UHB138X
Hair relaxing services

Unit reference number: Y/507/5595
Level: 3
Guided Learning (GL) hours: 110

Overview
This unit is about providing hair relaxing services for clients. Learners will know how to select products, use relaxing products and tools to achieve relaxed effects.

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 relaxing service.

Learning outcomes
On completion of this unit, learners will:

LO1 Know the salon requirements for hair relaxing services
LO2 Know the techniques and procedures for hair relaxing services
LO3 Know the principles of relaxing hair
LO4 Be able to prepare for hair relaxing services
LO5 Be able to provide hair relaxing 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 portfolio must also contain evidence relating to the practical assessment criteria.

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

- Carried out a minimum of 3 finished relaxed looks using a range of relaxing processes
  - Virgin hair application
  - Re-growth application between 4 – 8 weeks
  - Re-growth application up to 12 weeks
- Used all products suitable for relaxing and normalising
  - Scalp protectors
  - Sodium relaxer
  - Non-sodium relaxer
  - Pre-relaxing treatments
  - Post-relaxing treatments
  - Neutralising/normalising shampoo
  - Post-relaxer treatment
  - Barrier cream
- Carried out all tests for relaxing
  - Developmental strand
  - Elasticity/tensile strength
  - Porosity
  - Incompatibility
  - Test cutting (where applicable)
  - Pull test
- Used all tools and equipment
  - Tail combs
  - Wide tooth combs
  - Hands
  - Tint brushes
  - Bowls
  - Apron
  - Non-permeable gloves
  - Client protective gown
  - Towels
  - Non-permeable cape
• Considered all factors
  - Hair classifications
  - Hair characteristics
  - Scalp condition
  - Degree of relaxation required
  - Previous chemical services
  - Length of re-growth
  - Temperature
  - Time
  - Sequence of application
  - White hair
  - Degree of product build-up
  - Hair condition

• Used all application methods
  - Top
  - Top and bottom
  - Hand

• Given all advice and recommendations
  - How to maintain the relaxer
  - Time interval between services
  - Additional products
  - Additional 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 finished relaxing service on one new client 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 – complete finished relaxing service within a commercial salon time on either virgin hair on one new client, or a regrowth of between 4 and 8 weeks
• Products – relaxing products as appropriate to the client’s hair type i.e. sodium relaxing/non-sodium relaxing product
• Tools and equipment – combs, brush/bowl, towels/capes/cotton wool, appropriate PPE
• Finish – the finish must be appropriately styled to reflect and enhance the straightening process

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 relaxing services

Describe personal presentation for relaxing 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 heeled 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 does 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 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 hair relaxing services:

- Within a salon safety is of paramount importance and learners must know how to recognise potential harm or injuries that may occur
  - Hazards – anything that has the potential to cause harm e.g. hairdryer 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 hair dryer lead
- Work safely throughout the relaxing 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 it 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, the 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
- Latest equipment testing date records are checked
LO2 Know the techniques and procedures for hair relaxing services

Explain the hair classifications and characteristics:

<table>
<thead>
<tr>
<th>Hair classifications table</th>
<th>1a Fine/thin</th>
<th>1b Medium</th>
<th>1c Coarse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type 1: Straight hair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2a Fine/thin</td>
<td>Straight</td>
<td>Straight with volume</td>
<td>Straight difficult hair</td>
</tr>
<tr>
<td>Type 2: Wavy hair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2b Medium</td>
<td>‘S’ pattern</td>
<td>Frizzy ‘S’ pattern</td>
<td>Very frizzy ‘S’ pattern</td>
</tr>
<tr>
<td>Type 3: Curly hair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3a Fine/thin</td>
<td>Soft curl</td>
<td>Loose curl</td>
<td>Tight curl</td>
</tr>
<tr>
<td>Type 4: Very curly hair</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3b Medium</td>
<td>Tight coiled curl pattern</td>
<td>‘Z’ pattern and spring curl</td>
<td>Tight ‘Z’ pattern</td>
</tr>
</tbody>
</table>

- Learners must know how the extent and degree of natural curl in the hair will influence the selection of relaxers. As examples: hair type 2c will require a weaker no-lye product whilst hair type 4c may require a lye product to achieve the required degree of straightness if the condition allows.

