UHB137X
Hair perming services

Unit reference number: A/507/5590
Level: 3
Guided Learning (GL) hours: 110

Overview
This unit is about providing a perming service for the client. Learners will know how to combine, adapt and personalise a range of sectioning and winding techniques to achieve a variety of fashionable permed effects. Permed effects will include root lifted, waved, corkscrewed and textured curls.

Learners will also develop an understanding of contra-indications, how to work safely and hygienically, aftercare, client lifestyle and factors that affect and influence the perming service.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for hair perming services
LO2 Know techniques and procedures for hair perming services
LO3 Know products, tools and equipment used for hair perming services
LO4 Be able to prepare for hair perming services
LO5 Be able to provide hair perming services
Assessment requirements

Learners must produce a portfolio of evidence which includes:

1. Service portfolio
2. Summative practical assessment

1. Service portfolio

Learners must produce a service portfolio which contains assessed evidence covering all the theory assessment criteria in the unit. The service portfolio must also contain evidence relating to the practical assessment criteria.

At a minimum the practical evidence contained in the portfolio for this unit must include, client consultation and treatment records covering all of the following:

- Carried out a minimum of 5 finished permed looks
  - Permanently coloured hair
  - Lightened hair
  - Previously permed hair
  - Virgin hair
- Used all products suitable for perming and neutralising
  - Barrier creams
  - Pre-perm shampoo
  - Pre-perm lotions
    - Perm lotions – cold wave, acid wave, exothermic, semi/demi wave, root perm gel/cream
  - Neutralisers
  - Post-perm treatment
- Carried out all tests for perming and neutralising
  - Development
  - Elasticity
  - Porosity
  - Incompatibility
  - Pull
- Considered all factors
  - Hair classifications
  - Hair characteristics
  - Temperature
  - Direction, degree and extent of movement required
  - Hair condition, length and growth patterns
  - Haircut
  - Degree of existing curl
- Carried out a minimum of 4 sectioning and winding techniques suitable for perming and neutralising
  - Piggyback
  - Spiral
  - Weaving
  - Root
- Hopscotch
- Double wind

- Produced all perm'd effects
  - Root lifted
  - Waved
  - Corkscrewed
  - Textured curl

- Given all advice and recommendations
  - How to maintain the perm
  - Time interval between services
  - Present and future products and services

Evidence from the one summative practical assessment must also be presented in the service portfolio.

The service portfolio is a pre-requisite requirement which must be completed prior to learners undertaking the one summative practical assessment.

2. Summative practical assessment

Learners must carry out a complete perming service which will be observed and marked by centre assessors. Learners must achieve all assessment criteria in order to pass and achieve the unit.

The summative practical assessment must take place in a real or realistic working environment on a real client. At a minimum the summative practical assessment for this unit must cover:

- Service – Perming and neutralising of the hair
  - On one new client using creative techniques and effects to produce a texturised curl effect. The perm must be performed within a commercial time appropriate to client’s hair type to produce a fashionable finish

- Hair type – One of the sensitised hair types:
  - Previously coloured hair
  - Previously lightened hair
  - Previously permed hair

- Sectioning and winding techniques – one or a combination of the techniques:
  - Piggyback
  - Spiral
  - Weaving
  - Root
  - Hopscotch
  - Double wind

- Permed effect – a textured curl

Recorded professional discussion can also be used as an assessment method attached to the practical assessment and is particularly useful for gathering evidence for criteria related to evaluation and reflection. Professional discussions should be planned and recorded.
Unit content

LO1 Know the salon requirements for hair perming services

Explain the importance of personal presentation for perming services:
Personal presentation is important in creating overall good impression and promotes client satisfaction, repeat/new business and reputation for the stylist/salon.
Learners must:
- Present a positive image and attitude
- Ensure salon uniform requirements are adhered to. Each salon will have different requirements and expect learners to dress appropriately. As a general rule closed-in low heel shoes should be worn. Where tights/stocking/socks are worn, these should be clean and free from ladders or holes. Smart non-restrictive clothes for ease of movement, with sleeves/jewellery that do not touch client whilst service is provided. Other examples may include a set uniform or tee shirt with or without salon logo
- Have presentable and good personal hygiene including clean clothes, clean teeth and fresh breath
- Ensure they avoid a strong smell of tobacco, heavy perfume or aftershave
- Ensure they present good posture throughout the service with weight evenly balanced

Describe salon procedures to set up the work area:
- A clean and hygienic working area will help create an overall good impression to the client and prevent cross-infection. Learners will have knowledge of health and safety

Describe how to recognise relevant hazards and risks for perming and normalising/neutralising services:
- Within a salon safety is of paramount importance and learners must know how to recognise potential harm or injury that may occur.
  - Hazards – anything that has the potential to cause harm, e.g. accelerator flex left plugged in and trailing around client’s chair
  - Risks – a chance, high or low, that harm caused by the hazard will occur, e.g. someone may trip over trailing hairdryer lead
- Work safely throughout the perming and neutralising service ensuring maintenance of electrical equipment is monitored
- Make visual checks on electrical items for safe use
- Use hazardous substances in accordance with COSHH regulations and manufacturers’ instructions
- Dispose of waste appropriately to minimise risk of cross-infection and ensure waste does not pose a risk to the environment

Explain the importance of accurate record keeping:
Record and maintenance cards/electronic files are an effective resource within a salon and provide accurate information regarding client services, history of the client, products used and any tests carried out with dates. Learners must understand the importance of record keeping, ensuring future services can be tracked. Maintenance of electrical equipment record cards/files will verify equipment testing, faults and general repairs for specific items. Learners must ensure:
- The client record cards are maintained and show current information
- Electrical records are updated if equipment becomes faulty during perming and neutralising
- Latest equipment testing date records are checked
LO2 Know techniques and procedures for the perming services

Explain the hair classifications and characteristics:

<table>
<thead>
<tr>
<th>Hair classifications table</th>
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</thead>
<tbody>
<tr>
<td>1a Fine/thin</td>
</tr>
<tr>
<td>Type 1: Straight hair</td>
</tr>
<tr>
<td>2a Fine/thin</td>
</tr>
<tr>
<td>Type 2: Wavy hair</td>
</tr>
<tr>
<td>3a Fine/thin</td>
</tr>
<tr>
<td>Type 3: Curly hair</td>
</tr>
<tr>
<td>4a Fine/thin</td>
</tr>
<tr>
<td>Type 4: Very curly hair</td>
</tr>
</tbody>
</table>

Learners must know how the extent and degree of the hair classifications and characteristics will influence products, tools and equipment used in the perming and neutralising service.

Explain how factors influence perming and normalising/neutralising services:

Hair characteristics:

- **Density** – This is defined as the number of hairs on the scalp and will affect the choice of tools and products used and the time of the service. As an example to achieve soft curl on thick, dense, coarse hair avoid using small rods/formers that increase the volume of the hair, unless this is the desired effect. Care must be taken to prevent making sections that are too large for the rod/former on hair that has very low density; this may cause undue tension and breakage at the root area.

- **Texture** – the circumference of an individual strand of hair. Hair can be fine, medium or coarse. Coarse hair has the largest circumference, and fine hair the smallest. Texture may affect the porosity of the hair. In perming the use of pre-perm treatments will even out the porosity of the hair. Learners must know how to select perming products according to hair texture combined with hair classification. Fine, medium or coarse hair all require matching to the relevant strength of perming products within a brand.

- **Elasticity** – This relates to the inner strength of the hair’s cortex. It is an indicator of the internal condition of the hair’s bonded structure and its ability to retain moisture. The hair’s elasticity will influence the selection of perming products and may indicate whether services may be limited or affected.

- **Porosity** – this relates to the condition of the cuticle. Porosity levels are caused by both chemical and physical damage. Cuticles that are raised and feel rough are known as porous and will absorb water and perming products more easily and unevenly. Suitable pre-treatment products will be required if hair is porous.

- **Hair condition** – Hair that is in good condition will be shiny, smooth, with good porosity (flat cuticle scales) and good elasticity (good moisture levels). Hair that is in poor condition will be dull, may have split ends or torn cuticle, be over-elastic, have signs of breakage and have dry, porous ends or lengths. Hair condition will influence the selection of perming products and may indicate whether services may be limited or affected. Carry out tests to confirm the condition of the hair to match to the most suitable lotion/gel.

