

Outwood Academy Danum



VRQ Level 2 Certificate/Diploma in Hair Services

Unit 204

Shampoo and Condition the hair and scalp.

Candidate name: _____

204-Shampoo and condition hair & scalp

Date Marked	Feedback-with Target and Reward	Date Competed	Signed
	P- I- N-		
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Introduction

This booklet will support you within your role as a Level 2 learner. By working through this booklet you will gain knowledge that will give you a better understanding of the shampoo and conditioning process.

To cover the range required for this unit you will have to demonstrate a range of shampooing and conditioning treatments on a range of hair and scalp conditions, hair lengths and use appropriate massage techniques.

You will practice your skills until you feel confident to be assessed in the salon on a peer or client.

Credit Value: **4**

The unit requirements:

- Have an understanding of the essential knowledge required to complete GOLA,
- Identify and carry out a shampoo service on
 - above and below shoulder hair
 - using appropriate massage techniques
 - on a range of hair and scalp conditions.
- Provide conditioning services
 - Surface
 - Penetrating
 - Scalp treatment
- Identify and use massage techniques appropriately.



Client protection and post

Preparation

Firstly, prepare the work area with tools, equipment and products required to perform the service, following health and safety and salon policies. Once the work area is prepared you will need to prepare the client with personal protective clothing,

- Large gown
- Waterproof cape
- Neck tissue
- Towels

Why do you need to protect the client?

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Position yourself and your client to minimise the risk of fatigue and injury.

For the client:

- ✓ Ensure the client is sat comfortably in the chair
- ✓ Ensure they are correctly positioned to avoid wetting their clothes
- ✓ If using a backwash basin position the client to prevent excessive pressure on the neck
- ✓ If using a frontwash basin provide the client with protective material to prevent product in the eyes.

For yourself:

- ✓ Stand with your feet shoulder width apart for even distribution of weight and to maintain balance,
- ✓ Avoid stretching and bending.



Consultation

Before you begin the shampoo service you need to **consult** with your client about their hair, checking:

- Hair and scalp condition- *normal, dry, oily, dandruff affected, heat or chemical damage*
- Length- *above or below shoulder*
- Hair type- *straight, wavy, curly*
- Texture- *fine, medium, coarse*
- Density- *sparse, average, abundant*

By asking the client questions you can find out if they have any problems with their hair or scalp or, if they have any preferences.

By finding out which products the client used at home and how often they shampoo will help you with any aftercare or retail recommendations.

By asking your client questions and examining the hair, you will be able to select the correct products and use the appropriate massage techniques.

Task.

Practice a consultation with a partner, record your findings below.

Hair and scalp condition	
Length	
Hair type	
Texture	
Density	

Hair conditions:

- Normal
- Chemically damaged-colour, perm, bleach, relaxers
- Heat damaged-hair dryers, straighteners, curling wand
- Environmentally damaged-sun, wind
- Product build-up-excessive styling and/or finishing product.

Scalp conditions

- Normal

Record cards

It is very important to keep a detailed record of the hairdressing services that we carry out on our client. It ensures we provide the best service for the client. Record details of:

- Client name
- Contact details
- Products used
- How they were used and any equipment used
- Processing times
- Further recommendations and aftercare
- End result.

We use records cards as **reference**, so we can repeat the successful process at a later date.

Task




Your tutor will give you a record card, with a partner complete the details required. Discuss findings.

Data Protection Act

Information regarding clients should not be passed on, or made available to others-keeping client information **confidential**.

Salons tend to be open, this means others will hear conversations with clients, may see confidential details written down. As a stylist you must do all you can so not to breach client confidentiality.

- All information relating to a client should be

 Relevant
 Accurate
 Confidential

- People (clients) should be able to have access to their records if they request.
- If the information is stored on a computer, then the company must be registered with the Data Protection Registrar.

Shampoo and conditioning products.

After you have completed the hair and scalp analysis and you have identified the hair and scalp condition, you will need to select the appropriate shampoo and conditioning products and follow Manufacturers Instructions (MFI).

You will be introduced to the range of shampoos and conditioners stocked in the salon. Can you identify the main ingredient?

Conditioning products come in a range:

- ❖ **Surface conditioner**-used on hair and scalp that is in good condition,
- ❖ **Penetrating conditioner**-used on hair that is dry, chemically treated/over processed,
- ❖ **Scalp Treatment**-used to treat the scalp when a scalp condition is evident.

