



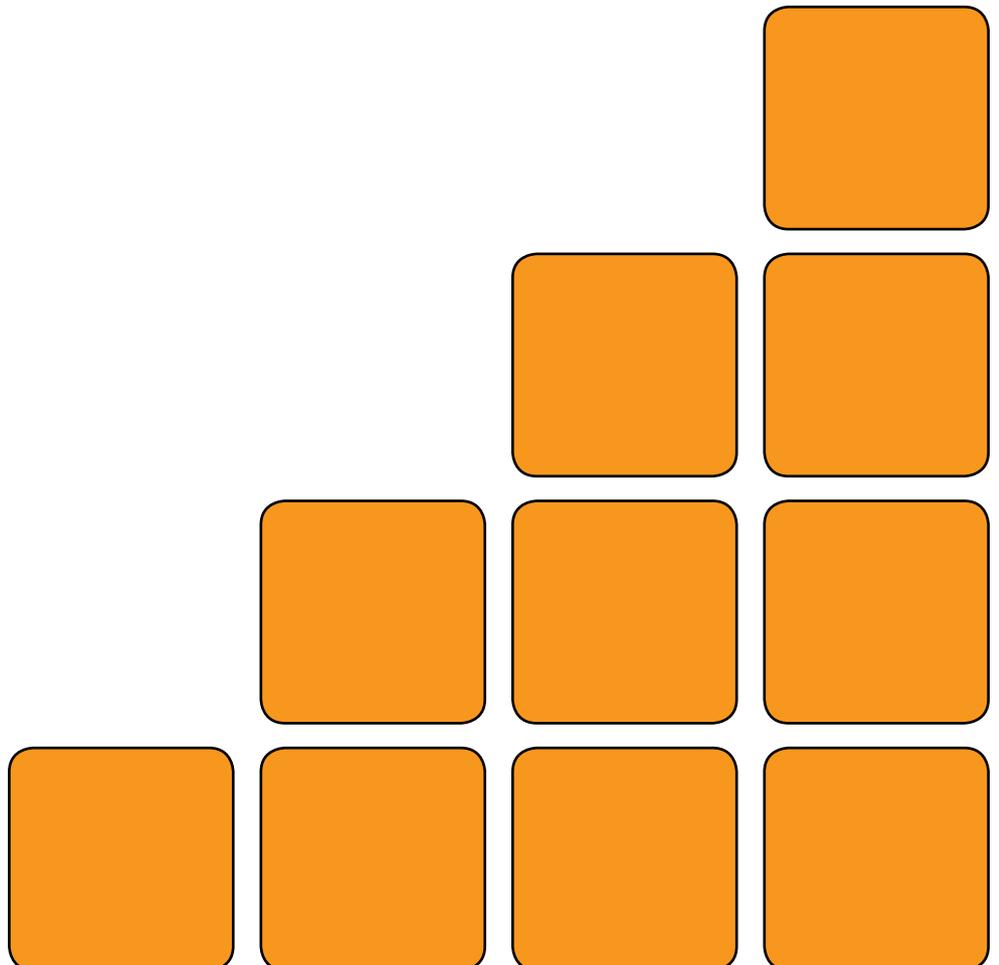
# Provide a variety of relaxing services

UHB100

Learner name:

Learner number:

SVQ





# UHB100

## Provide a variety of relaxing services

This unit is about providing prescriptive relaxing services. The ability to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action is required, as treatment may need to span a period of time and a number of appointments.

To carry out this unit, you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when providing a variety of relaxing services
2. Analyse the hair and scalp
3. Plan and agree a course of action
4. Provide relaxing services

NOS

**SKAAH7**

SCQF Level

**7**

SCQF Credit Points

**10**

Observation(s)

**4**

External paper(s)

**1**



# Provide a variety of relaxing services

## Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when providing a variety of relaxing services
2. Be able to analyse the hair and scalp
3. Be able to plan and agree a course of action
4. Be able to provide relaxing services
5. Know and understand how to maintain effective and safe methods of working when relaxing hair
6. Know and understand how to analyse the hair and scalp
7. Know and understand how to plan and agree a course of action
8. Know and understand how to provide relaxing services

## Evidence requirements

1. *Environment*  
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*  
Simulation is not allowed in this unit.
3. *Observation outcomes*  
Competent performance of Observation outcomes must be demonstrated on **at least four occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

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. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*  
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on [www.vtct.org.uk](http://www.vtct.org.uk) under the relevant qualification page.  
  
You will be guided by your tutor/assessor on how to achieve learning outcomes and cover 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. **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 competent 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 professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

## 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.

## National Occupational Standards (NOS)

All observation evidence and knowledge requirements from the NOS SKAAH7 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for provide a variety of relaxing services. This can be found on the NOS website [www.ukstandards.co.uk](http://www.ukstandards.co.uk).



