

<b>Title</b>	<b>Demonstrate knowledge of and apply shampoo and treatments to the hair and scalp</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	<p>This unit standard is for entry level learners who work under supervision in the hairdressing industry.</p> <p>People credited with this unit standard can:</p> <ul style="list-style-type: none"> <li>• demonstrate knowledge of shampoo and treatment services and their effects on hair and scalp,</li> <li>• prepare to shampoo and apply treatments to the hair and scalp,</li> <li>• shampoo and apply treatments to hair and scalp in a commercially acceptable timeframe, and</li> <li>• complete the service experience.</li> </ul>
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<b>Classification</b>	Beauty Services > Hairdressing
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definitions**

*A commercially acceptable timeframe* varies for different hairdressing services. Times reflect performance required to support a commercial salon's profitability.

*Following service* may include but is not limited to – haircut and/or blow dry.

*Legislative requirements* refer to the obligations of the employer and/or employee under the Health and Safety at Work Act 2015 and Health (Hairdressers) Regulations 1980.

*Workplace requirements* mean the practices prescribed by management as being the quality standards for client contact and work organisation for a particular salon.
- 2** In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times.
- 3** This unit standard is a core component of all hairdressing qualifications and underpins all other unit standards in this domain.
- 4** Collection of evidence to include – shampoo and conditioning of long hair, lightened hair, and shampooing prior to chemical service.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of shampoo and treatment services and their effects on hair and scalp.

Range must include shampoo and conditioners, and conditioning treatments.

### Performance criteria

1.1 The shampoo molecule is described in terms of its effect on hair.

1.2 Acid and alkaline shampoos are described in terms of their effect on the hair shaft.

1.3 The pH scale is identified and described in terms of acidity and alkalinity.

1.4 The muscles of the head are named and located in relation to each other.

1.5 Massage types are described in terms of their benefits to the hair and scalp.

Range must include – hand, may include brush.

1.6 Conditioners and corrective treatments of the scalp and hair shaft are described in terms of their application and benefits.

Range a minimum of three corrective treatments which may include but are not limited to – protein, moisture, dandruff, thinning hair and scalp;  
benefits include – internal, external.

### Outcome 2

Prepare to shampoo and apply treatments to the hair and scalp.

### Performance criteria

2.1 Work required is identified and confirmed in consultation with the client, and client is protected for the required service in accordance with any manufacturer's instructions and the expectations of the salon environment.

Range consultation must include – pre-quoting (time, money), time allowances, maintenance.

2.2 The hair and scalp are analysed.

Range porosity, elasticity, texture, density, length, scalp conditions, previous product build-up, medical or other factors that can affect the skin.

- 2.3 Shampoo and treatment products are selected that match hair and scalp analysis and the following service.
- 2.4 Equipment and tools are selected.
- Range may include –bowls, tint brush, cushion brush, sectioning comb, sectioning clips, towels, cape.
- 2.5 Hair is prepared for shampoo and treatment service in accordance with selected procedure, manufacturer’s instructions.
- Range may include brushing, removal of accessories, products.

### Outcome 3

Shampoo and apply treatments to the hair and scalp in a commercially acceptable timeframe.

#### Performance criteria

- 3.1 Hair is shampooed in accordance with manufacturer's instructions, commercial standards, client’s needs and the following treatment service.
- 3.2 Selected treatment product is applied in accordance with manufacturer's instructions.
- Range even coverage, maximum hair protection, application technique follows manufacturer’s instructions.
- 3.3 Scalp massage is carried out that benefits the scalp.
- Range must include – friction and two other massage techniques; examples may include – tapotement, effleurage, petrissage, other relevant cultural examples.
- 3.4 Treatment is processed, and residue removed in accordance with manufacturer’s instructions and client’s hair and scalp requirements.
- 3.5 Shampoo and treatment is applied and finished within a timeframe in accordance with manufacturer’s instructions.

### Outcome 4

Complete the service experience.

#### Performance criteria

- 4.1 Hair is prepared for the following finishing service.
- Range may include but is not limited to – blow dry.

- 4.2 Home haircare advice is provided consistent with client's hair type and style.
- Range shampoo, conditioner and treatment product type, hair maintenance, brush use, opportunity to rebook.
- 4.3 Client history is updated in accordance with workplace requirements.
- 4.4 Tools and equipment are sanitised in accordance with workplace requirements.
- 4.5 The work areas are cleaned and tidied in accordance with workplace requirements.

<b>Replacement information</b>	This unit standard replaced unit standard 2866 and unit standard 2869.
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<b>Planned review date</b>	31 December 2028
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 June 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact the Toi Mai Workforce Development Council [qualifications@toimai.nz](mailto:qualifications@toimai.nz) if you wish to suggest changes to the content of this unit standard.