



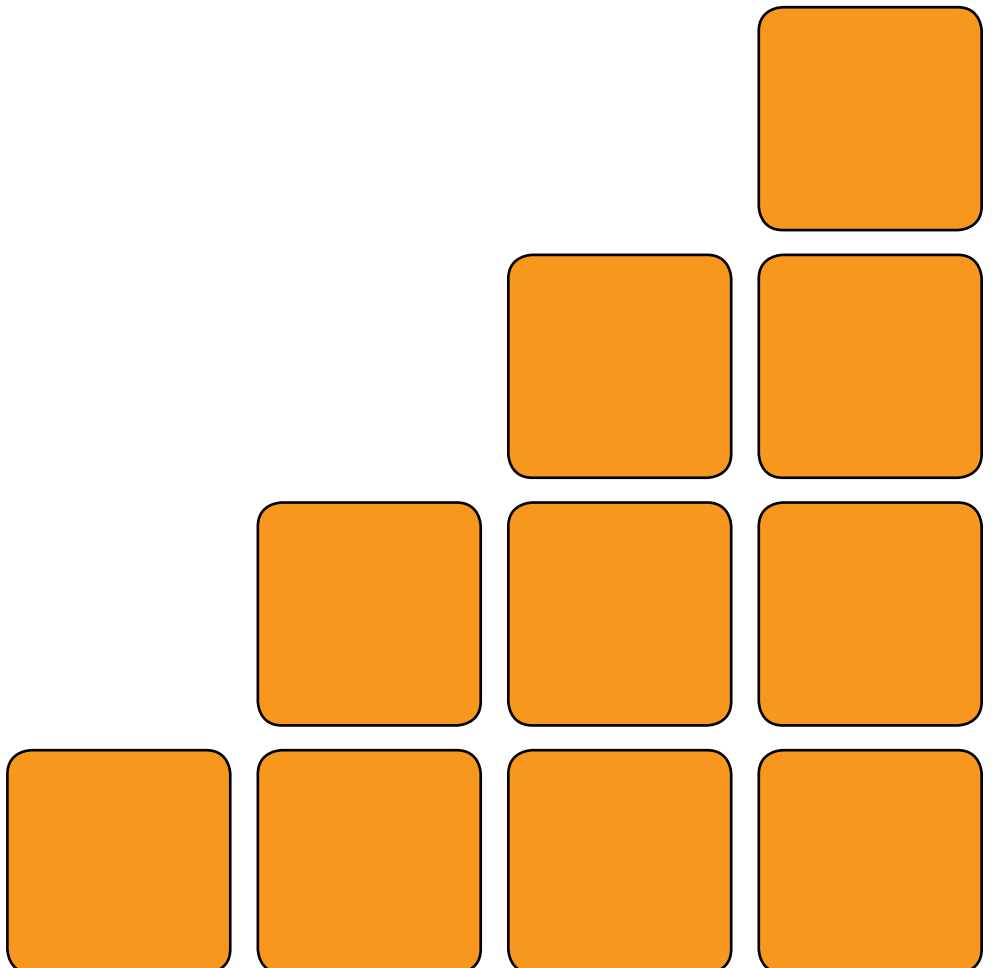
Perm and neutralise hair

UHB96

Learner name:

Learner number:

SVQ



UHB96

Perm and neutralise hair

This unit is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.

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 perming and neutralising hair
2. Prepare for perming and neutralising
3. Perm and neutralise hair

NOS

SKACH5

SCQF Level

6

SCQF Credit Points

9

Observation(s)

2

External paper(s)

1



Perm and neutralise hair

Learning outcomes

On completion of this unit you will:

1. Be able to maintain effective and safe methods of working when perming and neutralising hair
2. Be able to prepare for perming and neutralising
3. Be able to perm and neutralise hair
4. Know and understand how to maintain effective and safe methods of working when perming and neutralising hair
5. Know and understand how to prepare for perming and neutralising
6. Know and understand how to perm and neutralise 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, one of the observed performances must be carried out on a full head**. 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*
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 SKACH5 are included in this record of assessment. You must demonstrate in your everyday work that you have met this standard for perming and neutralising hair. This can be found on the NOS website www.ukstandards.co.uk.



Observations

Learning outcome 1

Be able to maintain effective and safe methods of working when perming and neutralising hair

You must be able to:

- a. Maintain your responsibilities for health and safety throughout the service
- b. Prepare your client to meet the salon's requirements
- c. Protect your client's clothing throughout the service
- d. Wear personal protective equipment when using perming and neutralising chemicals
- 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
- h. 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
- i. Ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
- j. Follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- k. Dispose of waste materials
- l. Complete the service within a commercially viable time

* *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 prepare for perming and neutralising

You must be able to:

- a. Ask your client relevant questions to identify if they have any contra-indications to perming services
- b. Record your client's responses to questioning
- c. Conduct necessary tests following manufacturers' instructions and recognised industry procedures
- d. Record the outcomes of tests on the client's record card
- e. Seek assistance from the relevant person when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for your client
- f. Choose products, tools and equipment based on the results of necessary tests, consultation with your client and factors influencing the service
- g. Prepare products following manufacturers' instructions
- h. Protect your client's hair and skin prior to perming

*May be assessed by supplementary evidence.