Explain how factors influence relaxing services:

- 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. Learners must know the application methods on dense hair will differ to application methods on hair with low density. Low-density hair requires relaxer to be applied to the top of the section only and dense hair will need relaxer applying to the top and underside of each section
- 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. For relaxing services, the use of pre-relaxer products can help to even out the porosity of the hair
- 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 hairs’ 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 which are raised and feel rough are known as porous and will absorb products more easily and unevenly when relaxing. Suitable treatment products will be required if hair is porous
- Hair length – this will affect the general condition of the hair. The length of the hair has several contributing factors that affect relaxing services
- The length of the hair has several contributing factors that affect relaxing services
  - How the condition of long hair affects the selection of the correct relaxer and use of pre-relaxer treatments for a virgin application. For example long hair may have porous ends and require a pre-relaxer treatment to even out the porosity of the hair prior to applying the relaxer
  - Timings for relaxer application – long hair application will take longer than short hair. Relaxers must be applied quickly to avoid potential damage to the hair
  - Correct product usage is important when relaxing along with selecting the correct
  - Application methods to ensure that sufficient product is used whilst avoiding wastage
Services prior to relaxing – other services offered prior to relaxing may influence the selection of products or contra-indicate the service. For example, lightening using powder lighteners will contra-indicate relaxing services due to the weakened internal structure of the hair.

Temperature and humidity of the salon, client and general external weather conditions – these will be influencing factors when relaxing, both the inside and outside temperatures. A salon that has poor ventilation may produce a damp and humid atmosphere affecting the processing time for the 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 device.

Degree of relaxation required – the degree of relaxation is the straightness or looseness that the hair achieves during the relaxation process.

Length of re-growth – a re-growth is the demarcation between natural hair growth from the root area and the line where a previous chemical service has grown out. If lotion is overlapped this could cause excessive damage to hair.

Degree of existing curl – the existing curl influences the selection of relaxers and strength of relaxer used. Manufacturers’ instructions must be followed to select the most appropriate strength of product within the brand.

Scalp condition – due to the extreme pH of relaxing products the scalp must be free from irritation, sensitivity, cuts, abrasions and inflammation. A thorough examination of the scalp must be part of the consultation.

White hair – soft, no-lye products may be suitable for frizzy, extremely curly white hair. Care must be taken using some products to avoid discolouration.

Degree of product build-up – no-lye relaxers containing guanidine hydroxide may leave calcium mineral build-up on the hair as a by-product of the process. This results in dull, limp hair prone to breakage. Learners must know how to detect build-up and to use chelating/clarifying shampoo products to remove the deposits from the hair.

Describe factors that can prevent or restrict the relaxing service:

- A contra-indication to the hair and scalp can prevent or alter the service; products or techniques used in relaxing e.g. the hair of a client who has had a relaxing service with ammonium thioglycolate also known as ‘Thio products’ may not be suitable for some product use.

Explain contra-indications to relaxing services:

- Scalp sensitivity – an inflamed, sore and red scalp or recent scar/tissue injury will contra-indicate the relaxing service due to the relaxer coming into contact with the scalp during rinsing.

- 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

- Hair loss - possible after hair extension removal, medication, stress or trauma (alopecia), Depending on cause hair loss is a contra-indication to relaxing services.

- Hair defects – Trichorrhexis Nodosa, rough swollen broken shaft, is a contra-indication to relaxing services.
- Poor elasticity and/or poor porosity – hair that has poor elasticity and/or poor porosity may contra-indicate the relaxing service. Learners must know to assess the elasticity and porosity of the hair and carry out relevant tests

**Explain the value of using effective questioning techniques:**
Learners must explain the importance of questioning the client prior to, during and after services regarding their personal needs. Learners must know:
- The use of 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 relaxing 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 relaxing services:**
- Tests used
  - Test cutting – to assess the suitability of relaxers on hair
  - Development strand test – to assess the development of relaxation during the relaxing process
  - Incompatibility test – to assess the incompatibility of previously applied product
  - Elasticity test – to assess the inner strength of the hair’s cortex
  - Porosity test – to assess the external strength of the hair
  - Pull test – to assess potential hair loss after recent removal of hair extension or plaits
- 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 relaxing service

**Explain why it is important to protect the client’s hair and skin before the relaxing service:**
- The potential for relaxing products to cause harm to the hair and skin and clothing
- The risks from using relaxing products – burns to the skin, hair breakage, damage to clothing
- Must know the correct PPE to offer the client for their protection – chemical-proof gown, non-permeable cape and towel
- How to use barrier cream to protect the skin around the hairline

**Explain the safety considerations that must be taken into account when relaxing hair:**
- Knowledge of health and safety orders, policies and regulations relating to relaxing and the use of hazardous chemicals
- Working hygienically, methodically, safely and cleanly. Use appropriate protective equipment for self and client and prepare working area and clear any waste immediately
- The correct methods of using relaxing products, according to manufacturers’ instructions
- The importance of keeping the relaxer away from the scalp/skin
• The importance of using the neutralising shampoo that is the same brand as the relaxer and not swapping brands
• Carry out relaxing service without causing danger or damage to self, client or work areas intentionally or by accident
• Maintenance of posture self and client throughout relaxing 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
• Relaxing products should be used in a well-ventilated area
• Maintain accurate records by reporting and keeping client service record up to date

