



Relax African type hair

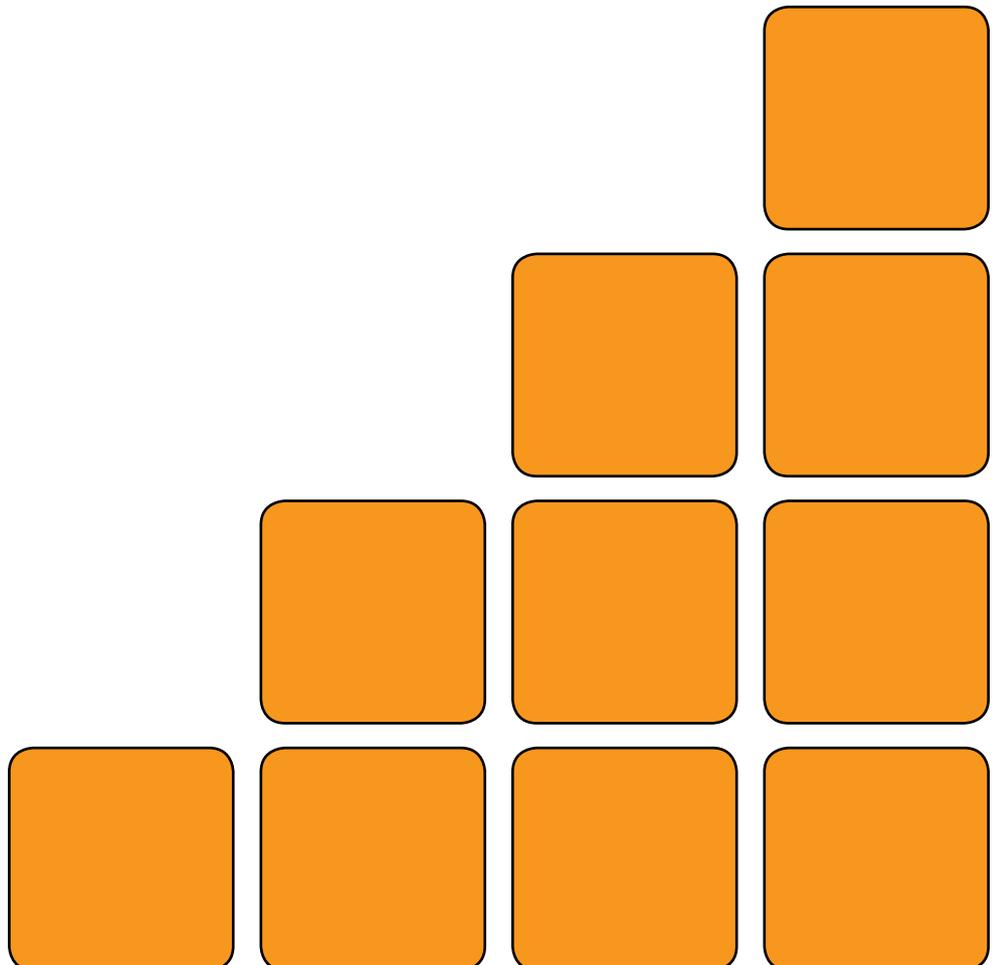
UV20515

R/600/8536

Learner name:

Learner number:

VRQ



UV20515

Relax African type hair

The aim of this unit is to develop your skills to relax African types hair. You will learn how to assess your client's hair by identifying influencing factors through consultation techniques. This will enable you to identify the correct products, techniques, tools and equipment to use to suit your client's needs. You must also demonstrate that you can work on varying lengths of regrowth areas.

Part of this service is to provide your client with good aftercare advice.

Level

2

Credit value

5

GLH

44

Observation(s)

3

External paper(s)

1



Relax African type hair

Learning outcomes

On completion of this unit you will:

1. Be able to prepare African type hair for relaxing
2. Be able to relax and normalise African type hair

Evidence requirements

1. *Environment*
Evidence for this unit must be gathered in a real or realistic working environment.
2. *Simulation*
At least 75% of 'Observation' outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of 'Observation' outcomes must be demonstrated to your assessor on **at least three occasions**.
4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the 'Knowledge' section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.
6. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper are highlighted in white throughout this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

Maximum service times

There are no maximum service times that apply to this unit.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Outcome 1

Be able to prepare African type hair for relaxing

You can:

- a. Prepare yourself, the client and work area for relaxing services
- b. Use suitable consultation techniques to identify service objectives
- c. Assess the potential of the hair to achieve the desired look by identifying influencing factors
- d. Apply pre-relaxing products to:
 - protect the scalp
 - even out the porosity of the hair

** May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Outcome 2

Be able to relax and normalise African type hair

You can:

- a. Communicate and behave in a professional manner
- b. Select and use products, tools and techniques suitable for the client's hair
- c. Follow manufacturer's instructions when applying and timing the relaxer, taking strand tests at suitable times throughout the process
- d. Monitor the comfort of the client at regular intervals throughout the relaxing process, remedying any problems that may arise
- e. Follow safe and hygienic working practices
- f. Remove chemicals in a way which minimises the risk of damage to the hair
- g. Use post-relaxing treatments to restore the hair's pH balance
- h. Achieve the required degree of straightness that is acceptable to the client
- i. Provide suitable aftercare advice

**May be assessed through oral questioning.*

Observation	1	2	3
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			



Range

*You must practically demonstrate that you have:

Used all products	Portfolio reference
Scalp protector	
Sodium relaxer	
Non-sodium relaxer	
Pre-relaxing treatments	
Post-relaxing treatments	
Normalising shampoo	
Used all equipment	Portfolio reference
Tail combs	
Wide tooth combs	
Hands	
Tint brush	
Considered all contra-indications	Portfolio reference
Skin sensitivities	
History of previous allergic reaction to relaxing products	
Other known allergies	
Skin disorders	
Incompatible products	
Medical history	
Time interval from last colour, perm or relaxer	
Recent removal of hair extensions	
Recent removal of plaits without added hair	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



***You must practically demonstrate that you have:**

Performed all hair tests	Portfolio reference
Elasticity	
Porosity	
Incompatibility	
Strand	
Considered all influencing factors	Portfolio reference
Scalp condition	
Hair condition	
Hair texture	
Porosity	
Elasticity	
Density	
Previously permed hair	
Previously coloured hair	
White hair	
Temperature	
Time	
Sequence of application	
Product build-up	
Length of regrowth	
Need to cut hair prior to relaxing	
Degree of relaxation required	
Used all application techniques	Portfolio reference
Top and bottom	
Top	
Hand	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.



© Habia

***You must practically demonstrate that you have:**

Provided a minimum of 3 techniques	Portfolio reference
Virgin application	
Regrowth application up to 8 weeks	
Regrowth application up to 12 weeks	
Texturising on short hair	
Given all types of advice	Portfolio reference
Time intervals between relaxing services	
Relaxed hair maintenance	
Use of suitable conditioning products	
Use of suitable styling products	
Time intervals for professional conditioning treatments	

*It is strongly recommended that all range items are practically demonstrated. Where this is not possible, other forms of evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below:

- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies

Where possible your assessor will integrate knowledge outcomes into practical observations through oral questioning.

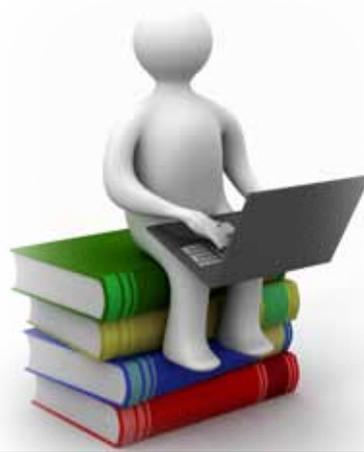
Achieving the external paper

The external paper will test your knowledge of the criteria highlighted in white. **A pass mark of 70% must be achieved.** Criteria not achieved will be identified to your tutor/assessor. You will then be orally questioned or asked to produce other forms of evidence as **all unit criteria must be achieved.**

Your assessor will complete the following table when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Outcome 1

Be able to prepare African type hair for relaxing

You can:	Portfolio reference / Assessor initials*
e. Describe the salon's requirement for the preparation of yourself, the client and work area	
f. Describe the different consultation techniques used to identify service objectives	
g. State the factors that need to be considered	

**Assessor initials to be inserted if orally questioned.*

Requirements highlighted in white are assessed in the external paper.



