Overview

This unit is about developing the knowledge and skills to prepare for and provide perming and neutralising services for clients. Learners will use a range of sectioning techniques to achieve permed effects for a variety of clients.

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 and neutralising service.

This unit can be joined with a range of other units which can be holistically assessed. The perming and neutralising of hair for clients can be assessed when completing an overall complete look before or after other salon services.

Learning outcomes

On completion of this unit, learners will:

LO1 Know the salon procedures for hair perming and neutralising services
LO2 Understand the factors which influence perming and neutralising hair
LO3 Know products, tools and equipment used for hair perming and neutralising services
LO4 Be able to prepare for hair perming and neutralising services
LO5 Be able to provide hair perming and neutralising 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. The service portfolio must contain evidence that learners have:

- Performed a minimum of 3 finished permed looks on different hair types which must include
  - Normal hair
  - Resistant hair
  - Coloured hair
- Performed the perm and neutralise service on all hair lengths
  - Short
  - Mid-length
  - Long
- Used all tools, equipment and techniques suitable for perming and neutralising hair
  - Barrier cream
  - Pre-perm shampoo
  - Pre-perm treatment
  - Neutraliser
  - Post-perm treatment
- Used all tests
  - Elasticity
  - Porosity
  - Incompatibility
  - Strand
  - Development test curl
- Used all sectioning techniques
  - Basic
  - Directional
  - Brick
  - Full head
  - Partial head
- Considered all factors and influences
  - Hair characteristics
  - Hair classification
  - Temperature
  - Direction and degree of movement required
  - Hair length
  - Hair condition
  - Colour treated hair
  - Degree of existing curl
All advice and recommendations
- How to maintain the perm
- Time interval between services
- Present and future products and services

The portfolio must be completed prior to learners undertaking the one summative practical assessment.

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

2. Summative practical assessment

Learners must carry out a complete perming and neutralising service which will be observed, and marked by centre assessors.

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

- Service – perming and neutralising of the hair. One new client using basic techniques and effects to produce a curl effect on one of the hair types, i.e. normal, resistant or coloured hair. The perm must be performed within a commercial time appropriate to client’s hair types to produce a fashionable finish
- Products tools and equipment:
  - Choose the appropriate perm lotion for the hair type
  - Choose appropriate selection of rod diameter sizes for length of hair and desired curl
  - Sectioning techniques – one or a combination of the techniques to cover the full head, e.g. basic, directional, or brick

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 procedures for hair perming and neutralising services

Explain the personal responsibilities for health and safety when providing perming and neutralising services to clients:

- Personal presentation is important for creating an overall good impression and promotes client satisfaction, repeat/new business and a positive reputation for the salon
- Display a positive image and attitude with good posture throughout the service
- Learners must ensure salon uniform requirements are adhered to, i.e. learners should strictly follow individual salon’s agreed professional dress code (as appropriate). As a health and safety requirement, closed-in low-heel shoes should be worn. Clothing should be modest, clean, pressed and in good condition. Other examples may include a set uniform, colour choice or T-shirt with or without salon logo
- Present good personal hygiene including clean clothes, clean teeth and fresh breath
- Ensure they avoid a strong smell of tobacco, heavy perfume or aftershave

Describe how to effectively implement health and safety procedures when preparing for the perming and neutralising services:

- It is the responsibility of all staff to maintain health and safety procedures whilst working in a salon
  - Present a clean and hygienic working area
  - Contribute to safe working practices
  - Knowledge of all health and safety legislation

Describe the risks that may cause hazards when providing perming and neutralising services:

- 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. too much perm lotion applied to the hair, so that the excess lotion drips on to the floor
  - Risks – a chance, high or low that a hazard may cause harm, e.g. someone may slip on the spilled perm lotion
  - Learners must work safely throughout the perming and neutralising service, ensuring maintenance of electrical equipment is monitored. Learners must carry out visual checks on electrical equipment for safe use and ensure their client is comfortable and free from harm whilst being permed
  - Learners must dispose of waste appropriately to minimise risk of cross-infection and ensure it does not pose a risk to the environment

Explain the different types of working methods that promote environmental and sustainable working practices:

- Successful environmental and sustainable working practices requires the cooperation of all staff, these may include
  - Reducing waste and managing waste (recycle, reuse, safe disposal), e.g. recycle product packaging, measure products where applicable and do not use excess amounts of products
  - Reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
  - Reducing water usage and other resources
  - Preventing pollution, e.g. disposing of excess perming solution correctly
  - Using reusable items, e.g. easy dry towels
- Using recycled, eco-friendly furniture
- Using low-chemical paint
- Using organic and allergy-free hair products
- Using environmentally-friendly product packaging
- Choosing responsibly sourced domestic products, e.g. fair trade tea and coffee

**State the commercially viable perming and neutralising service times:**

Learners must know the service times expected by the organisation in order for perming services to be profitable. Learners must know service times for effective time-management for client bookings. These will include

- The expected service times of the organisation for
  - The consultation – 10 minutes
  - The winding process – 45 minutes
  - The break in between the perming service and neutralising – maximum of 20 minutes checking development every 5 minutes
  - Rinsing and neutralising – 20-25 minutes depending on hair length and manufacturer’s instructions
  - The time to style and finish the permed effect – 30-45 minutes depending on hair length

- How the length of the client’s hair affects service time, e.g. a long hair, perm wind on small rods will take considerably more time than shorter hair wound on large rods

**Explain the importance of accurate record keeping:**

Client records and maintenance cards/electronic files are an effective resource within a salon and provide accurate information, e.g. client services, products, tests and relevant dates. Examples will include

- The importance of record keeping to ensure future services can be tracked and legal records are in place
- Client record cards are maintained and show current, accurate information including service history and any specific tests for the client
- Maintaining electrical equipment records
- Checking electric records including completing appropriate forms if equipment becomes faulty when styling after the perming service
LO2 Understand the factors which influence perming and neutralising hair

Explain the hair classifications and characteristics:

<table>
<thead>
<tr>
<th>Hair classifications table</th>
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<tbody>
<tr>
<td></td>
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<tr>
<td>Type 1: Straight hair</td>
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<tr>
<td></td>
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<tr>
<td>1a Fine/thin</td>
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<tr>
<td>1b Medium</td>
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<tr>
<td>1c Coarse</td>
</tr>
<tr>
<td>Straight</td>
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<tr>
<td>Straight with volume</td>
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<tr>
<td>Straight difficult hair</td>
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<tr>
<td></td>
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<tr>
<td>Type 2: Wavy hair</td>
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<td></td>
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<tr>
<td>2a Fine/thin</td>
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<tr>
<td>2b Medium</td>
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<tr>
<td>2c Coarse</td>
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<tr>
<td>‘S’ pattern</td>
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<tr>
<td>Frizzy ‘S’ pattern</td>
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<tr>
<td>Very frizzy ‘S’ pattern</td>
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<td></td>
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<tr>
<td>Type 3: Curly hair</td>
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<td></td>
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<tr>
<td>3a Fine/thin</td>
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<tr>
<td>3b Medium</td>
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<tr>
<td>3c Coarse</td>
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<tr>
<td>Soft curl</td>
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<tr>
<td>Loose curl</td>
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<tr>
<td>Tight curl</td>
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<td></td>
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<tr>
<td>Type 4: Very curly hair</td>
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<td></td>
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<tr>
<td>4a Fine/thin</td>
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<tr>
<td>4b Medium</td>
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<tr>
<td>4c Coarse</td>
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<tr>
<td>Tight coiled curl pattern</td>
</tr>
<tr>
<td>‘Z’ pattern and spring curl</td>
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<tr>
<td>Tight ‘Z’ pattern</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, e.g. a client with a hair classification of 1b – straight with volume will influence the rod size used in perming depending on the length of hair.

Explain how hair characteristics influence perming and 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 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 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-perm 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. 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.

- Hygroscopic – the ability of hair to absorb moisture into the cortex.
- 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 include
- 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 to be used
- Lifestyle – this is about the client’s everyday activities and working patterns, e.g. a client who works and has two young children, with very little time for themselves, would require a permed effect that is easily manageable and requires minimal styling
- 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 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 at which rods are wound and the size and direction of the section. Learners must know how to use sectioning 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 hair. 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
- Hair cut – learners must know how to select sectioning patterns that complement the hair cut
- Degree of existing curl – learners must know how the existing curl influences, winding tension and rod size