**Explain the importance of following manufacturers’ instructions when relaxing hair:**
To avoid causing harm or damage to client’s hair, learners must explain
• The product mixing instructions if mixing is required
• The application method
• The timings for processing and normalising/neutralising
• Any special precautions or instructions, e.g. some products require activators mixing with the relaxer cream or normalising/neutralising shampoo changes colour when the hair pH has been restored
• The potential and consequences for relaxing processes to fail if manufacturers' instructions are not followed
• The use of additional heat is not recommended

**Describe application methods for relaxers:**
• Top application – relaxer is applied to the top of each section only. Suitable application method for fine or low-density hair
• Top and bottom application – relaxer is applied to the underside of the previous section and then on top of the new section. Top and bottom application enables thicker sections to be taken or is to be used on hair with high-density. Care must be taken not to touch the scalp with the product
• Hand – best for virgin hair application. Relaxer is placed onto the palm of the gloved hand with a spatula and applied by using the palm to spread the product and smooth the hair straight
• Sequence of application. Learners must follow manufacturers’ instructions for sequence of application of re-growth and virgin hair. As examples:
  - Re-growth – section from ear-to-ear and mid-line from forehead to nape. Apply by taking 2 - 5 mm sections from the crown and work down towards the nape at the back of the head. Then work from the top central parting down to the ears and finally the front hairline. Variations may occur in application, by applying to known resistant areas first. Application starts at the crown as this area has the strongest movement, is coarser and takes longer to process than hair in the nape
  - Virgin – section as for re-growth and follow the same order for application but the application is to the mid-lengths first, and then the ends and finally the root area
Explain the importance of thorough rinsing of relaxing and normalising/neutralising products:

Thorough rinsing after the relaxer has developed and rinsing out the neutralising/normalising shampoo from the hair are both crucial stages in the relaxing process. Insufficient rinsing will cause damage to the hair and scalp. Learners must know:

- Rinsing the hair with water stops the action of the relaxing process
- The importance and urgency of immediate rinsing once the relaxed effect has developed
- The importance of using rinsing methods that reach all areas of the head – gentle lifting of the hair to allow water to reach all parts of the scalp
- For re-growth rinsing - the importance of rinsing the ends first. The ends will absorb the moisture and be less prone to damage from the relaxing products being rinsed through the previously processed ends
- The timings for rinsing to ensure all relaxer lotion has been rinsed away, refer to manufacturer’s instructions, can be up to 15 minutes
- The importance of water temperature – use tepid water, hot water may burn a sensitised scalp
- The importance of water flow – that the water is directed from root to point to avoid tangling
- Use medium water pressure so as not to overstretch the hair during rinsing

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

Learners must explain how to take remedial action in the case of a problem during the perming process.

<table>
<thead>
<tr>
<th>Relaxing problem</th>
<th>Possible cause</th>
<th>Immediate action</th>
<th>How to avoid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hair breakage or trichorhexis nodosa on existing hair</td>
<td>Hair over-processed or chemicals too strong. Hair smoothed excessively during the relaxing process. Poor use of styling methods in between services</td>
<td>Cut hair if appropriate. Use remedial restructurants and/or protein conditioners. Do not process until damage has grown out</td>
<td>Monitor processing time closely. Select relaxer that is suitable for the hair type and condition. Do not over-smooth the hair during processing. Use suitable styling methods, do not use excessive heat or heat styling equipment. Use protective styling and finishing products</td>
</tr>
<tr>
<td>Hair breakage after relaxing</td>
<td>Over-lapping relaxer on to previously relaxed hair. Hair over-processed or chemicals too strong. Hair smoothed excessively during the relaxing process. Incorrect neutralising</td>
<td>Use remedial restructurants and/or protein conditioners. Do not process until damage has grown out</td>
<td>Ensure no overlapping during application. Monitor processing time closely. Select relaxer that is suitable for the hair type and condition. Do not over-smooth the hair during processing. Follow manufacturer's instructions for using the neutralising shampoo</td>
</tr>
<tr>
<td>Issue</td>
<td>Cause</td>
<td>First Aid Assistance</td>
<td>Correct Action</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Sore scalp</strong></td>
<td>Incorrect application of scalp protecting base.</td>
<td>First aid assistance for chemical burns.</td>
<td>Ensure correct and adequate application of scalp protecting base by following manufacturers’ instructions. Ensure the application of relaxer does not touch the scalp. Ensure correct rinsing of products from the hair by following manufacturers’ instructions.</td>
</tr>
<tr>
<td></td>
<td>Product application too close to the scalp or touching the scalp.</td>
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<td></td>
<td>Incomplete rinsing of relaxer from the hair.</td>
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<tr>
<td></td>
<td>Incomplete timing for the normalising/neutralising shampoo</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sore hairline or skin irritation</strong></td>
<td>Incorrect application of barrier cream</td>
<td>First aid assistance for chemical burns.</td>
<td>Ensure barrier product is correctly applied and according to manufacturers’ instructions. First aid assistance for chemical burns. If serious, refer for medical assistance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If serious, refer for medical assistance</td>
<td></td>
</tr>
<tr>
<td><strong>Bald areas</strong></td>
<td>Traction baldness due to poor relaxing methods or not following manufacturers’ instructions. Relaxing products too strong or over-processing</td>
<td>Hair is contra-indicated for relaxing service</td>
<td>Use relaxer according to manufacturers’ instructions. Select relaxer that is suitable for the hair type and condition. Monitor processing time closely.</td>
</tr>
<tr>
<td><strong>Relaxed effect too curly</strong></td>
<td>Product was not suitable or strong enough for hair type. Insufficient development time. Hair not smoothed during relaxer application</td>
<td>If hair condition allows, reduce the curl by relaxing, after a period of two weeks*</td>
<td>Use appropriate relaxing product for hair type and condition. Use product according to manufacturers’ instructions. Smooth the hair according to manufacturers’ instructions.</td>
</tr>
<tr>
<td><strong>Uneven effect</strong></td>
<td>Uneven patchy application techniques. Sections too deep Uneven smoothing</td>
<td>If condition allows, re-relax affected areas with suitable relaxing products *</td>
<td></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/degree of relaxation and check for over-processing. It is essential to carry out relevant tests.
Describe the correct methods of waste disposal for relaxing products:
Relaxing products are hazardous substances. Learners must refer to the COSHH regulations and know their responsibilities for the safe storage, handling, use and disposal of relaxing products. Learners must describe

