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ACADEMY
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Knowledge Study Pack

Shampoo and Condition Hair and Scalp



Student Name:

Unit 202: Shampoo, condition and treat the hair and scalp

Handout 1: Safe working practices

Hazards and risks

There are many hazards in the salon. It is your responsibility, along with your employer, to prevent these hazards becoming risks and to ensure the safety of yourself and others. Maintaining a clean and tidy salon helps to reduce hazards.

- A hazard is something with the potential to cause harm.
- A risk is the likelihood of the hazard's potential being realised.

Trailing wires and hair cuttings on the floor are both hazards. If the trailing wire is neat and tidy against the wall, it poses a lesser risk than if it is trailing across a workstation where someone may trip over it. Hair cuttings on the floor pose a potential risk if not swept up as soon as the client leaves the workstation, but there is a lesser risk to the client while they are in the chair at the workstation.

Risk assessment

A risk assessment helps you to protect your work colleagues, clients and visitors to the salon. Remember: a risk has the potential to cause harm.

Your employer or manager will complete a risk assessment and it will ensure that you are working in a safe environment. It is a checklist of what could cause harm to you and others.

There are different reasons why a risk assessment must be carried out; it could be a change to the salon environment, the introduction of new services or products, or a change in personal circumstances. All must be considered when carrying out a risk assessment.

Step 1: Identify the hazard

Step 2: Decide who might be harmed and how

Step 3: Evaluate the risks and decide on precautions

Step 4: Record your findings and action someone to implement them

Step 5: Review your assessment and update as required

Sterilisation

Tools and equipment must be sterilised in an appropriate manner. Failure to do so can lead to cross-infection and infestation, resulting in loss of business, and is very unprofessional.

Salon sterilisers consist of chemicals (disinfectants, moist heat), sterilisers and ultraviolet (UV) light (sanitises).

A common liquid disinfectant is Barbicide, but some salons may use sprays and wipes or even a bleach solution.

Whatever your salon uses, you must sterilise all tools and equipment after you have completed the service on your client.



Handout 2: Preparation of your client

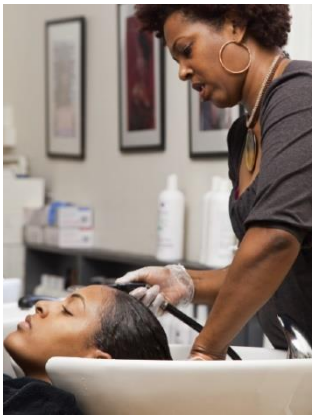
You must protect your client during a shampoo or conditioning treatment with the help of a fresh clean gown and towel. Use a shoulder cape for clients with longer hair to prevent moisture from damp hair soaking through to their clothes. The shoulder cape will also protect the client from accidently getting wet if you have not taken adequate care during the shampoo process.





Position the client
You must make sure that your client is comfortable, especially when leaning backwards in the basin – always support their neck when they do so. Some salons and barber shops use a foam neck protector to protect the client's neck.
Make sure that the client sits with their back against the back of the chair and their legs uncrossed.

Handout 3: The science of shampoo



In order to complete a full shampoo, condition and treatment service, you must understand what is happening to the hair, and how water and detergent act together. Shampoo is a mild detergent, but it is specially formulated to clean and protect the hair; the chemical formulas in shampoo ingredients are specific to hair and scalp types.

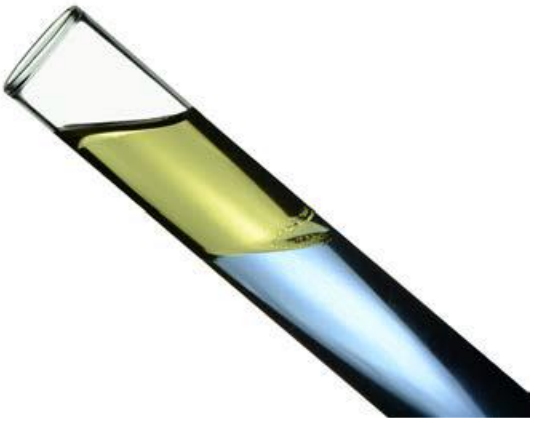
Surface tension

Shampoos are made from cleansing agents called **surfactants** (the name surfactant is derived from **surf**ace, **act**ive and **a**ge**nt**) that actively reduce the surface tension.

Water is made from both hydrogen and oxygen atoms (H_2O), which have a strong attraction. This attraction causes a skin-like surface to the water molecule. This is commonly known as **surface tension** and can be seen by the way water forms droplets and the way they pool together.

