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Skills for Employment Tanzania

Training Manual

Hairdressing & Makeup Services

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Swisscontact

Swisscontact works in Tanzania as a facilitator in skills development to complement government efforts in youth empowerment.

Economic, social, and academically disadvantaged youth are supported through tailor-made vocational skills development opportunities to increase their employment chances and entrepreneurship opportunities. Projects are guided by a unique youth and market-driven learning group model, which is focused on sub-sectors and jobs which have a potential to offer (self-)employment opportunities. These are agriculture/agribusiness, and other rural trades or services.

Swisscontact projects in Tanzania employ an Inclusive Markets system approach which considers the limits and opportunities of the existing vocational skills development system. Projects seek to improve the prospects of self-employment among the youth through a sustainable and systemic contribution to improved access, relevance, and quality of vocational skills development. Since ownership is critical for sustainability, our projects apply a participatory approach which involves joint action planning with partners.

Hairdressing & Makeup Services

This Hairdressing & Makeup Services Course is designed to empower young women and economically disadvantaged youth with practical skills in hairdressing and makeup artistry. The course focuses on creating self-employment and economic opportunities, enabling participants to earn a livelihood and support their families. By teaching foundational skills in hair care, styling, and makeup, the program aims to open doors to entrepreneurship and employment in the beauty industry.

The course targets participants from urban, peri-urban, and rural areas who have limited formal education and economic opportunities. It provides hands-on, practical training that builds confidence and competence in hair and beauty services. This training is particularly suitable for young mothers and out-of-school youth seeking to start or improve small beauty businesses.

The 4-week program combines theory and practical sessions covering essential topics such as salon setup, hairdressing techniques, hygiene and safety, customer service, and business skills. By the end of the course, learners will be equipped to run small-scale salons, provide mobile beauty services, or seek employment in established beauty centres. The curriculum is designed to be flexible and adaptable, meeting the specific needs of each community.

This training provides a pathway to self-employment and a chance for young Tanzanians to improve their livelihoods by building sustainable hair and beauty businesses.

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1 Module 1: Introduction

1.1 Introduction to Hairdressing & Makeup Services course. Hair and makeup salons in Tanzania offer a range of services such as:

Hair Braiding and Extensions: the most popular service offered at salons is hair braiding and related services. These include weaves, wigs, and braid styling.

Hair washing: this may be a standalone service for clients who want their hair washed, or it could be part of another process e.g. the hair is washed before a treatment.

Chemical treatments: relaxers are chemicals used to straighten hair.

Makeup: some salons also provide makeup services for special occasions like weddings, formal dances, and other formal events.

Hair colouring: hair colouring is offered, either with bleaching or without.

Hair cutting/trimming: hair may be trimmed a little during other processes such as braiding and styling.

Special occasions: most salons offer special occasion styling for weddings, celebrations and other formal events.

Secondary Occupations

Besides working as a hairstylist or makeup artist, there are other ways to earn money in the beauty industry. These include:

- **Selling hair and beauty products:** Stylists can sell items like shampoos, conditioners, hair oils, wigs, and makeup. This helps them earn extra money and gives customers easy access to products.
- **Training other students:** Experienced stylists can teach new students. They can do this by offering workshops or personal training. This helps the stylist earn money and build a good name in the industry.

1.2 Characteristics of a hair and makeup provider

A good hairdressing and makeup service provider should have certain important qualities. These include:

- **Honesty in advising and consulting with clients:** A good hairstylist or makeup artist gives honest advice to clients about what will look good on them.
- **Creative and innovative:** Follows new trends and styles to create unique looks for clients.
- **Clean, with good personal hygiene:** Keeps their body, clothes, and tools clean and neat.
- **Time management:** Works quickly and efficiently to avoid wasting time.
- **Patient:** Listens to clients' needs and takes time to understand what they want.
- **Good with people:** Friendly and respectful, making clients feel comfortable.
- **Good health and energy:** Has strength and energy to work long hours.
- **Hardworking:** Willing to put in extra effort and stay focused on the job.

1.3 Benefits and risks of running a hair and makeup salon

Running a business is not easy, so it's important to know what the benefits and risks are before starting a salon.

1.3.1 Benefits

Profitable:
The hair salon business can make a lot of money for three main reasons. First, people always want to look nice, so they pay for hair and makeup services, whether for special occasions or daily wear. Second, it doesn't cost much to run a salon because they don't need fancy equipment or many products, especially for hair braiding. Third, customers often return to their favourite salon, so the salon can have a steady income and won't need to spend a lot on advertising.

Social interaction:
Going to the hair salon is about more than just getting your hair done. It's a chance to chat with friends and meet new people, which is especially nice for those who don't get out much. Hair stylists also enjoy talking with clients, which helps them make friends, keep customers coming back, and feel happier at work.

Low startup costs:
Starting a hair salon doesn't have to be expensive because only basic tools and equipment are needed. Running a salon is cheaper than running many other businesses. Hair salons don't need expensive machines or a lot of supplies, which helps keep costs low.

Lifetime skill:
Hair styling is a skill that lasts a lifetime. Once you learn the techniques, you can use them for many years. You may just need to update your skills occasionally to keep up with new trends and styles.

Flexible working hours and location:
Hair salons can choose their work hours. This means salon owners can create work schedules that fit their needs, whether part-time or full-time, or hours that suit personal commitments. This flexibility is great for both owners and workers. It helps owners find and keep good workers and allows employees to balance work and life, which reduces stress and makes them happier. This is especially helpful for mothers with children, as it often allows them to work from home.

1.3.2 Risks

Safety risks:
Accidents are more likely in a salon because of sharp tools, water, and chemicals. Possible risks include:

- Slippery floors
- Burns from hot tools
- Cuts from razors
- Chemical hazards from hair dye
- Exposure to sick people

Competition:
The hair salon business is very competitive. Many salons offer the same services, so they have to work hard to attract customers. Offering good prices, quality services, or a nice atmosphere helps salons stand out.

Not highly respected:
Hair and makeup workers might not be seen as important by the local community.

Long hours:
Working long hours can be tiring and affect personal life. It can leave little time for family, friends, or self-care.

Power failures:
If the power goes out, the salon can't use its equipment, so services might be limited.

1.4 Client service and communication

Giving good service to salon clients is important because it makes them happy, encourages them to return, and helps them recommend the salon to others. Good service and communication skills are key to making clients want to come back.

There are three important points to remember for good service and communication:

- **Arrival: greeting and welcome:** Be friendly and welcoming. Smile and say, "Hello, how can I help you?" or "Nice to see you again; how are you?" If you're busy, still greet them and let them know you'll be with them soon. You can also talk to them while you're busy with another task like braiding.
- **During the service: consultation:** Ask the client what they would like done. If they have a photo, use it as a reference, or show them some photos for ideas. Look at their hair to check for any issues, like dryness or damage, and make suggestions. Explain how much the service will cost (give a quote) and agree on the service. While working, chat with the client.
- **Payment and departure:** When the service is finished, take payment and give any change needed. Offer any specific hair care advice, then say goodbye.

2 Module 2: Salon setup

2.1 Utilities and layout

2.1.1 Utilities

Utilities like water, drainage, and electricity are needed for a salon to run properly.

Water:
A salon needs clean water for washing hair, cleaning equipment, keeping the salon clean, and providing drinking water for staff and clients. Important points to remember:

- **Water quality:** The water must be clean and free from anything that could harm hair or skin.
- **Water storage:** There should be enough stored water to supply the salon, especially if running water isn't always available.

Wastewater drainage:
A salon must have proper drainage to remove wastewater from washing hair, using chemicals, and other products. The wastewater should go into the proper drainage system, not be thrown into the environment.

Electricity: A salon needs electricity to power equipment like hair dryers, styling tools, and lights. Important points to consider:

- **Electrical load:** The electricity supply should be strong enough to run all equipment at the same time.
- **Outlet placement:** Power outlets should be placed where they are easy to reach and safe to use.

Planning the salon's electricity setup carefully helps prevent problems, keeps the equipment working well, and ensures a safe and comfortable space for everyone.

2.1.2 Infrastructure and Layout

When designing a salon, think about how people will move around. Make sure the layout is easy for employees and clients to use.

Considerations for salon layout:

- **Size of the salon:** How big is the space?
- **Shape of the salon:** What is the shape of the shop floor?
- **Wall dimensions:** How tall and wide are the walls?
- **Furniture and stations:** What kind of salon furniture and workstations do you want or have?
- **Equipment and storage:** What furniture, equipment, and storage are needed for salon supplies?
- **Number of people:** How many clients and employees are expected each day?

Mirrors: Place mirrors in front of client seats so clients can see what the hairdresser is doing.

Chairs: Clients need comfortable chairs, especially if they are sitting for a long time, like during braiding. The salon chair is very important because clients spend most of their visit in it. There should be enough chairs at workstations, basins, and braiding stations. Keep the chairs clean and well-maintained.

Lighting: Good lighting is important for hairstylists to do their job well. Strong ceiling lights that light up the whole area help prevent eye strain and ensure good service.

Washing station: Hair wash stations are necessary for giving clients a professional wash and providing clean hair for hairstylists to work with. These stations must be built to handle frequent use and water exposure. They should also be comfortable for clients, with proper neck support. An efficient water system is essential.

Rubbish/waste disposal: Salons need to dispose of different types of waste, like old hair dye, broken hairdryers, and more. It's important to meet local waste disposal rules. Types of waste include:

- **Chemical waste:** Chemicals, hair dye, and cleaning products.
- **Metal waste:** old scissors, aerosol cans, and tin foil.
- **Plastic waste:** Shampoo bottles and packaging.
- **Electrical waste:** Old hair straighteners and hairdryers.
- **Paper recycling:** Receipts, old magazines, and paper packaging.
- **Packaging waste:** Hair product boxes and delivery packages.