Hair & Scalp condition	Shampoo ingredient	Conditioner type
Normal	Herbal shampoos such as: <ul style="list-style-type: none"> • rosemary, • soya - soapless shampoos	Surface conditioner
Dry	Shampoos containing: <ul style="list-style-type: none"> • jojoba, • coconut, • almond oil • oil shampoos 	Penetrating conditioner
Oily	Shampoos containing: <ul style="list-style-type: none"> • camomile, • citric acid - soapless shampoos	Scalp treatment
Dandruff Affected	Treatment shampoos: <ul style="list-style-type: none"> • zinc pyrithione, • selenium sulphide 	Scalp Treatment
Scalp Condition	Products that include: <ul style="list-style-type: none"> • juniper extracts, • coal tar • oil-based products 	Scalp treatment

It is important that you select the correct product for the hair and scalp type, if not it may:

- ❖ Cause irritation to the hair and scalp,
- ❖ Create a barrier, coating the cuticle,
- ❖ Cause the hair to become lank.

	The cause	Products available	Consequences of incorrect products	Tools and equipment
Dry				
Oily				
Dandruff affected				
Chemically damaged				
Heat damaged				

The importance of following MFI when using products, tools and equipment

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Reporting low levels of resources

It is important you use the correct amount of product to avoid **wastage**. By using the products correctly it ensures the product lasts longer, making the salon more cost effective. It will prevent a situation where you run out of stock quickly and the need to continually restock.

Salons usually specify a person to take note of any resources that need to be reordered. This may be the salon owner/manager or a senior member of staff. You must find out the **relevant person** in your salon and make sure that you notify them in good time for them to be able to reorder before supplies run out.

Name the person to whom you would report low levels of resources to in your salon:

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Contact dermatitis

Contact dermatitis is an occupational hazard for hairdressers. It means that the skin becomes dry and inflamed due to frequent contact with detergents such as shampoo.

It occurs because hairdressers' hands are very often in water and the effect is made worse when detergents are added. The result is that the protective coating of sebum – the skin's natural oil, is removed, leaving the skin dry and prone to cracking.

When the skin cracks it leaves an open path through which bacteria can enter and this sometimes results in an infection. If the skin does not become infected, it will become red, sore and, sometimes, itchy. Young hairdressers, whose hands are often in water when shampooing and conditioning, should ensure that their hands are properly rinsed and dried after each shampoo. It is also beneficial to moisturise the hands regularly and, at the first signs of dermatitis, barrier cream should be used to prevent the condition becoming worse.



Positioning yourself and the client to minimise fatigue and the risk of injury

You must make sure that you stand correctly when shampooing and conditioning if you are to minimise the risk of becoming tired very quickly and possibly causing long term damage to your muscles. In addition, if your posture is correct, a better working position is achieved. This will help you to increase your working speed and become more effective in the salon. You should stand with legs straight and feet slightly apart to maintain balance and even distribution of your weight.

Try to remain relaxed, keep your head up and avoid stretching or bending. It is important to ensure that the client's position is correct – for a backwash basin, if the client is not seated comfortably they will get wet and may also suffer neck pain. You must make sure that the basin is correctly positioned and that the client can recline fully into it. If they have to stretch, it can cause pressure on the neck, and, in extreme cases, this can cause injury.

For frontwash basins, give the client a towel to protect their eyes from shampoo. When you become tired you lose concentration. This causes you to become slower and less effective. Good positioning allows you to work on clients more easily and efficiently.

Discuss with your colleagues which muscles are most likely to be damaged if your posture is incorrect while working.

Will it be your:

- shoulders?
- neck?
- back?
- legs?
- arms?
- feet?

The safety considerations which must be taken into account when shampooing and conditioning. You must follow the basic rules relating to safety when you shampoo and condition the hair and scalp:

- ensure that your client's clothing is properly protected and that you protect yourself by wearing Personal Protective Equipment (PPE) when necessary
- conduct any necessary tests (porosity, elasticity)
- check and follow the manufacturer's instructions
- ensure complete removal of products at the end of the service

All shampoo and conditioning products must be properly removed from the hair at the end of the process. If you don't rinse out the shampoo or conditioner it could:

- create a barrier to further services
- cause irritation to the skin and scalp
- cause deterioration of hair condition

- have an unsatisfactory effect on subsequent services
- leave the hair dull, lank and greasy

Which chemical service is most likely to be adversely affected if conditioner is left in the hair?