Oil and water

Oil and water do not mix. This is because oil is less dense than water and therefore it floats on the top. Shampoos work in the same way as washing-up detergents.

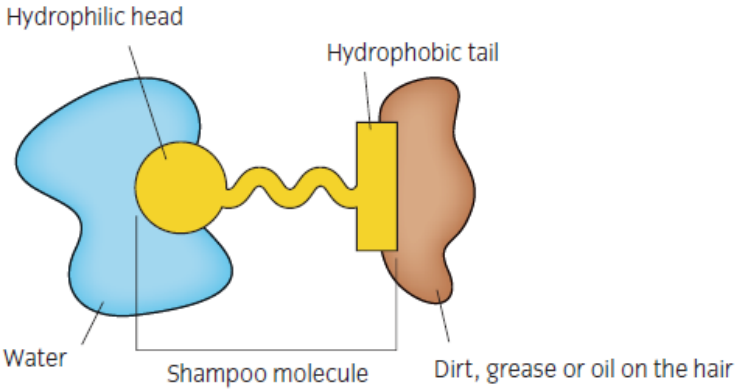


If you have a client with very oily hair and scalp or who has used an oil-based product such as wax on their hair, you will need to break down the oil by applying shampoo to the hair before applying water. This will begin lifting the oils from the hair and remove the oil barrier.

Hydrophilic and hydrophobic

Surfactants contain molecules that are attracted to water at one end and oil at the other. A surfactant molecule has a **hydrophilic** (water-loving) 'head' and a **hydrophobic** (water-hating) tail.

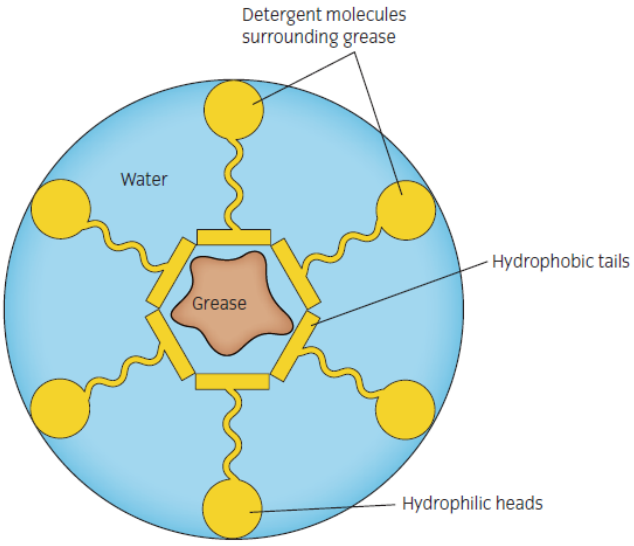
A surfactant molecule dissolves in both oil and water, and joins them together, enabling the breakdown of oils within water.



Hydrophilic head attached to the water and hydrophobic tail attached to the grease and dirt

How shampoo removes dirt and grease from the hair

When you apply a shampoo to wet hair, a lather is created. The hydrophilic head of the surfactant is drawn to the water, while the hydrophobic tail is drawn to the oil and grease on the hair and scalp. The oil and grease contain dirt and skin particles. The lathering action of the 'head' and 'tail' of the surfactant creates a push-and-pull effect on the oil and grease, lifting them from the hair shaft.



Surfactant (detergent) in water, surrounding grease



The more oil and grease there are to bond with the surfactant molecules, the less lather you will achieve. This is why a second shampoo always lathers more: the majority of the oil and grease has already been removed by the first shampoo. When you use fresh water to rinse away the shampoo's lather, which now contains the oil and grease from the hair, you are left with a clean, oil-free hair shaft.

Handout 4: Shampoo ingredients

People can have allergies to some natural ingredients in shampoo and conditioners and, as product manufacturers are working with more natural ingredients than ever before, it is important that you can identify a likely ingredient in your product range.

