hairdressers sometimes get this in between the fingers from using chemicals in products such as perm solutions and shampoos. Prevented by using a barrier cream or gloves, drying the hands properly and using a good hand cream between services.

Effleurage A gentle stroking movement.

Environmentally damaged hair Hair that is damaged due to excessive exposure to sun or wind.

Penetrating conditioners Products designed to repair and strengthen the physical structure of the hair.

Petrissage Slow, firm, kneading movement.

Rotary A firm circular movement using the pads of the fingers over the surface of the scalp.

Surface conditioning products Products designed to add moisture to the hair in order to improve shine and texture.



Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do

56 Level 2 NVQ/SVQ Hairdressing

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times). Each time you achieve **all** the points listed within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp

- a Ensure your client's clothing is effectively protected throughout the service
- b Wear personal protective equipment, if required
- c Position your client to meet the needs of the service without causing them discomfort
- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- e Keep your work area clean and tidy throughout the service
- f Remove waste immediately at the end of the service
- g Use working 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

Continues on next page





Hints and tips

Keep your fingernails well manicured since it is uncomfortable for the client if sharp nail edges scratch the scalp.

- h Ensure your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues

- i Accurately identify the condition of the hair and scalp using suitable visual, verbal and manual checks

- j Refer any unrecognised hair and/or scalp condition(s) to the relevant person *

- k Use equipment that is safe and fit for purpose

- l Replenish low levels of resources, when required, to minimise disruption to your own work and to clients **

- m Identify and promptly report any products which need reordering to the relevant person ***

- n Complete the service within a commercially viable time

- o Complete client records, when required, so that they are accurate, easy to read and are up-to-date ****

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

- * Covered by observation Date

- Covered by oral questioning Date

- ** Covered by observation Date

- Covered by oral questioning Date

- *** Covered by observation Date

- Covered by oral questioning Date

- **** Covered by observation Date

- Covered by oral questioning Date

Continues on next page



Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do (continued)

Hints and tips

When combing wet hair, begin at the ends and remember to work through the hair very carefully to make sure you don't cause the client discomfort from pulling the hair.

Outcome 2

Shampoo hair and scalp

- a Use products, tools and equipment suitable for your client's hair and scalp condition and/or further service
- b Adapt your **shampooing massage techniques** to meet the needs of your client's
 - **hair length** and density
 - **hair condition** and **scalp condition**
- c Adapt your **shampooing massage techniques** to ensure your client's comfort
- d Adapt the water temperature and flow to suit the needs of your client's hair, scalp and comfort
- e Leave your client's hair and scalp:
 - clean and free from shampoo
 - free of excess water
- f Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

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Outcome 3

Condition and treat the hair and scalp

- a Ask your client appropriate questions to identify if they have **contra-indications** to hair and scalp treatment services
- b Accurately record your client's responses to questioning
- c Apply **conditioning products** to meet the needs of your client's hair and scalp, following your salon's and manufacturers' instructions
- d Adapt your **conditioning massage techniques** to meet the needs of your client's **hair condition** and **scalp condition**, following manufacturer's instructions
- e Accurately monitor and time the development of the **conditioning product** and apply heat at the correct temperature, if required
- f Remove the **conditioning product**, if required, in a way that avoids disturbing the direction of the cuticle
- g Effectively remove **conditioning product**, if required, and excess water
- h Comb through your client's hair, if required, prior to the next part of the service, without causing damage to the hair and scalp



Shampoo & condition

Timing tip

A commercially acceptable time for shampooing, conditioning and/or treating hair above the shoulders is 10 minutes.

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

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Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must do (continued)

Outcome 4

Provide aftercare advice

- a Give **advice** and recommendations accurately and constructively
- b Give your client suitable **advice** on maintaining the condition of their hair and scalp

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Timing tip

*A commercially acceptable time for shampooing, conditioning and/or treating hair below the shoulders is **15 minutes.***



Make sure your client is comfortable throughout the shampooing processes.

Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must cover



Before ticking the circles below, you must make sure that you have achieved 'What you must cover' in **all** the outcomes in which it occurs.

Hair conditions

Tick the hair conditions for which you adapted shampooing and conditioning techniques for each observation. You must adapt your shampooing techniques for **three** hair conditions.

	1	2	3		
Chemically damaged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat damaged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmentally damaged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product build up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Normal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Scalp conditions

Tick the scalp conditions for which you adapted shampooing and conditioning techniques for each observation. You must adapt your shampooing techniques for **three** scalp conditions.

	1	2	3		
Dandruff affected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dry					
Product build up					
Normal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Shampooing massage techniques

Tick the shampooing massage techniques used in each observation. You must use **both**.

	1	2	3		
Effleurage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rotary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Hair lengths

Tick the hair lengths dealt with in each observation. You must deal with **both**.

	1	2	3		
Above shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Below shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Observation sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must cover (continued)

Contra-indications

Tick the contra-indications considered in each observation. You must consider **all** of them.

	1	2	3		
Skin and scalp disorders and diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuts and abrasions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent scar tissue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recent injuries to the treatment area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conditioning products

Tick the conditioning products used in each observation. You must use **all** of them.

	1	2	3		
Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Penetrating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scalp treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Conditioning massage techniques

Tick the conditioning massage techniques used in each observation. You must use **both** of them.

	1	2	3		
Effleurage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Petrissage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice (outcome 4)

Tick the advice given for each observation. You must give **all** the advice.