Outcome 2

Be able to relax and normalise African type hair

You can:	Portfolio reference / Assessor initials*
j. Describe the potential effects of different relaxing products on the hair structure	
k. Explain the importance of accurate timing and the thorough rinsing of products	
l. Explain the effect of pre and post-relaxer treatments on the hair structure	
m. Describe the factors that should be considered when selecting sodium or non-sodium relaxing products and why it is important to use products from the same system	
n. Describe the method and sequence of the application of scalp protectors, relaxing and normalising products	
o. Describe the potential problems that can occur when relaxing hair and how to remedy them	
p. Outline safe and hygienic working practices	
q. State how to communicate and behave within a salon environment	
r. Describe the aftercare advice that should be provided	

*Assessor initials to be inserted if orally questioned.

Requirements highlighted in white are assessed in the external paper.

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Be able to prepare African type hair for relaxing

Preparation of self: Clothes (salon requirements for uniform, clean/ironed, non-restrictive, closed in low heel shoes), hair (clean, healthy, manageable, off face), personal hygiene (clean body, teeth, workable length clean nails, deodorant, no overpowering perfume/aftershave), personal protective equipment (gloves, apron, prevent dermatitis), minimal jewellery, positive attitude, ready to greet.

Preparation of client: Remove client's outer clothing (protect against damage), ensure client is relaxed and comfortable (posture, aids service), remove excessive jewellery (avoid damage to jewellery and skin), gown, towel, plastic cape, barrier cream, record card.

Preparation of work area: Chair, trolley, work station, clean equipment, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces – using heat or chemical methods), safe professional presentation of tools and equipment, visual check on large and small equipment, check electrical equipment (portable appliance test), select height of chair/bed/basin.

Consultation techniques: Use a variety of methods to ensure suitability of service, product and technique.

Questioning – open, closed, probing.

Language – appropriate level for client,

use of technical/non-technical language.

Client expectations/needs – listen, clarify, advise, plan.

History of hair – hair tests, touch, feel, look of hair.

Advice – what will work, what will not?

Use visual aids – shade charts, style book, portfolio, collection of pictures.

Hair tests: Use manufacturer's instructions, salon guidelines, before during and after service.

What each test checks for:

Elasticity test – tensile strength, internal strength of hair.

Porosity test – ability to absorb product, moisture loss from hair.

Skin test – allergic reaction to chemicals.

Pre-perm test curl – suitability for service, size and shape of curl.

Incompatibility test – check for presence of metallic salts, suitability of further chemical services.

Development test curl – monitor the development of the perm.

Test cutting – check suitability of colour choice.

Strand test – check for degree of straightness.

Assessing the potential of the hair:

Clarify the condition of hair, previous chemical services, benefit to client, identify



Outcome 1: Be able to prepare African type hair for relaxing (continued)

influencing factors, test hair, compatible with client's lifestyle, review findings, what will work and what will not, draw conclusions, create a plan.

Factors that influence services: Previous chemical services, percentage of grey, client requirements, tools and equipment, presence of added hair, maintenance of style suitability.

Hair condition – dry, greasy, normal, virgin, chemically treated, elasticity (strength of hair), porosity (damage to cuticle layer, the ability to absorb moisture).

Hair cut/style – uniform layer, one length, short graduation, long graduation.

Temperature – body heat, salon temperature, added heat.

Texture – fine, medium, coarse.

Length – short, medium, long.

Density – fine, medium, thick.

Growth patterns – cowlick, widow's peak, nape whorl, double crown, male pattern baldness.

Skin tone – fair, medium, olive, dark.

Face shape – oval, round, square, oblong, heart, pear.

Head size – large, medium, small.

Existing curl – tight, soft, wave.

Lifestyle – job, family, financial, time.

Test results – good, bad, caution, positive, negative.

Hair and scalp contra-indications: Can prevent/alter service, product, technique.

Type of conditions – skin disorders (disease, infestation, infection, defect,

bacteria, virus, fungi, parasites).

Skin sensitivities – reaction.

Allergies – latex, nut, plasters, perfume, oil.

History of allergic reaction – positive reaction to skin test, colour service.

Incompatible products – metallic salts, previous chemical treatments.

Medication – prescription medication.

Medical condition – high blood pressure, pregnancy, radiotherapy, cancer.

Hair condition – chemical, heat damage, environmental.

Hair disorder – contagious/non-contagious.

Skin disorder – contagious/non-contagious, cross infection (stylist to client, client to stylist).