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Methods of working safely and hygienically

- **The importance of keeping your work area tidy** **clean and**

- **Methods of working safely and hygienically**

The importance of keeping your work area clean and tidy

As a professional hairdresser it benefits you and your salon if you keep up a good appearance. This applies to your work area as well as to your own appearance. If your work area is untidy and dirty the client is likely to think that they are not going to get a good service. If it is always clean and tidy it will create a professional image of the salon and of yourself.

A dirty work area allows bacteria to multiply and infections are likely to be spread from one client to another or between client and hairdresser. You have a duty to provide a hygienic environment for clients and by so doing you will minimise the risk of spreading infection.

An untidy work area often contains hazards which can include:

- loose, trailing wires
- hot electrical tools balanced on narrow shelves
- towels and gowns draping over chairs.

By keeping work areas tidy the hazards are reduced.

Summary:

The reasons why work areas should be left clean and tidy are:

- to keep up a professional image of yourself and the salon
- to reduce the risk of passing infection from person to person
- to lessen hazards and the risk of infection.

Whose responsibility is it to ensure that the work area is left clean and tidy?

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The importance of checking electrical equipment used to aid the conditioning process

Manufacturers often recommend the use of an accelerator (Infrazon) or steamer to aid the conditioning process. An accelerator gives off heat from infrared bulbs and a steamer provides steam.

Both pieces of equipment help the conditioning process by raising the cuticle to allow the conditioner to get underneath it and, in the case of penetrating conditioners, to get inside the hair.

The Electricity at Work Regulations state that all electrical equipment must be checked by a qualified person, kept in good repair and removed from use if faulty. It should only be used for its intended purpose and you must make sure that you know the proper way to use it. It is necessary to make a visual check of the plug and flex before using any electrical equipment. This is to make sure, as far as you can, the electrical equipment is in good working order. This can lessen the risk of causing harm (electric shock) to yourself or your client. If equipment is not kept in good repair other, less obvious, problems can occur. For example:

- if some of the bulbs/lamps in an accelerator do not function it means that less heat will be applied to that area of the head and this can cause an uneven result
- if the equipment overheats it could result in burns to the client’s scalp.

Which equipment is available for you to use in your salon to aid the conditioning process?

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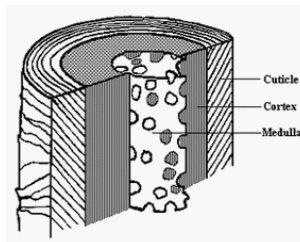
What would you look for when making a visual check of the plug and flex?

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Hair Structure - Disentangling Hair

In order to understand how to correctly disentangle wet hair you first need to know how the outer layer of the hair, the cuticle, is constructed. The hair can be likened to a pencil:

- the lead is like the medulla – the hair
- the wooden part is like the cortex – hair where all chemical changes take
- the paint of the pencil can be likened hair – the outer coating.



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The Cuticle

The cuticle is the part that we can feel, it is the part that becomes damaged by harsh treatment, poor quality products and too much heat. It is made up of scales

that overlap and lie flat. They overlap from root to point so that the hair feels smooth when you stroke it towards the points but more rough if you run your fingers from points to roots, against the lie of the cuticle. Certain things will cause the cuticle to lift out from the surface of the hair:

- if it becomes damaged
- when it becomes wet
- when heat is applied to it
- when alkalis are applied to it

When hair is shampooed it is made wet by the water and the shampoo. The hair is heated because the water is warm. This makes the cuticle raise slightly. The raised scales will catch on each other and the hair may become tangled.

If you treat the hair harshly at this time it will damage the cuticle. You must take care to disentangle it gently and without stretching it or putting stress on to it. This is particularly important when the hair is long or if it is already damaged.

Detangling the hair from points to roots

Always use a wide toothed comb and remove tangles by working gently from points to roots. This means that you take a small piece of hair, and, supporting it in one hand to prevent the hair pulling at the scalp, comb out the tangles on the ends. Then move up the hair shaft a little, towards the roots, and repeat the process. Continue to disentangle the hair, taking small sections at a time until all the hair is combed through.