- How to eliminate waste by using economical measures of relaxing product
- How to dispose of any leftover chemical product
- To remove immediately disposable waste such as cotton wool to an enclosed, lined bin

Explain importance of providing advice and aftercare for relaxing services:

- Caring for newly relaxed hair may be of concern to the client unaccustomed to relaxing services. Providing advice on how to manage their hair at home and suggesting products to use ensures the client will return for repeat relaxing services
- When to wash the hair first after the relaxing service
- Advice from manufacturers’ instructions
- Suitable shampoo and conditioners
- Styling products to use
- Methods and equipment to use for styling at home
- Finishing products to use
- When to return for maintenance upkeep of the relaxed effect
- Retail products to recommend
- Other services that may complement the relaxed effect
- Special precautions, e.g. incompatible products to relaxing
LO3 Know the principles of relaxing hair

Explain the effects of relaxers on the hair structure:
- **Relaxers**
  - When relaxing products are applied to the hair some of the disulphide bonds are broken by hydrolysis making cysteine (HS) and sulphenic acid (SOH). As the hair straightens the cysteine (HS) and the sulphenic acid (SOH) react together to form the amino acid called lanthionine
  - Once developed the relaxing product is thoroughly rinsed from the hair and a neutralising shampoo is used to return the hair to its normal pH balance
- **Normalising/neutralising**
  - Acid balanced 4.5 to 5.5 – alters the hair from a highly alkaline state to an acidic state and prevents the relaxer from continuing to develop

Describe the chemical composition of relaxing products:
It is essential that learners know the chemical composition of relaxing products so that they can realise the implications of dealing with hazardous substances.
- **Sodium relaxers** – sodium hydroxide (lye relaxers)
- **Non-sodium relaxers** – guanidine hydroxide, lithium hydroxide, potassium hydroxide, calcium hydroxide (no lye relaxers)
- **Definition of lye** – a strongly alkaline solution
- **Neutralising products** – chemical composition is acid based
- **Effects of the pH value of all products on the structure of the hair**

Explain the effects of pre-relaxing and post-relaxing treatments on the hair structure:
- **Pre-relaxing treatments** are used to even out the porosity along the hair’s length prior to applying the relaxer; they deposit a polymer film that acts as a buffer to the relaxing agents. The pre-relaxing treatment will slow down the development process giving more control over the processing time
- **Post-relaxer treatments** are used to rebalance the pH value of the hair and add moisture to the hair after the neutralising process. Many post-relaxer treatments contain protein and are applied before the neutralising shampoo
- **The effect of the treatments on the hair:**
  - 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