Describe factors that can prevent or restrict the perming and neutralising service:
There are a range of factors which might contribute to preventing or restricting a perming and neutralising hair service
- Non-contagious – may prevent or restrict services due to severity of condition
  - Sebaceous cyst – lump on top or under scalp
  - Psoriasis – dry silvery scales of skin
  - Eczema or contact dermatitis – dry, red, sore, itchy, may possibly be weeping
  - Scalp sensitivity/recent scar tissue/injury – may have an inflamed, sore and red scalp
  - Cicatricial alopecia/scarring – limits the areas that may be permed
  - Hair loss, possible after hair extension removal, medication, stress or trauma (alopecia). Depending on cause hair loss, this may be a contra-indication to perming services
Explain contra-indications to perming and neutralising:
- Contra-indications can prevent or alter the service, products or techniques used in a perming or neutralising service. The learner must identify any contra-indication through consultation and discussion with the client prior to the service.
- Contagious – can be passed person to person; may prevent service which will include:
  - Bacterial – impetigo, folliculitis, furuncles
  - Viral – warts, herpes
  - Fungal – tinea capitis/ringworm
  - Animal parasites – pediculosis capitis/head lice, scabies
- Hair defects or disorders
  - Trichorrhexis nodosa – hair defect – rough swollen broken shaft
  - Poor elasticity and/or poor porosity – hair that has poor elasticity and/or poor porosity may contra-indicate the perming 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 understand 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 clients in a way that meet 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 return 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 proceed with a service or recommend an alternative 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; test by processing a piece of cut hair according to the manufacturers’ 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>
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<tr>
<td>Incompatibility test</td>
<td>To test the presence of metallic salts</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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</table>

• Learners must know and understand the outcomes of test and how to analyse them
• 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 clients’ 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 when perming and neutralising:**
Learners must know the importance of using personal protective equipment (PPE) and products to protect the client and selves from perming products
• Selves – wear PPE including gloves when applying perming lotion
• Must know the correct PPE to offer clients for their protection – chemical-proof gown, cape and towel
• How to use barrier cream to protect the skin around the hairline
• How to use cotton wool strip to protect the skin and eyes from perm lotion
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 perm rods. 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 rod. The result may be uneven winding and the hair looser at one end than the other. This will result in an uneven curl formation. An additional fault may be that the rod does not wind down and sit correctly on its base

Explain the safety considerations that must be taken into account when perming and neutralising hair:
- Know health and safety legislation, policies and regulations relating to perming and the use of hazardous chemicals
- Work hygienically, methodically, safely and cleanly. Use appropriate protective equipment for self and client. Prepare working area and clear away any waste immediately
- Use perming products correctly, according to manufacturers’ instructions
- Maintain 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
- Carry out perming service without causing danger or damage to self, client or work areas intentionally or by accident
- Maintain posture of self and client throughout perming service
- Prevent cross-infection, ensure all personal protection equipment is clean and tools are fit for purpose
- Identify 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
- Use perming products 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 perming and neutralising service:

- 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 manufacturer’s instructions for each and every product and process. Learners must know
  - The product mixing instructions if mixing is required
  - The application method
  - The timings for processing and neutralising
  - 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:

The application method for perming products varies according to the winding technique. Some products require the lotion to be applied before the rods 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 are wound; this is known as post-damping. Learners must know

- 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 the rod 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
  - Wear non-latex gloves when 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 may process quicker

- Post-damping
  - The time taken in winding will 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, however, gloves are required for application of perm lotion
  - Post-damping is advantageous for winding methods that take additional time

Describe the different sectioning techniques used:

Learners must know how to use and wind rods along with sectioning techniques to create permed effects for different types of hair. Learners must also know factors that affect the techniques. Learners must know

- Basic wind – creates an even amount of movement from roots to points all over the head. This method uses conventional perming rods
  - Performed on hair over 7.5 cm
  - 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. Prior to placing the end paper the points should not be bunched together but held slightly spaced out to around 2.5cm.
- 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 as this may cause burns.

- Basic sectioning – methodical winding, hair sectioned into 6 or 9 sections.
- Directional sectioning – supports the style, rollers to be placed in the same direction.
- Brick sectioning – rollers placed in a brick formation, avoids partings, good for keeping the hair off the face.

**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 know:

- 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 perming rods:**

Learners must know how to check curl development.

- Partially unravel the hair from the rod and check that the degree of movement mirrors the dimensions of the rod used and look for ‘S’ bend.
- Pay attention 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.