	1	2	3		
Correct combing and brushing techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of use of shampoos and conditioning products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suitable shampoos and conditioning products and how to use them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation

Achieved

Date

Candidate signature

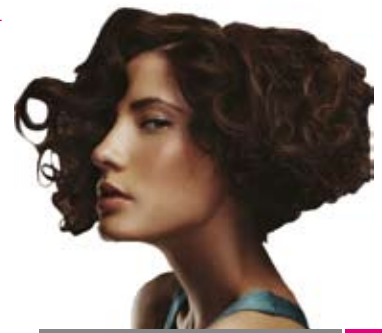
Assessor signature

IV signature (if sampled)

	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Comment form

Unit GH8



Shampoo & condition

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This form can be used to record oral questioning, or for assessor/candidate comments, if required.

Comments

Date

1

2

3

Image courtesy of KMS California



Always determine your client's hair and scalp type before you shampoo the hair so you can use the correct products.



Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, either through oral or written questions (evidence type E3) or a mandatory written paper (evidence type E4). Either of these could be an online GOLA test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker pink). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.

You need to understand:		Evidence type
Salon and legal requirements		
1	your salon's requirements for client preparation	E3
2	when and how to complete client records	E3
3	the person to whom you should report low levels of resources	E3
4	the person to whom you should report unrecognised hair and scalp conditions	E3
5	your salon's expected service time for shampooing, conditioning and treating hair and scalp	E3
6	your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of shampoos and conditioning products	E3
7	your responsibilities under the current Electricity at Work Regulations	E3
8	your responsibilities under the current Data Protection legislation	E3
How to work safely, effectively and hygienically when shampooing, conditioning and treating the hair and scalp		
9	what is contact dermatitis and how to avoid developing it whilst carrying out shampooing and conditioning services	E4
10	the range of protective clothing that should be available for clients	E3
11	the type of personal protective equipment available	E3
12	why it is important to use personal protective equipment	E3

Continues on next page

You need to understand:	Evidence type
13 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
14 the safety considerations which must be taken into account when shampooing, conditioning and treating the hair and scalp	E3
15 why it is important to keep your work area clean and tidy	E3
16 the methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
17 the importance of promptly reporting unrecognised hair and scalp conditions	E3
18 the importance of personal hygiene	E3
19 why it is important to check electrical equipment used to aid conditioning and treatment processes	E3
20 the importance of thoroughly rinsing hair to remove shampoos and conditioning products, when necessary, at the end of the service	E3
21 methods of cleaning, disinfecting and sterilisation used in salons	E3
22 the importance of questioning clients to establish any contra-indications to hair and scalp treatment services	E3
23 why it is important to record client responses to questioning	E3
24 the legal significance of client questioning and the recording of clients' responses to questioning	E3



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Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know (continued)

You need to understand:	Evidence type
Basic science	
25 the direction in which the hair cuticle lies and its importance when disentangling wet hair	E4
26 how to identify hair and scalp conditions and their causes (ie chemically damaged hair, heat damaged hair, environmentally damaged hair, dandruff affected scalp, oily scalp, dry scalp, product build up on hair and scalp)	E4
27 how and why the contra-indications in the range can affect the scalp massage service	E3
28 how shampoo and water act together to cleanse the hair	E4
29 how the pH value of the products used affects the current state of the hair	E4
30 the effects of water temperature on the scalp and structure of the hair	E4
31 how the build up of products can affect the hair, scalp and the effectiveness of other services	E4
32 how the formulations of shampoos and conditioning products vary to suit different hair conditions	E4
33 how heat affects the hair during the conditioning treatment	E4
34 how shampoos and conditioning products affect the hair and scalp	E4
35 the purpose and benefits of scalp massage	E4

Continues on next page

You need to understand:	Evidence type
Products, equipment and their use	
36 the range of available shampooing and conditioning products and equipment	E3
37 the manufacturers' instructions relating to the use of shampooing and conditioning products in your salon	E3
38 when and how to use shampoos and conditioning products to treat the hair and scalp conditions in the range	E4
39 when the shampooing process should be repeated	E3
40 what may happen if the incorrect shampooing and conditioning products are used	E4
41 how to use and handle equipment used during conditioning and treatment processes	E3
Shampooing, conditioning and treatment techniques	
42 when and how rotary and effleurage massage techniques should be used when shampooing different lengths and densities of hair	E4
43 when and how effleurage and petrissage massage techniques should be used when conditioning different lengths and densities of hair	E4



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Image courtesy of Goldwell





Knowledge sign-off sheet

Unit GH8 Shampoo, condition and treat the hair and scalp

What you must know (continued)

You need to understand:	Evidence type
44 when and how to apply conditioning products	E3
45 the importance of removing conditioning products, when required	E3
46 the importance of removing excess water from the hair at the end of the service	E3
47 the importance of detangling the hair from point to root	E3
48 the importance of using shampoos and conditioning products cost effectively	E3
Aftercare advice for clients	
49 how to use combs and brushes and correctly comb hair from point to root	E3
50 how often to shampoo, condition and treat the hair according to the hair and scalp condition and lifestyle	E3
51 products for home use that will benefit the client and those to avoid and why	E3
Communication	
52 how to give effective advice and recommendations to clients	E3
Tick if E3 was a GOLA test	<input type="radio"/> Date
Tick if E4 was a GOLA test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was a GOLA test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date