- **Hygroscopic** – hair has the ability to absorb moisture into the cortex and this is called hygroscopic. The properties are changed when it has been shampooed or becomes wet by breaking down weaker hydrogen bonds and in its natural state hair is known as alpha-keratin. This allows the hair to be stretched using heat and brushes in blow-drying. Once hair is stretched and dried into a new shape it becomes known as beta-keratin state. When finishing the permed effect it is important that the hair is thoroughly dried using...
brushes to stretch the hair temporarily into its new form. Hair that is finger dried will remain in its natural state

- Growth patterns – this relates to the direction the hair grows from the scalp and may influence the desired finish. Selection of sectioning and winding patterns may help overcome a difficult growth pattern

Other factors:
- Head and face shape and size – this relates to the overall shape and size of the client’s head and includes any specific features. When finishing the permed effect it is important to ensure that the client has a style they can manage and which suits their overall appearance, e.g. a client with a long face may not require height on the crown or a client with a round face may be best suited with minimal volume at the sides. Head size influences sectioning and the amount of rods/formers to be used
- Lifestyle – this is about the client’s everyday activities and working patterns, e.g. a client who is retired and walks a dog twice a day, requires a permed effect that is manageable and suits most weather conditions
- Hair length – this will affect the general condition of the hair. If the hair is long, the ends will have been shampooed many times and physical or chemical processes may affect the condition. The length of the hair has several contributing factors that affect perming:
  - Timings for perm winding – Long hair will take longer to wind than short hair
  - Pre-damping and post damping – when to use pre-damping and post-damping product application
  - Application of product – to ensure sufficient perm lotion is applied throughout the lengths of the hair without saturating the scalp
  - Rod/former size – for example the weight of long, heavy hair may pull on the formed curl or wave pattern
- Direction of movement required – The degree of perm movement is determined by the angle that rods/formers are wound and the size and direction of the section. Learners must know how to use sectioning and winding techniques to create the desired direction for the permed effect
- Services prior to perming and neutralising – other services offered prior to perming and neutralising may influence the selection of products or contra-indicate the service
- Temperature and humidity of the salon, client and general external weather conditions – these will be influencing factors when perming and neutralising; both the inside and outside temperatures. A salon that has poor ventilation may produce a damp and humid atmosphere, affecting service, e.g. if outside weather conditions are very hot and sunny, the heat will accelerate the processing time. Temperature control within the salon must be adjusted with either additional heating, ventilation or assisted fanning devices
- Length of re-growth – A re-growth is a demarcation between natural hair growth from the root area and the line where a previous chemical service has grown out and learners must:
  - Assess the suitability of hair with a regrowth for perming services
  - Determine the condition of the hair, length of regrowth and suitable products for perming
- Haircut – Learners must know how to select sectioning and winding patterns that complement the haircut
- Degree of existing curl – learners must know how the existing curl influences, winding techniques, winding tension and rod/former size
Describe factors that can prevent or restrict the perming and normalising/neutralising service:

- A contra-indication to the hair and scalp can prevent or alter the service, products or techniques used in perming and neutralising

Explain contra-indications to perming and normalising/neutralising:

- Scalp sensitivity – an inflamed, sore and red scalp may prevent direct heat being placed on scalp and care should be taken when using combs or brushes
- Hair and skin disorders and diseases
  - Contagious – can be passed person to person may prevent service
    - Viral – warts, herpes
    - Fungal – ringworm
    - Animal parasites – head lice, scabies
  - Non-contagious – may prevent service due to severity of condition
    - Sebaceous cyst – lump on top or under scalp/head
    - Psoriasis – dry, silvery scales of skin
    - Contact dermatitis – dry, red, sore, itchy, may possibly be weeping
  - Recent scar/tissue injury will contra-indicate the perming service
  - Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia). Depending on cause hair loss is a contra-indication to perming services
  - Hair defects – trichorrhexis nodosa - rough swollen broken shaft, requires extreme care when combing or brushing hair and correct product use is important
  - Poor elasticity and/or poor porosity – hair that has poor elasticity and/or poor porosity may contra-indicate the relaxing service. Learners must assess the elasticity and porosity of the hair and carry out relevant tests

Explain the value of questioning the client during the consultation:

Learners must know:
- The use questioning to communicate with the client in a way that meets the client’s individual needs
- The importance of understanding the client requirements of the perming service. This may include the use of visual aids, e.g. album of pictures, style book or photos to agree outcome
- The importance of the client feeling valued
- The additional service options which include offering refreshments (if available) or magazines to add value and general ambience to personalise the service
- Reasons why a client may rebook for future service or promote stylist/salon

Describe the types and purposes of tests used for perming services:

- When and how tests should be carried out
- The expected results
- The potential consequences of failing to conduct tests
- The impact of the results for the perming service
- Test results:
  - The results of tests will directly indicate whether or not it is safe to recommend or proceed with a service. Failure to carry out tests can cause irretrievable damage to the hair and scalp or cause severe allergic reaction.
Learners must know:

<table>
<thead>
<tr>
<th>Test</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Test cutting</td>
<td>To assess the suitability of any chemical service (relaxing, perming, reducing synthetic colouring, i.e. decolouring, incompatibility and colouring). Test by placing a piece of cut hair and processing it according to the manufacturer guidelines</td>
</tr>
<tr>
<td>Test curl</td>
<td>To assess the lotion suitability, rod size, degree of curl, timing and development time when perming</td>
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<tr>
<td>Curl check or development test curl</td>
<td>To assess the development of curl during the perming process</td>
</tr>
<tr>
<td>Incompatibility test</td>
<td>To assess the incompatibility of previously applied products such as some home colours</td>
</tr>
<tr>
<td>Elasticity test</td>
<td>To assess the inner strength of the hair’s cortex</td>
</tr>
<tr>
<td>Porosity test</td>
<td>To assess the amount of damage to the hair’s cuticle layer and, therefore, the hair’s ability to absorb and retain moisture</td>
</tr>
<tr>
<td>Pull test</td>
<td>To assess potential hair loss after recent removal of hair extension or plaits</td>
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</tbody>
</table>

- Outcomes of tests:
  - Positive and negative indicators of test results:
    - Learners must know that positive test results do not always indicate that a service may go ahead. For example in the case of an incompatibility test, a positive result indicates that a client has reacted adversely to the test, therefore the service is contra-indicated. Similarly a negative test result may indicate that a service can go ahead, e.g. in a porosity test, a negative result indicates the hair has good porosity

- Incompatibility of previous products:
  - How to ascertain whether the client has used products that would cause an adverse reaction to chemicals used in neutralising products. An adverse reaction could mean irreparable damage or destruction of the hair
  - How to use questioning, observation and testing to eliminate the incompatibility of products, before recommending perming as a course of action
  - Signs of incompatible products used:
    - Colour visible on hair. As an example henna colouring products may contain metallic salts that would react adversely with any neutralising product

**Explain why it is important to protect client’s hair and skin before the perming service:**
- The potential for perming products to cause harm to the hair and skin and clothing
- The risks from using perming products – burns to the skin, hair breakage, damage to clothing

**Describe the range of protective clothing and products that should be used and offered to the client:**
- State the correct PPE to offer the client for their protection – chemical-proof gown, non-permeable cape and towel
- The importance of and how to use barrier cream to protect the skin around the hairline
- The importance of and how to use cotton wool strip to protect the skin and eyes from drips
Explain the importance of exploring a variety of looks using relevant tools and resources:
Learners must know how to consult with the client and explore permed effects that are suitable. Learners must take into account the influencing factors and the abilities of the client to manage a permed effect. Different types of visual aids can support client consultation to avoid misunderstanding.

- Visual aids may include:
  - Photographs
  - Pictures in trade magazines
  - Magazines or books
  - Drawings
  - Internet downloads on a tablet or smartphone

Explain the importance of the client maintaining good posture during the winding of a perm:
Learners must know that the position of the client’s head is of importance when winding rods/formers. If the client’s head is tilted the angle that the hair is projected away from the scalp will result in the incorrect lie of the roller. The result may be uneven winding and that the hair is looser at one end than the other. This will result in uneven curl formation. Another fault may be that the roller does not wind down and sit correctly on its base.

Explain the safety considerations that must be taken into account when perming and normalising/neutralising hair:

- Knowledge of health and safety orders, policies and regulations relating to perming and the use of hazardous chemicals
- Working hygienically, methodically, safely and cleanly. Use appropriate protective equipment for self and client. Prepare working area and clear any waste immediately
- The correct methods of using perming products, according to manufacturers’ instructions
- Maintenance of electrical equipment before, during and after service. Visual checks carried out before during and after service for safe use
- Follow health and safety policies for working safely, check electrical items have been P.A.T. tested
- Carry out perming service without causing danger or damage to self, client or work areas intentionally or by accident
- Maintenance of posture self and client throughout perming service
- Prevention of cross-infection, ensure all personal protection equipment is clean and tools are fit for purpose
- Identifying potential risks and hazards – identify and clean up spillages immediately, ensure there are no trailing wires, avoid excess lotion saturating the scalp and causing possible scalp burn
- Perming products should be used in a well-ventilated area
- Maintain accurate records by reporting and keeping client service and equipment files up to date

Explain the importance of following manufacturers’ instructions for the safe and specific use of perming products, materials and equipment:
While all perming products act on the hair in a similar way, each brand and type of product within the brand range will vary. Learners must know the importance of following the manufacturers’ instructions for each and every product and process.