- **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 for development if manufacturer’s instructions allow.
Explain the importance of accurate timing:

Learners must know 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 neutralising products:

Thorough rinsing after the perm has developed and rinsing out the neutraliser from the hair are both crucial stages in the perming process. Insufficient rinsing will cause damage to the hair and scalp. Learners must know

- 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
- 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 – as an example, use 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

Describe methods of applying neutralising products:

The neutralising process is equally as important for a successful perming outcome as the perming process. Incorrect neutralising will cause the permed effect to be lost or can cause damage to the hair. Learners must know how to:

- Use neutraliser according to 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
- Take great care to ensure that all rods are neutralised, especially in hard to reach areas such as the nape
- Ensure each rod is saturated with neutraliser
- Firmly apply neutraliser into the root area
- Adhere to manufacturers’ instructions for timing of the neutralising process. Timings vary across brands and according to the type of perm
- Adhere to manufacturers’ instructions for applying neutraliser to the ends of the hair once rods have been removed
Explain the types and causes of problems that can occur and how to rectify them:
Learners must know how to take remedial action in the case of a problem during the perming process. For example the development test curl shows that the required degree of curl is slow to develop, remedial action would be to use an additional heat source in accordance with manufacturer’s guidelines. Learners must know
- Perming problems, causes and solutions

<table>
<thead>
<tr>
<th>Perming problem</th>
<th>Cause</th>
<th>Solution</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. Overlapping</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 products and left in contact with the skin.</td>
<td>Consult with client to ascertain possible allergic reaction. First aid assistance for chemical burns. If serious, refer for medical assistance.</td>
<td>Ensure the lotion does not saturate the scalp. Renew cotton wool after damping.</td>
</tr>
<tr>
<td>Straight frizz</td>
<td>Perming products too strong or over-processed. 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 too small or perming product too strong.</td>
<td>If hair condition allows, reduce the curl by relaxing *</td>
<td>Ensure appropriate rods are used. Use appropriate perming product for hair type and condition.</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>Use appropriate perming product and rods. Process perm and neutralise in line with manufacturers' instructions.</td>
</tr>
<tr>
<td>Fish-hooked ends</td>
<td>Hair points incorrectly wrapped around rod. Hair points not enclosed in end paper</td>
<td>Remove fish-hooks by cutting.</td>
<td>Use end paper to enclose the points of the hair and ensure the ends are not bent back on themselves when winding.</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>Neutralise in line with manufacturers’ instructions. Use styling methods that do not overstretch the hair.</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>------------------------------------------------------------------</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 * (Do not re-perm on over processed hair)</td>
<td>Neutralise in line with manufacturers’ instructions. Use styling methods that do not overstretch the hair.</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 *</td>
<td>Neutralise in line with manufacturers’ instructions. Use styling methods that do not overstretch the hair.</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>Check winding before applying perming products or neutraliser.</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>Ensure lotion application is even. Check winding before applying the perming products.</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>Ensure correct placement of the band. Use spacers.</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. Learners must know
- How to eliminate waste by using economical measures of perming product
- How to dispose of any leftover chemical product following manufacturers’ instructions, salon policy
- How to remove disposable waste immediately (such as cotton wool to an enclosed, lined bin)

**Explain the importance of ensuring the finished perm effect complements the client’s features, hair classification and characteristics:**
Learners must know the importance of creating a finished look that meets client’s expectations and enhances the client’s features. Learners must know that on-trend styling will promote the image of the salon. Learners must know
- How to create a finished effect that suits the client’s head and face shape
- How to create an image in keeping with the client’s image
- How 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
• How to style the hair so that the volume of the style suits the client’s face, head and body shape and facial features
• How to avoid using excessive straightening and smoothing as this may relax the lasting result
• How to avoid excessive heat in order to retain moisture

**Explain the importance of providing advice and recommendations for the perming and neutralising service:**
Caring for newly permed hair may be of concern to clients unaccustomed to perming services. Providing advice on how to manage their hair at home and suggesting products to use ensures clients will return for repeat perming services. Learners must know the advice and recommendations to give to clients
• 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 products incompatible to perming
LO3 Know products, tools and equipment used for hair perming and neutralising services