Describe the different types of relaxing products and how they are used to straighten hair:
- The different types and strengths of relaxing products available for the different types of hair classification and condition
- The importance of referring to the manufacturers’ instructions for the safe use of relaxing products due to the uniqueness of each brand
- The importance of using one product range for the whole relaxing process as usually products from across brand ranges are not interchangeable
<table>
<thead>
<tr>
<th>Type of relaxing product</th>
<th>Product features</th>
<th>When to apply</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 relaxers</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>Scalp protectors</td>
<td>Cream or oil used to protect the scalp from the harsh pH of relaxers. Used prior to the application of lye relaxers that are sodium hydroxide based</td>
<td>Prior to the application of relaxers and after the scalp examination. Use scalp protectors above the ears and hairline for no-base relaxers</td>
<td>Directly from the applicator bottle according to manufacturer’s instructions</td>
<td>Many are petroleum based that melt on contact with the body heat of the scalp. Important not to apply to the hair as it will act as a barrier</td>
</tr>
<tr>
<td>Pre-relaxer shampoo</td>
<td>Clarifying shampoo that removes grease, silicones, product and dirt</td>
<td>To be used in advance of the relaxing service so that the hair is dry for the service appointment</td>
<td>Shampoo the hair according to the manufacturer’s instructions</td>
<td>All hair types</td>
</tr>
<tr>
<td>Chelating/clarifying shampoo</td>
<td>Chelating shampoo that removes mineral build-up from the surface of the hair and has no conditioning agents that would cause a barrier to relaxing</td>
<td>To be used in advance of the relaxing service so that the hair is dry for the service appointment</td>
<td>Shampoo the hair according to the manufacturer’s instructions</td>
<td>All hair types</td>
</tr>
<tr>
<td>Pre-relaxing treatment</td>
<td>Treatment used to even out the porosity of the hair prior to relaxers is applied. Polymer film acts as a buffer to slow the penetration of products into the cuticle</td>
<td>Before the relaxer is applied</td>
<td>According to the manufacturer’s instructions, many brands are lotions applied directly from the bottle to the hair</td>
<td>?</td>
</tr>
<tr>
<td>Base and no base formula of lye relaxer</td>
<td>&quot;No base&quot; relaxers have a lower concentration of lye (pH) and are also called no-lye, they may be applied directly to the hair without requiring the protective &quot;base&quot; layer. Base relaxers are known as lye, contain sodium hydroxide and require a protective base to be applied to the scalp to avoid scalp burns.</td>
<td>Base – after application of scalp protector and pre-relaxer treatment. No-base – after application of scalp protector to the ears and hairline.</td>
<td>Apply with back of tail-comb, tint brush or fingers.</td>
<td>It is still recommended to use scalp protection around the ears and hairline for no-base relaxers.</td>
</tr>
<tr>
<td>Lye relaxers</td>
<td>Called lye because they contain the strongest pH chemical sodium hydroxide, with a pH 12-14. Works faster on the hair than no-lye. Comes as a thick paste.</td>
<td>After the base or scalp protection has been applied.</td>
<td>Apply with back of tail-comb, tint brush or fingers after the base or scalp protection has been applied.</td>
<td>Due to the strong pH can cause scalp irritation. Fastest processing time, therefore of great importance to avoid over-processing and hair destruction.</td>
</tr>
<tr>
<td>No lye relaxers</td>
<td>Although branded no-lye they are still strongly alkaline with pH 9-11. Due to lower pH than lye relaxers they require longer processing times. Many require mixing with activators before application. Thick paste consistency.</td>
<td>After consultation.</td>
<td>Apply with back of tail-comb, tint brush or fingers.</td>
<td>Some brands have mild strengths suitable for sensitive scalps and fine or normal hair types and extra or super-strength which has the highest pH for coarse resistant hair types. Disadvantage of no-lye relaxers is the resulting</td>
</tr>
</tbody>
</table>
Calcium deposit on the hair, making the hair dull and brittle

<table>
<thead>
<tr>
<th>Post relaxer treatments</th>
<th>Acid based conditioners that reduce the pH of the hair after relaxation and halt the relaxation process</th>
<th>As per manufacturer’s instructions, either before or after the neutralising shampoo, brand instructions vary</th>
<th>As per manufacturer’s instructions, usually from the applicator bottle directly to the rinsed hair at the basin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neutralising/Normalising shampoos</td>
<td>Acid based shampoo that acts to halt the relaxing process</td>
<td>Applied after relaxer has been thoroughly rinsed out of the hair</td>
<td>Applied and used like regular shampoo. Essential to shampoo for long enough for the product to halt the process of relaxation. Many change colour once this stage has been reached.</td>
</tr>
<tr>
<td>Post-relaxer conditioner</td>
<td>pH balanced to close the cuticle to retain the strength of the hair after relaxing services.</td>
<td>Apply to the lengths of the hair once all traces of neutralising shampoo have been rinsed away and excess water has been squeezed from the hair.</td>
<td>Apply from the palms of the hands.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Has an anti-oxidant action to halt the oxidation process of the neutralising shampoo.</td>
</tr>
</tbody>
</table>