- The product mixing instructions if mixing is required
- The application method
The timings for processing and neutralising
The requirements for additional heat during processing
Any special precautions or instructions, e.g. some products require activators mixing with the perming lotion or neutralisers need diluting
The potential for perming processes to fail if manufacturers’ instructions are not followed
The threat to health and safety as a consequence of not following manufacturers’ instructions
The legal consequences of not following manufacturers’ instructions

Describe how to apply perming products when using different winding techniques:
The application method for perming products varies according to the winding technique. Some products require the lotion to be applied before the rods/formers are wound, this is known as pre-damping. Some winding methods, products and hair conditions dictate that the perming product is applied after the rods/formers are wound, this is known as post-damping.

Pre-damping:
- If condition allows and winding speed is quick, long hair can be pre-damped. Post-damping long hair can lead to problems, as the lotion penetration from outside of the rod/former to the inner centre is difficult and may result in an uneven curl result or straight ends
- Processing time is calculated within the winding time
- The considerations for pre-damping are the time it takes to wind the perm. If winding speed is slow, the perm may over-process
- To wear non-latex gloves when pre-damping
- Some acid perms recommend pre-damping
- Pre-damping is useful when perming resistant hair
- Resistant areas such as the nape hair should be wound first as they take longer to process
- The top section of hair should be wound last as this processes the fastest

Post-damping:
- The time taken in winding does not affect the overall processing time
- The overall processing time will be longer than with pre-damping
- Gloves need not be worn for winding the perm
- Post-damping is advantageous for alternative winding methods that are intricate or take additional time
- Post-damping may be a disadvantage for winding methods that are intricate or involve more than one roller, e.g. piggyback or hopscotch wind. The perming product may not penetrate to the inner of the rod/former
- Most suitable for alkaline and root perms

Describe the sectioning and winding techniques for different types of hair and factors that affect techniques:
Learners must describe and explain they types of rods/formers and how they can be used along with sectioning and winding techniques to create permed effects for different types of hair. Learners must also know factors that affect the techniques.
Learners must describe:
- Basic wind – creates an even amount of movement from roots to points all over the head. This method uses conventional perming rods and underpins all other alternative techniques
  - The client’s head should remain upright to ensure projection of the hair from the head is not distorted
- Sections are taken by measuring the length and thickness to match the selected rod, this is referred to as a normal section
- The hair must be combed smoothly from the root to avoid the hair being twisted or distorted
- The hair must be angled slightly forwards and the section held centrally to avoid distortion when the hair is wound to the root
- The hair is wound from point to root using end papers to keep the ends smoothly wrapped around the rod. Before placing the end paper the points should not be bunched together but held slightly spaced out to around 2.5 cm
- The wound rod sits directly on top of the section created on the head, this is referred to as winding ‘on base’
- Tension – a firm, even tension is placed on the hair while winding the rod to the base to smooth natural movement
- All lotion types are suitable
- Apply sufficient lotion to the hair without flooding the scalp, which may cause burns

- **Spiral (vertical) curl movement** – vertical cascading, corkscrew shaped curls with uniform diameter
  - Performed on longer hair that is one length or has long layers to create a spiral, corkscrew effect
  - Uses square or rectangular sections that are measured according to the diameter of the rod and the area of the former that is wound to the scalp
  - Can be wound from root to point or point to root depending on the curl former
  - Winding tension – must be firm without undue tension
  - Formers – spiral rods or foam covered flexible wavers
  - Alkaline perm will give firmer curl results if hair condition allows

- **Perming faults specific to spiral perming and how to rectify:**
  - Uneven curl shape – caused by uneven tension when winding. There is no remedy
  - Straight root end – caused by loose fastening near the root area. There is no remedy
  - Hair flicks out – caused by twisting the former while winding. There is no remedy
  - Curl too loose – caused by under-processing, former too large or tension too weak. To rectify, if hair condition allows the hair may be reprocessed

- **Root perm** – creates movement, lift and volume at the root area of the hair. The points are not processed:
  - Performed on layered or graduated hair. If hair is too long, the weight of the hair may pull down the root lift and the effect will be lost
  - Section may be created to achieve over-direction and thus additional root lift
  - Winding tension – must be firm without undue tension
  - Formers – conventional rods with non-porous end papers to protect the lengths from processing or foam covered flexible wavers
  - Root perming product that is a gel, thick cream or paste applied to the root area. Another method is to use non-permeable end papers used with perm lotion
  - Re-perming must be kept to the regrown root area with no overlapping onto the previously processed hair

- **Perming faults specific to root perming and how to rectify:**
  - Uneven root lift – caused by incomplete application of gel product. Reprocess selected areas if condition allows
  - Curled ends – caused by perming product seeping through to the wound lengths. There is no remedy
• Piggyback winding – creates a textured curl of varying diameters with softly waved roots and tighter, curlier ends. There are various methods used to achieve this effect; the overarching principle is that one wound rod sits upon another, leaving the root softly waved or unprocessed. Root movement can be achieved by not winding the ends.
  - Formers – conventional rods of two different sizes, one small and one large
  - A normal size section is wound from the middle onto a large rod, down to the head. The ends are then wound from the points onto a smaller rod that is wound down to sit in place on top of the large roller
  - Either alkaline or acid perm lotions are suitable

• Weaving – creates a soft textured movement with stronger movement at the ends
  - Formers – conventional rods or oval shaped formers
  - A normal shaped section is divided in two along the thickness of the section. The hair is woven and a large rod is used to wind the upper subsection and a smaller one is used for the lower subsection. This produces two different curl sizes giving volume without tight curls. A variation of this method is to leave one subsection unwound; this will give volume and a textured effect
  - Either alkaline or acid perm lotions are suitable

• Hopscotch – creates a multi-textured finish with volume and varying curls. It is used to enhance layers and graduation and create movement
  - Formers – conventional rods, using either the same size or different sizes depending on the required permed effect
  - A normal sized section is woven through the thickness. The back subsection is wound onto a rod. Continue until four or five rods have been woven and wound, leaving unwound hair between each rod. Take vertical sections of the unwound hair and wind so that the rod sits crosswise on top of the previously wound section. Continue to wind all areas in the same way
  - Either alkaline or acid perm lotions are suitable

• Double wind – produces a varied curl effect with volume and lift at the root area
  - Formers – conventional rods, one large, one small
  - A normal sized section is wound partway down, then another equally sized or smaller rod is placed underneath and both rods are wound down to the head
  - Either alkaline or acid perm lotions are suitable

Explain the effects of overlapping products on previously chemically treated hair:
Previous chemical services will have altered the state of the cuticle, porosity and the internal structure of the cortex. Learners must explain:
• How to assess the hair for previous chemical treatments
• The effect of over-lapping perming products on the structure of the hair
• How to use products and techniques to avoid overlapping and potential hair breakage

Describe how to check curl development when using different types of winding tools:
Learners must describe how to check curl development when using alternative formers such as ‘U’ sticks or chopsticks.
• To unravel the hair partially from the former and check that the degree of movement mirrors the dimensions of the formers used
• When using alternative formers, more emphasis is paid to development timing according to manufacturers’ instructions for the hair type and condition
Explain how temperature affects the perming process:
Learners must know the precautions and procedures to follow when temperature influences the perming process.

- **Warm temperature:**
  - Learners must anticipate that the perm will process readily and take frequent test curls to assess curl development
  - Learners must not use an additional heat source if the perm is readily processing unless stated in the manufacturer’s instructions. For example, an acid perm requires an additional heat source regardless of the ambient temperature in the working environment

- **Cool temperature:**
  - Learners must anticipate that the perm may process slowly and take frequent test-curls to assess curl development
  - Learners must be able to assess the curl development. If the test shows slow curl development in relation to time, then learners must allow longer processing time or decide whether to use an additional heat source to speed the curl development if manufacturer’s instructions allow. Learners must only use additional heat sources if the manufacturer’s instructions recommend it

Explain the importance of accurate timing:
Learners must explain the importance of accurate timings for the perming and neutralising process to avoid under-processing or over-processing of the perm or neutralising stage:

- How to assess the condition of the hair as part of the consultation
- The manufacturer’s guide to timings for the perm in relation to the condition of the hair and type of perm used
- How to read the results of a developmental test curl – ‘S’ bend
- The effects of the perm on the hair structure if insufficient time is given to the processing stage – not enough disulphide bonds are broken; the perm will not form to the desired curl. This can be referred to as the perm not ‘taking’
- The effects of the perm on the hair structure – if the perm process is given surplus time too many disulphide bonds are broken, the hair structure is irretrievably broken down resulting in frizzy curl or breakage of the hair
- The manufacturer’s guidelines to timings for neutralisers
- The effects of the neutraliser on the hair structure – if insufficient time is given to the neutralising process the curl will not fix
- The effects of the neutraliser on the hair structure – if surplus time is given to the neutralising process it results in weak hair and poor curl

