



Shampooing procedure

Learning outcomes

- Maintain effective and safe methods of working when shampooing, conditioning and treating the hair and scalp.
- Shampoo, condition and treat the hair and scalp.

Introduction

Having the hair shampooed and conditioned is often the client's first impression of the professionalism of the salon, therefore, the process needs to be both relaxing and therapeutic. It is important to choose the correct shampoo and conditioner which are suitable for the hair and scalp type that you have identified during the consultation. The incorrect choice may negatively affect subsequent services.

The action of shampooing cleanses the hair by removing dirt, grease, skin scale, sweat and product build-up, leaving the hair ready for blow-drying, setting or chemical services.

Conditioning treatments are applied to smooth the cuticle layer, provide protection for the hair, improve handling and combing, make the hair look healthier and help the hair to resist external elements.

Tools required for this treatment



Gown



Towels



Apron



Wide toothed comb



Polyvinyl gloves



Shampoo



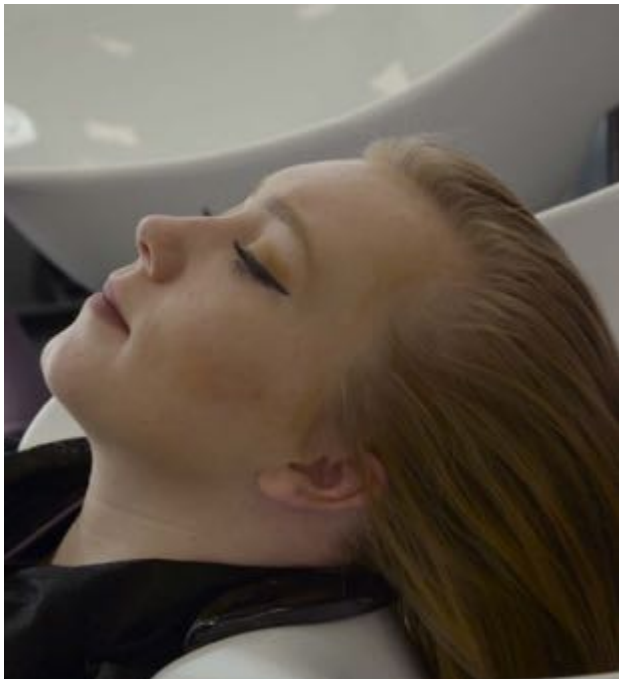
Step 1

- Ensure your client is wearing the correct personal protective equipment: a gown and a towel to protect their clothing.

- Detangle the hair before you begin. Analyse the hair and scalp to make the correct product choice, making reference to the hair type, texture and condition of the hair and scalp (see the information at the end of this guide for more detail about choosing the correct shampoo).

Tip:

Make sure you match the correct products to the identified hair and scalp conditions. If you use the wrong products you will probably make the conditions worse than they are. If in doubt, ask a senior stylist or your supervisor.



Step 2

- Ask the client to lean back into the wash basin and make sure they are sitting comfortably.

- Remove any hair from their face and ask the client to remove any accessories, such as glasses or jewellery.

Tip:

Some specific injuries or neck complaints prevent the client from lying back at the basin. Ask your client if they know of any reason why they cannot lay their head back into the basin.



Step 3

- Run the water and check the water temperature on your wrist. Once ready, apply water to the client's scalp and ask them if the temperature is ok.

- Starting at the front hairline, cup the hand to direct the water towards the wash basin as you wet the hair so that you don't wet the client's face. Take extra care around the hairline.

Tip:

Take care to cover the whole head, including the nape of the neck and behind the ears, until completely wet.

Step 4

- Choose a suitable shampoo for the client's hair type and any other factors identified during the hair and scalp analysis.

- Depending on the hair length and density, dispense the correct amount of shampoo, either one pump or about the size of a two pence piece. Distribute the product evenly between your hands then use 'effleurage' techniques to apply the product evenly through the hair.

Tip:

'Effleurage' movement is a slow, smoothing, stroking massage movement done with the palms of the hands during shampooing.



Step 5

- 'Rotary' techniques are applied utilising small, firm, circular massage movements, using the pads of the fingers.