Contagious contra-indications:

Bacterial – impetigo (blisters, weep, yellow crust), folliculitis (yellow pustules), sycosis (yellow, spot, follicle), furunculosis (pus filled spot), sebaceous cyst (lump on top or under skin).

Viral – warts (raised, rough skin, brown), herpes (blisters).

Fungal – tinea capitis/ringworm (patches, pink/grey, scaly, broken hair).

Animal parasites – pediculosis capitis (head lice, parasite, 6 legs, suck blood), scabies (parasites, mites).

Non-contagious contra-indications:

Psoriasis – over production of skin cells, dry, silvery, scales.

Cicatricial alopecia – scar(s).



© Habia

Outcome 1: Be able to prepare African type hair for relaxing (continued)

Alopecia totalis – complete hair loss.

Male pattern baldness – hair recedes at hairline or loss crown.

Traction alopecia – excessive pulling, brushing, curling and straightening.

Alopecia areata – stress, bald patches
Seborrhea (excessive oil).

Dandruff – itchy, white, skin cells.

Dry scalp – white, powdery.

Eczema/dermatitis – allergic reaction to detergent, red, irritation, swollen, weeping.

Acne – raised bumps and spots.

Defects of the hair:

Fragilitas crinium – split, dry ends.

Monilethrix – beaded hair.

Trichorrhexis nodosa – rough, swollen, broken shaft.

Sebaceous cyst – sebum filled lump.

Damaged cuticle – dull hair.

Recommendations to the client: Based on client requirements, test results, identified influencing factors, achievability, desirability, how realistic, previous history of hair, hair style/cut, client commitment.

Pre-relaxer treatment: Used prior to the application of relaxing product, use on dry or porous hair, coats the cuticle with a polymer film which acts as a buffer against relaxer, contains protein, acts as a barrier, evens out porosity, slows down the development process, gives more control over the development, prevents over processing, allows relaxer to penetrate the hair at a more even rate, gives a more even result, protects previously relaxed hair/porous hair, follow manufacturer's

instructions.

Post-relaxer treatments: Applied after relaxing service, restores natural pH, adds moisture, cream or liquid form, follow manufacturer's instructions.

Factors to be considered when relaxing African type hair:

When the hair was last shampooed, hair condition, virgin, chemically treated, recent plaits/braids or extensions, length of regrowth to be relaxed, hair cut/style, temperature of salon/client, hair texture (including fine, medium, coarse, degree of straightening required, hair length, hair density, growth patterns, degree of existing curl, existing style/cut, time, amount of styling and finishing products on the hair, test results.



Outcome 2: Be able to relax and normalise African type hair

Professional communication in a salon environment: Try to avoid technical language, always respond, consider client confidentiality.

Verbal – speaking (tone of voice, the language you use, how quickly and clearly), questioning (open, closed, probing).

Non-verbal – body language, positive attitude (posture, facial expressions, hand gestures, the distance you stand), listening (be patient, try to understand).

Written – visual aids, magazines, client records.

Behave professionally in a salon environment: Follow health and safety practice and procedure, salon code of conduct, respect others, value client(s), co-operate with others (be sympathetic, fair, not aggressive), use appropriate language, avoid gossip, maintain confidentiality, polite/cheerful and friendly manner (friendly facial expressions, open body language, positive attitude, eye contact), sensible behaviour, team work, take pride in work, be punctual, employer and client loyalty.

Types of relaxer: All relaxers contain hydroxide, have a high pH value 9-14 (strong alkaline), can cause irreparable damage to the hair, skin and scalp.

Lye relaxers – sodium hydroxide based, (super, regular, mild). Penetrates the cuticle quickly, de-hydrates the hair less than no-lye relaxers, hair retains more moisture, can cause scalp irritation, shine.

Non-lye relaxers – calcium, potassium, lithium or guanidine based, (normal, resistant strength). Penetrates the cuticles slower, hair becomes dehydrated and fragile, hair requires conditioning treatments, less likely to cause scalp irritation.

Strengths of lotion:

Super – ideal for strong, resistant, coarse hair.

Regular – ideal for normal hair.

Mild – ideal for fine, weaker, colour-treated hair.

Tools: Wide tooth comb, plastic sectioning clips, plastic bowl, tint brush, non-metallic tail comb.

Technique: Regrowth application, virgin head application.

Following manufacturers' instructions:

On bottle, packaging, leaflet, colour chart, ensures successful service, storage (temperature, location, light), handling (correct mixing), use (application, removal), disposal (dilution-products, recycle empties), prevents legal action.

