



Foras Áiseanna Saothair
Training & Employment Authority

Module Descriptor
Reception and Shampooing Skills

Award Type: Minor
Award Level: 3
Award Code: 3N0533
FÁS Assessment Code: 3N0533-016
Validation Date: 14th July 2011
Revision 3.0

Module Descriptor

Purpose: The purpose of this module is to equip the learner with the knowledge, skill and competence to carry out a limited range of reception and salon duties and to shampoo and condition hair under supervision

Module Duration: The learning effort required from a typical learner to successfully achieve the stated learning outcomes for the module is **50 (fifty)** hours.

Learning Outcomes: By the end of this module, the learner will be able to:

1. Identify different hair types and scalp conditions
2. List the principles applied when dealing with different hair and scalp conditions
3. Describe the basic principles applied when shampooing and conditioning hair
4. Identify the tools required to perform a limited range of salon duties to include reception duties and greeting clients
5. Identify the tools and consumables required to gown, shampoo and complete conditioning treatments on a client's hair
6. Set up a shampoo area with all the appropriate tools and consumables to gown a client, shampoo hair and complete a conditioning treatment
7. Communicate the procedures involved in shampooing and conditioning hair
8. Apply relevant salon, health and safety procedures to prepare a client for shampooing
9. Apply correct procedures and techniques to shampoo a client's hair, using appropriate scalp massage techniques
10. Select appropriate conditioning treatments and condition a client's hair
11. Operate all equipment, consumables and techniques to complete a shampoo and conditioning treatment, to comply with salon safety and quality standards
12. Operate safely and effectively in a salon environment

13. Maintain acceptable standards of salon and personal hygiene standards when working in a salon environment
14. Operate effectively as a member of a team by carrying out a stock record of salon consumables

Key Learning Points

Learning Outcome 1: Identify different hair types and scalp conditions

Key Learning Points

- The structure of the hair
- Identifying hair textures
- Identifying scalp conditions
- Identifying a limited number of hair and scalp diseases

Learning Outcome 2: List the principles applied when dealing with different hair and scalp conditions

Key Learning Points

- Hair and scalp problems
- Treating different hair conditions
- Treating different scalp conditions
- Scalp problems and diseases
- Precautions to be taken when dealing with scalp problems and diseases

Learning Outcome 3: Describe the basic principles applied when shampooing and conditioning hair

Key Learning Points

- Different hair conditions
- Different scalp conditions
- Different types of shampoo
- Different types of conditioning creams and treatments
- Matching shampoos and conditioners to hair and scalp types and conditions
- Communicating with clients using appropriate language
- Client protection and comfort
- Shampoo methods
- Massage techniques
- Application of conditioning creams and treatments
- Development of conditioning creams and treatments
- Rinsing of conditioning creams and treatments
- Quality awareness

Learning Outcome 4: Identify the tools required to perform a limited range of salon duties to include reception duties and greeting clients

Key Learning Points

- Reception desk equipment
- Telephone techniques
- Greeting clients in person and on the telephone

- Taking and cancelling appointments
- Handling cash transactions
- Helping to create a good salon atmosphere
- Establishing good client relations
- Ability to communicate with clients
- Quality awareness

Learning Outcome 5: Identify the tools and consumables required to gown, shampoo and complete conditioning treatments on a client's hair

Key Learning Points

- Tools required to gown a client
- Procedure for gowning a client
- Tools and consumables required to shampoo and condition hair
- Reading and writing names of tools and consumables and their uses
- Reading and following manufacturers' instructions
- Surface and penetrating conditioners
- Various methods of shampooing and conditioning hair

Learning Outcome 6: Set up a shampoo area with all the appropriate tools and consumables to gown a client, shampoo hair and complete a conditioning treatment

Key Learning Points

- Following verbal and written instructions
- Setting up a shampoo area
- Appropriate tools and consumables to gown a client and shampoo and condition hair

Learning Outcome 7: Communicate the procedures involved in shampooing and conditioning hair

Key Learning Points

- Procedures involved in shampooing and conditioning hair
- Understanding the procedures involved in shampooing and conditioning hair
- Explaining the procedures involved in shampooing and conditioning hair orally or in writing
- Using appropriate language when communicating procedures

Learning Outcome 8: Apply relevant salon health and safety procedures to prepare a client for shampooing