2.2 Hair equipment and tools

Good tools are essential for good results and happy clients. High-quality equipment, like sharp scissors, efficient dryers, and reliable flat irons, helps hairstylists do their job well and build a successful salon.

Hair Salon Equipment and Tools:



- **Trolley**: A mobile cart for storing and transporting equipment, products, and tools.
- **Combs:** Wide-tooth combs, fine-tooth combs, and detangling combs for various hair types and styles.
- **Hairbrushes:** Various sizes and types, including paddle brushes, round brushes, and vent brushes.
- **Application Brushes/Spatula:** For applying colour, bleach, or other treatments.
- **Rollers:** Hair rollers in various sizes for styling and setting hair.
- **Scissors and Razors**: High-quality scissors for cutting and razors for trimming and edging.
- **Dryers:** Blow Dryer: For quick drying and styling. Hood Dryer: For gentle drying and setting.
- **Straightener/Hair Iron:** For straightening, curling, and styling hair.
- **Towels:** Soft, absorbent towels for drying hair and cleaning up.
- **Gloves:** Latex or nitrile gloves for protecting hands during services.
- **Mixing bowls:** For mixing hair colour, bleach, or other treatments.
- **Earmuffs:** For heat protection during hood drying or straightening.
- **Spray Bottles**: For applying hairspray, serums, or other products.
- **Hair treatment steam cap:** For deep conditioning and hair treatments.
- **Yarns:** For hair extensions and braiding.
- **Needles and hairpins:** For hair extensions, braiding, and updos.
- **Range of hair braids and hair extensions:** For various hairstyles and preferences.
- Broom, mop, cloth and mirror cleaner for cleaning the salon
- Detergents, spirit for disinfecting equipment

These tools and equipment are essential for providing a wide range of hair services, from cutting and colouring to styling and braiding.

2.3 Hair products

Hair products include many items, like shampoos, conditioners, and styling products. With different formulas and ingredients, stylists can choose the right products for different hair types, textures, and styles, whether the hair is dry, curly, or colour treated.

Shampoo and conditioner:
Taking care of Afro hair needs a balance between cleaning and nourishing. A good hair care routine includes washing and moisturising to keep hair healthy. When choosing shampoos and conditioners, look for products with hydrating ingredients like glycerine, aloe vera, and shea butter. Natural oils like coconut and argan oil give essential nutrients, protect the hair, and add a healthy shine. To strengthen the hair and reduce breakage, use products with proteins like keratin or wheat protein.

Hair oils:
Choosing the right oils for Afro hair can be difficult because everyone's hair is different. Some good oils to use are black seed oil, coconut oil, castor oil, olive oil, jojoba oil, argan oil, avocado oil, marula oil, and rosemary oil. Here are some ways to apply hair oils:

- **Pre-shampoo treatment:** Before shampooing, apply oil to the hair and scalp, focusing on the ends. Leave it in for 30 minutes for deep conditioning.
- **Hot oil treatment:** Heat the oil and apply it to the hair from roots to ends. Cover with a shower cap and sit under a heated dryer or wrap a warm towel around the head for about 30 minutes.
- **Leave-in treatment:** After washing, apply oil to damp hair, especially the ends, to lock in moisture.
- **Scalp massage:** Apply a few drops of oil to your fingertips and massage the client's scalp in circular motions to help blood flow and hair growth.
- **Daily moisturiser:** Apply a small amount of oil to the hair and scalp every day, focusing on the ends.



Dark and Lovely Pro Collection Pro-Renew Revitalizing Hair Oil is specifically formulated to boost shine and improve the overall health of hair. It contains nourishing ingredients that work together to hydrate hair.



Movit Hair Food Avocado oil is enriched with natural oils which include avocado oils, aloe vera oils, among others. It is fortified with conditioners which soothe a dry scalp penetrating each hair strand, leaving it soft, healthy, manageable to comb and incredibly shiny.

Heat protectors:
Heat styling can be harmful to natural hair, but sometimes it's needed to straighten tightly curled hair with tools like hot combs or blow dryers. Whenever you use heat, always apply a heat protectant. This protects the hair, keeping it soft and moisturised, and helps prevent damage and breakage.

Treatments
There are several types of hair treatments.

Name	Suitable for	Application time	Benefits
Keratin Treatment	Frizzy, curly hair	Medium	Smooth, shiny hair
Nanoplastia Treatment	Suitable for all hair types	Long	Deep nourishment, frizz control, shine
Protein Treatment	Dry and damaged hair	Short	Reduces breakage and strengthens hair from the roots
Deep Conditioning Treatment	Frizzy, coloured hair	Short	Hydrates hair, reduce breakage
Botox Treatment	Suitable for all hair type	Medium	Reduce frizz, breakage and enhance shine.
Scalp Treatment	Dandruff and itchy scalp	Short	Detoxfies hair from unwanted elements.
Hot-oil Treatment	Dry, brittle hair	Medium	Hydrate and smoothen

Chemical hair relaxers:

Chemical hair relaxers are used to straighten very curly or tightly coiled hair by breaking the bonds in the hair. The two major categories of chemical relaxers are hydroxide relaxers and thio relaxers

- **Base relaxers (scalp-base relaxers)** need a protective cream applied to the client's scalp before the relaxer is used. **No-base relaxers** have a built-in protective cream, but many stylists still use extra cream around the ears and hairline for more protection.
- **Lye relaxers** contain Sodium Hydroxide (NaOH) and work quickly to straighten hair. They are often used by professionals because they are effective. Stylists must apply them quickly and rinse thoroughly with a neutralising shampoo to avoid damage. **No-lye relaxers** are milder and better for people with sensitive scalps.

Tint/Colour:
There are different types of hair dyes, and some last longer than others.

- **Permanent dye:** Permanent dye lasts for a long time and grows out with the hair. It works through oxidation, and re-dying is needed every four to six weeks.
- **Demi-permanent dye:** This is good for clients with up to 50% grey hair who want to keep their natural colour. It is less harmful because it doesn't contain ammonia.
- **Semi-permanent dye:** This dye has no ammonia or hydrogen peroxide, so it doesn't reach the hair's cortex. The colour gradually fades after several washes.

Sheen spray:
A sheen spray is a finishing spray that makes hair look shiny and healthy. It usually contains natural oils that add shine without making the hair look oily or heavy. Sheen spray can be used on wet or towel-dried hair and leaves it feeling soft and silky.

3 Module 3: Salon hygiene and safety

3.1 Personal Hygiene

Salon workers must be very clean because they work closely with clients. Follow these guidelines to ensure clients have a good experience:

- **Personal presentation:** Always look neat, tidy, and clean. It's important to appear clean and professional when working in a salon.
- **Body hygiene:** Bathe, shower, or wash every day, especially before and after work.
- **Hand washing:** Hands can transfer dirt and bacteria, so wash them very often.
- **Hair:** Keep hair clean and tied up.
- **Nails:** Keep nails clean and short to prevent dirt from building up under them.
- **Personal habits:** Avoid coughing or sneezing near clients, tools, or workstations. Avoid touching your hair, nose, face, etc., while working with clients.
- **Wounds or injuries:** Cover any cut or injury with a clean waterproof plaster or bandage.

3.2 Cleaning the Salon

Salons must be kept clean and hygienic to create a good image and keep clients safe and happy.

Cleaning workstations after every client and deep cleaning on a regular schedule is important. A thorough cleaning checklist includes these tasks:

- Sweep and mop the floors
- Wipe down counters
- Clean and disinfect sinks, countertops, and chairs., countertops, and chairs
- Clean or replace any tools used on the client
- Deep clean wash or water areas
- Make sure there are enough cleaning supplies like gloves

Floors can get dirty and covered in hair, which can be slippery. Floors should be swept often and mopped to remove dirt and germs.

Counters in workstations can also get germs from people touching tools like brushes, scissors, and combs. Wipe down counters, chairs, and mirrors with disinfectant cleaner every day.

3.3 Towels and capes

Towels and capes are vital in a salon, keeping clients comfortable, safe, and clean. They absorb water and products, protect clothing, and more.

3.3.1 Towels

Salons need a lot of clean towels, especially if they have many clients. Each client should get a fresh towel, so towels need to be washed after each use. It's important to have enough towels to keep clients comfortable and the salon clean. A small salon needs about 6 to 10 towels.

Laundry can be done either outside the salon or inside it. If the salon washes towel in-house, there should be a separate room for this. For good cleanliness, it's Used towels should be washed after use or daily to maintain proper hygiene. Use soap or detergent to kill bacteria, then dry the towels outside in the sun to freshen them up.

3.3.2 Capes

Capes are worn to protect clients' clothing during salon services., especially for heat treatments. Each client should get a clean cape, so they should be washed after each use. Disposable salon capes are also available in packs of 12.

3.4 Cleaning and Disinfecting equipment

Daily use tools:
Gather tools used every day, like combs, scissors, hair clips, razors, and brushes, that need cleaning.

- Put on rubber gloves and place these tools in a basin of hot water for at least 30 minutes.

- Soak them in another basin with natural cleaning products or 70% alcohol to sanitise them thoroughly. Follow manufacturer instructions for soaking time.
- After soaking, pat the tools dry with a soft, clean towel.

For electric tools, make sure they are unplugged before cleaning. Gently scrub the surface and inside with a disinfecting wipe, then let them sit for 30 minutes.

Equipment:
Chairs are used a lot and can get splashed with salon products, so they must be cleaned often. Wipe them down with hot, soapy water every day. Sinks and basins should be cleaned with a detergent cleaner and rinsed with fresh water.

3.5 Waste disposal

3.5.1 Types of Salon Waste

Contaminated Waste:

- Items used for treatments (cotton buds/swabs, needles)
- Keep separate in individual bins

General Waste:

- Client hair
- Braid remnants
- Product containers and packaging
- General waste – from meals, refreshments etc consumed on the premises.