# Observations

## Learning outcome 1

### Be able to maintain effective and safe methods of working when providing a variety of relaxing services

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet salon's requirements
- c. Protect your client's clothing throughout the service
- d. Position your client to meet the needs of the service without causing them discomfort
- e. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- f. Keep your work area clean and tidy throughout the service
- g. Use working methods that:
  - Minimise wastage of products
  - Minimise the risk of cross-infection
  - Make effective use of your working time
  - Ensure the use of clean resources
  - Minimise the risk of harm or injury to yourself and others
  - Promote environmental and sustainable working practices
- h. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- i. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- j. Dispose of waste materials
- k. Complete the service within a commercially viable time

\* May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 2

### Be able to analyse the hair and scalp

You must be able to:

- a. Use analysis techniques to establish the nature and extent of the relaxing service required by your client
- b. Identify from your client's previous records, where available, their hair history and how this may affect the relaxing service
- c. Ask your client questions to identify if they have any contra-indications to relaxing services
- d. Ask your client questions to gather information on their relaxing issues and the result they would like to see
- e. Record your client's responses to questioning
- f. Conduct a range of tests on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- g. Take a suitable course of action when contra-indications and/or reactions to tests cause doubts to the suitability of the relaxing service for the client
- h. Identify available service options and products for resolving your client's relaxing issues based on the results of your analysis

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 3

### Be able to plan and agree a course of action

You must be able to:

- a. Present suitable options for a course of action in a way your client will understand
- b. Base your recommendations on the results of your analysis
- c. Explain the likelihood of achieving and maintaining the required degree of straightness to your client
- d. Explain any restrictions your recommendations may have on further hairdressing services
- e. Gain and record your client's agreement to the service, products and anticipated outcome
- f. Choose products and tools based on the results of your analysis, tests, consultation with your client and factors influencing the service
- g. Prepare products following manufacturers' instructions
- h. Protect the hairline and scalp prior to relaxing
- i. Apply a pre-relaxing treatment to even out the hair porosity or protect previously chemically treated hair

\* *May be assessed by supplementary evidence.*

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



## Learning outcome 4

### Be able to provide relaxing services

You must be able to:

- a. Prepare your client's hair for the:
  - Products to be used
  - Relaxing service required
  - Method of application
  - Manufacturers' instructions
- b. Select and use relaxing products from the same product line throughout the service following the manufacturer's instructions
- c. Apply the type and quantity of product to meet the requirements of your analysis and the required result
- d. Carry out the relaxing service, taking account of influencing factors
- e. Use application techniques that minimise the risk of relaxer being spread to the client's skin, clothes and surrounding areas
- f. Frequently monitor the development of the product, taking strand tests, as required
- g. Modify and adapt your planned course of action to resolve any unforeseen problems
- h. Monitor the comfort of your client at regular intervals throughout the relaxing service
- i. Achieve a degree of straightness anticipated
- j. Remove chemicals in a way that minimises the risk of damage to the hair by following manufacturers' instructions
- k. Adapt the water temperature, pressure and direction to protect the hair condition
- l. Restore the hair's pH balance using a suitable post relaxing treatment
- m. Give your client advice and recommendations on the service provided

\*May be assessed by supplementary evidence.

Observation	1	2	3	4
Date achieved				
Criteria questioned orally				
Portfolio reference				
Assessor initials				
Learner signature				



# Observation range

You must practically demonstrate that you have:

Used <b>all</b> types of products	Portfolio reference
Scalp protectors	
Sodium relaxer	
Non-sodium relaxer	
Pre-relaxing treatments	
Post-relaxing treatments	
Normalising shampoo	
Carried out <b>all</b> tests	Portfolio reference
Elasticity	
Porosity	
Strand	
Provided <b>all</b> relaxing services	Portfolio reference
Correction of under processing	
Partial relaxing	
Relaxing varying texture on the same head	
Relaxing coloured hair	
Covered <b>all</b> the analysis areas	Portfolio reference
Hair characteristics	
Hair classifications	
Scalp condition	
Previous chemical services	
Degree of relaxation required	
Target area to be relaxed	
Varying degree of elasticity	
Varying degree of porosity	

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:

Used a <b>minimum of 2</b> tools		Portfolio reference
Tail combs		
Wide tooth combs		
Hands		
Tint brushes		
Considered <b>all</b> factors		Portfolio reference
Temperature		
Time		
Sequence of application		
White hair		
Degree of product build-up		
Given <b>all</b> advice and recommendations		Portfolio reference
How to maintain their look		
Time interval between services		
Additional products		
Additional services		

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\*:

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

*\*This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

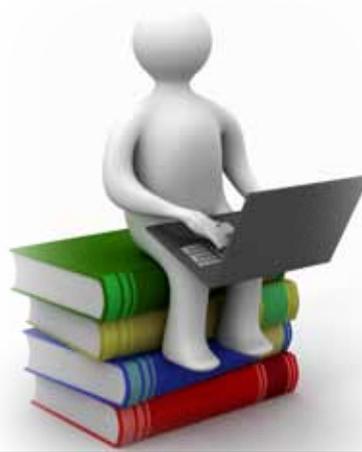
## Achieving the external paper

The external paper will test your knowledge of all criteria in this section. **A pass mark of 70% must be achieved.**

