**Prepare clients for salon services**

This unit describes the skills and knowledge required to prepare clients for a range of salon services. This unit of competency may apply to a range of roles in the workplace.

This unit requires the application of communication and observation skills to verify the nature of the service to be provided and prepare clients for specific services. It also requires the ability to recognise normal and abnormal hair and scalp conditions, tactfully refer to a senior operator to confirm observations, and seek advice on further action.

Knowledge and application of the salon approach to shampoo and treatment services is required, along with attention to health regulations, and client safety, comfort and relaxation.

**Gown and protect clients**

*Service* to be provided is verified with the *client and/or other operators* where relevant.

Clean gown/wrap and towels of suitable size for client are selected and applied according to the planned service, *workplace policies and procedures* and *relevant legislation*.
Prepare hair for shampoo service

1. Hair is brushed or combed through, according to workplace practice.
2. Hair and scalp condition are observed by visual examination.
3. **Condition of hair** is noted and unusual hair and **scalp conditions** are identified and tactfully referred to a senior operator.
4. Service to follow shampoo is verified with a senior operator.

Shampoo hair

1. Type and quantity of shampoo is applied and removed according to hair type and condition, manufacturer's and/or senior operator's instructions.
2. Client safety and comfort are ensured during process.
3. Water temperature and flow are controlled during process.
4. Hair and all of scalp area are massaged using **appropriate massage techniques**.

Apply and remove treatment products

**Treatment products** are applied, processed and removed according to manufacturer's instructions when selected by a senior operator.

Key Competency during service provision

Identifying client's needs and/or applying other operator's instructions require information to be collected, analysed and organized.
Providing advice to clients on each stage of the service as it is applied requires the communication of ideas and information.

Selecting and applying products sequentially to meet desired outcomes require activities to be planned and organized.

Preparing clients for other operators to apply services requires teamwork.

Providing safe and comfortable shampoo services to clients of varying physical builds and abilities may require the application of problem solving skills.

Measuring and applying appropriate quantities of shampoo and treatment products in order to minimise waste require the use of mathematical ideas and techniques.

Applying artificial heat to process conditioning treatments when directed requires the use of technology.

**Service** may include:
- hair and scalp treatments
- haircutting
- hair design
- hair colouring
- hair lightening
- chemical reformation services
- chemical straightening and relaxing.
**Client** may include:
- women
- men
- children
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

**Other operators** may include:
- experienced hairdressers
- hairdressers in training.

**Workplace policies and procedures** may include:
- client comfort and safety
- operator safety
- health and hygiene.

**Relevant legislation** may include:
- federal, state and local health and hygiene
- occupational health and safety.

**Condition of hair** may include:
- dry
- normal
- oily.

**Scalp conditions** may include:
- scalp:
- dry, scaly areas
- oily crust
- sores and lesions
• swelling
• scabs.

**Appropriate massage techniques** may include:
• effleurage
• petrissage.

**Treatment products** may include treatments for:
• dry hair and scalp
• oily hair and scalp
• chemically damaged hair
• abnormal skin conditions, including dry and oily dandruff, psoriasis and seborrhea

**Critical aspects required to demonstrate competency**

• ability to consistently use effective questioning and active listening techniques to confirm service with the client and/or senior operators
• ability to consistently use effective questioning and active listening techniques to negotiate appropriately with clients, to take into account any cultural or physical requirements, and to ensure client comfort and safety throughout the services required
• ability to accurately interpret and follow verbal instructions from other operators
• reading, accurately interpreting and consistently applying manufacturer's instructions for the application of products
• knowledge and consistent application of workplace policies, procedures and safe work practices in regard to gowning clients and
performing shampoo services, including hair and scalp treatments
• knowledge and consistent application of federal, state and local health
and hygiene legislation and regulations applicable to the workplace
• knowledge of the transmission routes of infectious conditions and
skills in the application of standard infection-control precautions
• knowledge and skill in the application of scalp massage movements,
including effleurage and petrissage.

