



235

Provide scalp massage services

Scalp massage has been an essential part of hairdressing services for hundreds of years and is still as popular today.

The relaxing or invigorating effects can improve scalp conditions and maintain a healthy blood supply for any client.

You'll develop skills in a range of massage techniques, adjusting them to suit individual client hair and scalp conditions – the more you learn, the more confident you'll become.

Assignment mark sheet

Unit 235 Provide scalp massage services

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. **For each completed practical task, a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.**

What you must know	Tick when complete
Task 1a: information sheet	
Task 1b: chart	
Task 1c: labelled diagram	
Or tick if covered by an online test	

What you must do	Grade	Points
Task 2a: manual scalp massage for conditioning		
Task 2b: manual scalp massage to relax a client		

Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

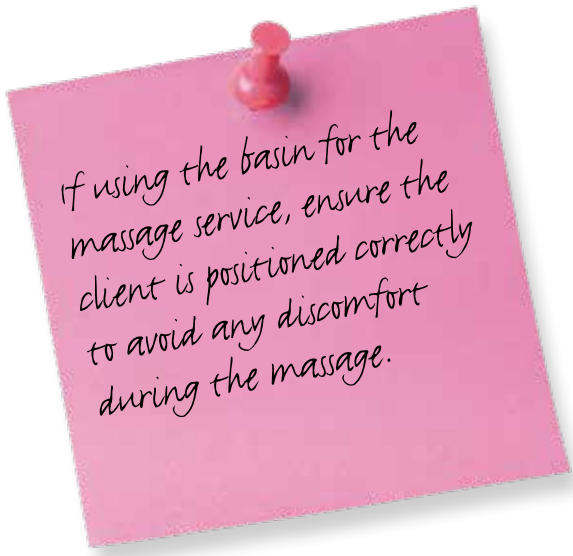
Total points for graded tasks _____

Divided by _____

= _____

Overall grade
(see conversion chart)

÷ 2



Candidate name: _____

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

Quality assurance co-ordinator signature (where applicable): _____ Date: _____

What does it mean?

Some useful words are explained below

Contra-indication

Something that may cause an adverse reaction to a hairdressing product, service or chemical.

Cuticle scales

The outer layer of the hair shaft, overlapping like the tiles on a roof to protect the internal part of the hair structure.



Dermatitis

A common skin condition suffered by hairdressers, when wet work and contact with chemicals causes soreness, redness and itchiness.

Dermis

The thickest layer of the skin, underlying the epidermis.

Effleurage

A gently stroking massage movement used during the shampooing and conditioning process.



Epidermis

The outermost layers of the skin (the visible part).

Friction

A technique applied along the path of the nerves and nerve endings on the scalp. It is used for stimulation.



Personal protective equipment (PPE)

Equipment available for use in the workplace to protect you, your skin and clothes from damage, for example gloves, aprons, or overalls.

Petrissage

A slow, firm, kneading massage movement, used during the conditioning process.

Product build-up

When the hair has had excessive product applied between shampoos, forming a barrier on the hair.

Rotary

A firm, circular massage movement, using the pads of the fingers on the scalp during the shampooing process.

Tapotement

A gentle tapping of the skin with the pads of the fingertips.

Vibro

A mechanical device that simulates the manual massage techniques of friction and tapotement. The equipment is like a hair dryer with different attachments that may be used for different areas of the scalp and neck.

What you must know

You must be able to:

- 1 Describe the different consultation techniques used to identify the service objectives
- 2 Explain the safety considerations that must be taken into account
- 3 Describe the salon's requirements for client preparation, preparing self and the work area
- 4 Explain the importance of identifying any contra-indications to scalp massage and how to recognise them
- 5 Describe how different factors can affect the performance of scalp massage
- 6 Describe the different types of massage media and equipment used for scalp massage services
- 7 Explain the importance of following manufacturers' instructions
- 8 Describe when and how to use massage media and equipment to treat different scalp conditions