Key Learning Points

- Health and safety procedures to prepare a client for shampooing
- Care of hands
- Ensuring the shampoo area is safe

- Correct gowning procedures
- Correct seating of the client
- Correct preparation of client's hair

Learning Outcome 9: Apply correct procedures and techniques to shampoo a client's hair, using appropriate scalp massage techniques

Key Learning Points

- Gowning the client correctly
- Seating the client comfortably
- Choice of shampoo
- Correct water temperature
- Correct application of shampoo
- Massage techniques
- Correct rinsing of hair
- After shampoo care of hands

Learning Outcome 10: Select appropriate conditioning treatments and condition a client's hair

Key Learning Points

- Surface and penetrating conditioners
- Features and benefits of surface and penetrating conditioners
- Hair and scalp conditions
- Effects of surface conditioners on hair and scalp conditions
- Effects of penetrating conditioners on hair and scalp conditions
- Understanding when to use a surface or penetrating conditioner
- Communicating with clients on conditioning treatments using appropriate language
- Following manufacturers' instructions
- Following verbal instructions
- Carrying out conditioning treatments
- Correct rinsing of conditioners

Learning Outcome 11: Operate all equipment, consumables and techniques to complete a shampoo and conditioning treatment, to comply with salon safety and quality standards

Key Learning Points

- Protective equipment and products
- Correct protection of clients
- Knowledge of salon hazards
- Correct procedures when using all salon equipment, tools and consumables
- Quality awareness

Learning Outcome 12: Operate safely and effectively in a salon environment**Key Learning Points**

- Health and safety regulations
- Safety hazards in a salon to include spillages, electricity, sharp tools, chemicals
- Location of safety equipment in the salon to include first aid kit and fire extinguisher
- Health and safety considerations when working in a salon and using hairdressing consumables including various types of shampoos and conditioning treatments
- Correct use of hairdressing consumables including all types of shampoos and conditioning treatments
- Care of shampooist's hands (to prevent dermatitis)
- Health and safety considerations concerning all salon electrical equipment
- Applying health and safety practices appropriate to a hairdressing salon
- Dealing with hair and scalp infections and infestations
- Recording health and safety precautions/procedures

Learning Outcome 13: Maintain acceptable standards of salon and personal hygiene standards when working in a salon environment.**Key Learning Points**

- Salon hygiene standards and procedures
- Maintaining salon hygiene standards and procedures
- Listening to and following instructions
- Recording salon hygiene standards and procedures
- Personal hygiene standards
- Maintaining personal hygiene standards
- Correct type of clothing for working in a hair salon
- Maintaining standard of personal presentation when working in a hair salon environment
- Recording personal hygiene procedures

Learning Outcome 14: Operate effectively as a member of a team by carrying out a stock record of salon consumables**Key Learning Points**

- Knowledge of vocational language
- Listening and responding to spoken language
- Reading and writing to obtain and convey information
- Applying appropriate health and safety procedures
- Applying procedures for carrying out a stock record
- Reflecting on own strengths and weaknesses
- Identifying areas for improvement
- Ability to work independently if required
- Participating in a team

Assessment Specification

Award Title	Hairdressing Basin Skills
Award Type	Minor
FÁS Assessment Code:	3N0533-016
Credit Value :	5
Award Code:	3N0533

Learning Outcome*	Performance Criteria (Knowledge, Skill & Competence)	Assessment Techniques	Weighting	Assessment Instrument	Assessment Evidence
1	Knowledge, Skill	Skills Demonstration	2%	Learner's Instructions S1	Assessment Sheet
2	Knowledge, Skill	Skills Demonstration	2%	Learner's Instructions S1	Assessment Sheet
3	Knowledge, Skill	Skills Demonstration	2%	Learner's Instructions S1	Assessment Sheet
4	Knowledge	Portfolio	2%, 2%	Exercise E1, Activity A1	Exercise Sheet Activity Sheet
5	Skill	Skills Demonstration	4%	Learner's Instructions S1	Assessment Sheet
6	Skill	Skills Demonstration	2%	Learner's Instructions S1	Assessment Sheet
7	Skill	Skills Demonstration	2%	Learner's Instructions S1	Assessment Sheet
8	Skill	Skills Demonstration	5%	Learner's Instructions S1	Assessment Sheet
9	Skill	Skills Demonstration	50%	Learner's Instructions S1	Assessment Sheet
10	Skill	Skills Demonstration	6%	Learner's Instructions S1	Assessment Sheet
11	Skill	Skills Demonstration	5%	Learner's Instructions S1	Assessment Sheet