Disposal Methods:

Hair salons should have a bin for collecting waste before disposal.

- **Rural areas:** In places where there is no regular waste collection, waste is often burned. (Check local regulations first.)
- **Urban areas:** Salon waste should be placed in black refuse bags and put out for collection on the appointed day by the municipal service.

Proper waste disposal keeps the salon clean, hygienic, and safe. Always follow local rules and guidelines for salon waste disposal.

3.6 Safety

Hair salons pose various health and safety hazards that can put workers at risk of serious health problems.

3.6.1 Chemical Hazards

Working with hair care, cosmetic, and cleaning products can expose people to harmful chemicals. These substances can cause skin and breathing problems, like allergies and irritation.

How to avoid chemical hazards:

- Identify products that contain harmful chemicals and label them properly.
- Use a less harmful product if possible.
- Read the manufacturer's instructions to learn how to use products safely.
- Store and dispose of products safely.

To prevent injury, **use Personal Protective Equipment (PPE)** like gloves, aprons, and eye protection. Make sure the PPE is made from the right material to protect against the chemicals being used.

3.6.2 Ergonomic Hazards

Hair salon workers can get injured from their work. Long hours of standing, awkward positions, and heavy lifting can cause pain and strain. Salon owners can help prevent this by designing their salons to be ergonomic. This means providing comfortable seating and making sure tools and supplies are easy to reach.

How to avoid ergonomic hazards:

- Use workbenches, counters and washbasins at comfortable heights
- Provide adjustable stools and chairs for sitting
- Keep tasks, materials, equipment, and controls within easy reach
- Avoid stretching and twisting
- Take regular breaks and exercise
- Use safe and easy-to-use tools and equipment

3.6.3 Physical Hazards

Physical hazards are a big concern in hair salons. They can threaten the safety of both employees and clients. It's important for salon owners and staff to know about these dangers and take steps to prevent them, ensuring a safe and healthy environment for everyone.

How to avoid physical hazards:

- Inspect tools and equipment to make sure they are in good condition.
- Read and follow the manufacturer's instructions for using appliances safely.
- Clean the floor often, especially right after a spill.
- Clean and disinfect all equipment after each use.
- Wear comfortable shoes with non-skid soles.
- Make sure the salon has proper lighting.
- Follow electrical safety rules.
- Keep a first-aid kit and make sure staff have first-aid training.
- Protect clients, like using earmuffs during heat treatments.
- Switch off and unplug equipment at closing time.

3.7 Personal Protective Equipment (PPE)

Wear Personal Protective Equipment (PPE) like gloves, aprons, and ear and eye protection. Make sure the PPE, like gloves, is made from the right material for the chemical or product you are working with. If your skin meets chemicals or products, wash immediately with water and soap.

3.8 Security

Salon security is important for running a safe and successful business. Without proper security, the business, employees, and guests are at risk. Here are some potential security threats to consider:

Physical security:
Keep expensive products and equipment safe by storing them securely. Use locked cabinets or a safe to protect valuable items. Make sure the salon has a lockable door and gate to keep out intruders.

Cash security:
For a small cash-based business, it's important to have a cash-handling system. Usually, the stylist handles cash and payments from clients and gives change. The Cash should be stored securely in a lockable cash box or safe place., in a purse, bag, or wallet.

4 Module 4: Understanding hair

4.1 Composition of hair

People providing hair services should have a basic understanding of hair. This includes knowing about hair anatomy, hair structure, how hair grows, and what hair is made of. This knowledge helps them understand and treat problems like damaged hair or hair loss.

4.1.1 Hair Anatomy

The root:
Hair grows from the root, which is the living part of the hair. The root is located in the scalp and goes into the deeper layer of the skin (dermis). It gets nutrients for growth from blood vessels.

The hair shaft:
The hair shaft is the part of the hair you can see. It has three layers: the medulla, the cortex, and the cuticle.

The medulla is the innermost layer of the hair. It has cells that may not have colour. The medulla is the innermost layer of the hair and may help support the hair structure.

The cortex is the main part of the hair shaft, making up 90% of its weight. It gives hair its strength and contains melanin, which determines hair colour.

The cuticle is the outermost layer of the hair and acts as a protective barrier. It is made up of clear, overlapping cells called "scales," which are made of keratin. These scales protect the hair and make it strong, shiny, and smooth.



4.1.2 Hair structure: healthy vs damaged hair

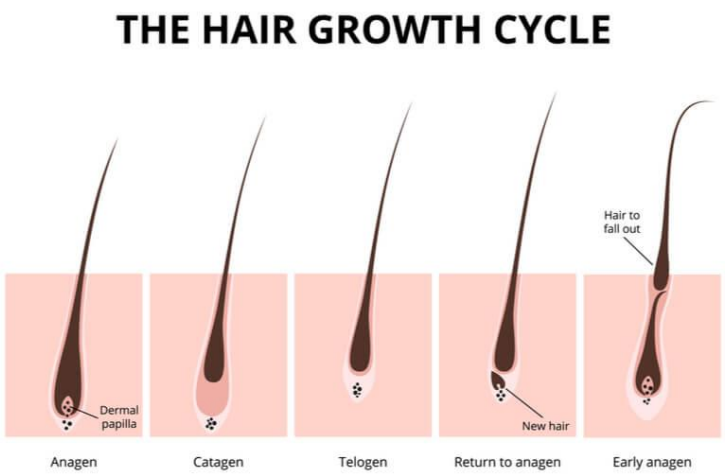
Healthy hair:
On healthy hair, the cuticles lie flat and close together, which makes the hair strong and shiny. Healthy, textured hair should have minimal damage, feel soft, look shiny or have some sheen, hold moisture well, have a uniform curl pattern from root to tip, and return to its original shape after being stretched.

Damaged hair:
When hair cuticles are damaged or weakened, the inside of the hair becomes exposed and more likely to break. Damaged hair may break or develop split ends, making it look frizzy and dull. Hair can get damaged for several reasons, such as:

- Using heated tools, which can weaken the hair structure
- Pollution buildup, which can cause breakage
- Over-colouring or incorrect colouring, which can leave the cuticles permanently open

4.1.3 Hair growth cycle

Hair grows in four stages. The first three stages (anagen, catagen, telogen) involve the growth and development of hair. The final stage (exogen) is when old hair falls out, and new hair begins to grow. Each stage has its timeline, which can be affected by age, nutrition, and overall health.



Anagen
The anagen phase is the longest, lasting about 3 to 5 years. During this phase, hair follicles actively produce hairs that keep growing until they are cut or fall out at the end of their lifespan.

Catagen
The catagen phase lasts about 10 days. In this phase, hair follicles shrink, and hair growth slows down. The hair separates from the bottom of the follicle but stays in place for a short time.

Telogen
The telogen phase lasts around three months. During this phase, hair doesn't grow, but it also doesn't fall out. This is when new hairs begin to form in follicles that have just released old hairs.

Exogen
In the exogen phase, old hair sheds from the scalp, often helped by washing and brushing. This phase can last about two to five months. As old hairs fall away, new hairs start growing, and the anagen phase begins again.

4.1.4 Composition: keratin and melanin

Hair is mainly made of keratin and melanin, but it also contains small amounts of fats, mineral salts (like zinc and copper), and amino acids.

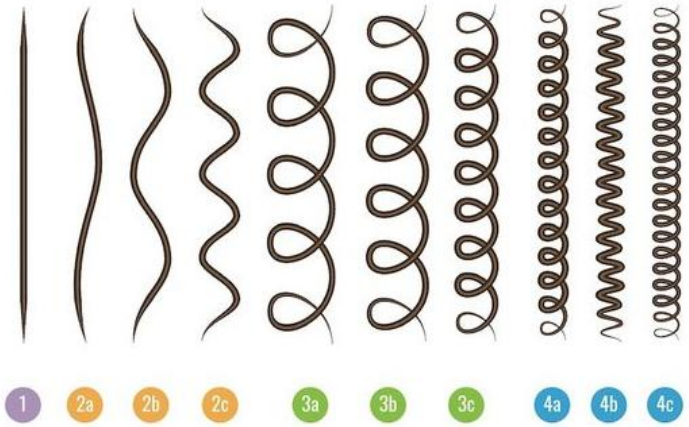
Keratin:
Keratin is a fibrous protein that makes up about 95% of hair. All hair types contain keratin, though the structure and arrangement of keratin proteins differ between hair types. Different hair types contain varying protein structures and bonding patterns., which gives it strength and rigidity, followed by Caucasian and then Asian hair.
Keratin is not soluble in water, which makes hair waterproof and protective. It is strong and resistant to external factors but can still absorb oils and hair colour and can be changed by heat or chemicals. Keratin gives hair its main properties: elasticity, strength, and flexibility. It also allows hair to be shaped and hold that shape for a certain time.

Melanin:
Melanin is the pigment that gives hair its colour. It is made in the hair root and then moves into the hair shaft, so hair grows out already coloured. There are two types of melanin: eumelanin and pheomelanin.

- **Eumelanin** is dark brown to black and provides more protection than pheomelanin. It is the main pigment in Asian and African hair, making it brown to black. Caucasian hair, which ranges from blond to brunette, also has a lot of eumelanin.
- **Pheomelanin** is lighter, from pale yellow to light brown. Red hair in Caucasians is mainly due to pheomelanin. Grey or white hair happens when the hair follicle produces less melanin.

4.2 Types of hair

Hair is categorised into four types, from very straight hair to very tight curls.



Afro hair is in category four, and has three curl types:

- **4A:** curls are packed in tight with a spiral pattern.
- **4B:** hair has a zig-zag shape, is prone to dryness and break and experience shrinkage.
- **4C:** coils are dense and can range from fine and soft to coarse and wiry, the hair strand will have a "Z" shape and will experience significant shrinkage.