Explain how and why it is necessary to adapt working methods and choice of relaxing 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 lightened hair, along with those relaxed with Thio products and hair that has been heat damaged, reacts to relaxing products to avoid further damage

- Learners must know how to assess the combination of sensitised hair, carry out relevant tests and how the results impact on working methods and product selection
  - 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 assess the condition of sensitised hair
- Precautionary tests to determine the suitability of sensitised hair for relaxing
- The effects of using pre- and post-relaxer treatments on sensitised hair
- The effect of relaxers on sensitised hair. For example, during processing the degree of straightness is likely to develop quickly. Learners must know to take more frequent development strand tests
- Products to use on sensitised hair

**Explain how different hair types can affect the choice of relaxing and normalising/neutralising products:**
Learners must know the factors that influence the choice and selection of the most appropriate relaxing and normalising/neutralising products.

- Fine or tinted hair – use mild relaxer, for fine or tinted hair
- Normal, medium-textured virgin hair – use regular no-lye relaxer
- Coarse, virgin hair – use strong or super relaxer lye or no-lye (but if the client has a sensitive scalp use a no-lye regular or mild relaxer for normal hair)
- 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 relaxing process:**

- Plastic tail comb – is used for precise and accurate sectioning and can be used for applying the product to the section. The back of the comb can be used for smoothing the hair
- Wide tooth combs – used for detangling the wet hair after the relaxing process
- Hands – fingers protected by gloves can be used for applying the relaxer and for smoothing the hair
- Non-metallic sectioning clips and non-metallic bowl – used during relaxing procedures. Metallic items react adversely when in contact with relaxers
- Application brush – plastic tint brushes can be used to apply relaxing products
LO4 Be able to prepare for hair relaxing services

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

- Learners will organise all products, tools and equipment in advance making provision for a diverse range of client’s needs
- Learners will prepare the work area
  - Learners will make sure 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 or apply fresh cover
  - Trolleys to be systematically cleaned between clients removing unwanted items and replacing with fresh cleaned/sterilised items
  - Towels, capes and client gowns are clean and freshly laundered for service and removed after use
- Learners will prepare products
  - Ensure suitable relaxing products are available prior to recommending a relaxing service
  - Ensure the range of relaxing products is available
  - 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 relaxed effects and finishing services
  - Ensure the display area is clean and well laid out
- Learners will prepare tools and equipment
  - Ensure 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
  - Other electrical equipment identified for finishing will be prepared safely and turned on only when appropriate. For example straighteners 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 relaxing 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 relaxing service.

- Ensure a client record is available prior to the relaxing service
- Remove obstructive jewellery or items that would inhibit the relaxing 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 the client
- Agree the relaxed effect using visual aids if necessary
- Agree choice of relaxing products with the client
- Agree service outcome with the client
- Confirm the client’s comfort

Consult and agree the service with the client and check for contra-indications:
- 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 relaxing service
- Check for the use of incompatible products
- Conduct a visual and manual check of the hair and scalp for contra-indications
- Conduct relevant tests
- Consider all limiting factors
- Ensure that all relaxed 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 relaxed effect
- Agree the service
LO5 Be able to provide hair relaxing 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
- 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

Use products, tools and equipment to produce the desired relaxed effect:
- Use all products, tools and equipment safely, e.g. ensure the safe positioning of lotions decanted into bowls to prevent accidental spillage
- Carry out consultation, check for contra-indications and carry out relevant tests
- Cut the hair prior to the relaxer application, if applicable
- Select the correct strength of product to achieve the desired effect and take into account the hair classification, hair characteristics and other influencing factors
- Be able to apply scalp protectors and barrier products accurately
- Use precise and neat sectioning
- Wear gloves when applying or removing products
- Display proper processes of application of relaxing products. For example careful application of relaxer to avoid contact with the client’s skin/scalp
- Work to a commercially acceptable time
- Learners must know the importance of using products economically, to avoid wastage and to be cost effective
- Adapt methods of working and use products to meet the needs of the client with sensitised hair