Hair and scalp condition	Natural ingredients and their effect on the hair and scalp
Normal 	Rosemary and aloe vera will help to naturally keep the hair in a balanced normal state Some examples of Aveda products to use: **Rosemary Mint** Shampoo and Conditioner – gentle purifying and cleansing **Shampure** – Shampoo and Conditioner - nourishing weightless finish
Dry 	Coconut oil, jojoba oil, almond and brazil nut oil, and honey will help to naturally nourish dehydrated hair Some examples of Aveda products to use: **Damage Remedy** Shampoo and Conditioner – chemically damaged **Cherry Almond** Shampoo and Conditioner – light moisture **Dry Remedy -** Shampoo and Conditioner – mechanically damaged **Smooth infusion** - Shampoo and Conditioner – frizz control
Dandruff 	Tea tree, eucalyptus, ginger, lavender and sage can help to naturally soothe the scalp Some examples of Aveda products to use: **Pramasana** Scalp cleanser and Protective Scalp Concentrate **– dandruff/dry scalp**
Oily 	Lemon and chamomile will help to naturally break down oils on the hair and scalp Some examples of Aveda products to use: **Pramasana** Scalp cleanser and Protective Scalp Concentrate **– oily scalp**
Colour 	Some examples of Aveda products to use: **Colour Concerve** Shampoo and Conditioner – locks in colour, stops oxidation *(you must use when removing Aveda colour to ensure oil- based colour is removed)*

Handout 5: Correct massage techniques

Shampoo massage movements

Effleurage
This massage movement helps to spread the shampoo product through the hair; it consists of a series of stroking and smoothing movements that are gentle and relaxing. This movement is ideal on clients with sensitive scalps, overactive sebaceous glands and long hair, as it keeps the hair flowing in one direction.



Rotary



This movement uses the pads of your fingers in a circular motion; it involves quick, small circular movements used to loosen the dirt from the scalp and hair. Your hands are positioned in a claw-like manner and you work around the head in a methodical way to cleanse the whole head.

Friction

This movement is lighter but quicker and is used to stimulate the scalp. You use this massage technique around the head after the rotary massage and with your hands spread out, using your finger pads. This fast massage movement is ideal for clients with a dry scalp, as this method stimulates the sebaceous glands and the blood flow. This method must not be used on oily scalps or long hair.



Conditioning massage movements

Effleurage

This movement is used to spread the product through the hair; use your fingers like a comb and work all the way through the hair to the points.

This massage movement is ideal on long hair to stop it from tangling, and to apply treatments and conditioner to clients with an oily scalp.

Petrissage



This is a deeper kneading movement, similar to kneading dough; it is a very relaxing massage technique. Work your way gradually around the head, slowly massaging each area, spreading your fingers and using your finger pads. This massage stimulates the scalp and the sebaceous glands, so must be avoided on oily scalps.

Handout 6: A guide to professional advice



As an industry professional, you must give clear and accurate advice to your clients on products and on how to look after their hair at home. Encourage your clients to follow a good home haircare regime and they will come back to you for advice and guidance.

Follow these guidelines to help you.

- Question your client on their present home haircare regime, so you can analyse what needs to be changed to help them improve the condition of their hair.
- Write down the client's replies to your questions on their record card.
- Analyse the hair, and consider porosity and elasticity.
- Begin by recommending the correct shampoo, conditioner and treatments for their hair.
- Demonstrate how much product to apply and how to apply it correctly.
- Discuss and show them the best massage techniques to use for their hair type.
- As you are shampooing and conditioning their hair, make the client aware of the importance of thoroughly removing all the product from it to stop the hair feeling lank and unprepared for the next service.
- Advise your clients on the importance of the correct water temperature; maybe recommend a cool final rinse to help smooth the cuticle scales.
- If you recommend a treatment, tell your client how often they should use it and the recommended time to leave it on. Make sure that you read and follow the manufacturer's instructions.
- Demonstrate to your client the importance of detangling the hair, from the point working towards the root, and the correct tools to use to ensure that the hair does not become damaged and break.
- Advise your client to remove the excess moisture form the hair by gently squeezing the water and patting it with the towel, and then wrapping the towel around their head. Make sure that they are aware that they should never rub the hair in the towel, as this will cause structural damage to the hair.
- Write down the shampoo, conditioner and treatment you used on their record card.

Worksheet 1: Legislation – what do you know? (learner)

Fil in the blank boxes in the table below. You can use the internet or textbooks to help you.