	**Type 4A** 4A curls can sometimes look like Type 3C curls because the curl clumps can open up. This type of curl needs a lot of moisture because the natural oils have a hard time covering the whole curly hair strand. Heat can make 4A curls dry and frizzy, so it's important to protect coily hair from heat.
	**Type 4B** 4B curls have a "Z" shape with a zig-zag texture and are dense and tightly coiled. This makes them more likely to break and become dry because of the kinks along the hair strand. To help 4B curls grow to their full length, they need protection, nourishing oils, and lots of hydrating hair products.

	**Type 4C** 4C curls are the most tightly coiled curly hair type and need a lot of care. 4C curls can be fine and soft or coarse, but they are often prone to breakage and dryness. This hair type has the most shrinkage and usually lacks natural shine. 4C curls can also get tangled very easily.

Natural hair and relaxed hair

Natural hair:
Natural hair is hair that has not been relaxed or chemically treated; it is in its natural form. It requires different care and products than relaxed hair. The trend is shifting towards natural hair, moving away from relaxed or chemically treated styles. Many styles can be created with natural hair, like braids and twists. Styling natural hair often involves using no heat, no combs, only fingers, and no synthetic braids—just thread or wool. Curls can be created on natural hair using products like Curly Kit.

Relaxed hair:
Relaxed hair is treated with chemicals to break the bonds, making it straighter and longer. Because this hair is chemically treated, it requires different care and special products compared to natural hair. In Tanzanian culture, most hair is relaxed, so hairdressers need to know how to care for and style relaxed hair.

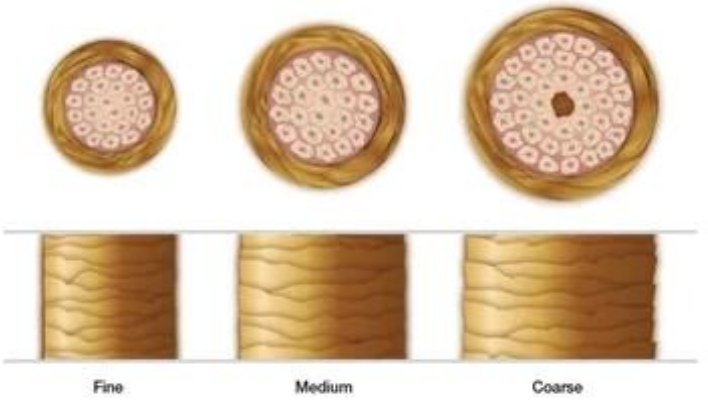
4.3 Characteristics of hair

Hair has five characteristics discussed below.

4.3.1 Texture

Texture describes how something feels, including hair. Hair texture is determined by the diameter, width, or thickness of individual hair strands. There are many variations of hair texture, but the most common types are fine, medium, and coarse. It's also normal to have more than one type of texture within your hair.

Fine
Fine-textured hair is thin in diameter. It often looks "wispy," and it can be hard to see or feel a single strand of this hair.



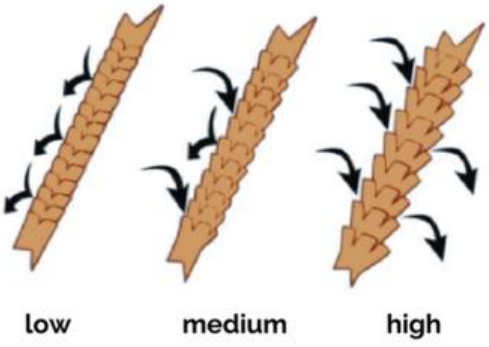
Medium
Medium-textured hair is between fine and coarse in thickness and often feels smooth.

Coarse
Coarse-textured hair is thick in diameter, s thick in diameter, and you can easily see and feel a single strand. Many people describe coarse hair as wiry or brittle.

4.3.2 Porosity

Porosity measures how well hair can absorb and keep moisture. It shows how easily moisture can enter the hair. Porosity is mostly determined by genetics but can also be affected by things like heat and chemical treatments.

Low Porosity
Low porosity hair has a tightly packed cuticle layer, making it hard for moisture to get in and out. This type of hair takes a long time to dry, can resist colouring and other chemical treatments, and is prone to product build-up.



Medium Porosity
Medium porosity hair has a looser cuticle layer, which allows moisture to flow in and out at a moderate rate. This type of hair usually responds well to styling, colouring, and chemical treatments. However, frequent treatments can gradually make the hair more porous, making it harder to maintain these treatments over time. Medium porosity hair absorbs and retains moisture easily and tends to be healthy with minimal damage from UV rays, chemicals, or heat.

High Porosity
Hair with high porosity has gaps and openings in the cuticle layer, which lets moisture in and out quickly. This can cause frizz and tangles in humid weather and extreme dryness in dry weather. High porosity hair struggles to keep moisture, making it more likely to get damaged from UV exposure, heat styling, and chemical treatments.

4.3.3 Tenacity

Hair tenacity refers to the strength of hair and its ability to resist breaking or splitting. It measures how well hair can handle styling tools, chemical treatments, and other types of damage.

Low tenacity
Hair with low tenacity is fragile, weak, and easily breaks or splits. It can be easily damaged by heat styling, chemical treatments, and other types of stress. This type of hair is characterised by:

- Thinner hair strands
- Finer hair textures
- High porosity (hair cuticles easily absorb moisture)
- Needs gentle care and protection to prevent damage

Medium tenacity
Hair with medium tenacity has average strength and resistance. It can break or split if it experiences too much stress or damage. This type of hair is characterised by:

- Medium hair strands
- Medium hair textures
- Moderate porosity (hair cuticles absorb some moisture)
- May need moderate care and protection

High tenacity
Hair with high tenacity is strong, resilient, and resistant to breakage. It can handle a lot of stress and tension without splitting or breaking. This type of hair is characterised by:

- Thicker hair strands
- Coarser hair textures
- Lower porosity (hair cuticles are tightly packed and resistant to moisture)
- Ability to withstand heat styling, chemical treatments, and other types of damage

4.3.4 Density

Hair density refers to the number of individual hair strands per square inch on the scalp. It affects whether hair looks thick or thin.

- **Low-density hair:** This means fewer hair strands per square inch. Sometimes, the scalp may be visible even without parting the hair. This delicate hair type tends to be thin and can be easily weighed down by heavy products. Using lightweight haircare products is important for this type of hair.
- **Medium-density hair:** Medium-density hair has a balanced number of strands per square inch. The scalp won't be seen unless the hair is parted. This hair type offers many styling options and works well with a wide range of products and styles.
- **High-density hair:** High-density hair has the most strands per square inch. The scalp is usually hard to see, even when the hair is parted. This hair type tends to be thick and full, which can make styling and maintenance a bit more challenging. Heavier creams and oils can help manage and nourish this hair type.

4.3.5 Elasticity

Hair elasticity refers to how far a single strand of hair can stretch before going back to its original shape. To check hair elasticity, wet a strand and stretch it as much as you can. This will show if the hair has low, medium, or high elasticity.

- **Low elasticity:** Hair with low elasticity is usually brittle and snaps quickly when stretched.
- **Medium elasticity:** Most women's hair falls into this category. It stretches before breaking.
- **High elasticity:** This type of hair is the strongest. It stretches a long way before breaking and is also shiny and bouncy.

4.4 Scalp and hair health

4.4.1 Healthy Scalp and Hair

A **healthy scalp** is clean, hydrated, has good blood circulation, balanced oil production, and no signs of inflammation, itching, or flaking.

Clean, hydrated skin: To keep the scalp healthy, it's important to keep it clean and hydrated. Washing hair too often can strip away natural oils, causing the scalp to produce more oil, making hair look greasy. For dry or itchy scalps, washing less frequently may help balance oil production. When washing, focus on cleaning the scalp, not just the hair. Always use conditioner after shampooing to improve the appearance of hair, increase shine, reduce static, and make hair stronger.

Blood circulation: Good blood circulation is essential for a healthy scalp because it delivers nutrients and oxygen. Signs of poor circulation include excessive hair loss, weak or brittle hair, rough and dry hair, and thinning hair. To increase blood circulation, massage the scalp with your fingers using gentle pressure. This helps more oxygen, and nutrients reach the hair follicles. Use lukewarm coconut oil during the massage. Keeping the scalp clean, brushing hair (not too much), and eating a diet rich in vitamins like B3, zinc, iron, and protein can also help.

Balanced oil production: The scalp produces a natural oil called sebum. Without enough sebum, the scalp becomes dry and flaky. Too much sebum can also harm hair health. To balance oil production, wash hair regularly to prevent clogged follicles from sweat, dirt, and oil. Avoid using harsh shampoos with chemicals like sulphates, as they can dry out the scalp and trigger too much oil production.

Absence of inflammation, itching and flaking: .....

4.4.2 Causes and Indications of Damaged Hair

Hair breakage can happen when the inner cuticle of the hair, which has overlapping scales, becomes damaged. When these scales separate, it can cause dryness, frizz, and breakage.

Factors that contribute to hair damage:

- **Dyeing and bleaching:** Using chemicals to dye or bleach hair can cause damage.
- **Vigorous brushing or combing:** Brushing or combing too hard can pull the hair, causing it to snap and break.
- **Effects of heat:** Using hot tools like blow dryers, flat irons, and curling irons can damage hair. High heat changes the shape of keratin in the hair, making it weaker, less elastic, and more prone to damage.
- **Unprotective hairstyles:** Tight braids, keeping braids in for too long, or leaving hair loose can cause tangling, build-up, and breakage.
- **Environmental conditions:** Living in a dry, hot climate or spending a lot of time in the sun can dry out hair. Washing hair too often, using harsh shampoos, and regularly using hot styling tools can also lead to dry hair.