How to follow safe and hygienic working practices:

Maintaining a safe salon – clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/sterilise/disinfect tools, equipment and work surfaces, no smoking, eating, drinking or drugs in the salon, maintain professional personal hygiene.

Personal protective equipment – wear protective equipment, avoid latex, powdered gloves, apron.

Electricity at work – visual check of equipment, no trailing wires, portable appliance testing.

Manual handling – moving stock safely, lifting, working heights, unpacking.

Towels – wash regularly, clean for every



© Habia

Outcome 2: Be able to relax and normalise African type hair (continued)

client, place dirty towels in covered bin.

Reporting of injuries, diseases and dangerous occurrences – accident book, reporting diseases, log accidents.

Control of substances hazardous to health – store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturer's instructions for use.

Disposal of waste – sharps box, closed top bin, dilute chemicals with running water, environmental protection, salon policies for hazardous waste, single use items, empties (recycle).

Product storage – check end date/ packaging, store away from heat/damp/ direct sunlight, empties avoid theft.

Removal of products: Use manufacturer's instructions, tepid water, thoroughly rinse from roots to points, emulsify, stop the alkali action, use neutralising shampoo, apply post-relaxing treatment, sensitive scalp, cold water.

Water temperature and flow: Check on wrist, warm water, flow not too strong, suitability for hair and scalp, confirm client comfort, water too hot (burn), water too cold (discomfort).

Post-relaxer treatments: Applied after relaxing service, restores natural pH, acidic, adds moisture, cream or liquid form.

The pH scale explained:

Acid – closes cuticle, 0-6.9.

Neutral – 7.

Alkaline – opens cuticle, 7.1-14.

pH of hair – 4.5-5.5.

Degree of straightness: Prior confirmation

of degree of straightness, thorough consultation, remove the curl, reduce the amount of curl, monitor development, strand test, remove and use neutralising shampoo when degree of straightness is achieved, client satisfaction.

Provide suitable aftercare advice:

Important part of service, avoid technical language, maintain eye contact, suggest/ advise/recommend, provide information.

Maintenance – frequency of visit, regular services, minimise chemical treatments, correct use of electrical equipment, product use and demonstration.

Effects of relaxing products on the hair structure:

Cuticle swells, penetrating to cortex, disulphide bonds break, one sulphur atom is removed from broken bond, rejoin to lanthionine, producing one sulphur bond and one lanthionine bond, neutralising shampoo (natural pH), acidic closes cuticle.

Accurate timing: Use manufacturer's instructions, precise timing, regular strand tests, use cotton wool to wipe relaxing cream (to check for the correct degree of straightness and whether sufficiently relaxed), successful result, prevent legal action.

Thorough rinsing: Ensure all traces of product removed from hair, product left in hair will cause irritation and damage.

Neutralising shampoos: Ensures removal of relaxer, normalising, removes all traces of alkaline lotion, restores the natural pH, closes the cuticle, traps in moisture.

Relaxing systems: Chemically balanced, scientifically designed to complement each other, could result in sensitive scalp, incorrect result, client unhappiness with service, legal proceedings.



Outcome 2: Be able to relax and normalise African type hair (continued)

Regrowth application: Follow manufacturer's instructions, apply protective base product to skin and scalp, apply pre-relaxer treatment to hair, apply relaxer to regrowth area, apply relaxer to under processed ends, develop, rinse thoroughly, apply neutralising shampoo, rinse, apply post-relaxer treatment, rinse, style, record card.

Virgin application: Follow manufacturer's instructions, apply protective base product to skin and scalp, apply pre-relaxer treatment if dry/porous, apply relaxer to mid lengths and ends first, apply to root area, develop, rinse, apply neutralising shampoo, rinse, apply post-relaxer treatment, rinse, style, record card.

Strand test – check for degree of straightness, remove relaxing cream, wipe off with cotton wool, check curl has been sufficiently relaxed, repeat throughout application to avoid over processing, follow manufacturer's guidelines.

Types or problems and remedial action:

Under processed roots – if condition allows, re-apply relaxer to root area only.

Mid lengths under processed – if condition allows re-apply to match roots.

Uneven result – if condition allows re-apply to areas missed during initial application.

Over processed areas – restructurant condition treatments/regular cuts.

Skin or scalp sensitivity – remove product immediately cold water.