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

Paper	Date achieved	Assessor initials
1 of 1		

# Knowledge



## Learning outcome 5

### Know and understand how to maintain effective and safe methods of working when relaxing hair

You must know and understand:	Portfolio reference
a. Your responsibilities for health and safety as defined by any specific legislation covering your job role	
b. Your salon's requirements for client preparation	
c. The range of protective clothing and products that should be available for clients	
d. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
e. Why it is important to keep your work area clean and tidy	
f. The safety considerations which must be taken into account when performing the relaxing service	
g. Methods of cleaning, disinfection and sterilisation used in salons	
h. The hazards and risks which exist in your workplace and the safe working practices you must follow	
i. The different types of working methods that promote environmental and sustainable working practices	
j. Methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation	
k. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
l. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	
m. The correct methods of waste disposal	
n. Your salon's expected service times for relaxing hair	

Requirements highlighted in white will be assessed in the external paper.



## Learning outcome 6

### Know and understand how to analyse the hair and scalp

You must know and understand:	Portfolio reference
a. The legal significance of client questioning and the recording of client's responses	
b. How and why the contra-indications can affect the delivery of the relaxing service to clients	
c. How the hair and scalp analysis can affect the choice of products used	
d. When and how tests should be carried out and the expected results	
e. How the results of tests can influence the relaxing service	
f. Potential consequences of failing to conduct tests	
g. Why it is important to record test results	
h. The courses of action to take in the event of adverse reactions to tests and the contra-indications in the range	
i. Your own limits of authority for resolving relaxing issues	
j. The person to whom you should report problems that you cannot resolve	
k. Regulations in relation to the use of relaxing and normalising products	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 7

### Know and understand how to plan and agree a course of action

You must know and understand:	Portfolio reference
a. The importance of presenting and agreeing a course of action in a way your client will understand	
b. How hair characteristics may impact on relaxing hair	
c. The different hair classifications and how these may impact on relaxing hair	
d. The effects of relaxing products on the hair structure	
e. The factors that should be considered when selecting sodium or non-sodium relaxing products	
f. The different types and uses of available pre and post-relaxing treatments	
g. The manufacturers' instructions for the types of relaxing products used in your salon	
h. The different types of applicators used during relaxing treatments	
i. Why it is important to use scalp protectors	
j. The benefits and effects within pre and post treatments	
k. The importance of using products economically	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 8

### Know and understand how to provide relaxing services

You must know and understand:	Portfolio reference
a. The importance of preparing the client hair prior to the relaxing services	
b. The difference between sodium and non-sodium relaxing products	
c. The sequence of product application to correct the relaxing services in the range and why this is important	
d. How lithium, calcium and guanidine behave to change the hair structure	
e. The implications of using a hydroxide based product on ammonium thioglycolate treated hair	
f. How to identify the difference between hair porosity and natural keratinisation	
g. The percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product	
h. How to texturise hair	
i. The method of checking relaxer development	
j. The method of checking development when texturising	
k. The causes of mid length, end and root under-processing and how to correct them	
l. The consequences of under-processing and over-processing the hair	
m. How neutralising shampoos work and their affect on the hair structure	
n. When corrective relaxing treatments should not be used	

*Requirements highlighted in white will be assessed in the external paper.*



## Learning outcome 8 (continued)

### Know and understand how to provide relaxing services

You must know and understand:	Portfolio reference
o. The potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them	
p. The importance and effects of restoring the hair's pH balance after the relaxing process	
q. The importance of accurate timing	
r. Why it is necessary for the thorough rinsing of products	
s. The importance of having a sufficient time lapse between relaxing and a corrective relaxing service	
t. The discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing	
u. How to deal with scalp irritation during and after the relaxing process	
v. The importance of providing advice and recommendations on the products and services provided in the salon	

*Requirements highlighted in white will be assessed in the external paper.*



# Knowledge range

You must know and understand:

Health and safety - your responsibilities for health and safety as defined by any specific legislation covering your job role	Portfolio reference
Health and Safety at Work Act	
The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)	
The Health and Safety (First Aid) Regulations	
The Regulatory Reform (Fire Safety) Order	
The Manual Handling Operations Regulations	
The Control of Substances Hazardous to Health Regulations (COSHH)	
The Electricity at Work Regulations	
The Environmental Protection Act	
The Management of Health and Safety at Work Regulations	
The Health and Safety (Information for Employees) Regulations	



**You must know and understand:**

Environmental and sustainable working practices - the different types of working methods that promote environmental and sustainable working practices	Portfolio reference
Reducing waste and managing waste (recycle, reuse, safe disposal)	
Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)	
Reducing water usage and other resources	
Preventing pollution	
Using disposable items (easy-dry towels)	
Using recycled, eco friendly furniture	
Using low-chemical paint	
Using organic and allergy free hair products	
Using ultra-low ammonia hair colourants	
Using environmentally friendly product packaging	
Choosing responsible domestic products (Fairtrade tea and coffee)	
Encouraging carbon-reducing journeys to work	
Advice and recommendations	Portfolio reference
Additional services	
Additional products	