Signs of damaged hair:

- **Loss of volume/hair loss:** Causes of hair loss can include damaged hair follicles, changes in diet (like rapid weight loss), stress, chemical treatments, hormonal changes (like pregnancy or menopause), certain medicines, or genetics (family history).
- **Hair breakage:** Signs of hair breakage include split ends, extreme dryness, loss of volume, and tangles. Regularly trimming split ends and treating them is important. Frizzy, dry hair and hair that is hard to brush can also be signs of damage.
- **Dry hair:** Dry hair lacks moisture, leading to reduced shine, frizziness, and dullness. Causes can include environmental factors, hair care habits, and overall health.

4.4.3 Treatment of Damaged Hair

A hair treatment is a special product designed to improve the health and appearance of hair. These treatments can help with issues like dryness, damage, frizz, or lack of volume. Hair treatments come in different forms, including:

- Hair masks
- Serums
- Oils
- Professional salon treatments

Salon conditioning treatments provide extra care for hair. These intensive treatments aim to restore health, shine, and strength. They offer benefits that regular at-home conditioners cannot. Salon professionals recommend these treatments for hair that is damaged, dried out, or chemically treated. Here are some key conditioning services that salons offer:

- **Deep conditioning treatments:** These treatments nourish hair with rich moisturisers that penetrate the hair follicle. They are great for hydration, controlling breakage, increasing elasticity, and adding shine (e.g. Mega Growth Deep Conditioner).
- **Protein treatments:** These treatments help strengthen and rebuild weak hair, which might be damaged by styling or environmental factors (e.g. Hair Mayonnaise, egg).
- **Hot oil treatments:** Warm natural oils protect and moisturise hair. Hot oil treatments can increase hair strength, reduce dryness, and control frizz (e.g. Perfect).

- **Olaplex treatments:** These treatments use special bonding agents to repair broken bonds in the hair caused by chemical treatments like colouring or relaxing.
- **Keratin treatments:** Keratin treatments smooth the cuticle and control frizz without using formaldehyde. The results last 4-6 weeks.
- **Scalp treatments:** A healthy scalp leads to healthy hair. Scalp treatments can help with issues like dandruff or oiliness.

Benefits of Salon Conditioning Treatments

Investing in professional conditioning treatments can have many benefits for hair health, growth, and appearance:

- **Deep nourishment and hydration:** Salon conditioning products provide intense moisture that home products can't match. They restore moisture lost from daily exposure to the environment, heat styling, and chemical treatments. Regular use deeply nourishes the hair, making it soft, smooth, and replenished. Hydrated hair is stronger and less prone to damage, tangles, and frizz.
- **Repairing damaged hair:** Salon treatments use powerful protein-rich products and heat therapy to repair damage from the inside out. They can fix issues like split ends, breakage, and damage from over-processing. These treatments penetrate the hair to repair broken protein bonds, something at-home treatments can't do. Regular professional treatments restore strength, elasticity, and reduce frizz, improving hair health over time.
- **Enhancing hair shine and texture:** Salon conditioning masks provide intense hydration, making hair smoother and shinier. The results are visible immediately after the treatment. With consistent treatments, the hair cuticle becomes smoother, giving hair a sleek appearance and making it easier to style without damage.
- **Prolonging hair colour lifespan:** Regular deep conditioning helps maintain hair health, keeping it moisturised and protected. Well-conditioned hair absorbs hair colour better and holds vibrant pigments longer, reducing the need for frequent touch-ups.
- **Improving scalp health:** Many professional conditioning treatments include botanical oils or extracts that balance and soothe the scalp. Regular deep conditioning allows these ingredients to reach the scalp and work effectively. Ingredients like tea tree oil help regulate oil production and remove flakes for a clean scalp. A healthy scalp supports stronger and shinier hair growth.
- **Increased manageability:** Salon treatments leave hair smooth and well-hydrated, making it easier to style. Hydrated hair tolerates heat styling better and is less likely to become damaged. Blow-drying, curling, or straightening

can be done without frizz or flyaways, and hairstyles will look polished for longer.

Disadvantages of Conditioning Treatments

Pre-conditioning treatments can have some downsides:

- **Not all hair types may benefit:** People with fine, oily, or baby-fine hair might find that heavy conditioners make their hair feel weighed down or limp.
- **Possible side effects:** Some people may experience their hair looking flat or lifeless after intensive treatment, or they might have allergic reactions to certain ingredients. It's important to talk to the client and do patch tests to see if the products are suitable for their hair and skin.

Who should avoid conditioning treatments? Certain hair types or conditions may not benefit from conditioning treatments and could even be harmed by them:

- **Fine or oily hair:** Heavy conditioning can make fine or oily hair greasy and lifeless, with less volume. These hair types are better suited to lighter treatments that provide moisture without causing buildup.
- **Conditions like psoriasis and seborrheic dermatitis:** The heat and strong fragrances used in treatments could worsen scalp conditions. Clients should consult a dermatologist before getting in-salon services.
- **Allergic to conditioning treatments:** Be aware of any known chemical allergies, like reactions to formaldehyde or essential oils often used in conditioning treatments. Always check with the client if they have any allergies.

4.4.4 Dandruff Causes and Treatment

Dandruff is a common condition that makes the scalp itchy and causes white flakes in the hair. While dandruff is not serious, it can be embarrassing. About one in five people suffer from this condition. A gentle shampoo can help treat mild cases, but symptoms might come back. Understanding the causes of dandruff is important for treating it. Once you know what is irritating the scalp, it's easier to treat. Here are some common causes of dandruff and what to do about them:

- **Irritated or oily skin:** Many people think only a dry scalp causes dandruff, but an oily scalp can also lead to dandruff. Too much oil on the scalp can cause a condition called seborrheic dermatitis, which is a form of eczema. Using dandruff shampoos can help.

- **Shampooing:** Some believe that washing hair often makes dandruff worse, but not shampooing enough can actually make it worse. Oil and dead skin build up on the scalp, causing more dandruff. Medicated shampoos with ingredients like ketoconazole, selenium sulphide, or zinc are best for treating dandruff.
- **Yeast-like fungus (Malassezia):** The main cause of dandruff is a fungus called Malassezia, which lives on most adults' scalps. It feeds on scalp oils and leaves behind oleic acid. Many people are sensitive to this acid, which causes the skin to renew faster, leading to flakes. Dandruff shampoos and conditioners are useful because they contain ingredients that help remove the buildup causing dandruff.
- **Dry skin:**If dry skin is causing dandruff, other parts of the body will likely be dry too. Dry scalp worsens in certain weather, and it can be treated like dry skin anywhere else. Moisturising the scalp with special hair products or a healing hair mask can help.
- **Haircare products:** The scalp can be sensitive to certain hair care products, leading to irritation or allergic reactions. This is called contact dermatitis and can cause dandruff. If the scalp becomes irritated or sore after using a product, it might be a sensitivity to that product. Stop using it right away.

Treatment

Treat dandruff with anti-dandruff shampoos and creams. Virgin Hair Fertiliser is an anti-dandruff and hair-conditioning cream that promotes rapid and healthy hair growth. The Sulphur 8 dandruff treatment combo is also a good solution for effectively fighting dandruff and keeping the scalp healthy.





Radiant anti-dandruff hair cream restores lost moisture and natural oils and sheen to reduce breakage. It restores vital nutrients to dull lifeless hair, making it look softer, healthy, and radiant. This anti-dandruff cream prevents dandruff and adds shine.

5 Module 5: Hairdressing

5.1 Washing

5.1.1 Equipment and Product

Expanded list of equipment and products needed to wash hair in a salon:

- **Shampoo:** A gentle, sulphate-free shampoo suitable for the hair type (dry, damaged, colour-treated, etc.). Choose shampoos that protect and repair hair, with ingredients like keratin, protein complexes, or amino acids. For sensitive scalps, use gentle, hypoallergenic shampoos that soothe and avoid irritation. High-viscosity shampoos are usually of better quality.
- **Conditioner:** A nourishing conditioner that complements the shampoo and suits the hair type.
- **Towel:** A soft, absorbent towel for drying hair after washing.
- **Warm water:** Use water at a comfortable temperature, not too hot or too cold, for washing hair.

Optional equipment:

- **Wide-tooth comb:** A gentle comb for detangling hair.
- **Shower cap:** A protective cap to keep hair clean and dry while applying treatments or conditioners.
- **Additional products:** Leave-in conditioners, hair masks, or styling products for added nourishment and styling.

5.1.2 Process

Steps for washing hair in a salon:

1. **Soak hair with warm water:** Before shampooing, soak the hair with warm water. This helps loosen oil, dirt, and product buildup. Warm water also opens up the hair cuticle and helps create a rich lather.

2. **Start shampooing the roots:** Use a small amount of shampoo, depending on hair length and thickness. Focus on lathering at the scalp, where oil is produced. Avoid massaging shampoo into the ends, as this could dry out the hair.

3. **Scrub the scalp—not the hair:** A gentle scrub is good for the scalp but can be too harsh for hair strands. Be careful not to damage the cuticle; instead of scrunching, gently massage the shampoo into the hair strands.

4. **Rinse and repeat if necessary:** If the hair hasn't been washed in a while or is very greasy, you may need to shampoo twice. If the first shampoo doesn't produce a lot of lather, it might need a second wash.

5. **Rinse shampoo thoroughly:** Make sure to rinse out all the shampoo, especially from the back of the head and the neck's nape. If shampoo is left in the hair, the conditioner won't work properly.

6. **Apply conditioner on the bottom half of the hair:** Apply conditioner only to the ends of the hair, not the scalp. Use your fingers like a comb to distribute the conditioner evenly through the hair and remove tangles.

7. **Rinse the conditioner with cold water:** Use cool water for the final rinse. This helps seal in nutrients and smooth the hair cuticle, leaving the hair shiny and smooth.