Use application techniques and processing times that produce the desired relaxed effect:
- Use all products, tools and equipment safely, e.g. ensure the safe positioning of lotions decanted into bowls to prevent accidental spillage
- Carry out consultation, check for contra-indications and carry out relevant tests
- Cut the hair prior to the relaxer application, if applicable
- Select the correct strength of product to achieve the desired effect and take into account the hair classification, hair characteristics and other influencing factors
- Be able to apply scalp protectors and barrier products accurately
- Use precise and neat sectioning
- Wear gloves when applying or removing products
- Display proper processes of application of relaxing products. For example careful application of relaxer to avoid contact with the client’s skin/scalp
- Work to a commercially acceptable time
- Learners must know the importance of using products economically to avoid wastage and to be cost effective
- Adapt methods of working and use products to meet the needs of clients with sensitised hair
• Learners must demonstrate application techniques and processing times to account for the influencing factors and manufacturers’ instructions
  - Influencing factors:
    ▪ Hair characteristics
    ▪ Hair classification
    ▪ Length of re-growth
    ▪ Scalp condition
    ▪ Degree of relaxation required
    ▪ Previous chemical services
    ▪ Temperature
    ▪ Time
    ▪ Sequence of application
    ▪ White hair
    ▪ Degree of product build-up
    ▪ Test results

• Relaxer application. Learners must demonstrate the use of correct application techniques:
  - Top and bottom
  - Top
  - Hand

• Relaxing process. Learners must demonstrate the correct application sequence and relaxer processing for:
  - Virgin hair
  - Re-growth between 4 – 8 weeks
  - Re-growth up to 12 weeks

• Confirm the degree of relaxation has been achieved by taking development strand tests at suitable times throughout the process
• Use the rinsing time suggested in the manufacturers’ instructions
• Rinse the hair according to manufacturers’ instructions
• Take remedial action to resolve issues that occur during the relaxing service
• Learners must avoid relaxing faults

**Normalise/neutralise the hair according to manufacturers’ instructions:**
Learners must demonstrate:
• Thorough and sufficient application of the normalising/neutralising shampoo
• Gentle shampoo movements that do not aggravate the scalp
• Use shampoo movements that do not tangle the hair or stretch the hair
• Avoiding the use of the nails for shampooing
• Ensure shampoo methods reach all areas of the hair, especially in hard to reach areas such as in the nape
• Awareness of the client’s comfort
• Shampoo the hair for the time suggested in the manufacturers’ instructions or until the shampoo changes colour
• Use the post-relaxing treatment according to the manufacturers’ instructions
Provide advice and recommendations to the client:
- Identify the client’s current home care regime
- Give advice regarding incompatible products
- Learners must demonstrate they have provided the client with aftercare advice. Learners must give advice for:
  - Methods of care for relaxed hair
  - Products suitable for relaxed hair
  - Shampoo to use to remove mineral deposits
  - How to style at home using products
  - Advice on maintaining the style
  - Recommendations for future services

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; 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 and 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 is 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>
</tr>
</thead>
<tbody>
<tr>
<td>The learner must:</td>
<td>The learner can:</td>
</tr>
</tbody>
</table>

### LO1 Know the salon requirements for hair relaxing services

- **P1** Describe personal presentation for relaxing services
- **P2** Describe salon procedures to set up the work area
- **P3** Describe how to recognise relevant hazards and risks for hair relaxing services
- **P4** Explain the importance of accurate record keeping

### LO2 Know the techniques and procedures for hair relaxing services

- **P5** Explain the hair classifications and characteristics
- **P6** Explain how factors influence relaxing services
- **P7** Describe factors that can prevent or restrict the relaxing service
- **P8** Explain contra-indications to relaxing services
- **P9** Explain the value of using effective questioning techniques
- **P10** Describe the types and purposes of tests used for relaxing services
- **P11** Explain why it is important to protect client’s hair and skin before the relaxing service
- **P12** Explain the safety considerations that must be taken into account when relaxing hair
- **P13** Explain the importance of following manufacturers’ instructions when relaxing hair
- **P14** Describe application methods for relaxers
- **P15** Explain the importance of thorough rinsing of relaxing and normalising/neutralising products
- **P16** Explain the types and causes of problems that can occur and how to rectify them
- **P17** Describe the correct methods of waste disposal for relaxing products
- **P18** Explain importance of providing advice and aftercare for relaxing services
- **P19** Explain the effects of relaxers on the hair structure
- **P20** Describe the chemical composition of relaxing products
- **P21** Explain the effects of pre-relaxing and post-relaxing treatments on the hair structure
- **P22** Describe the different types of relaxing products and how they are used to straighten hair
- **P23** Explain how and why it is necessary to adapt working methods and choice of relaxing products to suit sensitised hair
- **P24** Explain how different hair types can affect the choice of relaxing and normalising/neutralising products
- **P25** Describe the types and purposes of tools and equipment used during the relaxing process
| LO4 Be able to prepare for hair relaxing services | P26 Prepare and check the area, products, tools and equipment prior to the relaxing service |
| | P27 Prepare the client for the relaxing service |
| | P28 Consult and agree the service with the client and check for contra-indications |
| LO5 Be able to provide hair relaxing services | P29 Use safe and hygienic working methods throughout the service |
| | P30 Use products, tools and equipment to produce the desired relaxed effect |
| | P31 Use application techniques and processing times that produce the desired relaxed effect |
| | P32 Normalise/neutralise the hair according to manufacturers’ instructions |
| | P33 Provide advice and recommendations to the client |
| | P34 Maintain accurate client records |
Assessment guidance