Explain the effects of perm lotions and neutralisers on the hair structure:
- It is essential that learners know the effects of perm lotions and neutralisers on the hair. Learners must know the physical and chemical effects of perm lotions 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
- Learners must know 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 neutralising products:
It is essential that learners know the chemical composition of perming and neutralising products so that they can realise the implications of dealing with hazardous substances. Learners must know the chemical composition of:
- Perming solution – ammonium thioglycolate and ammonium hydroxide
- Neutralising agents – hydrogen peroxide and sodium bromate

Explain the effects of pH in perming products and how this affects the structure of the hair:
- pH variations in the differing strengths of perm lotions, e.g. pH is strongest in perms for resistant hair and lower in perms for coloured hair
- An alkaline pH will open the cuticle and an acidic pH will close the cuticle

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. Learners must know 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

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

Describe the different types of products used when perming:
- The different products and 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
Learners must know

<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><strong>Barrier cream</strong></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><strong>Pre-perm shampoo</strong></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 manufacturers’ instructions</td>
<td>Some shampoo brands are mildly alkaline to prepare the cuticle for the perming service</td>
</tr>
<tr>
<td><strong>Pre-perm treatment</strong></td>
<td>Lotion used to even out the hair’s porosity from root to tip, to ensure an even curl result</td>
<td>After shampooing, but before winding</td>
<td>Apply from the bottle using the palms of the hands to evenly distribute throughout the hair</td>
<td>Some brands may require shaking before use to activate; follow manufacturers’ instructions</td>
</tr>
<tr>
<td><strong>Perm lotion – Curls</strong></td>
<td>Lotion usually 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. Predamp 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><strong>Perm lotion – Waves and volume</strong></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>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>Most brands have two strengths, normal or coloured hair</td>
</tr>
<tr>
<td>Neutralisers</td>
<td>Cream, foam or liquid products packaged either ready to use or requiring dilution. Refer to manufacturers’ instructions 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</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</td>
<td>Timings for the development vary according to the product. Generally ready to use neutralisers take five minutes to develop. Some neutralisers are ‘instant fix’. This product requires dilution into a large applicator bottle and once rinsed into the wound hair the neutralising process is complete</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 different factors can affect the choice of perming and neutralising products:**
Learners must know 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
- Normal hair – hair that has not been treated with chemicals. Select according to condition, texture and desired result
- Resistant hair – hair that doesn’t take on the curl form easily, may need to be pre-damped in areas according to wind speed and the correct perm lotion chosen
- Coloured hair – hair that has been previously chemically treated, select according to condition, texture and desired result. Learners must know the importance of taking frequent test curls

**Describe the types and purposes of tools used during the perm development service:**
Learners must know
- 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
- Perming rods – made of plastic and 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
• 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
• Plastic head cap – polythene cap 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
LO4 Be able to prepare for hair perming and neutralising services

Prepare and check the work area prior to the perming service:
Learners must ensure that all aspects of preparation are ready for the client service. Preparation is an important feature of the perming and neutralising service, as it enables learners to work safely and methodically

- Learners must demonstrate they are sustaining the good working order of all products, tools and equipment to be fully efficient in providing the service
- Learners will ensure that the cleanliness and health and safety standards within the salon are maintained to enhance the client’s overall satisfaction with the service. Personal presentation is also essential in creating an overall good impression and promoting client satisfaction, repeat/new business and reputation for the stylist/salon
- Prepare the work area
  - Organise all products, tools and equipment in advance
  - Make provision for a diverse range of client needs
  - Learners will make sure there is adequate room around the work area to allow safe use of all equipment
  - Ensure all work areas are free from hair, e.g. basin, chair, trolley, work station 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 services, removing unwanted items and replaced with fresh, cleaned and sterilised items
  - Towels, capes and client outer gowns are clean and freshly laundered for service and removed after use
  - Present themselves professionally
  - Show readiness for the service
  - A good positive attitude personality/persona fitting for the salon

Prepare and check products, tools and equipment prior to the perming service:
- Prepare products
  - Ensure a full range of products is available
  - Display products at work area, on a separate display trolley or by a visual chart
  - Ensure that the client has a full range of product choice
  - Ensure sufficient products are available, in good condition, clean and appropriate for all possible finishing services
- Preparing tools and equipment
  - Ensure tools are placed in a logical order for efficient use
  - Ensure tools and equipment are placed on clean towel or disposable paper towel to prevent cross-infection
  - 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
  - Learners must prepare non-metallic bowl, neutralising sponge, cotton wool in advance of neutralising for time efficiency
**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 perming and neutralising.
- Ensure client records are available prior to the perming service
- Remove obstructive jewellery or items that would inhibit the perming service
- Ensure there are no products remaining in the hair to inhibit the perming service
- During the shampooing preparation, ensure that protective garments remain dry and intact
- Conduct a visual and manual check of the client’s hair and scalp
- 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 any 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 to avoid risk of incorrect winding angles
- Confirm the client comfort