5.2 Drying

5.2.1 Equipment and Product

Hair drying is an important part of hair styling. It's important to have the right tools and products to protect the client's hair.

What is needed to dry hair in a salon:
1. Towel
2. Hair dryer
3. Wide-tooth comb
4. Hair dryer with different heat settings

Tips for drying hair:

- Choose a hairdryer with separate heat and speed controls to avoid over-drying and protect the hair.
- Dry the hair gently, keeping the dryer 20 cm away and moving it around to prevent damage and dryness.
- Use a diffuser attachment on the hairdryer to spread heat evenly and prevent hot spots.
- Apply a protective spray to the hair before blow-drying to prevent damage.

5.2.2 Process

For curly hair, aim for defined curls without frizz.

1. **Use a curl-enhancing product:** Apply the product evenly using a wide-tooth comb. Twist small sections of hair to create smooth curls.

2. **Heat protector:** It's important to protect curls and coils from heat. Apply a heat protectant before blow-drying.

3. **Section damp hair:** Separate the hair into three to five sections, depending on the length and thickness. Blow dry one section at a time, starting from the bottom. Begin with high heat and speed, then lower the heat as the hair dries to keep it healthy and shiny. Use a diffuser attachment to distribute the heat evenly.

5.2.3 After Drying

After the hair is freshly washed and safely dried, it can be styled. Before styling, it's a good idea to add more moisture to curls. Apply a nourishing leave-in conditioner to the scalp and hair strands. This helps fight dryness that can come from using too much heat.

5.3 Treatments

Types of treatments:

- **Leave-in conditioners:** used for breakage, thinning, volume apply and leave:
  - For natural hair use Mega, Cantu, African Pride
  - For relaxed hair use Radiant, Movit leave-in conditioner
- **Deep conditioner**: use steaming to apply any of the following:
  - **Protein**: egg, mayonnaise, cholesterol: damaged hair
  - **Honey**: softening dry hard hair; adds shine and moisture
  - **Garlic hot oil treatment** (controls dandruff adds shine, prevents split ends)
- **Wash out conditioner**: rinse out after 5 mins or so.

Problem	Remedy	Process	Equipment
Dry, rough, frizzy, or damaged hair	• Honey • Garlic hot oil • Egg • (mixture of above)	Steaming (heat application)	Steamer and cap
Breakage	Protein: mayonnaise, cholesterol	Steaming (heat application)	Steamer and cap
Hair thinning and hair loss	Protein: mayonnaise, cholesterol	Steaming Leave-in conditioner	Steamer and cap

Treatments and conditioning processes should be followed as described below:

5.3.1 Restore moisture with deep moisturising conditioner

Step 1: Choose a moisturising conditioner
A moisturising conditioner is best for most African hair, especially if it's dry, brittle, and breaks easily. Avoid conditioners with proteins like amino acids, keratin, or collagen. Look for a conditioner that should be left on for 15-20 minutes, not just 2-5 minutes.

Step 2: Purchase a leave-in conditioner
A leave-in conditioner keeps hair in good shape between washes. Buy a moisturising leave-in conditioner in addition to the regular conditioner.

Step 3: Consider a steam treatment
A steam treatment helps hair absorb more conditioner, which is great for dry, brittle hair. Here's how to do it:

1. Wash hair and gently squeeze out excess water until it's damp.
2. Rub in deep conditioner, focusing on the ends, but apply it all the way to the roots. Avoid the scalp.
3. Sit under a hair steamer for one cycle, or wrap hair in a hot, wet towel and cover with a plastic bag or shower cap for 15-20 minutes.

4. Rinse out the conditioner with cold water to close the hair cuticle and reduce tangling. This also gives the hair a nice shine.
5. Apply a moisturising leave-in conditioner, then style.

Step 4: Trap heat overnight instead
If steam treatment is uncomfortable, try trapping heat overnight. This is good for dry, coarse, and brittle hair and can be done more often. Here's how:

1. Wash hair and squeeze until damp.
2. Apply a moisturising conditioner. Avoid conditioners with protein, as they can harden the hair if left on too long.
3. Cover hair with a thermal cap or a plastic cap covered by a beanie or bandana.
4. Sleep with the cap on.
5. In the morning, rinse with cold water and apply a moisturising conditioner before styling.

5.3.2 Restore damage with protein conditioner

Step 1: Check hair strength
Protein can strengthen damaged hair, especially if it's been treated with relaxers, bleach, or other chemicals. However, protein can also dry out hair. To check if protein is needed, brush the hair and see how the strands react. If the strands stretch before breaking, the hair needs more protein. If the hair snaps easily without stretching, use a conditioner without protein.

Step 2: Find a protein deep conditioner
Look for conditioners labelled as "hair mayonnaise" or "protein conditioner." Check the ingredients for protein-related words like amino acids, keratin, or collagen.

Step 3: Dampen hair
Wash the hair, then gently squeeze out excess water. Avoid rubbing with a towel, as this can cause damage.

Step 4: Apply the conditioner
Rub the protein conditioner into the hair, focusing on the ends but applying it all the way to the roots. There's no need to apply it to the scalp.

Step 5: Heat with a thermal cap or bonnet dryer
To help the treatment work, cover the hair with a thermal cap, a plastic cap with a beanie or bandana, or a plastic cap under a bonnet dryer. The plastic cap helps prevent damage.

Step 6: Leave in according to label instructions
Follow the instructions on the product label. Leaving the treatment in too long can make hair hard and brittle.

Step 7: Rinse with cold water
Rinse the hair with cold water to seal in the treatment.

Step 8: Finish with a moisturising leave-in conditioner
Since protein can dry out hair, apply a moisturising conditioner afterward. Make sure this conditioner does not contain protein.

5.3.3 Deep conditioning with natural products

Step 1: Wash hair with lukewarm water
Use lukewarm water to wash the hair. Hot water can make the hair curlier and harder to manage.

Step 2: Let an egg sit in the hair
Massage an egg thoroughly into the hair. Cover it with a plastic bag or shower cap and leave it in for about 30 minutes. The egg provides vital nutrients to the hair. Afterward, wash the egg out. Since eggs contain protein, this treatment may not be ideal for hair that stretches and breaks easily.

Step 3: Massage in oil
Use vegetable oil like coconut or jojoba oil. Pour enough oil to fill about ¼ of a teacup (about 30mL) and massage it into the hair. Replace the shower cap. This will soften the hair and make it healthy and flexible. If you don't have these oils, you can use sunflower oil, cooking oil (though it may smell), or even avocado.

Step 4: Steam the hair
Steam the hair to help the oil penetrate and restore shine and flexibility. At the salon, the client can sit under a dryer. If there's no dryer, have the client sit with their head over a bucket of boiling water. This takes about 30 minutes.

Step 5: Rinse with warm water
Rinse the hair with warm water. You can add a few drops of vinegar to the water to help reduce dandruff.

Step 6: Blow dry
Use a low heat setting to blow dry the hair so it doesn't become brittle. Clip the hair into several sections. For each section, comb out and blow dry small lines of hair one by one. Finish each section before moving to the next. To keep the hair healthy while blow-drying, use the 'cool shot' button to finish each section with cool air and a boar bristle brush to keep the cuticle smooth and frizz-free.

Step 7: Oil the hair with glycerin
Glycerin is great for African hair. Apply it as the last step to protect the hair from breakage. The result will be shiny and smooth hair. Braiding the hair afterwards can help it grow.

5.4 Chemical application/ relaxing

Hair relaxer, also known as a hair straightener, is used to straighten naturally curly or wavy hair. Since relaxers contain strong chemicals, it's important to use them carefully. Follow these steps to properly relax hair.

Equipment and Products Needed:
- Mixing bowl, gloves, comb, spatula
- Protective gel or Vaseline
- Relaxer

Choosing a Relaxer:
- No-lye relaxer: Best for sensitive scalps, as it's less irritating.
- Lye relaxer: Better for those without sensitive scalps but can dry out the hair.
- Regular strength relaxer: For normal to thick, coarse hair.
- Mild strength relaxer: For fine, colour-treated, or damaged hair.
- Super strength relaxer: For thick or coarse hair.

Read the instructions on the relaxer kit carefully before starting to ensure safety.

Preparing Hair for Relaxing:
- Don't wash or scrub the scalp before relaxing. This prevents irritation.
- Put on gloves to protect your skin from the chemicals.
- Have towels ready in case of spills.
- Apply a protective base cream to the scalp and hairline to protect the skin from the relaxer.
- Divide the hair into 4-6 sections and secure with plastic clips.

Applying the Relaxer:

- Mix the relaxer in a plastic bowl as instructed.
- Apply protective gel or Vaseline to the forehead, neck, and other exposed areas.
- Part the hair into 3 or 4 sections.

1. **Application:**

For Natural Hair (First-Time Application):

Preparation:

- Section the hair into small parts for even application.

Application:

- Apply the relaxer about 2 cm away from the scalp to avoid irritation.
- Apply the relaxer to the new growth in small sections, starting with the roots, but avoid getting it directly on the scalp.
- Smooth the new growth with the back of a comb, but do not comb through the entire length of the hair.
- Apply the relaxer to the nape and hairline last, as these areas process faster and can be over-processed easily.
- Optional: If needed, apply a small amount of relaxer closer to the roots after the initial application to ensure full coverage.

Processing Time:

- Set a timer according to the relaxer instructions, usually 10-15 minutes. The exact time depends on the relaxer used and hair type.
- Do not exceed the recommended processing time to prevent hair damage.

Rinsing and Neutralising:

- Rinse the hair thoroughly for at least 5-7 minutes to remove the relaxer.
- Apply a regular moisturising conditioner before shampooing to restore the hair's pH level.
- Use a neutralising shampoo to stop the chemical process and prevent hair damage.
- Rinse and style the hair as usual, using a heat protectant and drying it with a hair dryer.