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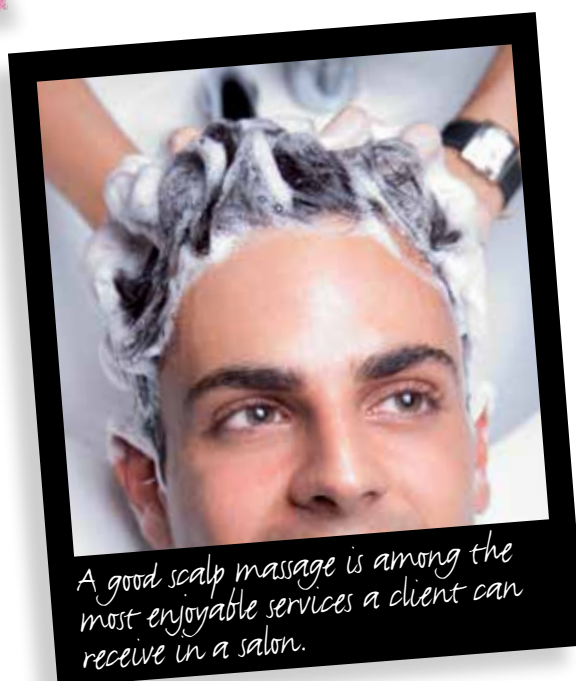
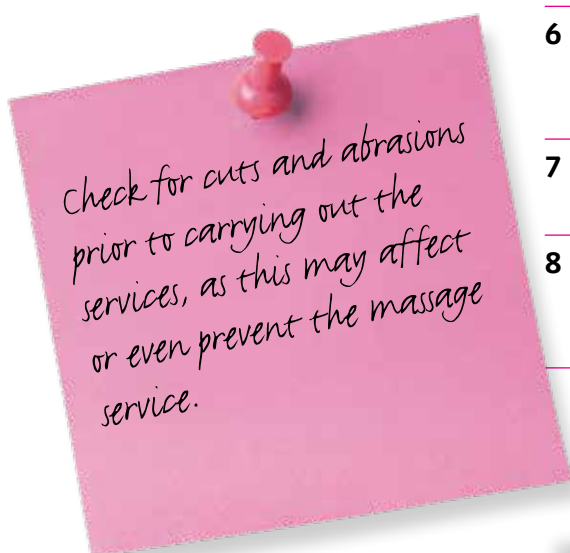


Image courtesy of iStockphoto.com/factoria singular sl

- 9 Describe how and when to use and adapt the different massage techniques
- 10 Describe the aftercare advice that should be provided
- 11 Describe the benefits of scalp massage
- 12 Outline the basic structure of the skin
- 13 State the name and position of the bones and muscles of the head and neck
- 14 Outline safe and hygienic working practices
- 15 State how to communicate and behave within a salon environment

Revision tip

The muscles that help to hold the head up, turn the head, and twist the head at the neck, are called temporalis, frontalis, epicranial aponeurosis, occipitalis, stencleido-mastiod, platysma and trapezius.

Image courtesy of iStockphoto.com/Monika Wisniewska (right)



Image courtesy of Walsall College (left)



What you must do

Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 points for the criteria indicated with *.

Conversion chart

Grade	Marks
Pass	11–13
Merit	14–18
Distinction	19–21

- 1 Prepare self, the client and work area for scalp massage services
- 2 Use suitable consultation techniques to identify service objectives *
- 3 Explain and agree the procedure, potential benefits and effects of the service to the client
- 4 Position self and the client appropriately throughout the service
- 5 Select and use products, tools and equipment suitable for the client's hair and scalp condition
- 6 Select and use appropriate massage movement *
- 7 Apply massage movements in the correct sequence *
- 8 Adapt massage techniques to take into account influencing factors
- 9 Follow safe and hygienic working practices
- 10 Provide suitable aftercare advice *
- 11 Communicate and behave in a professional manner *

Totals

Grade

Candidate signature and date

Assessor signature and date

Scalp massage service					
1 Manual scalp massage for conditioning			2 Manual scalp massage to relax the client		
1			1		
1	2	3	1	2	3
1			1		
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3

What you must do

Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
2 Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses closed questions	Good consultation Examples: uses open and closed questions, uses visual aids, aware of own body language	Thorough consultation Examples: uses open and closed questions, good use of visual aids, effective use of body language, repeats instructions clearly to gain confirmation
6 Select and use appropriate massage movement	Selects and uses the massage movements to suit the identified factors	Selects, uses and adapts the massage movement to suit the identified factors and to meet the client's requirements	Selects, uses and adapts the massage movements to suit the identified factors and to meet the client's requirements; varies the pressure, rate and rhythm according to the identified factors and techniques used
7 Apply massage movements in the correct sequence	Selects and uses basic movements	Selects and uses appropriate massage movements based on purpose of massage	Selects and uses appropriate range of movements to maximise the effect of the massage

Continues on next page

What you must do

Practical observations descriptors table (continued)

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with * on the previous page.

	1 mark	2 marks	3 marks
10 Provide suitable aftercare advice	Basic aftercare advice Example: use of products	Good level of aftercare advice Example: use of products and equipment	Excellent level of aftercare advice Example: use of products and equipment, maintenance of style and further services available
11 Communicate and behave in a professional manner	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to clients' needs, shows a reassuring and confident manner



Image courtesy of Walsall College (left)

Comment form

Unit 235 Provide scalp massage services

This form can be used to record comments by you, your client, or your assessor.



Image courtesy of Denman Brush