Introduction to Health and Safety in the Salon workplace

When we talk about health and safety in the salon, we are talking about
the safety and well being of clients as well as yourself and other work
colleagues. It's about creating a healthy and safe working environment
for all. The practice of Health and safety awareness should become
naturally part of your everyday working life.

What hazards to look out for in a hairdressing Salon

Some hazards in the salon are less obvious than others. For example:

Hair Waste: During and after a clients hair is cut, the area around the
clients styling chair will be covered in small clumps of freshly cut wet
hair. If it is not swept away immediately it poses a safety risk to other
clients and staff who could easily slip on wet hair.

Chemical Spillage: All chemicals in a hairdressing salon should be
treated as hazardous to health. A mixing bowl of pink looking hair tint
left lying around may not seem like much of a health risk until a small child eats it thinking it's a tasty bowl of strawberry ice cream. Chemicals should never be left lying around and all spillages should be mopped up off the floor straight away in case somebody slips and hurts themselves.

Working as part of a team and salon Health and Safety

How does working as a team help with salon health and safety? In a salon there is not just one person responsible for health and safety. It is the responsibility of every hairdresser in a salon to look out for potential hazards and to conduct themselves in a safe way. However, you are not just looking out for yourself.

For example: If you aren't doing anything except waiting for your next client or taking a coffee break and you see another member of staff accidentally spill some hair tint on the floor, whilst in the middle of an application you should clean it up yourself. The other member of staff can't stop to clear it up in the middle of an application. The same goes for hair or anything else lying around on the floor. If you see it, clear it. Even if it wasn't you who left it there.

Working as part of a team is the best way to achieve a healthy and safe working environment in the salon workplace
# Waste disposal

<table>
<thead>
<tr>
<th>PRODUCTS</th>
<th>HOW?</th>
<th>WHY?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerosols</td>
<td>Fully empty. Don’t bend or pierce container. Place in bin that will not contain hot ashes.</td>
<td>Highly flammable. Gasses may ignite.</td>
</tr>
<tr>
<td>Chemical waste</td>
<td>Dilute with water. Wash down basin.</td>
<td>Contact with chemicals can be harmful, but are less effective when diluted.</td>
</tr>
<tr>
<td>Sharps/Glass</td>
<td>Wrap up any sharps in paper or tissue before disposal in cardbround box.</td>
<td>Sharps and glass can be dangerous if not securely contained.</td>
</tr>
<tr>
<td>Recyclable containers</td>
<td>Fully clean and dry containers before clearly marking them.</td>
<td></td>
</tr>
<tr>
<td>Ash (ashtrays)</td>
<td>Be shure that ash from ashtrays is fully extinguished and cool before disposal</td>
<td>Could start fire.</td>
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</table>
## Handling and storing tools and products

<table>
<thead>
<tr>
<th></th>
<th>HANDLING</th>
<th>STORING</th>
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<tbody>
<tr>
<td>Cutting tools</td>
<td>Keep cutting tools fully sterilised. Be aware that you are using a sharp implement at all times.</td>
<td>Do not store in clothes or pockets. Make shure tools are sterile before storing in a pouch or similar container out of the reach of small children.</td>
</tr>
<tr>
<td>Perming / Relaxing products</td>
<td>Follow the manufacturers instructions. Wear protective equipment when using. Clean up any spillage immediately.</td>
<td>Store in fully labeled containers and keep containers in a cool, dry, locked cabinet in the stock room.</td>
</tr>
<tr>
<td>Colouring products</td>
<td>Follow the manufacturers instructions. Wear protective equipment when using. Clean up any spillage immediately.</td>
<td>Store in fully labeled containers and keep containers in a cool, dry, locked cabinet in the stock room.</td>
</tr>
<tr>
<td>Styling and finishing products</td>
<td>Handle via the manufacturers instructions.</td>
<td>Keep containers in a cool, dry, locked cabinet in the stock room.</td>
</tr>
<tr>
<td>Electical equipment</td>
<td>Know the manufacturers instructions. Check equipment regularly. Do not use near water unless specified by the manufacturers instructions. Make shure all points are clean and switched off when not in use.</td>
<td>Do not store electrical equipment with trailing flexes. Keep out of the way and switched off.</td>
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</tbody>
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