How shampoo and water act together to cleanse the hair

When hair becomes dirty it is because grease from the scalp has spread down the hair shaft and dust and dirt stick to it. Products that have been applied to the hair such as wax, hair spray and gel, have the same effect.

It is difficult to remove this greasy dirt if we only use water because oil (grease) and water will not mix. We must use something that will allow them to mix.

A **detergent** is an **emulsifying agent** – it allows two immiscibles to mix. Immiscibles are things that cannot mix, like oil and water. The detergent allows the

oil from the scalp and the water from the tap to mix. Shampoo is a detergent and is made up of a have water-loving heads and greaseloving tails.

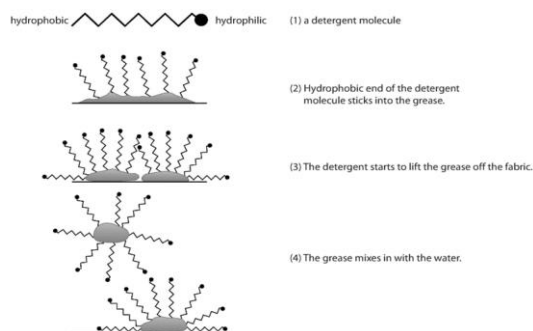
When applied to greasy, dirty hair the water-loving heads attach themselves to the water and the grease-loving tails attach themselves to the grease. When the shampoo/water mixture is rinsed out of the hair it takes the grease and dirt with it, leaving the hair clean.

Another effect of a detergent is that it reduces the **surface tension** of water. Surface tension is the result of air pressure on the surface of water, the forms a 'skin' around itself and this prevents the water coming into really close contact with its surroundings.

Shampoo reduces this surface tension so that the water can get closer to the hair and this helps to remove hairspray and other hairdressing products. When hair is shampooed it becomes more wet than it would if water alone was used. This is because the surface tension has been reduced by the detergent so the water can get closer to the hair, therefore, making it wetter.

Detergent reduces the surface tension of water.

Detergent removes grease from the hair during shampooing.



The pH scale

pH – What is it?

The degree of acidity and alkalinity of a substance is measured on a pH scale. The scale is numbered from pH0 – pH14. pH7 is neutral. This means it is neither acid nor alkaline.

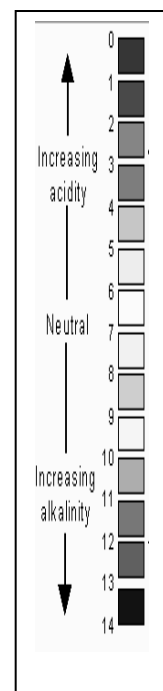
To help you remember which numbers relate to acid and alkali:

- The word '**acid**' has only a little number of letters in it. It relates to the part of the scale with only little numbers. That is pH0 - pH6.9
- The word '**alkali**' has a bigger number of letters in it. It relates to the part of the scale with the bigger numbers. That is pH7.1 – pH14 that 7 is neutral.

Distilled water is neutral – it is neither acid, nor alkaline

Hair is naturally slightly acidic. It has a pH of 4.5 – 5.5.

- If a mild **alkali** is applied to the hair it will cause **the cuticle to lift**. This will make the hair look dull and will make it feel rough and dry.
- If a mild **acid** is applied to the hair it will **close the cuticle** and make the hair feel smooth and look healthy
- If either a strong acid or a strong alkali is applied to hair it will cause damage. The degree of damage will depend on the existing condition of the hair and the strength of the chemical applied.



The effects of water and temperature on the scalp and structure of the hair

It is important to ensure that the force of the flow of the water and the temperature of the water does not cause damage to the hair or scalp and is comfortable for the client.

Water temperature

- if the water is too hot it will burn the scalp
- hot water may damage the hair by causing the cuticle to lift out too far from the hair
- if the water is too cool it will not clean the hair or scalp effectively



Force of flow

- if the force of the flow of water is too fast and strong it may cause discomfort to the client or scalp
- if it is too fast and strong it may raise the cuticle from the surface of the hair
- if the force of the flow of water is too weak or slow it may not thoroughly rinse out products.

How and why the 'build-up' of products can affect the hair, scalp and the effectiveness of other services

The reason for product 'build-up' on the hair and scalp is ineffective removal of the product during normal shampooing. This may be because shampooing is not done often enough, the massage used was ineffective, or insufficient shampoo products were used.