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



Learning outcome 3

Be able to perm and neutralise hair

You must be able to:

- a. Use the correct sectioning techniques so that the hair is sectioned cleanly and evenly to achieve the desired look
- b. Use products and techniques taking into account factors influencing the service
- c. Confirm straightening has been achieved by the rearranging process, if required
- d. Leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
- e. Take meshes of hair which suit the size of the perm rod
- f. Maintain an even tension throughout the winding process
- g. Ensure all wound perm rods sit on their own base
- h. Follow manufacturers' instructions when:
 - Applying perming lotion and neutralisers evenly to all wound hair
 - Monitoring and timing the development of the perming and neutralising processes
 - Applying suitable conditioners, if necessary
- i. Confirm the required degree of curl has been achieved
- j. Ensure the water temperature and flow suit your client's hair, scalp and comfort needs
- k. Leave the hair free of perm lotion when the desired degree of curl is achieved
- l. Remove excess moisture before neutralising without disturbing the wound hair
- m. Effectively apply the neutraliser to the hair, taking care not to disturb the wound hair
- n. Remove the perm rods without disturbing the curl formation
- o. Leave the hair free of neutraliser after the final rinse
- p. Identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
- q. Refer problems you cannot resolve to the relevant person
- r. Achieve the correct degree of curl necessary for the final, desired look
- s. Give your client advice and recommendations on the service provided

* *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 a minimum of 3 products	Portfolio reference
Barrier cream	
Pre-perm treatments	
Chemical rearranger	
Perm lotions	
Neutralisers	
Post-perm treatments	
Carried out a minimum of 4 tests	Portfolio reference
Strand	
Development	
Elasticity	
Porosity	
Incompatibility	
Taken into account all factors	Portfolio reference
Hair characteristics	
Hair classification	
Temperature	
Direction and degree of movement required	
Hair length	
Length of re-growth	
Colour treated 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:

Carried out a minimum of 1 sectioning technique	Portfolio reference
Basic	
Directional	
Brick	
Given all advice and recommendations	Portfolio reference
How to maintain their perm	
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 4

Know and understand how to maintain effective and safe methods of working when perming and neutralising 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 to yourself and clients	
d. Why it is important to use personal protective equipment	
e. What contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services	
f. The importance of recognising any contra-indications to perming and neutralising services	
g. How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	
h. Why it is important to keep your work area clean and tidy	
i. Methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	
j. Why it is important to position your tools and equipment for ease of use	
k. The different methods of cleaning, disinfecting and sterilisation used in salons	
l. The hazards and risks which exist in your workplace and the safe working practices which you must follow	
m. The different types of working methods that promote environmental and sustainable working practices	

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



Learning outcome 4 (continued)

Know and understand how to maintain effective and safe methods of working when perming and neutralising hair

You must know and understand:	Portfolio reference
n. The importance of personal hygiene and presentation in maintaining health and safety in your workplace	
o. Suppliers' and manufacturers' instructions which you must follow for the safe use of equipment, materials and products	
p. The correct methods of waste disposal	
q. Your salon's expected service times for perming and neutralising work	

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



Learning outcome 5

Know and understand how to prepare for perming and neutralising

You must know and understand:	Portfolio reference
a. The legal significance of client questioning and the recording of client's responses to questioning	
b. The types and purposes of tests	
c. When and how tests should be carried out and the expected results	
d. How the results of tests can influence the perming service	
e. Potential consequences of failing to test	
f. The courses of action to take in the event of adverse reactions to tests	
g. Why it is important to record test results	
h. How and why the contra-indications can affect the delivery of perming services	
i. The manufacturers' instructions for the specific perming and neutralising products in your salon	
j. The active ingredients in perming and neutralising products	
k. The effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure	
l. How temperature affects the perming process	
m. The types and purposes of equipment used during the perm development process	
n. The different types and uses of perm lotions, chemical rearrangers and neutralisers	

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



Learning outcome 6

Know and understand how to perm and neutralise hair

You must know and understand:	Portfolio reference
a. How different factors can affect your choice of perming and neutralising products	
b. When to use different types of sectioning techniques and why	
c. The different factors that influence the use of different sized perm rods	
d. Why and when chemical re-arranging of the hair is necessary	
e. Why different applicators are used when chemically re-arranging and their effect on the hair and scalp	
f. How to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair	
g. The importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process	
h. The importance of accurate timing and thorough rinsing of products	
i. When and why it is important to use pre-perm treatments	
j. Methods of applying perm lotions and neutralisers	
k. The effects of overlapping products on previous chemically treated hair	
l. Method of checking curl development by taking development test curls	
m. The importance of considering water temperature during the neutralising process	
n. The importance and effects of restoring the hair's pH balance after the perming and neutralising process	

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



Learning outcome 6 (continued)

Know and understand how to perm and neutralise hair

You must know and understand:	Portfolio reference
O. The types and uses of post-perm conditioners	
p. The importance of using products economically	
Q. Confirm the required degree of curl has been achieved	
r. Types and causes of problems that can occur during the perming and neutralising processes and how to resolve them	
S. 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	
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	



You must know and understand:

Contra-indications (examples only) - how and why the contra-indications can affect the delivery of perming services		Portfolio reference
History of previous allergic reaction to perming products		
Other known allergies		
Skin disorders		
Incompatible products		
Medical advice or instructions		
Previous chemical treatments		
Recent removal of hair extensions or plaits		
Factors - how different factors can affect your choice of perming and neutralising products		Portfolio reference
Hair characteristics		
Hair classification		
Temperature		
Direction and degree of movement required		
Hair length		
Length of re-growth		
Colour treated hair		
Advice and recommendations		Portfolio reference
Additional services		
Additional products		

Notes

Use this area for notes and diagrams