12	Skill	Skills Demonstration	5%	Learner's Instructions S1	Assessment Sheet
13	Skill	Skills Demonstration	5%	Learner's Instructions S1	Assessment Sheet
14	Competence	Portfolio	2%	Activity A2	Learner Reflection Sheet
14	Competence	Portfolio	2%	Activity A3	Learner Reflection Sheet
14	Competence	Portfolio	2%	Exercise E2	Teamwork Exercise

Suggested Learning Methodologies

- Practical work training
- Videos or DVDs
- Note taking
- Discussion groups
- Activities and exercises
- Role play
- Simulated work environment

Specific Module Requirements

The following is a recommended list. The list is not definitive as some of the items listed may not be essential in order to run the course. Items other than those listed may also be acquired for the course at the discretion of the Manager

A fully equipped hair salon to include Backwash Basins and at least one Frontwash Basin
Reception area
Work stations
Trolleys
Styling Chairs
Washing machine
Tumble Dryer
Mannequins
Suitable Models
Various types and sizes of brushes (vent, denman, round brushes, etc.) and combs
Shampooing and conditioning products
Television and video player
Computer with internet access, printer, copier
Personal Hairdressing Kit for each learner
Hand Care Products

Suggested Learning Resources

All of the highlighted Curriculum Resources mentioned below are available on the Moodle Community Services Curriculum and Assessment page. You can access the CSCA Moodle web page from this link:

<http://www.ecollege.ie/site/home.html>

A range of hairdressing textbooks:

Hairdressing. The Foundations (5th Edition) by Leo Palladino and Martin Green ISBN 10: 1-84480-417-8

Hairdressing Science by Florence Openshaw ISBN-13: 978-0582241978

Introduction to Health and Safety at Work by Phil Hughes and Ed Ferrett ISBN 0-7506-6623-4

Oxford English Dictionary

Video/DVD :

The Salon Receptionist by EVA Videos

Client Approach by Wella

Rash Decisions by The U.K. Health and Safety Executive

Health and Safety DVD by FAS Hairdressing Instructors

The Human Hair slides by Milady

Your Hair and Skin by Lever Brothers

Learning Resources Activities

Generic Skills: Literacy and Numeracy

The learners will keep and maintain a **Learning Diary** throughout the course in order to record and file any useful and relevant information on salon procedures and basic conditioning treatments.

At the end of every week the learners will complete a short **Weekly Reflective Sheet** in order to reflect on their learning and progress during that week.

This Weekly Reflective Sheet will assist the learners to develop their generic skills of literacy, numeracy, communications and quality awareness and will give learners an opportunity to develop their writing skills.

The learners will create a **Personal Dictionary** of new words, key words and terms relating to salon procedures and basic conditioning treatments. This Dictionary will be updated each week and kept in the Learning Diary.

The learners, as a group, will add words and terms to a **Key Word and Terminology** Bank in the classroom, relating to hairdressing, reception duties, salon procedures, gowning, shampooing and basic conditioning treatments. The learners will find words listed in text books, class notes, manufacturers' product information and websites.

The learners will complete a number of **Word Search/Quizzes**. These are **Word Search 1; Word Search 2; Word Search 3**. When the learners have gained sufficient practice and experience doing these Word Searches; each learner will make up 1 (one) Word Search/Quiz, which will be completed by the group.

When the learners have completed certain activities or exercises, they will complete a '**True or False**' quiz. These are: **quiz for LO3; quiz for LO4; quiz for LO12..** There should be at least two (2) days between the completion of the activity or exercise and the completing of the quiz.

Each learner will complete an exercise in **Time Management**. This will be done by filling out a morning's appointment for a stylist on an appointment book page. On an accompanying separate list, it will be shown exactly how much time is allocated to a

- Shampoo and blow dry
- Shampoo basic conditioning treatment and blow dry
- Morning tea break
- Lunch

The appointment book page will demonstrate an understanding of time management so that a stylist can undertake an adequate workload without being overbooked and rushed.

