

Overview

This standard coexists alongside, **SKAHDBRBNST1 Implement and maintain safe, hygienic and effective working practices and SKAHDBRBNS1 Consult, assess, plan and prepare for Hair, Barbering, Beauty, Nails, Wellbeing and Holistic services**. This standard is part of the Hair and Barbering national occupational standards suites. This standard is about shampooing the hair to remove products and to prepare for further treatments and carry out conditioning treatments to treat the hair and scalp. To carry out these treatments, you will need to select and use products and apply massage techniques that meet the individual's needs. Users of this standard will need to ensure that their practices reflect up-to-date information, policies, procedures and best practice guidance. You will also be required to do a post procedure evaluation and reflection for continuous improvement. It is advisable users of this standard are aware of, and comply with first aid requirements in accordance with legislation and organisational policies and procedures.

The main outcomes are:

1. Shampoo hair to remove products and prepare for further treatment
2. Condition and treat the hair and scalp

Performance criteria

You must be able to:

1. carry out a concise and comprehensive consultation with the individual
2. maintain your responsibilities for health and safety in accordance with legislation, regulations, directives and guidelines
3. carry out a hair and scalp analysis, to include:

3.1 hair curl classification

3.2 hair characteristics

3.3 state of hair

3.4 hair growth patterns

3.5 partially chemically treated hair

3.6 scalp condition

3.7 alternative treatment options

4. confirm and agree with the individual, they have understood the proposed shampoo and conditioning treatment, to include:

4.1 contra-actions

4.2 adverse reactions

5. obtain the individual's informed consent for the shampoo and conditioning treatment

6. detangle the hair using combs and brushes from point to root

7. select products and tools in accordance with the **shampoo and conditioning treatment protocol**

8. adapting the water pressure and temperature in accordance with the treatment plan and rinse the individual's hair to prepare the hair for further treatment

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9. apply shampoo using adapted **shampoo massage techniques** in accordance with the shampoo and conditioning treatment protocol, to include:
 - 9.1 rinsing the shampoo root to tip
 - 9.2 gently remove excess water avoiding pressure on the scalp
 - 9.3 repeating the process if necessary
 - 9.4 comb through the individual's hair
 - 9.5 prepare the individual for further hair services
10. apply suitable **conditioning and treatment products** using adapted **conditioning massage techniques** in accordance with the shampoo and conditioning treatment protocol to include:
 - 10.1 comb through the hair
 - 10.2 apply a heat treatment in accordance with the manufacturer instructions and shampoo and conditioning treatment protocol
 - 10.3 rinse the condition root to tip
 - 10.4 remove excess water from the hair using a towel
 - 10.5 comb through the individual's hair
 - 10.6 prepare the individual for further hair services
11. conclude the treatment in accordance with the shampoo and conditioning treatment protocol
12. confirm with the individual they are satisfied with the treatment
13. monitor the individual's health and wellbeing throughout the treatment
14. implement the correct course of action in the event of an adverse reaction
15. complete the individual's treatment records and store in accordance with data legislation

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16. use reflective practice to evaluate the treatment and take appropriate action
17. provide **instructions** and advice to the individual, pre and post the treatment
18. record the outcome and evaluation of the treatment

Knowledge and understanding

You need to know and understand:

1. your role and responsibilities in providing shampoo and conditioning treatments and the importance of working within your competence
2. why you must comply with ethical practice and work within the legislative requirements, to include:
 - 2.1 the responsibilities under local authority licensing regulations for yourself and your premises
3. the importance to engage in, and document continuous professional development to include, up-to-date information policies, procedures and best practice guidance
4. the **anatomy and physiology** relevant to this standard
5. the relative and absolute contraindications relevant to hair services, to include:
 - 5.1 the legislative and insurance requirements for obtaining medical diagnosis and referral
6. the importance of recognising suspicious skin irregularities and scalp lesions, and referring to a relevant healthcare professional
7. the importance of carrying out a hair and scalp analysis, to include:
 - 7.1 hair curl classification
 - 7.2 hair characteristics
 - 7.3 state of hair
 - 7.4 scalp condition
 - 7.5 treatment history/chemical build up
8. how the hair and scalp analysis affects the choice of products used
9. how to recognise over processed hair and the associated risks and action to take
10. the tools and equipment used for shampoo and conditioning treatments
11. the health risks associated with extreme head positions during hair washing, to include:
 - 11.1 the use of alternative hair washing equipment
12. the types of shampoo and conditioning products and their effects
13. how to adapt shampoo and conditioning massage techniques for each hair curl classification, type, condition and length
14. how to carry out a shampoo and conditioning treatment to include:
 - 14.1 treatment time in accordance with your organisational policies and procedures
15. the importance of consulting with the individual throughout the shampoo and