Explain the importance of thorough rinsing of perming and normalising/neutralising products:

- Rinsing the hair with water stops the action of the perming process
- The importance and urgency of immediate rinsing once the curl has developed
- The importance of using rinsing methods that reach all wound rods/formers
- The timings for rinsing to ensure all perm lotion has been rinsed away – refer to manufacturer’s instructions
- Checks to ensure all perm lotion has been rinsed away – use of detector paper
- The importance of water temperature – hot water may burn a sensitised scalp
- The importance of rinsing away all neutraliser from the hair – remaining neutraliser could lead to hair and scalp damage
State the service times for perming and normalising/neutralising services:

- The expected service times of the organisation for
  - The consultation
  - The winding process
  - The break in between the perming service and the follow-on finish
  - Organisations often use another member of staff to undertake the neutralising process this leaves a period of time in between the perm and the finish for the stylist to undertake another service
  - The time to style and finish the permed effect
- How the method of winding and length of the client’s hair affects service time, e.g. a long hair, spiral wind will take considerably more time than shorter hair wound on large rods/formers
- Service times to aid the consultation and give advice for future services

Describe methods of applying normalising/neutralising products when using different winding techniques:

- To use neutraliser according to the manufacturers’ instructions
- Ensure the wound hair has been blotted dry after rinsing and prior to neutralising
- Prepare the protection for the client to stop neutraliser dripping onto the skin
- To take great care to ensure that all rods/formers are neutralised, especially in hard to reach areas such as the nape
- To ensure each rod/Former is saturated with neutraliser
- To apply neutraliser firmly into the root area, especially for root perms
- To adhere to manufacturers’ instructions for timing of the neutralising process. Timings vary across brands and according to the type of perm
- To adhere to manufacturers’ instructions for applying neutraliser to the ends of the hair once rods/formers have been removed

Explain the types and causes of problems that can occur and how to rectify them:

- Perming problems, causes and solutions

<table>
<thead>
<tr>
<th>Perming problem</th>
<th>Possible cause</th>
<th>Immediate action</th>
<th>How to avoid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair/scalp damage, breakage of hair</td>
<td>Hair wound with too much tension. Bands placed too tightly or too close to the root. Hair over-processed or chemicals too strong. Over-lapping.</td>
<td>Apply restructurant or remedial conditioning treatment</td>
<td>Wind with less tension. Secure bands across the top of the wound rod. Monitor processing time closely. Select lotion that is suitable for the hair type and condition. Ensure perming products do not overlap previously processed hair</td>
</tr>
<tr>
<td>Pull burn</td>
<td>Perm lotion entering the hair follicle due to excessive tension or incomplete rinsing of perming lotion from the hair.</td>
<td>First aid assistance for chemical burns. If serious, refer for medical assistance.</td>
<td>Use less tension when winding and take smaller sections to avoid pulling the root area of the hair.</td>
</tr>
<tr>
<td>Sore hairline or skin irritation</td>
<td>Perming products in contact with the skin or barrier cotton wool soaked in perming</td>
<td>Consult with client to ascertain possible allergic reaction.</td>
<td>Ensure the lotion does not saturate the scalp. Renew cotton wool after damping.</td>
</tr>
<tr>
<td>Condition</td>
<td>Description</td>
<td>First Aid Assistance</td>
<td>Select Lotion That Is Suitable For The Hair Type and Condition</td>
</tr>
<tr>
<td>-----------</td>
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</tr>
<tr>
<td>Straight frizz</td>
<td>Perming products too strong or over-processing. Too much tension when winding</td>
<td>Apply restructurant or remedial conditioning treatment. Cut the ends to reduce frizz</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Permed effect too curly</td>
<td>Rods/formers too small or perming product too strong.</td>
<td>If condition allows, re-perm with suitable perming products *</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>No permed result</td>
<td>Perming product too weak for the hair type and condition. Curlers too large. Incorrect neutralising. Hair under-processed.</td>
<td>If condition allows, re-perm with suitable perming products *</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Fish-hooked ends</td>
<td>Hair points incorrectly wrapped around rod/former. Hair points not enclosed in end paper</td>
<td>Remove fish-hooks by cutting</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Perm weakens or ‘drops’</td>
<td>Incorrect neutralising. Hair overstretched when styling the finished effect.</td>
<td>If condition allows, re-perm with suitable perming products *</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Hair has good movement when wet, poor when dry</td>
<td>Incorrect neutralising. Hair stretched when styling the finished effect. Over-processed</td>
<td>If condition allows, re-perm with suitable perming products * (other than over-processed hair) Use restructurant or remedial conditioning treatment</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Uneven curl</td>
<td>Uneven winding techniques. Uneven winding tension. Lotion application is uneven. Incorrect neutralising.</td>
<td>If condition allows, re-perm affected areas with suitable perming products *</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Straight pieces</td>
<td>Lotion application uneven. Rods too large. Hair detaches from the rod.</td>
<td>If condition allows, re-perm affected areas with suitable perming products *</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
<tr>
<td>Band marks</td>
<td>Perm bands incorrectly placed when fastening the rod.</td>
<td>Use restructurant or remedial conditioning treatment</td>
<td>Select lotion that is suitable for the hair type and condition. Monitor processing time closely. Wind with less tension.</td>
</tr>
</tbody>
</table>

* Do not re-process the hair unless the condition is suitable. Always wet the hair to check for the curl movement and check for over-processing. It is essential to carry out relevant tests.
Describe the correct methods of waste disposal for perming products:
Perming products are hazardous substances. Learners must refer to the COSHH regulations and know their responsibilities for the safe storage, handling, use and disposal of perming products.
- How to eliminate waste by using economical measures of perming product
- How to dispose of any leftover chemical product, e.g. acid perms require correct mixing of two parts of the product which results in too much lotion for the average head of hair. It is usual to have some product remaining that would not be fit to be retained
- To immediately remove disposable waste such as cotton wool to an enclosed, lined bin

Explain the importance of ensuring the finished perm effect complements the client’s features and enhances personal image and that of the salon:
- To create a finished effect that suits the client’s head and face shape
- To create an image in keeping with the client’s image
- To create a style that fits the client’s lifestyle and maintenance abilities
- How to personalise the style to suit the client’s hair type, e.g. using cutting, blending and texturing techniques to aid blending of permed hair into straighter un-permed hair
- Style the hair so that the volume of the style suits the client’s face, head and body shape and facial features
- To avoid using excessive straightening and smoothing as this may relax the lasting result
- Avoid excessive heat to retain moisture

Explain the importance of providing advice and recommendations on the products and services provided in the salon:
- Learners must know the advice and recommendations to give to the client:
  - When to first wash the hair after the perming service
  - Advice from manufacturers’ instructions
  - Suitable shampoo and conditioners
  - Styling products to use
  - Methods and equipment to use for styling
  - Finishing products to use
  - When to return for maintenance upkeep of the style
  - Retail products to recommend
  - Other services that may complement the permed effect
  - Special precautions, e.g. not to use incompatible products to perming
LO3 Know products, tools and equipment used for hair perming services

Explain the effects of perm lotions and normalisers/neutralisers on the hair structure:
- Softening (reduction) stage – perm lotion enters the cuticle, swells the hair shaft and disulphide bonds begin to break
- Moulding stage – Hair takes on the shape of the perm rod or former

Learners must explain the effects of normalisers/neutralisers on the hair structure:
- Fixing or oxidation stage - disulphide bonds re-join in the newly formed position by the addition of oxygen

Describe the chemical composition of perming and normalising/neutralising products:
- Cold wave perming solution – ammonium thioglycolate and ammonium hydroxide
- Acid wave perming solution – glyceryl monothioglycollate
- Neutralising agents – hydrogen peroxide and sodium bromate

Learners must explain the effect of pH in perming products and how this affects the structure of the hair.
- pH variations in the differing strengths of cold wave lotions, e.g. pH is strongest in perms for resistant hair and lower in perms for coloured hair
- The pH of alkaline and acid perms and the effect of the pH in perming products on the structure of the hair

Explain the effects of pre-perm and post-perm treatments on the hair structure:
Pre-perm treatments are used to even out the porosity along the hair’s length prior to applying perm lotion. Post-perm treatments are used to rebalance the pH value of the hair after the neutralising process.
- How the treatments affect the structure of the hair
- When to apply the treatments
- How to apply the treatments
- The consequences of failing to apply the treatments

Explain the importance of restoring the pH balance after the perming and normalising/neutralising process:
- The effect of pH balancing on the structure of the hair after the perming and neutralising process
- Products to use to pH balance the hair
- Consequences of failing to restore the pH balance of the hair