If products such as hair spray, leave-in conditioners, wax, moisturisers or gel are allowed to build-up on the scalp and the surface of the hair it will have the following effects:

- the hair will look dull
- it may feel dry and sometimes sticky
- it may feel greasy and sometimes sticky
- the hair will tangle more easily and may break during brushing or combing
- the scalp will feel itchy
- dirt will stick to the built-up products
- the build-up will provide a breeding ground for bacteria to be created on the scalp.

The effect that a build-up of products has on other services is that:

- chemicals may be unable to enter the cortex to do their work because a build-up may cause a barrier
- styling will be hindered due to the hair being coated with product
- cutting may be made more difficult because the hair may not be able to be combed properly and you may not be able to see the natural movement of the hair.

How the formulations of shampoos and conditioners vary to suit different hair conditions

In order to achieve the best effect from shampoos and conditioners you should choose those products that are suitable for the hair and scalp or the condition that you are trying to help.

Shampoos

Shampoos come in various forms, for example, liquids, creams, and gels. The following examples of formulations have been designed to suit specific conditions.

Conditioners

There are two types of conditioners – surface and penetrating (restructurants) although some are dual action that combines both types.

Surface conditioners will close the cuticle, which will make the hair shiny and more manageable.

Penetrating conditioners will improve the general condition of the hair, smooth the cuticle and replace lost moisture. Some will also 'repair' the hair. This is done by

the temporary replacement of some of the bonds in the hair responsible for its elasticity.

The bonds replaced have often been damaged by physical or chemical treatments.

Conditioners are made in many forms, for example, creams, oils, liquids or mousses. Conditioners are formulated to help or correct certain conditions:

Always analyse the client's hair and scalp and follow the manufacturer's instructions.

Equipment used during conditioning treatments

Electrical equipment such as **steamers, accelerators and infrared machines** are sometimes used when a penetrating conditioning treatment is being done. These types of equipment help to open the cuticle to allow easier entry of the conditioner to the cortex. You must always check electrical equipment to ensure that it is safe for use. Check the plug and flex for any visible signs of damage and do not use any piece of equipment if it looks to be damaged or if you are unsure of the correct method of use. Always read and follow the manufacturer's instructions and ask for training from the salon owner, manager or trainer.

Ensure that the client is comfortable and that the temperature is suitable for them. It is not advisable to leave a client unattended while under equipment that gives off heat.

List the equipment you have available in your own salon that can be used during conditioning treatments:

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Repeating the shampoo process

The client's hair must be properly prepared for any service that is to follow the shampooing process. In most instances it is sufficient to shampoo the hair once or twice to achieve cleanliness but there are circumstances in which the process needs to be repeated:

- if the hair is very dirty or greasy
- if there is a build-up of products on the hair.

By giving an extra shampoo it ensures that the hair is properly prepared for the next service.

Consequences of using the wrong shampooing product

If the wrong shampooing product is used it is possible that the condition that you are trying to treat would be made worse.

There are other consequences:

- the product may leave a coating on the hair that would create a barrier to other products entering the cortex
- it could cause irritation to the scalp
- it may cause the hair to become lank and dull

For example – if you apply a conditioning shampoo to the hair just before a perm, it is likely that the shampoo would create a barrier to the perm solution and prevent the perm lotion from entering the cortex.

Therefore, as its entry would be delayed, this means that the perm lotion would have to be on the hair for a longer time. This then increases the risk of damaging the hair.

The best shampoo to use before a perm is one that contains no additives.

- Identify the pre-perm shampoo that is used in your salon.
- Try to find out what its pH is.
- Discuss with your trainer and colleagues the pH value of pre-perm shampoos.

Notes:

When and how the different massage techniques should be used when shampooing different lengths and densities of hair

Massage is a very important part of the shampooing process. You must use the correct type of massage according to the length and density of the hair that you are working with. The pads of the fingers are used for most massage movements on the head. Ensure that your fingernails do not come into contact with the client's scalp, as this can cause scratches to occur, therefore, leading to client discomfort.

Effleurage

This movement is used to spread the shampoo through the hair. It is a smooth, flowing, stroking movement and is essential to ensure that the shampoo is distributed throughout the hair, especially when the hair is very dense. It is also used to ensure that long hair is properly cleansed as the fingers are stroked through the lengths repeatedly to remove dirt and previously applied products. By using effleurage you can avoid tangling long hair.