Conditioning and Styling:

- Apply a deep conditioner to restore moisture and balance the hair's pH.
- Rinse the conditioner out and style the hair as desired.

Key Points:

- Avoid over-processing by applying the relaxer to the nape and hairline last.
- Smooth, don't comb through the entire length to prevent breakage.
- Stick to the recommended time to avoid damaging the hair.

Removing the Relaxer:

For Retouching (previously relaxed hair):

- Section the hair and apply the relaxer to the new growth (un-relaxed hair).
- Follow the same process as for natural hair.

Caring for Relaxed Hair:

- Relax roots every 8-10 weeks, only applying the relaxer to new growth.
- Keep hair moisturised with daily leave-in conditioners and light oils.
- Use a sulphate-free shampoo to retain moisture.
- Trim the hair every 6-8 weeks to prevent split ends.
- Limit the use of heat styling tools to avoid further damage. Deep condition weekly with a protein treatment or moisturising mask.

5.5 Create curls

Permanent curls can be created using the Curly Kit product and method. Curly Kit is a 3-stage process:

1. Apply pre-softener:

- Start with clean hair.
- Apply pre-softener and leave it in based on hair volume and type.
- Wash out the pre-softener.

2. Apply curling lotion:

- Apply curling lotion and use small curling rollers in sections.
- Leave the rollers in for 45 minutes.

- Rinse out the lotion, keeping the rollers in.
- Apply neutraliser with a sponge or brush while the rollers are still in. Cover the face to prevent splashes.
- Leave the neutraliser in for 30 minutes.

3. Rinse and finish:
- Rinse out the neutraliser with the rollers still in.
- Blot excess water and remove the rollers.
- Trim split ends after removing each roller.
- If the hair feels slippery, wash it with shampoo.
- Apply leave-in conditioner and curl activator.

5.6 Colouring

Types of Colouring:
- **Direct application:** Apply dark colours directly onto dry hair, such as black on brown or grey hair.
- **Bleach before application:** Bleach the hair to strip dark colour, then apply a lighter colour like purple, blond, or auburn.

Equipment and Products Needed:
- Mixing bowl, gloves, spatula, (tooth)brush, combs
- Bleach powder (peroxide)
- Colour tint/dye

Process:
Apply bleach to achieve the desired shade, rinse it off, and then apply the colour for the required time.

5.7 Cutting/trimming

Discussion point: does trimming make the hair grow faster?

Yes and no. Trimming doesn't make hair grow faster. Hair grows from the root, so cutting the ends won't affect how fast it grows. However, trimming can make hair look healthier, especially if there are split ends. When split ends are trimmed, the

hair doesn't break off, so it seems like it's growing faster because it isn't breaking at a certain length. To help hair grow faster, focus on a healthy diet and drink plenty of water.

Strategies for increasing hair growth:
To grow hair faster, focus on keeping the scalp healthy since hair grows from the roots. Here are some ways to do this:

- **Massage the roots:** Gently massaging the scalp with your fingers can stimulate the hair follicles and encourage growth.
- **Use nourishing hair products:** Natural shampoos, conditioners, and hair oils can keep the scalp healthy, which helps hair grow.
- **Eat vitamin-rich foods:** Eating fruits and vegetables rich in vitamins can promote healthy hair growth and thickness.

Equipment and product:
- Scissors, comb
- Electric razor, manual razor

Process:
- Wash, dry, and trim to boost growth.

5.8 Styling

Types of styling:
- **Bridal**: styles and accessories, veils
- **Events**: special events, up styles, accessories, creativity
- **Creative**: shaping and styling of braids

Equipment and product:
- Needles
- Extra-hold sprays and gels,
- Accessories – hair pins, thread, combs
- Additional hair e.g. braids, fake hair, extensions

6 Module 6: Braiding

Braids fall into different categories as follows:

Category	Type of braid
2-way strands	• Natural plaits • Twists • Flat twists • Fake twists
1-way plait	• Lock method
3-way strands	• Natural plaits • Technique of adding synthetic hair
3-way strand inverted	• Natural plaits • Cornrows • Box braids • Knotless
Needle methods	• Lacing,wig creation and weaving • Crochet • Locking

Once braided, additional styling can be done to braids as follows:

Styling	Type of styling
Curling	• Finger curls • Combs • Straws
Styling braids	• Adding curls to braids • Styling designs example: buns: upper, lower, side • Adding beads and accessories

7 Module 7: Makeup

7.1 Makeup products and tools

A salon needs the right tools to do makeup well. These tools include:

Makeup Products:

1. **Skin prep:** cleanser, primer.
2. **Foundation:** foundation, concealer, contour palette, powder (loose and compact)
3. **Colour:** blush, eyeshadow primer, eye shadow, glitters, highlighters
4. **Eyes:** eyeliner, brow pencil, mascara
5. **Lips:** lip liner, lip oil, lipstick
6. **Setting:** setting spray/powder
7. **Lashes:** lash extensions, lash glue

Makeup Tools:

1. **Cleansing:** cotton pads, wipes, tissues
2. **Organisation:** organiser box, container
3. **Application:** brushes, blenders (sponges)
4. **Mixing:** mixing palette

7.2 Skin types and skin preparation

7.2.1 Type of skin and identifying characteristics

Skin type is based on how much oil (sebum) the skin produces. The oiliness of the skin can change over time and can be influenced by stress, genetics, hormones, humidity, and ageing.

Normal Skin:

- Normal skin is balanced and healthy, with no extreme dryness or oiliness.
- It usually looks clear, smooth, and isn't sensitive.

- Although it doesn't have specific issues, it still needs proper care to stay healthy.

Dry Skin:
- Dry skin doesn't produce enough natural oils, making it look dull and feel rough, tight, and dry.
- It may flake, scale, or show fine lines and can also itch or become irritated.
- To care for dry skin, use gentle, soothing products with hydrating ingredients like ceramides to lock in moisture and protect the skin.

Oily Skin:
- Oily skin produces too much oil, making it look shiny and feel greasy, especially on the forehead, nose, and chin.
- While it may have fewer wrinkles, it's more prone to acne, large pores, and blackheads.
- Despite producing more oil, oily skin still needs moisture. Use products that hydrate without clogging pores or causing breakouts.

7.2.2 Skin Preparation

Great makeup starts with knowing the client's skin type. Whether the skin is oily, dry, combination, or sensitive, each type needs special care to look its best. No matter the skin type, cleansing and priming are essential steps in preparing the skin. First, cleanse the client's face, then apply the right primer for their skin type.

1. **Cleansing:**
    - Wash the client's face with a gentle cleanser suitable for their skin type. This removes dirt, impurities, and excess oil.
    - Pat dry with a clean towel

2. **Priming:**
    - Normal skin: Use a regular primer to create an even surface.
    - Dry skin: Use an oily primer to add moisture and shine.
    - Oily skin: Use a matte primer to control oil production and reduce shine.

7.3 Makeup techniques and application

7.3.1 Application of primer, foundation, and powder

Primer
Primer prepares the skin for makeup, creating a smoother surface. How to apply primer:

1. **Moisturise the face:** Moisturising before applying primer helps create a well-hydrated, smooth complexion.

2. **Apply primer before or with foundation**: Apply a peanut-sized amount of primer to the face and neck before foundation. This helps the foundation glide on smoothly.

Foundation
After applying primer, apply the foundation. How to apply foundation:

1. **Dispense the foundation:** Put a pump of foundation on the back of your hand or a palette.

2. **Apply foundation:** Use a flat brush to smooth the foundation over the larger areas (cheeks, forehead, neck), then move to the smaller areas (nose, chin, lips).

3. **Blend the foundation:** Use a blending brush to blend the foundation into the skin. If using a sponge, dampen it first, then apply the foundation with a dabbing motion.

Powder
Setting powder keeps makeup looking flawless longer. How to apply setting powder:

1. **Use a brush, not fingers:** Apply the setting powder with a brush, not with your fingers.

2. **Apply lightly:** Brush the setting powder lightly all over the face, focusing on areas that get oily quickly, like the nose, forehead, and chin.

7.3.2 Contouring

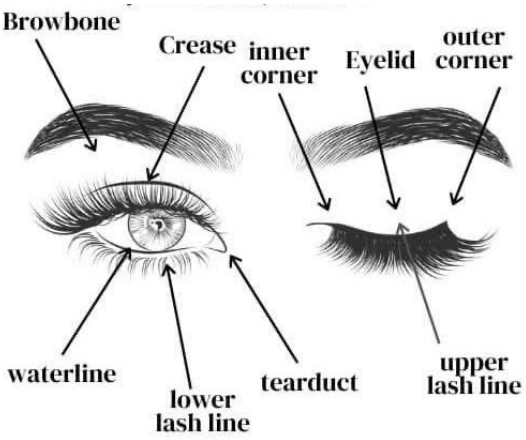


Contouring helps reshape, resize, enhance, and define a person's facial features by playing with light and shadow. If applied incorrectly, contour can have the opposite effect. Correctly applied contour adds depth and definition in the right places.

How to apply contour:

- Apply the contour to the hollows of the cheeks, the temples, the jawline, and the sides of the nose.
- Blend the contour colour well to create a natural look.

7.3.3 Eye Makeup



Applying eye makeup may seem simple, but there are so many options available. Different areas of the eye use different techniques. These include the crease, the lash lines, and the brows.
How to create an eye makeup look:

1. **Makeup brushes**: invest in a few good makeup brushes, synthetic brushes are preferred to natural-fibre brushes. Synthetic brushes are more affordable, easier to clean, and are allergy friendly.
2. **Apply a base eyeshadow**: use an eye shadow brush and apply a base shade of eyeshadow on the eyelid. Depending on the look, the eyeshadow can be applied up to the brow bone in preparation for a more dramatic eye look or the eyeshadow can be applied up to the crease of the eye for a basic, everyday look.
3. **Use darker eyeshadow in the eye crease**: dark colours attract light, so placing a darker tone of shadow in the crease of the eye will make the eyes pop by adding depth in the right spot.
4. **Use a dark colour on the lash lines**: correctly applied eyeliner can make eyelashes look thicker, but if eyeliner is not an option, then a dark eyeshadow can be applied for a lighter look.