Describe the different types of perming products and explain how they are used to create curl:
- The different types and strengths of perming products available for the different types of hair classification and condition
- The importance of referring to the manufacturers’ instructions for the safe use of perming products due to the uniqueness of each brand
<table>
<thead>
<tr>
<th>Type of perming product</th>
<th>Product features</th>
<th>When to apply / Pre or Post damping</th>
<th>How to apply</th>
<th>Special features / suitable hair types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barrier cream</td>
<td>Cream used to protect the skin around the hairline from perm lotion</td>
<td>Apply to the hairline after the client is gowned</td>
<td>Apply with a cotton bud, avoid contact with the hair</td>
<td>N/A</td>
</tr>
<tr>
<td>Pre-perm shampoo</td>
<td>Shampoo that removes product build-up and has no conditioning agents that would cause a barrier to perming.</td>
<td>After the consultation, before winding. Use with tepid water to avoid sensitising the scalp</td>
<td>Shampoo the hair according to the manufacturers' instructions</td>
<td>Some shampoo brands are mildly alkaline to prepare the cuticle for the perming service</td>
</tr>
<tr>
<td>Cold wave</td>
<td>Alkaline perm with a pH of around 9.5. Use for all hair types. Produces firm curl with long-lasting effects. Suitable for all winding techniques. Lotion ready to use straight from the bottle.</td>
<td>Most appropriate for post-damping. Pre-damp according to hair length, resistant areas and where winding speed is quick.</td>
<td>Either directly from the applicator bottle or decanted into a bowl and applied with cotton wool, sponge or a brush.</td>
<td>Most brands have varying strengths for differing hair types, typically for normal, coloured and resistant hair. Additional heat is normally not required.</td>
</tr>
<tr>
<td>Acid wave</td>
<td>Acid perm with a pH of around 6-7. Use for fine, delicate or porous hair and sensitised hair. Softer curl effect. 2 part lotion that needs to be mixed to activate, immediately prior to its application.</td>
<td>Most suitable for post-damping. Discard any remaining lotion; it will lose its potency.</td>
<td>Either directly from the applicator bottle or decanted into a bowl and applied with cotton wool, sponge or a brush.</td>
<td>Some brands have a combination of strengths for sensitised hair types. Longer processing time than alkaline perm. Requires the use of additional heat such as Rollerball / Climazone.</td>
</tr>
<tr>
<td>Exothermic</td>
<td>Self-heating perm. Lotion heats once the reagents are mixed together. Suitable for all hair types. 2 part lotion that needs to be mixed</td>
<td>Post-damp</td>
<td>Directly from the applicator bottle. Discard any remaining lotion; it will lose its potency.</td>
<td>They can be a mixture of acid and alkaline or acid/alkaline depending on the manufacturer. Most brands have varying strengths for</td>
</tr>
<tr>
<td>Semi or demi wave</td>
<td>Mixed to activate, immediately prior to application. Tends to produce firm curl results.</td>
<td>As per manufacturers’ instructions</td>
<td>Either directly from the applicator bottle or decanted into a bowl and applied with cotton wool, sponge or a brush.</td>
<td>Differing hair types; typically, for normal, coloured and resistant hair. Self-heating</td>
</tr>
<tr>
<td>-------------------</td>
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<td>--------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Root-perm gel</td>
<td>Weak form of lotion provides effects lasting 6-8 weeks after which the hair can be reprocessed. Used to give body to the hair rather than curl. Liquid packaged ready to use</td>
<td>Post-damping</td>
<td>Gel is applied with a brush directly to the root area</td>
<td>Most brands have two strengths, normal or coloured hair</td>
</tr>
<tr>
<td></td>
<td>Alkaline perm with a pH of around 9.5 gel, cream or paste. Thick consistency for direct application to the root area.</td>
<td></td>
<td></td>
<td>Generally two strengths, for normal and coloured hair. Consistency of product prevents seepage through to the inner wound lengths. No additional heat required</td>
</tr>
<tr>
<td>Normalisers/neutralisers</td>
<td>Cream, foam or liquid products packaged either ready to use or will require dilution. Refer to manufacturers’ instruction for use, especially for dilution and timings</td>
<td>Applied after perm lotion has been rinsed away and the water blotted dry. Applied to wound rods/formers.</td>
<td>Application varies according to brand. Typically, ready to use neutraliser is brought to a foam-like consistency by using a sponge and applied to wound rods/formers.</td>
<td>Timings for the development vary according to the product i.e. ready to use or ‘instant fix’ requiring dilution.</td>
</tr>
<tr>
<td>Post-perm conditioner</td>
<td>pH balanced to close the cuticle to retain the strength of the hair after perming services.</td>
<td>Apply to the lengths of the hair once all traces of neutraliser have been rinsed away and excess water has been squeezed from the hair.</td>
<td>Apply from the palms of the hands.</td>
<td>Has an antioxidant action to halt the oxidation process of the neutraliser.</td>
</tr>
</tbody>
</table>
Explain how and why it is necessary to adapt working methods and choice of perming products to suit sensitised hair:

Due to the popularity of colouring effects it is common for the client to have a coloured, lightened and natural hair combination at any one time. It is essential that learners know how sensitised hair and hair that has been heat damaged reacts to perming products so that further damage to the hair can be avoided.

Learners must explain how to assess the combination of sensitised hair and know how the results impact on working methods and product selection. Learners must know:

- Sensitised hair – hair that has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors. Sensitised hair lacks natural moisture and is susceptible to over-processing
- How to analyse the combination of sensitised hair and natural hair
- Precautionary tests to determine the suitability of sensitised hair for perming
- The effect of alkaline and acid perms on sensitised hair. For example during processing the hair is likely to process quickly. Learners must know the importance of taking frequent test curls
- The effects of using pre-perm treatments on sensitised hair
- How to select the most appropriate strength of product – especially when perming hair previously highlighted with powder lighteners
- Pre-perm treatments are recommended for sensitised hair – check manufacturers’ instructions
- The importance of post-perm treatments to restore the pH and close the cuticle scales
- If tests results indicate the perm can go select the most suitable product either for coloured hair, porous hair, damaged hair, or acid wave for coloured hair or combination coloured types

Explain how different factors can affect the choice of perming and normalising/neutralising products:

Learners must explain the factors that influence the choice and select the most appropriate perming and neutralising products.

- The chosen permed effect – whether the desired result is a firm curl, soft waves or root lift. Alkaline will give firmer results than an acid wave
- Virgin hair – hair that has not been treated with chemicals. Select according to condition, texture and desired result

Describe the types and purposes of tools and equipment used during the perm development process:

- Pin-tail comb – the narrow pin-tail is used for precise and accurate sectioning when using the post-damping method
- End papers – made of fibre or fine paper. Used to wrap and enclose the points of the hair enabling the points to be wound smoothly around the rod/former. Some end papers are non-permeable and once wound serve to protect the ends and lengths from absorption of the perming product. They are used specifically for root perming
- Perming rods – made of plastic and are narrower in the middle to help to guide the hair evenly along the length of the rod when winding. Rods are colour-coded according to size. The larger the diameter of the rod, the bigger the curl effect produced
- Spacers – thin stick-like pieces of plastic. They are used to slip underneath the fastened bands on wound rods to prevent band marks caused by the pressure of the band across the hair
- Foam covered flexible wavers – foam covered wire formers. Colour-coded according to size. Used for alternative winding techniques such as spiral winding. The flexibility allows the former to be bent to secure the hair
• ‘U’ Sticks or chopsticks – a ‘U’ shaped stick or chopsticks are used for alternative winding techniques and create a wide wave pattern. Hair is wound in a figure of eight around the stick and processed in the normal way

• Conventional setting rollers – smooth setting rollers can be used to give body to the hair when used as perming formers. They are larger than conventional rods and produce a larger softer curl movement and give volume

• Non-metallic sectioning clips and non-metallic bowl – used during perming procedures. Metallic items react adversely when in contact with perming lotions

• Cotton wool strip – used dampened with water and placed around the hairline to protect the client from drips of perming product

• Application brush or comb with a sponge attached – angled plastic brushes, similar to tint brushes are used to apply perming products. Most effective for applying thicker consistency products such as root perming gel, cream or paste. Specially adapted plastic tail combs have small pieces of sponge inserted to use for perming lotion application

• Plastic head cap – polythene caps used to place over the wound perm to retain moisture, heat and aid processing

• Neutralising sponge – specially designed sponge with a grooved surface used to foam neutraliser and to apply neutraliser to wound rods/formers

• Heat accelerators – climazone, rollerball, infra-red accelerator – electrical appliances that deliver a heat source suitable for accelerating the processing time for perms. To be used only if stated in the manufacturers’ instructions for perming products and to be used in accordance with the manufacturers’ instructions for the appliance
LO4 Be able to prepare for hair perming services

Prepare and check the area, products, tools and equipment prior to the perming service:

- Learners will organise all products, tools and equipment in advance making provision for a diverse range of clients’ needs
- Learners will present themselves professionally displaying
  - Dress code in line with the organisation guidelines
  - Readiness for the service
  - Positive attitude
  - Personality/persona fitting for the salon
  - Excellent communication and listening skills
- Learners will prepare the workspace
  - Ensure there is adequate room around the workspace to allow safe use of all equipment
  - Ensure all work areas are free from hair, including basin, chair, trolley, workstation, dressing unit and floor
  - Move chairs to remove and wipe away any dropped products, check feet of chairs for cleanliness and wipe seat and back of chair and apply fresh cover
  - Trolleys to be systematically cleaned between services removing unwanted items and replaced with fresh clean/sterilised items
  - Towels, capes and client gowns are clean and freshly laundered for service and removed after use
- Learners will prepare products
  - Ensure suitable perming products are available prior to recommending a perming service
  - Ensure a range of retail products is available
  - Products should be displayed either at dressing/work area, on a separate display trolley or by a visual chart
  - Ensure that the client has an appropriate range of product choice for all possible permed effects and finishing services
  - Ensure the display area must be clean and well laid out
- Learners will prepare tools and equipment
  - The tools are placed in logical order of use, on clean towel or disposable paper towel to prevent cross-infection
  - The work trolley must be prepared and products must be placed to avoid spillage
  - The work trolley must be positioned on the lead hand side for efficiency of accessing products and tools
  - Learners must prepare end papers and disposable items such as polythene head caps and cotton wool in advance of winding the perm, for time efficiency
  - Other electrical equipment identified for finishing will be prepared safely and turned on only when appropriate. For example, accelerators may heat up quickly, learners must know the optimum time to turn equipment on to prevent waste of electricity, hazard or risk
Prepare the client for the perming service:
Learners will ensure that previous hair services have been carried out correctly and meet the satisfaction of the client. Learners must prepare the client to ensure efficient procedures for the perming service.
- Conduct a visual and manual check of the hair and scalp for contra-indications
- Check for the use of incompatible products
- Conduct relevant tests
- Consider all limiting factors
- Ensure a client record is available prior to the perming service
- Remove obstructive jewellery or items that would inhibit the perming service
- Ensure the chair is adjusted to a workable height for the learners, but is also comfortable for the client. Where necessary, a foot stand could be positioned for client comfort
- Ensure the client is protected by PPE
- Identify and influencing factors and discuss these with client
- Agree the permed effect using visual aids if necessary
- Agree choice of perming products with the client
- Ensure the client maintains the correct posture and is comfortable to avoid risk of incorrect winding angles
- Confirm client comfort

Consult and agree the service with the client:
Learners must consult and agree the service with the client and check for contra-indications. Learners must:
- Use clear and effective communication to elicit the client’s requirements
- Refer to the client’s record card for information on the history of the client’s previous services, or create a new record for a new client
- Use sensitive and careful questioning to elicit medical or health information that may impact upon the perming service
- Ensure that all permed effect options have been explored with the client and use visual aids to aid clarification and avoid misunderstanding
- Ensure the client is aware of the implications of maintaining the permed effect
- Agree service outcome with the client
LO5 Be able to provide hair perming services

Use safe and hygienic working methods throughout the service:
- Carry out work service without causing danger or damage to self, client or work areas intentionally or by accident
- Follow manufacturers’ instructions
- Use the correct PPE throughout the service and ensure the client is protected by the appropriate PPE
- Identify potential risks and hazards – clean up spillages immediately, ensure there are no trailing wires, remain aware of client comfort and preventing possible scalp or hair damage or burns

Select products, tools and equipment for hair perming services:
- Selection of products, tools and equipment will be dependent on:
  - Hair classification
  - Hair characteristics
  - Influencing factors
- Products – Learners will select the most appropriate products to create the permed effect. Products chosen will be suitable for the winding the techniques used and take into account the influencing factors and results of tests. When styling the permed effect learners must demonstrate the correct choice of products, tools and equipment. For example learners should select and use a styling product hair to maintain the curl, improve the texture and assist in the control of the hair to help maintain the finish
  - Select perming products suitable for the hair and winding techniques
  - Select pre-perm and post-perm products, where appropriate
  - Select protective barrier products
  - Select appropriate perming lotions in accordance with the findings of tests, hair classifications and characteristics and influencing factors
  - Select styling and finishing products that complement the finish
  - Demonstrate safe storage as some products may lose their ability to work or may present a risk or hazard. For example, aerosols should be stored away from direct heat and sunlight
  - Take into consideration any adaptations that may be necessary, due to hair classification, hair characteristics and influencing factors
- Tools – in the selection of tools, learners must select the most appropriate items to create the desired permed effect. Learners must:
  - Use sectioning clips or clamps dividing hair - where appropriate, depending upon length and style - into manageable areas in handling hair to ensure hair is thoroughly dry at the end of the service
  - Select the most suitable size and amount of rod/formers to complete a full head of hair
  - Select non-metallic tools
  - Select and prepare end papers
  - Select disposable items such as cotton wool, polythene head caps
  - Show, by selection of tools at the start of the perm, they will be using the correct items. For example rods/formers are the correct size
- Equipment – Electrical equipment may be used in perming to speed up the development time after application of the perming lotion. Examples may include
  - Specific product brand electrical accelerators
  - Electrical infra-red apparatus
Use products tools and equipment to produce the desired permed effect:

- Use styling products that complement the finish
- Use all products safely ensuring client is fully protected during all processes e.g. ensure the safe positioning of lotions decanted into bowls to prevent accidental spillage or dripping onto client’s skin
- Use precise and neat sectioning
- Be able to wind perm rods or formers with accuracy and avoiding undue tension
- Ensure all ends of hair are enclosed in end papers (where appropriate)
- Pre-damp or post-damp according to the influencing factors and permed effect
- Wear gloves for winding when pre-damping and product application when post-damping
- Work to a commercially acceptable time
- Show the correct use of electrical equipment.
- Adapt methods of working and use of products to meet the needs of clients with sensitised hair
- Be able to confirm the degree of curl has been achieved by taking development test-curls at suitable times throughout the process
- Be able to take remedial action to resolve issues that occur during the perming service
- Avoid perming faults

Use sectioning and winding techniques to achieve the desired outcome considering influencing factors:

Learners must use sectioning and winding techniques that produce the desired permed effect considering influencing factors

- Permed effects
  - Piggyback
  - Spiral
  - Weaving
  - Root
  - Hopscotch
  - Double wind

- Influencing factors
  - Hair classification
  - Hair characteristics
  - Sensitised hair
  - Test results
  - Head, face and body shape
  - Lifestyle
  - Required degree and type of curl/wave movement
  - Rod/former size
  - Type of perming product

Learners must use sectioning and winding techniques that are personalised, tailored or adapted to take account of factors that will influence the desired effect.

- Use sectioning techniques to account for influencing factors
- Adapt sectioning to suit the rod/former type
- Use winding techniques to account for influencing factors
- Adapt winding techniques to suit the permed effect
- Use techniques that are suitable to produce the desired service outcome
Use finishing techniques to achieve the desired permed effect:
Learners must use creative finishing techniques to achieve the desired permed effect.
- Use cutting techniques if appropriate to texturise or blend the curl/wave for a personalised shape to suit the client’s personal image
- Style the finished effect to enhance the curl/wave movement
- Ensure that volume and balance of the finished effect complement the client’s face shape, head shape, body shape and facial features
- Use styling techniques that avoid overstretching the hair
- Make sure that the finished result is free from demarcation lines and that curls or waves are smooth in effect and not fluffy or fuzzy
- Avoid excess heat or over-dry the hair
- Select and use finishing products to enhance and protect the curl/wave pattern
- Ensure that the client is satisfied with the finished permed effect

Provide advice and recommendations to the client:
Learners must demonstrate that they have provided the client with advice and recommendations regarding the service.
- Identify the client’s current homecare regime
- Give advice regarding incompatible product
- Provide information about products and homecare regime, including specific products for permed hair
- Provide advice and guidance regarding maintain style and future services/follow up services
- Advice on maintaining the style

Learners must demonstrate optimising the opportunity to promote products and services.
- Be knowledgeable about products and services
- Display suitable products
- Be knowledgeable about offers and promotions
- Recommend suitable products and services
- Be knowledgeable about the cost and time for products and services
- Be aware of legal responsibilities when recommending products
- Adapt communication if the client does not express and interest in products

Maintain accurate client records:
Learners must maintain accurate records by reporting and keeping client service and equipment files up to date. A full history of the service must be recorded for future reference to include any products used or tests taken. Where appropriate, maintenance of electrical equipment record card/files will verify equipment testing, faults and general repairs for specific items.
- Learners must:
  - Complete the record card/electronic file with history of service
  - Ensure all products are recorded
  - Ensure amendments/adaptations to service are recorded
  - Ensure notes for future recommendations are recorded
- Learners must:
  - Conduct post-service maintenance of work area ready to meet the next client
  - Ensure equipment records are up to date
Employability skills to be demonstrated throughout the practical assessment