Rotary

This is a circular movement used to cleanse the scalp and hair. If the hair is long you must be careful not to tangle it. The hands should be held in a claw position and the pads of the fingers should make small, circular movements over the scalp. Rotary can be used on clients with long hair but should only be done for a short time and over a small area of scalp then effleurage applied to remove the beginnings of any tangles.



Friction

This movement consists of short, fast, rubbing movements of the fingertips on the scalp. It is used to stimulate circulation and the 'muscles' of the scalp. (There are no true muscles in the scalp, but the tendon that covers the cranium will be stimulated and will feel better due to the increased blood flow). It cleanses the scalp but will cause long hair or very dense hair to tangle unless used carefully.

How can you avoid tangling long hair when using rotary massage?

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Hand movements for Petrissage.

When and how the different massage techniques should be used when conditioning different lengths and densities of hair and when and how to apply conditioning products

Effleurage

As with shampooing, effleurage is used to spread the conditioning product throughout the hair. It is particularly important if the hair is long or thick or both.

When conditioning long hair you must stroke the conditioner down the lengths of the hair to ensure that it reaches right to the points because the points are usually most in need of conditioner.

- To apply conditioner to long, freshly shampooed hair using effleurage, make a rough parting down the back of the head – do this just by parting the hair with your fingers, or you can use a wide toothed comb.
- Take some of the conditioning product and spread it evenly over the palms of your hands. Starting at the nape area, take a section of hair about 8cms (3”) deep on one side of the parting and apply the conditioner to the full lengths of the hair.
- Repeat this on the other side of the parting. Work up the head, applying to one section of hair at a time, until all of the hair is treated.
- To apply conditioner to short hair, simply take the conditioner into your hands, spread it over the head then stroke it through the hair using effleurage movements.

Petrissage

This massage movement is done in circular movements similar to those used for rotary massage, but is a firmer and deeper massage movement. It is used to stimulate the blood supply and to loosen any tightness of the scalp. It is often done when a restructurant or penetrating conditioner is being used as it increases the temperature of the scalp and this assists the penetration of the product.

- The fingers are held in a clawed position and are pressed firmly against the scalp. The fingers should not be moved over the scalp - the scalp should be moved over the skull.
- It is necessary to reposition the fingers to a new area of scalp as you finish massaging each area, but remember to allow the massage movements to flow evenly from one area of the scalp to the next.

Task:

Identify the correct massage techniques for the different hair and scalp conditions.

	Effleurage	Rotary	Petrissage	Friction
Long hair				
Short hair				
Sparse hair				
Abundant hair				
Scalp Treatment				

Removing excess product.

It is very important to ensure complete removal of conditioning products at the end of the service. If any product is left in the hair it will adversely affect any subsequent services. It is likely to leave the hair limp and, sometimes, looking dull and lank.

The hair should not be left very wet after the completion of the conditioning service. All excess moisture should be removed using a gentle towel-drying technique – gently squeeze or pat the hair dry in the towel rather than rubbing it harshly. Remember, you have just completed a service designed to improve the hair condition. The reasons for removing excess moisture from the hair at the end of the service are:

- to prepare the hair for the next service
- to prevent discomfort to the client.

Using products cost effectively

You must always be aware of the importance of avoiding waste in the salon. When waste occurs it puts an unnecessary strain on the finances of the business and this may eventually result in loss of jobs and other employment opportunities.

Most salons use shampooing and conditioning products that are packaged in containers that allow a measured amount to be dispensed. Even when the salon makes a bulk purchase the products are usually transferred into dispensers. The manufacturers of shampooing and conditioning products usually produce containers that provide a measured amount. The quantities dispensed ensure that there will be sufficient product to cope with an average head.

There is rarely any need to dispense two pumps/bottles when one is sufficient – the extra product just washes down the drain.

Think about how much you really need before hitting the pump more than once or using another bottle. Remember, you can always take some more but you can't put back any extra taken.

Revision Task 1.

1. Why must the client's clothing be protected before shampooing and conditioning?

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2. What must you do with your tools before using them on a client?

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3. When should the client's record be brought up-to-date?

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4. Why must you notify low levels of resources in good time?