**Explain and agree the service outcome with the client:**
Learners must consult and agree the service with the client and check for contra-indications
- Use clear and effective communication to understand the client’s requirements
- Refer to the client records for information on the history of the client’s previous services, or create new client records
- 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 the service outcome with the client

**Demonstrate effectiveness in the salon when perming and neutralising hair:**
Learners must demonstrate how effective they have been in performing the perming service, including
- Overall performance within the salon
- Identifying strengths and weaknesses shown before, during and after the perming service
  - Identifying client requirements
  - Identifying influencing factors
  - Sectioning
  - Tension
  - Placement of rods
  - Timing factors
  - Curl result
  - Checking client satisfaction
Demonstrate a mixture of talent, knowledge and skills. Examples may include
- Conversing with the client throughout the service
- Ensuring client comfort throughout the service
- Discussing further services to enhance the perming service being provided
- Overall performance in client care
LO5 Be able to provide hair perming and neutralising services

Select products and tools for hair perming services:

- Demonstrate they have identified and selected the most suitable items to create the permed and finished effect
- Select of products, tools and equipment will be dependent on
  - Hair classification
  - Hair characteristics
  - Influencing factors
- Select products most appropriate to create the permed effect. Products chosen will be suitable for the winding 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
- Choose the appropriate perming lotions in accordance with the findings of tests, hair classifications and characteristics and influencing factors
- Choose appropriate 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, chemicals should be stored below eye level
- Consider and apply any adaptations that may be necessary, due to hair classification, hair characteristics and influencing factors
- Select tools which are most appropriate to create the desired permed effect
- Depending upon hair length and style use sectioning clips or clamps to divide hair
- Choose and use the most suitable size and amount of rods to complete a full head of hair
- Select non-metallic tools
- Select and prepare end papers
- Use disposable items such as cotton wool, polythene head caps

Use products and tools to produce the desired permed effect:

Learners must use perming products, tools and equipment suitable for the hair and use winding techniques to produce the desired effect. Learners must

- Use styling products that complement the finish
- Use all products, tools and equipment safely, e.g. ensure the safe positioning of lotions decanted into bowls to prevent accidental spillage
- Use precise and neat sectioning
- Be able to wind perm rods with accuracy, using precise sectioning, avoiding undue tension and ensuring all ends of hair are enclosed in end papers
- Pre-damp or post-damp according to the influencing factors and permed effect
- Wear gloves for winding when pre-damping
- Wear gloves for product application when post-damping
- Display proper processes of application of perming products, e.g. careful application of lotions to avoid drips on to the skin
- Work to a commercially acceptable time
• 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 techniques that produce the desired permed effect considering influencing factors
• Influencing factors
  - Hair classification
  - Hair characteristics – normal, resistant, coloured
  - Test results
  - Head, face and body shape
  - Lifestyle
  - Required degree and type of curl/wave movement
  - Rod size
  - Type of perming product
• Learners must use sectioning 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 type
  - 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
• 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-drying 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

Use safe and hygienic working methods throughout the service:
Learners must demonstrate 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
Provide in-service checks with the client:
Appropriate communication and questioning techniques throughout the service are of great importance to maintain and check on the client’s comfort, service request and general wellbeing throughout the service.
- Ensure checks with the clients confirm agreed service
- Ensure checks with the clients are made as to comfort
- Demonstrate that the checks made to enhance and disguise influencing factors and creative ability and attention to detail are applied, e.g. leaving hair longer to disguise bald patches
- Provide refreshments, magazines where available

Provide advice and recommendations to the client:
Learners will ensure they have promoted the benefits of the service and provided home care techniques where required in order for the client to maintain their style.
- 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 an interest in products

Conduct post-service maintenance of the work area ready to meet the next client:
Maintenance of the work area will maintain both health and safety procedures within the salon. Learners must ensure they demonstrate that they can carry out post-service maintenance.
- Identify potential risks and hazards – clean up spillages immediately, ensure that there are no trailing wires from accelerators
- Check and update service equipment files and client records
- Maintain cleanliness of work station by cleaning area and replacing all consumable items
- Maintain cleanliness of products and tools by wiping, sterilising or replacing as appropriate