Communication:
- Adapt and tailor approach for different clients, e.g. new and existing clients, male and female clients
- Allow sufficient time for the consultation and communicate clearly and concisely to explain the concept of the treatment/service, encouraging clients to ask questions and offer reassurance
- Use positive verbal communication, e.g. speaking manner and tone of voice, being supportive, respectful, sensitive to client, using open questioning to obtain information
- Use positive non-verbal communication, e.g. eye contact, body language, actively listening
- Promote goodwill and trust by using good communication

Customer service:
- Have an awareness of the principles of customer service, e.g. quality, keeping promises, managing customer expectations, customer satisfaction, speed of services and treatments, offering reassurance
- Show good practice in customer service, e.g. meeting and exceeding customer needs and expectations, demonstrating a willingness to please the customer, treating the customer as an individual
- Invest time in explaining the concept of the treatment/service clearly but concisely to the client, encouraging them to ask questions
- Deal quickly and effectively with any complaints or issues, e.g. know who to refer to if needed
- Know the importance of customer service to a business, e.g. professional image, reputation, customer retention, customer satisfaction, customer relationships
- Know the impact of poor customer service, e.g. dissatisfied customers will seek out competitors, loss of reputation, loss of profit, frequent complaints
- Manage client expectations and identify requirements

Commercial and environmental awareness:
- Adopt eco-friendly and cost-efficient use of resources, minimising waste e.g. all products measured correctly; efficient use and correct disposal of consumables; recycling where possible
- Be aware of others and protect their ‘space’ when using products, specifically aerosols e.g. sprays used in nail treatments or hair services
- All used products will be disposed of in accordance with the salon rules and legislative guidelines
- Ensure all electrical equipment switches are turned off when not in use
- Identify opportunities to promote and sell additional products and treatments, e.g. during consultation or when providing aftercare advice
- Talk and actively listen to gain knowledge of client preferences and routines so that the retail selling approach is personalised
- Be aware of competitors for commercial success, e.g. local salon offers and promotions, new treatments/services
- Know the unique selling points of treatments/services to offer the most appropriate advice
- Know business goals and sales targets to encourage focus on the vision of the business and it’s long term goals, e.g. seasonal promotional offers
• Know how to advertise and display special offers, promotions, e.g. local newspaper stories, awards, photographs, thank you letters/cards
• Promote any loyalty schemes or special offers for repeat/new clients and the benefits of other products and services, e.g. buy one get one free, introductory offers
• Offer new/additional products and services to existing or new clients to promote self/salon experiences
• Ensure the cost reflects the time taken to provide the treatment/service, reflecting commercial times allocated, e.g. tailor cost to client characteristics
Skin cancer awareness

Please note this information will not be assessed for the achievement of this unit.
Public awareness of skin cancer has never been higher, and yet skin cancer remains the fastest growing cancer in the UK, especially amongst young people. The chances of a positive outcome can be dramatically increased with early identification and diagnosis.

Professionals in hair, beauty, sports massage and health and wellbeing industries work closely with clients and in many cases have sight of areas of skin which may not be easily visible to the client. An informed awareness of the signs, symptoms and changes of appearance to be aware of when checking for early signs of cancer is a crucial tool for the conscientious practitioner in order to provide the most thorough service and in some cases, possibly lifesaving information signposting.

Signs to look for when checking moles include utilising the ABCDE guide:

A - Asymmetry – the two halves of the area/mole may differ in their shape and not match.

B - Border – the edges of the mole area may be irregular or blurred and sometimes show notches or look ‘ragged’.

C - Colour – this may be uneven and patchy. Different shades of black, brown and pink may be seen.

D - Diameter – most but not all melanomas are at least 6mm in diameter. If any mole gets bigger or changes see your doctor.

E - Elevation/evolving – elevation means the mole is raised above the surface and has an uneven surface. Looks different from the rest or changing in size, shape or colour. Anyone can get a suspicious mole or patch of skin checked out for free by the NHS by visiting their doctor, who may then refer to a dermatologist (an expert in diagnosing skin cancer).

If you require any additional NHS information please refer to https://www.nhs.uk/be-clear-on-cancer/symptoms/skin-cancer

If your learners are interested in learning more about skin cancer awareness alongside this qualification, VTCT runs the following qualification: VTCT Level 2 Award in Skin Cancer Awareness for Non-Healthcare Professionals.

This qualification has been specifically designed for those working in the sports massage, health and wellbeing, beauty, hairdressing and barbering sectors. It will enable learners to identify any changes to their client’s skin and to highlight those changes to the client using appropriate language and communication skills. It will enable the learner to raise awareness of skin cancer and signpost their clients to public information about skin cancer.

This qualification will enable hair, beauty and wellbeing professionals to gain the appropriate knowledge and communication skills required to provide non-diagnostic, professional advice and information to clients in a discrete, empathetic and confidential manner.

For more information please refer to the Record of Assessment book: https://qualifications.vtct.org.uk/finder/qualfinder/1Record%20of%20Assessment%20Book/AG20529.pdf
Assessment criteria

In order to pass this unit, learners must achieve all pass criteria. The pass criteria relate to the proficient demonstration of skills and knowledge.

<table>
<thead>
<tr>
<th>Learning outcome</th>
<th>Assessment Criteria</th>
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<tbody>
<tr>
<td>LO1 Know the salon requirements for perming services</td>
<td>The learner must:</td>
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<tr>
<td></td>
<td><strong>P1</strong> Explain the importance of personal presentation for perming services</td>
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<td><strong>P2</strong> Describe salon procedures to set up the work area</td>
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<td><strong>P3</strong> Describe how to recognise relevant hazards and risks for perming and normalising/neutralising services</td>
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<td><strong>P4</strong> Explain the importance of accurate record keeping</td>
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<td><strong>P5</strong> Explain the hair classifications and characteristics</td>
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<td><strong>P6</strong> Explain how factors influence perming and normalising/neutralising services</td>
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<td><strong>P7</strong> Describe factors that can prevent or restrict the perming and normalising/neutralising service</td>
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<td><strong>P8</strong> Explain contra-indications to perming and normalising/neutralising</td>
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<td><strong>P9</strong> Explain the value of questioning the client during the consultation</td>
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<td><strong>P10</strong> Describe the types and purposes of tests used for perming services</td>
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<td><strong>P11</strong> Explain why it is important to protect the client’s hair and skin before the perming service</td>
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<td><strong>P12</strong> Describe the range of protective clothing and products that should be used and offered to the client</td>
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<td><strong>P13</strong> Explain the importance of exploring a variety of looks using relevant tools and resources</td>
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<td><strong>P14</strong> Explain the importance of the client maintaining good posture during the winding of a perm</td>
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<td><strong>P15</strong> Explain the safety considerations that must be taken into account when perming and normalising/neutralising hair</td>
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<td><strong>P16</strong> Explain the importance of following manufacturers’ instructions for the safe and specific use of perming products, materials and equipment</td>
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<td><strong>P17</strong> Describe how to apply perming products when using different winding techniques</td>
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<td><strong>P18</strong> Describe the sectioning and winding techniques for different types of hair and factors that affect techniques</td>
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<td><strong>P19</strong> Explain the effects of overlapping products on previously chemically treated hair</td>
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<td><strong>P20</strong> Describe how to check curl development when using different types of winding tools</td>
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<td><strong>P21</strong> Explain how temperature affects the perming process</td>
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<td><strong>P22</strong> Explain the importance of accurate timing</td>
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<td><strong>P23</strong> Explain the importance of thorough rinsing of perming and normalising/neutralising products</td>
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<td><strong>P24</strong> State the service times for perming and normalising/neutralising services</td>
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<td><strong>P25</strong> Describe methods of applying normalising/neutralising products when using different winding techniques</td>
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<tr>
<td>LO3 Know products, tools and equipment used for perming services</td>
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<td><strong>P26</strong> Explain the types and causes of problems that can occur and how to rectify them</td>
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<td><strong>P27</strong> Describe the correct methods of waste disposal for perming products</td>
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<tr>
<td><strong>P28</strong> Explain the importance of ensuring the finished perm effect complements the client’s features and enhances personal image and that of the salon</td>
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<td><strong>P29</strong> Explain the importance of providing advice and recommendations on the products and services provided in the salon</td>
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<td><strong>P30</strong> Explain the effects of perm lotions and normalisers/neutralisers on the hair structure</td>
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<td><strong>P31</strong> Describe the chemical composition of perming and normalising/neutralising products</td>
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<td><strong>P32</strong> Explain the effects of pre-perm and post-perm treatments on the hair structure</td>
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<td><strong>P33</strong> Explain the importance of restoring the pH balance after the perming and normalising/neutralising process</td>
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<td><strong>P34</strong> Describe the different types of perming products and explain how they are used to create curl</td>
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<td><strong>P35</strong> Explain how and why it is necessary to adapt working methods and choice of perming products to suit sensitised hair</td>
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<td><strong>P36</strong> Explain how different factors can affect the choice of perming and normalising/neutralising products</td>
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<tr>
<td><strong>P37</strong> Describe the types and purposes of tools and equipment used during the perm development process</td>
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<tr>
<th>LO4 Be able to prepare for hair perming services</th>
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<td><strong>P38</strong> Prepare and check the area, products, tools and equipment prior to the perming service</td>
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<td><strong>P39</strong> Prepare the client for the perming service</td>
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<td><strong>P40</strong> Consult and agree the service with the client</td>
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<th>LO5 Be able to provide hair perming services</th>
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<td><strong>P41</strong> Use safe and hygienic working methods throughout the service</td>
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<td><strong>P42</strong> Select products, tools and equipment for hair perming services</td>
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<td><strong>P43</strong> Use products tools and equipment to produce the desired permed effect</td>
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<td><strong>P44</strong> Use sectioning and winding techniques to achieve the desired outcome considering influencing factors</td>
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<td><strong>P45</strong> Use finishing techniques to achieve the desired permed effect</td>
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<tr>
<td><strong>P46</strong> Provide advice and recommendations to the client</td>
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<td><strong>P47</strong> Maintain accurate client records</td>
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</table>
Assessment guidance