This page will be kept in the Learning Diary.

The learners will name the **3 (three) types of hand massage** used in shampooing. Using a text book and class notes, the learners will gather relevant information and write a short description of

- The effects of a good massage on the client
- The effects of a poor massage on the client
- How each massage movement is done

This information will be kept in the Learning Diary.

Generic Skill: Science Literacy

Each learner will watch a video/DVD on **human hair**. Using a text book and class notes, the learner will draw a cross section of a human hair and will show and name the 3 (three) parts of a human hair.

This drawing will be kept in the Learning Diary.

Each learner will watch a video/DVD on the skin and the hair follicle. Using a text book and class notes, the learner will draw a cross section of human skin and the hair follicle. This drawing will show the names of the parts of the **follicle and the follicle appendages**.

This drawing will be kept in the Learning Diary.

Generic Skill: Science Literacy and Teamwork

The learners will work in teams of 2 (two) learners. Each team will gather information on 3 (three) types of shampoo using a variety of methods – class notes, text book, manufacturers' product information, manufacturers' sales representatives and technical advisers. The shampoo will be for

- Dry, damaged, brittle hair
- Coloured hair
- Permed Hair

The information will include

- Chemical composition
- Effects of the correct shampoo on a hair condition
- Effects of the wrong shampoo on a hair condition

Each team will write a short report, of not more than 200 (two hundred) words, of their findings and present their finds to the group. These reports will be kept in the Learning Diary.

Generic Skill: Teamwork

The learners will work in teams of 2 (two). Using a hard-backed A4 sized notebook each team will make a **Consumables Stock Book/Record** for the different shampoos and conditioning creams. This record will show

- The present level of each product
- The desired level of each product
- The amount of each product needed to be ordered.

When completed, each team will make a presentation of their record.

When the presentations have been completed the group will discuss each record.

A salon Consumable Stock Book/Record will be made using the input of all the learners.

This Stock Book/Record will be used to record the level of all consumable salon products throughout the course.

Note: Each week a different team will complete a consumables stock check of the shampoos and conditioners in the store room.

The instructor will be informed on a weekly basis as to the level of shampoos and conditioners held in the salon, in case a requisition needs to be submitted to stores.

Generic Skill: Numeracy: Digital

Learners will practice **using a calculator**, identifying and locating all keys needed to carry out basic calculations.

Role Play:

Generic Skill: Communications; Literacy (Verbal); Maths

The learners will work in teams of 2 (two) learners.1 (one) learner will take the **role of the receptionist** and the other the role of a client. Each team will practice the following scenarios:

- Making an appointment for a 'drop-in' client who comes into the salon for the first time
- Making a return appointment for a client who is leaving the salon having had her hair styled
- Taking cash from a client who wishes to pay her bill
- Making an appointment for a regular client on the telephone

The roles can then be reversed.

The learners will work in teams of 2 (two) learners.1 (one) learner will take the **role of a stylist** and the other will take the role of a client. Each team will practice the following scenarios:

- A new client with a hair condition problem
- A regular client, who normally has no hair condition problem, is experiencing problems and needs advice and help

The roles can then be reversed.

Practical:

Prior to working on 'live' models the learners will **practice applying condition cream/treatments** to the mannequin heads until proficient.

This exercise will be also used so that the learners can become proficient at combing and detangling a client's hair without pulling the hair or hurting the client.

Prior to working on clients the learners will **practice shampooing and conditioning treatments** on each others hair.

Internet websites: Information can be accessed on the following suggested websites as of 30th April 2010:

- www.schwarzkopf.co.uk for information on shampoos and conditioning creams
- www.wellaprofessionals.co.uk for information shampoos and conditioning creams
- www.loreal.co.uk for information on shampoos and conditioning treatments
- www.indola.com for information on bulk conditioning creams
- www.rug.ie a useful guide to words, numbers and short videos on using ATM's, paying bills etc.
- <http://www.nala.ie/index.cfm/section/publications/top/1/ext/publications/cat/0/page/9> really useful guide to Words and Numbers Workbook1, a workbook published by NALA

Trade Magazines: These can be bought in any good newsagents

- *Irish Hairdresser International*
- *Hairdressing Journal International*

Recommended by: _____
Manager Training Policy Development and Support

Approved by: _____
Director Training Policy Development and Support