5. **Highlight with a shimmery shadow**: make the eyebrows pop and lift the eyes by adding a shimmery pale eyeshadow directly below the brow and in the corner of the eye to brighten things up.

7.3.4 Lashes

Applying mascara to eyelashes can make the eyes look brighter and more open. Dark eyelashes make the white of your eyes stand out. To get the best results, use the right type of mascara: a volumising one for thin lashes and a lengthening one for short lashes. Here's how to apply mascara:

1. **Apply 2-3 coats of mascara:** Don't use too much. If you do, the lashes will look clumpy and messy. Using less mascara will make the eyes look clean and lashes look longer and darker.

2. **Separate lashes with a brush:** After the mascara dries, use a clean eyelash brush to separate the lashes. This helps prevent them from sticking together or looking clumpy.

7.3.5 Lips

Makeup is finished by adding lip colour. Applying lipstick properly helps it stay in place and not get on your teeth. Here's how to apply lipstick:

1. **Prep the lips:** Dry lips can make lipstick look bad because it sticks to dry spots and can peel off. To fix this, use a lip scrub or a moisturising lip balm before applying lipstick.
2. **Apply concealer or foundation:** Put a light concealer or foundation on the lips. This helps fill in any cracks and makes the lipstick go on smoothly without spreading outside the lip line.
3. **Line the lips**: Use a lip liner to draw around the lips. This makes them look clear and helps with putting on the lipstick more carefully.
4. **Choose the right lip liner:** Use a clear lip liner with nude or light lipstick. For other colours, choose a lip liner that matches the natural lip colour or the lipstick colour.
5. **Apply lipstick**: Start in the middle of the upper lip and swipe the lipstick from the centre to the corners. Do the same on the bottom lip. Don't apply too many layers as it can make the lipstick look uneven and cracked.
6. **Blot the lipstick**: Use a soft, thin tissue to gently press against the lips. This removes extra lipstick and stops it from getting on glasses or utensils.

7.3.6 Finishing

Use a setting powder or spray to help the makeup last longer. Setting powder can also help to reduce shine by giving the makeup a matte finish. How to use setting powder/spray:

1. **Use a fluffy makeup brush** or sponge to apply the setting powder.
2. **Apply the powder;** brush the powder onto the face in circular motions starting from the middle of the face and working outward.
3. **Apply the spray:** lightly spray a setting spray over the whole face, don't spray too much as it will make the skin look oily.

7.4 Types of makeup application

7.4.1 Bridal

Bridal makeup needs to stay perfect through tears, celebrations, and dancing. To make sure the makeup lasts all day and night, start with a good base using primer and foundation. Follow these tips for beautiful, long-lasting bridal makeup:

1. **Start with primer:** Apply a primer to make the makeup last longer. It helps keep the makeup on the skin.
2. **Use a foundation:** Choose a foundation that matches the skin tone. This will make skin look even and smooth.
3. **Apply concealer:** Use concealer to hide any spots or dark circles under the eyes.
4. **Add some colour:** Use blush for cheeks and bronzer for a sun-kissed look. This adds a nice glow to the face.
5. **Define your eyes:** Apply eyeshadow, eyeliner, and mascara to make eyes stand out. Use waterproof products to prevent smudging.
6. **Finish with lipstick:** Choose a long-lasting lipstick that matches the look. Apply it carefully and use a lip liner if needed.
7. **Set your makeup:** Use a setting spray to keep makeup in place. It will help the makeup stay fresh throughout the day.

7.4.2 Events

Unlike bridal makeup, which needs to last all day and night, event makeup typically only needs to last a few hours. Follow these tips to create an event makeup look:

1. **Priming:** Prime the skin according to the skin type. This step will help makeup go on smoothly and last all day without fading or smudging.
2. **Foundation:** Select a foundation that is long-lasting, has a natural finish, and won't rub off on clothes or need touch-ups throughout the day. Select a foundation that lasts around 10-12 hours.
3. **Powder:** Don't apply too much powder; only apply powder on areas that may appear shiny on camera. Areas that may appear shiny are the middle of the forehead, sides of the nose, and chin.
4. **Contouring:** To achieve a subtle contour, apply the product alongside the cheeks, along the jawline, near the hairline, at the top of the head, and along the sides of the nose.
5. **Blush and Highlighter:** Apply blush and highlighter lightly. Use a cream formula blush as it will last longer.
6. **Eyes:** Apply eyeshadow long the entire eyelid and then blend the shadow along the crease of the eye with a brush. When blending the goal is to soften the edges of the eyeshadow. Don't blend the eyeshadow too far up.
7. **Lipstick:** Use a liquid or matte lipstick to finish off the look. Add Lip gloss over the top.
8. **Setting Spray:** Finish with a setting spray that helps makeup last longer and stay fresh.

7.5 Climate and makeup

Climate conditions can affect how long makeup lasts. Here's how different elements can impact makeup:

Rain: Water can make makeup run or smudge, especially if water-based products are used. Mascara, eyeliner, and foundation can smear or bleed.
Wind: Wind can dry out the skin, leading to flaky makeup. It can also blow away loose powder and cause eye makeup to smudge.

Temperature:

- **High temperatures (above 24°C):** Can cause makeup to smudge or become oily.

- **Low temperatures (below 10°C):** Can make makeup dry and show fine lines and wrinkles due to dry skin.

Humidity:

- **High humidity (above 60%):** Can make makeup oily, smudged, and leave foundation uneven.
- **Low humidity (below 40%):** Can make makeup dry and flaky, showing fine lines and wrinkles similar to cold weather.

Strategies to address climate effects:

- Use water-resistant or waterproof products.
- Set makeup with a setting spray or powder.
- Apply a primer before foundation to create a protective barrier.
- Moisturise skin before applying makeup.
- Use oil-control products in humid conditions.
- Use hydrating products in dry conditions.
- Avoid heavy makeup in extreme temperatures or humidity.

Remember: Skin types and makeup products may react differently to climate elements.

8 Module 8: Salon Business Skills

8.1 Business licensing and tax

Businesses that want to operate legally must get a business license from their local authority. The purpose of a business license is to make sure the business follows local rules and is safe for the public. It's important for businesses to understand and meet these requirements to avoid fines or legal problems.

Some micro-enterprises may operate informally, but formal registration and licensing are recommended for legal compliance and access to financing.

8.2 Simple marketing tools

Simple marketing can help attract customers and create awareness for the salon. Here are some basic and easy marketing ideas:

Business name: Create a clear and catchy name for your business so people know you are a hairdresser or makeup artist.

Business signage: If you have a physical location, put up a big and bold sign with your salon's name and phone number so people can easily find you.

Contactable telephone number: Make sure you have a working phone number for clients to call and make appointments.

Leaflets: Print a simple leaflet with your business name, contact number, and the services you offer. It can be a small, black-and-white design.

Business card: Print business cards with your name, salon name, and contact details. Add a brief description of your services, like “We do makeup/hair for special events.” Keep it simple and easy to read.

Social media: If you have access to the internet and a smartphone, set up a Facebook page or Instagram account for your business.

- Choose the "business account" option when setting up.
- Keep the page updated with photos of your work, services, and happy customers. Post regularly.
- Take good-quality photos that are clear and well-lit. Write short captions to explain each post.

- Encourage customers to follow your business on social media and tag you in their posts.
- Ask customers to share photos of the hair/makeup services you provided to show their friends.

Promote through friends and family: Start by offering your services to friends and family. They can help spread the word about your business and provide a portfolio of your work.

Attend local events: Attend events where you can showcase your hair/makeup services. This can help you meet new clients, learn from other businesses, and gain more exposure.

Personal selling: Visit local schools, small businesses, and markets to directly interact with potential customers and showcase your services.

8.3 Costing and pricing

Important Points to Consider When Pricing Goods and Services for a Salon

Compare prices: Before buying products, check prices from different suppliers and see what other salons charge for similar hair and makeup services. Don't just buy from the first supplier. Shopping around can help keep costs low but remember to consider extra transport costs if you have to travel further for cheaper products.

Ensure product quality: Always buy the best quality products you can afford. Good quality products lead to better services, and clients will be happier with the results.

Use negotiation skills: When buying hair and makeup supplies, try to negotiate prices and ask for discounts. Don't just accept the first price you're given. If you don’t ask for discounts, you might miss out on savings.

8.3.1 Startup budget

The start-up budget for a hair and makeup salon can vary depending on factors like location, size, and equipment needs. Keep in mind initial start-up costs and monthly expenses such as

- Rent
- Furniture and equipment
- Utility costs: water and electricity
- Stock such as braids, treatments, makeup
- Marketing and advertising
- Staff salaries

8.4 Product innovation

Hair and makeup stylists need to stay up to date with trends so they can learn new techniques and offer these services to clients. This can be done either when clients request them or when stylists suggest new ideas. Expanding the services you offer can help attract new clients and increase income. Here are some specific ideas for adding new services:

1. **Nail Services:**
    - Manicures
    - Pedicures
    - Gel extensions
    - Acrylic nails
    - Nail art
2. **Waxing Services:**
    - Eyebrow waxing
    - Lip waxing
    - Body waxing
3. **Brow Services:**
    - Brow shaping
4. **Lash Services:**
    - Lash extensions
    - Lash lifts

8.5 Retail sales

A salon can make extra money by selling products to its clients. These products might include items like:

- Hair products
- Cosmetics: makeup products
- Sanitary towels
- Jewellery and (hair) accessories