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

<table>
<thead>
<tr>
<th>P26 Prepare and check the area, products, tools and equipment prior to the relaxing service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learners must demonstrate that they have set up the workspace ready for the client by selecting appropriate products, tools and equipment to provide a relaxing and normalising/neutralising service.</td>
</tr>
<tr>
<td>Learners must acquire disposable consumable items such as cotton wool and polythene bag for 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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P27 Prepare the client for the relaxing service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learners must demonstrate that they have prepared the client for services in a workstation/area that is clean and tidy.</td>
</tr>
<tr>
<td>Learners must select clean protective garments, towels and non-permeable capes, ensuring that the client is comfortable and the chair height is correct.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P28 Consult and agree the service with the client and check for contra-indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learners must demonstrate that they have agreed the service outcome with the client and explained the service procedure.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Learners must conduct tests to assess the hair’s suitability for the relaxing and normalising/neutralising service.</td>
</tr>
<tr>
<td>The choice of techniques and products must be agreed with the client.</td>
</tr>
<tr>
<td>Learners must use effective questioning techniques and support questioning by using visual aids, as appropriate, to agree the finished effect.</td>
</tr>
</tbody>
</table>
P29 Use safe and hygienic working methods throughout the service

Learners must wear personal protective equipment throughout the relaxing and normalising/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.

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.

When applying relaxer and neutralising shampoo learners must ensure the necessary protection is applied effectively to protect the client’s scalp from contact with the relaxer.

Learners must dispose of waste materials in the identified container immediately after use, e.g. cotton wool used for protection when applying relaxer.

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.

P30 Use products, tools and equipment to produce the desired relaxed 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 relaxation has been achieved by taking development strand tests at suitable times throughout the process.

Learners must be able to take remedial action to resolve issues that occur during the relaxing service. For example if the development strand test shows that the required degree of relaxation is slow to develop, learners must take additional strand tests until the required degree of relaxation has been achieved.

Learners must be able to place the relaxer on the hair with accuracy; using precise sectioning, avoiding relaxer from coming into contact with the scalp.

Learners must avoid relaxing faults such as taking sections that are too wide/small or taking too long over the application which may cause hair damage.

P31 Use application techniques and processing times that produce the desired relaxed effect

Learners must use application 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 and application techniques to account for influencing factors. Learners must adapt processing techniques to suit the desired degree of relaxation. Learners must make sure that the client is satisfied with the finished relaxed effect.
P32 Normalise/neutralise the hair according to manufacturers’ instructions

Learners must demonstrate the correct techniques for applying and shampooing with normalising/neutralising products.

Learners must demonstrate control over the hair and use gentle massage techniques that avoid undue stretching or tangling of the hair.

Learners must ensure the client is comfortable throughout and avoid scratching or aggravating the scalp with fingernails.

Learners must take care to avoid the normalising/neutralising shampoo splashing onto the face or getting in the eyes. Learners must shampoo the hair for the correct amount of time for the process to be complete and should know the manufacturers’ instructions for timing.

Learners should apply the post-relaxing treatment/conditioner according to the manufacturers’ instructions this may be before or after the shampoo.

P33 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 relaxed 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 homecare items that the client may wish to look at as a precursor for possible future sales opportunities.

P34 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 details and products used.

For relaxing, 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 porous areas in the hair and a product was selected to even out the porosity before applying the relaxer.
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 relaxing 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, supermarket as and hospitals so they can practice 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 relaxing service and should be the first unit delivered. Performing a thorough consultation before all relaxing 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 relaxing and neutralising services in a real or realistic working environment.

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

**UHB124M/UHB124X Blow-drying and finishing services**
Blow-drying and finishing services work together with relaxing services, as the client will require the relaxed effect to be styled and finished. Learners will be able to enhance the result of the relaxer through creative blow-drying and finishing.

**UHB147M/UHB147X Setting and dressing services**
Setting and dressing services works together with relaxing services as the client may require the newly relaxed hair to be set to achieve the desired effect. The setting and dressing will enhance a new, relaxed effect. Learners will be able to enhance the result of the relaxer through creative setting and dressing.
UHB144M Men’s styling services

Men’s styling services work together with relaxing services, as the client will require the relaxed effect to be styled and finished. Learners will be able to enhance the result of the relaxer through creative blow-drying and finishing.
<table>
<thead>
<tr>
<th>Version</th>
<th>Details of amendments</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>v10</td>
<td>Skin cancer awareness page added</td>
<td>15/06/17</td>
</tr>
</tbody>
</table>