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.
- Complete the record card/electronic file with history of service
- Ensure amendments/adaptations to service are recorded
- Ensure notes for future recommendations are recorded
- Record changes in clients’ personal details
- Record results of tests
- Record factors limiting or affecting the service
- Record techniques used for the service, in detail
- Record products, tools and equipment used for technical services and development times
- Record the outcome of the service – success of the service, client satisfaction of the service, suggestions for the next service
- Use precise and accurate language and ensure the record is completed in full
- Use legible handwriting if the record is handwritten
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](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](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>LO1 Know the salon procedures for hair perming and neutralising services</td>
<td>The learner can:</td>
</tr>
<tr>
<td>LO2 Understand the factors which influence perming and neutralising hair</td>
<td></td>
</tr>
</tbody>
</table>

<p>| P1 | Explain the personal responsibilities for health and safety when providing perming and neutralising services to clients |
| P2 | Describe how to effectively implement health and safety procedures when preparing for the perming and neutralising services |
| P3 | Describe the risks that may cause hazards when providing perming and neutralising services |
| P4 | Explain the different types of working methods that promote environmental and sustainable working practices |
| P5 | State the commercially viable perming and neutralising service times |
| P6 | Explain the importance of accurate record keeping |
| P7 | Explain the hair classifications and characteristics |
| P8 | Explain how hair characteristics influence perming and neutralising services |
| P9 | Describe factors that can prevent or restrict the perming and neutralising service |
| P10 | Explain contra-indications to perming and neutralising |
| P11 | Explain the value of questioning the client during the consultation |
| P12 | Describe the types and purposes of tests used for perming services |
| P13 | Explain why it is important to protect clients’ hair and skin before the perming service |
| P14 | Describe the range of protective clothing and products that should be used when perming and neutralising |
| P15 | Explain the importance of exploring a variety of looks using relevant tools and resources |
| P16 | Explain the importance of the client maintaining good posture during the winding of a perm |
| P17 | Explain the safety considerations that must be taken into account when perming and neutralising hair |
| P18 | Explain the importance of following manufacturers’ instructions for the perming and neutralising service |
| P19 | Describe how to apply perming products |
| P20 | Describe the different sectioning techniques used |
| P21 | Explain the effects of overlapping products on previously chemically treated hair |
| P22 | Describe how to check curl development when using perming rods |
| P23 | Explain how temperature affects the perming process |
| P24 | Explain the importance of accurate timing |</p>
<table>
<thead>
<tr>
<th><strong>LO3</strong> Know products, tools and equipment used for hair perming and neutralising services</th>
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<th><strong>LO4</strong> Be able to prepare for hair perming and neutralising services</th>
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<th><strong>LO5</strong> Be able to provide hair perming and neutralising services</th>
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Assessment guidance

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

<table>
<thead>
<tr>
<th>P39 Prepare and check the work area prior to the perming service</th>
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<tbody>
<tr>
<td>Learners must demonstrate they have prepared fully for the client. The work area must be free from stray hairs and clean chair covers (where used) in place. The chair should be wiped down including the chair legs/base. Learners will have checked products, tools and equipment for cleanliness and organised the work area in readiness for the perming and neutralising service. Learners will have ensured they present themselves professionally and displayed a positive attitude. In all areas learners will be fully prepared for the service.</td>
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<thead>
<tr>
<th>P40 Prepare and check the products, tools and equipment prior to the perming service</th>
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<tr>
<td>Learners must acquire and prepare disposable consumable items such as end papers and cotton wool as part of the preparation. Learners must demonstrate hygienic and professional practice in relation to the products, tools and equipment showing that they have cleaned and sterilised all items. Products, tools and equipment are placed logically ready for use, e.g. coloured perming rods of different sizes are separated for easy access and use. The work trolley is located on the lead side of learners and tools are displayed on a clean towel/paper tissue or contained within a sterilised container with appropriate fluid. Non-metallic bowls are used in accordance to manufacturer’s instructions.</td>
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<tr>
<th>P41 Prepare the client for the perming service</th>
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<tr>
<td>Learners must demonstrate that they have prepared the client for services and that previous hair service, e.g. shampooing prior to perming, have met the clients’ satisfaction. Learners will prepare the client in accordance with suitable PPE and ensuring obtrusive client jewellery has been removed and stored safely. Learners will check client comfort and adjust hair height accordingly. Learners will conduct a visual check of the scalp and hair to assess condition and suitability for the perming service, identify any influencing factors and discuss service product choice with the client.</td>
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<th>P42 Explain and agree the service outcome with the client</th>
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<td>Learners must demonstrate that they have agreed the service outcome with the client and explained the service with effective communication. Learners must use effective questioning techniques and support questioning by using visual aids as appropriate, to agree the finished effect.</td>
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</table>
### P43 Demonstrate effectiveness in the salon when perming and neutralising hair

