



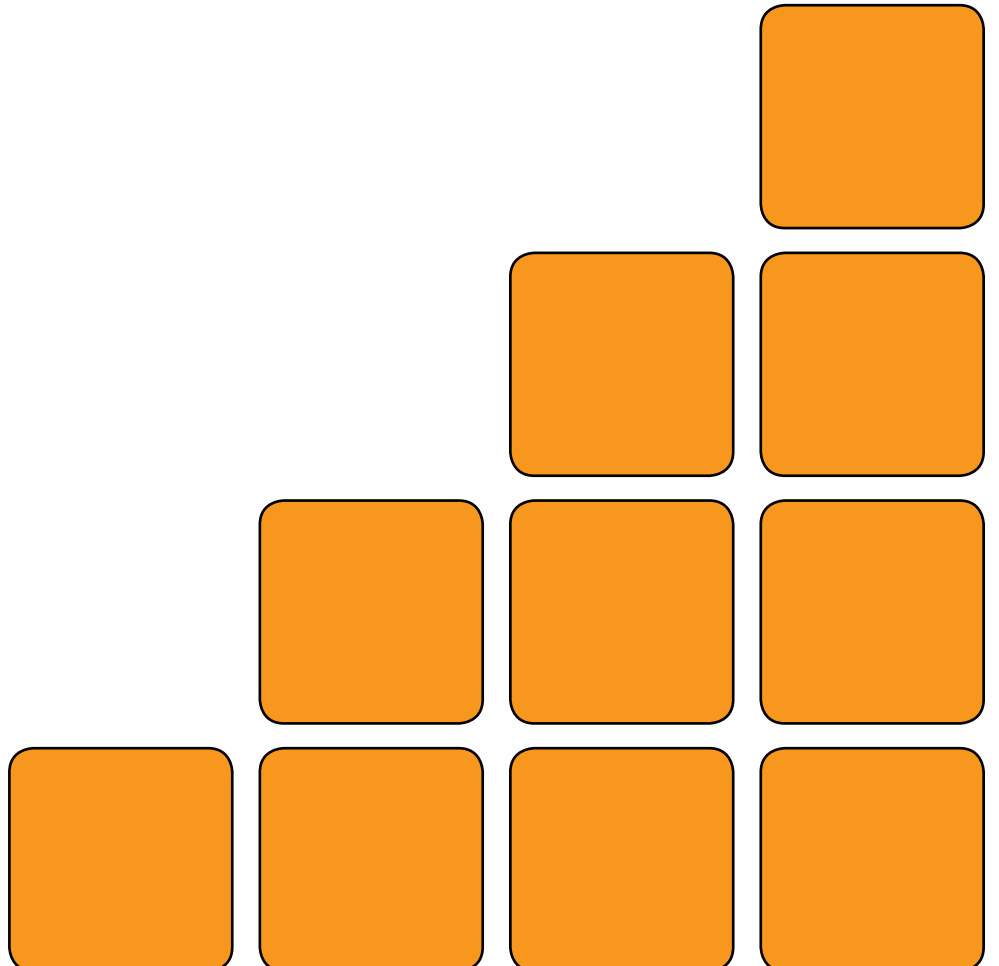
Assist with relaxing services

UHB88

Learner name:

Learner number:

SVQ



UHB88

Assist with relaxing services

This unit is about the basic skills of removing chemical relaxers and normalising relaxed hair. The work will be carried out under the direction of the Stylist.

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

The main outcomes of this unit are:

1. Maintain effective and safe methods of working when assisting with relaxing services
2. Remove chemical relaxers
3. Normalise the hair

NOS

SKAAH1

SCQF Level

4

SCQF Credit Points

5

Observation(s)

2

External paper(s)

0



Assist with relaxing services

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods when assisting with relaxing services
2. Be able to remove chemical relaxers and normalise hair
3. Know and understand how to maintain effective and safe methods of working when assisting with relaxing services
4. Know and understand how to remove chemical relaxer and normalise hair

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 two 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 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*
There is no external paper requirement for this unit.

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 SKAAH1 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for assist with relaxing services. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods when assisting with 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. Wear personal protective equipment when using chemical relaxers
- e. Position your client to meet the needs of the service without causing them discomfort
- f. Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- g. Keep your work area clean and tidy throughout the service
- f. Use working methods that:
 - Minimise the wastage of normalising shampoo
 - 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 clients
- g. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- h. Follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
- i. Follow stylists' instructions throughout the service
- j. Dispose of waste materials
- k. Replenish low levels of resources, when required, to minimise disruption to your own work and to clients

* May be assessed by supplementary evidence.

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



Learning outcome 2

Be able to remove chemical relaxers and normalise hair

You must be able to:

- a. Remove chemicals in a way which minimises the risk of damage to the hair and scalp
 - b. Ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
 - c. Adapt the water temperature, pressure and direction to protect the hair and scalp condition
 - d. Leave the hair and scalp clean and free from chemicals and excess moisture
 - e. Refer any problems to the relevant person for action
 - f. Blot the hair to remove excess moisture prior to the application of normalising products
 - g. Prepare and apply the normalising products following manufacturers' and stylists' instructions
 - h. Leave the hair free from all traces of the neutralising product
- i. Apply and remove conditioner, when used, following the manufacturer's and stylist's instructions

*May be assessed by supplementary evidence.

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



Observation range

You must practically demonstrate that you have:

Used both types of normalising products	Portfolio reference
Normalising shampoo	
Post relaxer 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*:

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

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.

**This is not an exhaustive list.*

Knowledge



Learning outcome 4

Know and understand how to maintain effective and safe methods of working when assisting with relaxing services

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 to yourself and clients	
d. What is contact dermatitis and how to avoid developing it whilst assisting with relaxing services	
e. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
f. Why it is important to position your tools, products and materials for ease of use	
g. Why it is important to keep your work area clean and tidy	
h. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
i. Your salon's and legal requirements for disposal of waste materials	
j. Suppliers and manufacturers instructions which you must follow for the safe use of equipment, materials and products	
k. The importance of following your stylist's instructions	
l. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
m. The person to whom you should report low levels of resources	
n. Your own limits of authority for resolving relaxing problems	



Learning outcome 5

Know and understand how to remove chemical relaxer and normalise hair

You must know and understand:	Portfolio reference
<p>a. The role and importance of:</p> <ul style="list-style-type: none"> • Post relaxing treatments during the relaxing process • Normalising shampoos during the relaxing process 	
<p>b. How low and high water pressure and temperature can affect the hair when removing relaxers</p>	
<p>c. The importance of removing excess moisture prior to applying normalising products</p>	
<p>d. The importance of ensuring hair and scalp is clean and free from chemicals</p>	
<p>e. The importance of ensuring your working methods minimise the risk of chemicals being spread onto the client's skin, clothes and surrounding areas</p>	
<p>f. Why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed</p>	
<p>g. The types and causes of problems that may occur when relaxing</p>	



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	

Notes

Use this area for notes and diagrams