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5. What is your salon's allocated service time for shampooing short to medium length hair?

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6. What does SHUD stand for?

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7. What are your legal responsibilities under COSHH?

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8. What is the difference between a hazard and a risk?

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9. What must you do if you identify a faulty piece of electrical equipment?

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10. List the three main requirements of the Data Protection legislation.

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Revision Task 2

1. What might happen if you don't follow the basic rules of safety relating to shampooing and conditioning?

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2. What conditions do bacteria need in order to be able to multiply?

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3. What sort of hazards can be found in an untidy work area?

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4. What causes contact dermatitis?

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5. What causes body odour (BO)?

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6. How long does it take for BO to develop?

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7. What should you never do to cover BO?

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8. What may happen if you apply gentle heat to one side of a head and not the other while a conditioner is processing?

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9. What must you do with your tools before putting them into a UV cabinet?

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10. Which sort of sterilising method is rarely used in salons?

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Revision Task 3

1. What is the central core of the hair called?

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2. Which part of the hair can we feel?

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3. Do the scales of the cuticle overlap from roots to points or from points to roots?

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4. True or false – the cuticle is closed by the addition of gentle heat.

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5. What will happen if you drag a brush through long, wet hair?

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6. Why is it difficult to clean dirty hair using only water?

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7. Describe a detergent molecule.

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8. What is the pH of human hair?

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9. How will the application of a mild alkali to the hair affect it?

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10. If the temperature of the water is too cool how will this affect the shampooing process?

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11. If the force of the water is too weak how will this affect the conditioning process?

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12. What is the main reason for product 'build-up' on the hair?

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13. Why must you properly analyse the hair before choosing a shampoo?

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14. What is treated using zinc pyrithione?

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15. What effect will it have on the cuticle if you apply a mild acid to the hair?

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Revision Task 4

1. Why should people with a dry, flaky scalp avoid the use of a shampoo for greasy dandruff?

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2. What does a restructurant do?

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3. How does a steamer help the conditioning process?

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4. State one reason why the shampoo process would need to be repeated

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5. With reference to shampooing, what may cause a barrier to perm lotion?

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6. Is the massage that is a smooth, flowing, stroking movement

- a) friction
- b) effleurage
- c) petrissage
- d) rotary

7. What is rotary massage used for?

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8. What will happen if you leave excess conditioner in the hair at the end of the service?

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9. How should you remove excess moisture from the hair after a conditioning treatment?

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10. Why should waste in the salon be kept to a minimum?

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Revision Task 5

Complete the 10 multiple-choice questions of which only **one** answer of the four listed is correct.

1. Which one of the following is used to protect the client during the shampoo and conditioning service?
 - a. Cotton wool.
 - b. Gloves.
 - c. Apron.
 - d. Towel.

2. Which one of the following covers the legal requirements for the use of non-latex gloves?
 - a. PPE.
 - b. HABIA.
 - c. RIDDOR.
 - d. Salon policy.

3. Wearing rings when shampooing could
 - a. catch and pull the client's hair
 - b. catch and pull the stylist's hair
 - c. cause the client's skin to turn green
 - d. cause the client's hair to turn green.

4. Employees must wear
 - a. open shoes in the salon
 - b. Personal Protective Equipment when required
 - c. a watch at all times
 - d. a gown when handling chemicals.

5. Which one of the following massage techniques is used when cleansing the hair?
 - a. Rotary.
 - b. Effeirage.
 - c. Petrissage.
 - d. Tapotement.

6. If PPE is not used when carrying out wet work
- the service will be more efficient
 - the client may have an allergic reaction
 - the shampooist is at risk from contact dermatitis
 - the employer will save money.
7. The **most** important reason for repeating the shampoo process is to
- remove product build up
 - remove excessive skin scales
 - maintain a professional service
 - encourage blood circulation.
8. Which one of the following is the pH for the hair and skin
- 6 - 7
 - 5 - 6
 - 3.5 - 4.5
 - 4.5 - 5.5
9. Which one of the following **best** describes why is it important to disentangle the hair from the points to the roots?
- To prevent colour fade.
 - To prevent moisture loss.
 - To prevent damage to the cuticle.
 - To prevent damage to the medulla.
10. A product containing proteins is **most** suitable for hair which
- is oily
 - is normal
 - has heat damaged
 - has product build-up.

End of questions