Assessors must use the amplified assessment guidance in this section to judge whether assessment criteria have been achieved.

### P38 Prepare and check the area, products, tools and equipment prior to the perming service

Learners must demonstrate that they have set up the workspace ready for the client by selecting appropriate products, tools and equipment to provide a perming and normalising/neutralising service.

Learners must acquire disposable consumable items such as cotton wool and polythene head as part of setting up a work-trolley. The work-trolley is to be located on the lead hand side of learners, e.g. if learners are left-handed the trolley would be on the left.

Learners must demonstrate hygienic and professional practice in relation to the work areas, by showing that they have cleaned and sterilised tools prior to using.

Learners must ensure that the workstation, trolley, products display area and mirrors are clean prior to the client’s arrival. Fresh protective clothing must be acquired.

### P39 Prepare the client for the perming service

Learners must demonstrate that they have prepared the client for services in a workstation/area that is clean and tidy.

Learners must select clean protective garments, towels and non-permeable capes, ensuring that the client is comfortable and the chair height is correct.

### P40 Consult and agree the service with the client

Learners must demonstrate that they have agreed the service outcome with the client and explained the service procedure.

Learners must conduct a visual and manual check of the hair and scalp, hair growth pattern and identify any influencing factors and discuss these with the client.

Learners must conduct tests to assess the hair’s suitability for the perming and normalising/neutralising service.

Learners must agree the use of techniques and products with the client.

Learners must use effective questioning techniques and support questioning by using visual aids as appropriate, to agree the finished effect.
### P41 Use safe and hygienic working methods throughout the service

Learners must wear personal protective equipment throughout the perming and neutralising service. Learners must offer personal protective equipment to the client. Learners must demonstrate that they can recognise hazards and risks when using electrical equipment such as development accelerators, e.g. Climazone. Learners must ensure that the working area is safe and consider others who may be working nearby. Electrical items must not interfere with the client or others within the salon. Learners must ensure that there are no trip hazards, and wires from equipment are safely held. When equipment is not in use or heating up, it must be placed securely without possible cause of burning or damage to self/client/others or surrounding work areas. Manufacturers’ instruction must be followed at all times for safe handling and use. Learners must ensure products are used without harm to self/client/others. Learners must ensure the necessary protection is placed effectively to protect the client’s scalp, face and eyes from drips. Learners must dispose of waste materials in the identified container immediately after use, e.g. cotton wool used for protection when applying perming lotion. Learners must ensure they have identified any spillages/leakages and taken the correct course of action to deal with any spills or leaks promptly. Where tools or client protection garments are dropped on the floor, they should be replaced with clean and fresh items.

### P42 Select products, tools and equipment for hair perming services

Learners must select products, tools and equipment appropriate to the client’s needs to facilitate the perming and neutralising service, and to complete the finished effect. Learners are required to identify the most relevant factors in achieving the desired effect and take into consideration any adaptations that may be necessary, due to hair classification and characteristics. Learners must select appropriate perming lotions in accordance with the findings of tests, hair classifications and characteristics.

### P43 Use products tools and equipment to produce the desired permed effect

Learners must use all products, tools and equipment safely. Learners must complete the service in a commercially viable time. Learners must adapt methods of working and use of products to meet the needs of the client with sensitised hair. Learners must be able to confirm the degree of curl has been achieved by taking development test curls at suitable times throughout the process. Learners must be able to take remedial action to resolve issues that occur during the perming service. For example, the development test curl shows that the required degree of curl is slow to develop and may use an additional heat source, in accordance with manufacturers’ guidelines. Learners must be able to wind perm rods or formers with accuracy, using precise sectioning, avoiding undue tension and ensuring all ends of hair are enclosed in end papers. Learners must avoid perming faults such as fish-hook ends, placing the band too close to the root or taking sections that are too wide/small.
### P44 Use sectioning and winding techniques to achieve the desired outcome considering influencing factors

Learners must use sectioning and winding techniques that are personalised, tailored or adapted to take account of factors that will influence the desired effect.

Learners must ensure methods are suitable to produce the desired service outcome. Learners must use sectioning techniques to account for influencing factors. Learners must adapt winding techniques to suit the permed effect.

### P45 Use finishing techniques to achieve the desired permed effect

Learners must use creative finishing techniques to achieve the desired permed effect. Learners must ensure the finished effect complements the client's features and enhances their personal image.

Learners must make sure that the client is satisfied with the finished permed effect.

### P46 Provide advice and recommendations to the client

Learners must demonstrate that have provided the client with aftercare advice. To include as a minimum:
- methods of care for permed hair
- how to style at home using products
- advice on maintaining the style
- recommendations for future services

Learners must optimise the opportunity to promote products and services. For example, the displayed products at the workstation should include a range of home care items that the client may wish to look at as a precursor for possible future sales opportunities.

### P47 Maintain accurate client records

Learners must demonstrate that they have maintained accurate client records for the service. Learners must show that they have at a minimum recorded the full service and personal details and any tests where applicable for a new client. For existing clients a check on the current history and updated information. All clients' records must include current service and products used.

For perming learners must record any particular characteristics of the hair or how products, tools or techniques were adapted for use. An example of this may be that the client had an amount of perm remaining in the hair and selected a product to even out the porosity before winding and applying perm lotion.
Resources

The special resources required for this unit include access to a real or realistic working environment that supports the provision of hairdressing services. Learners must also have access to health and safety standards, manufacturers’ instructions and perming and neutralising products and equipment and visual aids.

Delivery guidance

Teachers are encouraged to use innovative, practical and engaging delivery methods to enhance the learning experience. Learners may benefit from:

- Meaningful employer engagement so they relate what is being learned to the real world of work and understand commercial competence; professional methods of communication and product, tools and equipment usage
- Work experience within a commercial hair salon or pop-up salon in locations such as shopping malls, airports, supermarkets and hospitals so they can practise to hone their skills in a real and supervised environment
- Using interactive information and technology systems and hardware so they can learn about concepts and theories; research current trends; research product knowledge and produce visual aids

Links with other units

This unit is closely linked with the following units:

UHB139M Hairdressing consultation
Alongside health and safety in the salon, hairdressing consultation underpins the perming service and should be the first unit delivered. Performing a thorough consultation before all perming services is a necessity for learners and this unit supports all units within the qualification.

UCO28M Health and Safety in the salon
Health and safety greatly underpins this unit. Learners will be required to apply their knowledge and understanding of health and safety when preparing for and providing perming and neutralising services in a real or realistic working environment.

UHB135M/UHB135X Hair cutting services
Haircutting services works together with perming services as the client will require the permed effect to be personalised by using texturising or blending techniques. Haircutting is often the key to a successful finished permed effect and a learner will be able to see the outcome of both services and make future recommendations to the client.

UHB124M Blow-drying and finishing services
Blow-drying and finishing services work together with perming services, as the client will require the permed effect to be styled and finished. Learners will be able to enhance the result of the perm through creative blow-drying and finishing.

UHB147M/UHB147X Setting and dressing services
Setting and dressing services work together with perming services as the client’s may require the newly permed hair to be set to achieve the desired effect. The setting and dressing will enhance a new permed effect. Learners will be able to enhance the result of the perm through creative setting and dressing.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
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<tbody>
<tr>
<td>v9</td>
<td>Skin cancer awareness page added</td>
<td>15/06/17</td>
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