Legislation	Employee's responsibility	Employer's responsibility
HASAWA	• Maintain the health and safety of yourself and others who might be affected by your actions • Work together and communicate with your employer about health and safety issues	
RIDDOR		• Report occurrences such as: occupational dermatitis, injuries in the workplace resulting in three or more days off, hospital stays from accidents in the workplace, death in the workplace and dangerous occurrences (eg gas leak)
The Health and Safety (First-Aid) Regulations	• Know where the first-aid box is located • Report to the appointed person any first-aid supply shortages • Record accidents in the accident book • Do not take unnecessary risks	
The Regulatory Reform (Fire Safety) Order		• Complete a full fire risk assessment • All fire exits are unlocked when people are on the premises and accessible with visible fire exit signs • Train staff in evacuation procedures • Supply correct firefighting equipment
Manual Handling Operations Regulations		• Complete a risk assessment on all employees to ensure they are aware of lifting without causing injury
COSHH		• Ensure that COSHH information sheets are available for chemicals and substances • Carry out a COSHH risk assessment
Electricity at Work Regulations	• Only use electrical equipment you have been trained to use • Carry out visual checks • Remove, label and report faulty electrical equipment	

Working Time Regulations		• Check that all employees are aware of their working times • Employees over 18 can work a maximum of 48 hours; if asked to do any more, they can 'opt out' by mutual consent
The Health and Safety Information for Employees Regulations		• Display health and safety law poster • Information for employees on health and safety must be available
Data Protection Act		• Keep only information that is needed for the business • Records must be accurate • Never pass on or sell information to a third party
Cosmetic Products Directive (EU Directive)		• Do not sell products that cause harm to human health • Ensure that staff are compliant
Sales of Goods Act and Consumer Contracts Regulations	• Check products for faults • Accept returns within the return period and replace or refund • Accurately describe features and benefits of products and services	
Trade Description Act		• Never sell products with a false description • Never apply a false description
Consumer Protection Act	• Give clients clear pricing for products and services • Be honest when promoting or selling	
The Equality Act		• Ensure that no direct or indirect discrimination occurs in the workplace towards staff, clients and visitors • Adhere to the Act
Local by-laws	• Follow guidelines on the disposal of products and chemicals	

Worksheet 2: Hazards and risks (learner)

When working at the basins, you must be aware of hazards and risks – to ensure that you keep you client, colleagues and yourself safe – and follow all legislation. Complete the table below by filling in the gaps and consider how each hazard and risk could be prevented.

Hazard	Risk	Prevention
Hot water		
	Someone could slip and injure themselves	
	Could cause contact dermatitis	
Client's head not supported at the backwash		

Worksheet 3: Understanding surface tension (learner)

To fully understand surface tension and how detergent acts as a surfactant, complete the following exercise.

Fill a clean glass with water until it is overflowing. You should be able to see that the water's surface is dome-shaped and the level is higher than the glass. This is due to the surface tension of the water.

Gently lay a small metal paperclip on the surface of the water. It should float on the surface – again, because of the surface tension.

Add a small metal paperclip that has been coated lightly in detergent and add it to your glass of water.

What happens when you add the second paperclip that is coated in detergent?

Write your findings here:

Worksheet 4: Prepare for your client

In small groups, compile a **preparation checklist** of tasks to do before a shampooing service or scalp treatment, for use in your salon.

This should include preparing yourself, preparing your client, conducting tests and any other vital health and safety issues.

Present your checklist to the class.

Once you have listened to the group's checklists, note down any preparation tasks you may have forgotten to include so that you have a complete list for future use.



Worksheet 5: Scenario

A client has arrived at the salon presenting with greasy scales which have formed as a crust. The scalp is erythemic and moist. There are also dry, red patches around the nose and eyebrows.
Identify the condition and how to control it.

Having carried out the first treatment, give an example of what aftercare advice you would offer and further treatments you would propose.

Worksheet 6: Write a product review (learner)

Writing a product review should touch on **both the pros and cons of a product, service or even a whole brand**. This will help your client to understand the key benefits, as well as the strengths and weaknesses of the products that you use and recommend. Talk about how the product grew on you and share first impressions (and all the consecutive ones!).

Below are some key points to help you put together your review.

- Share your experiences with the product.
- List real pros and cons of the product.
- Tell the readers if a product is aimed at them (who the target users/buyers are).
- If the product claims to be of the highest quality, is it really worth buying?
- Is it user-friendly?
- Discuss some potential problems that could arise (for instance, hair colour sprays staining or being messy).
- Provide alternatives.

You could carry out this review with a few of your favourite products and have them as recommendation advice for your clients.

Worksheet 7: Aftercare advice (learner)

Q1: Describe what should be taken into account when making recommendations after a shampooing service.

Q2: Make a list of what should be recommended.

Q3: What recommendations could you make to enable a client to maintain their hair at home?

Q4: Why is it important to discuss the intervals between services with your client?

Q5: How would you advise your client to remove the product built-up that may occur during styling?