- 'Friction' techniques, with quick, rubbing movements, will remove any build up or debris from the hair, if the hair is not too long. Repeat the rotary massage technique until the shampoo and water emulsify.

Tip:

Do not use rotary or friction techniques with longer hair as it can cause knots and tangles.

Step 6

- When the hair is ready for rinsing, turn the water back on, check the temperature on your wrist and then rinse the hair using the same cupping technique used at the beginning, checking the temperature with the client.

- Work from the front hair line to remove the shampoo. Make sure both hands and hair are free from any suds. Squeeze out any excess water.

Step 7

- Apply a second shampoo if necessary, repeating the shampoo application and massage techniques. The second shampoo may lather more than the first.



Step 8

- Run the water and rinse until all the shampoo has been removed. Turn off the water and gently squeeze the hair to remove excess water.
- Wrap a towel around the hair to stop any drips from entering the eyes or face.

Health and safety

Because shampooing is a chemical service, you should wear disposable nitrile or polyvinyl gloves. The risk of contact dermatitis is increased significantly during these processes, particularly when hands are constantly wet. Take protective measures to look after your hands and help to reduce the risk of developing contact dermatitis.

As shampooing is a chemical service, you should also consider contraindications before proceeding to shampoo the client's hair. Issues such as skin and scalp disorders and diseases, cuts and abrasions, product allergies, recent scar tissue and recent injuries to the treatment area, can all prevent this procedure taking place. If you have any doubts about symptoms and contraindications, always ask a senior member of staff for their assistance.

Some types of shampoo available

Aloe Vera	A popular, mild natural base, ideal for healthy hair and scalps that can be used on a frequent basis.
Camomile	Better on oily scalps and has a natural lightening effect.
Clarifying	Strong, deep-acting, often used prior to chemical services to remove build-up of styling products and dirt.
Coconut	Contains an emollient that helps dry hair to regain its smoothness and elasticity.
Jjoba	A natural base better on normal to drier hair types.
Lemon	Contains citric acid, ideal for oily scalp types or for removing product build-up.
Medicated	Helps to maintain the normal state of the hair and scalp and contains antiseptics such as juniper or tea tree oil.
Mint	A natural base, suited to normal to slightly oily scalps, often used as a frequent use shampoo.
Oil	Can contain a range of natural bases, such as pine, palm and almond. These are used to smooth and soften drier hair and scalps.
Soya	Helps to lock in moisture for the hair and scalp.
Tea tree oil	A natural essential oil, which is like an antiseptic and will fight infections on the scalp.

Choosing the correct shampoo

The right choice of shampoo depends on the following factors:

Type, texture and condition of hair:

- **Fine hair** (without product build-up) requires a single wash shampoo. Choose a shampoo that will add body and volume.
- **Coarse hair** usually requires two shampoos with a shampoo that will tend to soften it and make it more flexible.
- **Thicker hair** usually requires two shampoos.
- Frequency of shampooing - if hair is washed once or more daily, choose a shampoo specifically designed for frequent use.
- Water quality - if the water in the salon is in a hard water area, more shampoo is needed to form a good lather. In soft water areas, shampoos foam more easily so less shampoo is required to do the job.
- Shampoo purpose - is the shampoo intended just for cleaning or is it to treat the scalp, condition the hair or colour the hair?

- Planned services - what are you going to do with the hair later? Some shampoo ingredients produce a flexible coating on the hair shaft. This could be beneficial in adding protection and locking in moisture or, conversely, in the case of conditioning-type shampoos and most conditioners, it could prevent or prolong the processing of some treatments, such as perms.

Hair and scalp conditions to be aware of:

- **Split ends** - caused by harsh treatments, chemical over-processing or general weathering of the hair.
- **Chemically damaged hair** - caused by over-use of chemical treatments, such as perms, dyes, bleaches or relaxers.
- **Heat damaged hair** - caused by over-use of heat treatments, such as hairdryers, straightening irons and tongs.
- **Product build-up on hair** - caused by a gradual accumulation of products on hair strands.
- **Dandruff** - caused by overactive production and shedding of epidermal cells - can be stress related.
- **Oily scalp** - caused by overactive sebaceous gland, sometimes related to hormonal change.