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conditioning process

16. the adverse reactions associated with an shampoo and conditioning treatments and how to respond

17. the importance of rinsing products thoroughly from the hair and scalp, to include:

17.1 the associated risks

18. the importance of applying gentle pressure when removing excess water from the hair following a chemical treatment

19. the effects of water temperature on the scalp and hair structure

20. the scalp conditions that can be treated and their causes

21. the chemistry and composition of shampoo and detergents and how they interact with water

22. how heat can accelerate the development of conditioning products on the hair

23. how products can change the pH of hair to include:

23.1 ensuring pH is neutralized and compatible for further treatments

24. the importance of using an anti-oxidant shampoo on the hair to neutralise the active ingredient from hair chemical treatments, to include:

24.1 the importance of following manufacturer instructions for shampoo and conditioning products

25. the health and safety responsibilities in line with legislation before, during and after the treatment

26. the legal requirements for providing hair services to minors and vulnerable adults

27. why it is important to discuss and establish the individual's objectives, concerns, expectations, desired outcomes and agree the permanent hair relaxing treatment plan

28. the fee structures and treatment options

29. the legislative and indemnity requirements of gaining signed, informed consent for the service

30. the reasons for taking consensual visual media of the individual's treatment area and storing in accordance with the service, legislative, insurance and organisational requirements

31. the importance of adhering to the shampoo and conditioning treatment protocol

32. the importance of monitoring the health and wellbeing of the individual during and post the treatment

33. the expected outcomes of shampoo and conditioning treatments

34. the purpose of reflective practice and evaluation and how it informs future

treatments

35. the instructions and advice pre and post the shampoo and conditioning treatment

Scope/range

Hair curl classification

1. straight
2. wavy
3. curly
4. tight curls
5. combination

Hair characteristics

1. hair density
2. hair texture
3. hair elasticity
4. hair porosity
5. hair growth patterns

State of hair

1. non - chemically treated hair
2. partially chemically treated hair
3. chemically treated hair

Shampoo and conditioning treatment protocol

1. working environment
2. health and safety
3. infection prevention and control
4. treatment plan
5. informed consent
6. manufacturer instructions
7. test outcomes
8. data management
9. audit and accountability
10. instructions and advice
11. sustainability
12. waste management
13. evidence-based practice
14. reflective practice

Shampoo massage techniques

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1. effleurage
2. rotary
3. friction

Conditioning and treatment products

1. surface
2. penetrating
3. reconstructers
4. moisturising
5. scalp treatments

Conditioning massage techniques

1. effleurage
2. petrissage

Instructions

1. the individual and practitioner's legal rights and responsibilities
2. pre and post treatment instructions and care
3. restrictions and associated risks
4. future treatments

Anatomy and physiology

1. the structure and function of the hair and the hair growth cycle
2. the structure and function of the skin
3. basic anatomical structure of the head, neck and shoulders
4. relative and absolute contraindications and related pathologies

Glossary

Absolute contraindication

An absolute contraindication is a condition that prevents the service from being carried out and may require referral.

Adverse reaction

An adverse reaction is an 'unexpected' reaction or outcome following a service, i.e. fainting

Contra action

A contra-action is an 'expected' reaction or outcome following a service, i.e. erythema

Evidence-based practice

Evidence-based practice is based on the best available, current, valid and relevant evidence.

First aid

First aid can refer to first aid at work qualifications or equivalent and first aid mental health awareness.

Hair curl classification

Hair curl classification can be referred to as Type 1 – 4.

Protocol

A protocol is a standard procedure to ensure best practice and compliance when providing services, i.e. follow manufacturer instructions.

Relative contraindication

A relative contraindication is a condition that requires an assessment of suitability for the service and/or if adaptations are required.

Links to other NOS

SKAHDBRBNST1, SKAHDBRBNS1, SKAHD1, SKAHD2

SKAHDBR2, SKAHDBR3, SKAHDBR4, SKAHDBR5,

SKAHDBR1



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SKAHDBR6, SKAHDBR7, SKAHDBR8, SKAHDBR9, SKAHDBR10,
SKAHDBR11, SKAHDBR12, SKAHDBR13, SKAHDBR14, SKAHDBR15,
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