Learners must demonstrate how effective they have been in performing the perming and neutralising service by completing a self-evaluation of the service they have just carried out. The self-evaluation must include personal judgements of performance for client care. This should include specific reference as to how the client was cared for, attended to and if necessary helped. Learners should reference any specific additional services offered, e.g. refreshments, magazines and personal item stored safely. Learners will relate to their technical skills – tension of wind, placement of rods, rod selection, effectiveness of damping method and neutralising methods; time management and how organised and ready they were for the client’s arrival. Learners should state how effective they were with regard to their communication skills and general preparation including the clients’ record card and checking development time and the neutralising process. Learners must identify the weaknesses/areas of development they have shown before/during/after the service.

### P44 Select products and tools 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.

### P45 Use products and tools 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 clients 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 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.
P46 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.

P47 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.

P48 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 clients.

Learners must demonstrate that they can recognise hazards and risks when using electrical equipment such as development accelerators, e.g. electrical accelerator. Learners must ensure that the working area is safe and consider others who may be working nearby.
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. Manufacturers’ instructions must be followed at all times.

P49 Provide in-service checks with the client

Learners must demonstrate throughout the service they have checked on client comfort.
Where there is a need, learners will offer additional support to clients who may have limited mobility. Learners must demonstrate that they have adapted and tailored the use of sectioning patterns, rod size, wind, and checked that tools and equipment used are not causing discomfort to the client. Learners must show that they have demonstrated correct choice of types of tools and equipment used when perming and neutralising hair.
P50 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 and 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.

P51 Conduct post-service maintenance of work area ready to meet the next client

Learners must demonstrate they have conducted maintenance of the area by ensuring the work station is cleaned post-service. Products are cleaned and stored accordingly and tools used are refreshed ready for the next client. Where electrical equipment has been used it must be checked, stored correctly and safely for future use, e.g. cleaned and hair free, wires wound carefully without knotting and twisting, and plug checked.

P52 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, 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 competency and the use of products, tools and equipment for a variety of permed hair looks
- Work experience within a commercial hair salon so they can practise their skills in a real 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 for different styles of curls and finish

Links with other units

This unit is closely linked with the following units:

**UHB170M Blow-dry and style hair**
Blow dry and style hair can be used to complete the perming service to create a finished look. As an example this service complements a soft permed effect providing clients with a finished dried result.

**UHB172M Cut ladies hair**
Cutting the hair before or after the perm will ensure the shape of the style suits the client’s desired finished result.

**UCO34M Health, safety and hygiene**
Health and safety greatly underpins the present unit. Learners will be required to apply knowledge and understanding of health and safety for perming and neutralising when providing the service in a salon or realistic working environment.

**UHB169M Advise and consult with clients**
Alongside health and safety in the salon, hairdressing consultation underpins every other professional hair service and should be the first unit delivered. Performing a thorough consultation before all salon services is a necessity by learners and this unit supports all technical units within the qualification.

**UHB174M Set and dress hair**
Set and dress hair can be used to complete the perming service to create a finished look. As an example this service complements a soft permed effect providing clients with a finished dried result.

**UHB175M Shampoo, condition and treat the hair and scalp**
To prepare the hair for the perming service it will have to be shampooed and in most cases have a pre-perm treatment to even out the hair’s porosity so that the perm takes evenly.
UHB176M Style hair with electrical equipment

Style hair temporarily with electrical equipment can be used to complete the perming service to create a finished look. As an example this service complements a soft permed effect providing clients with a finished dried result that is smoothed using tongs or a wand.
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<tr>
<th>Version</th>
<th>Details of amendments</th>
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<tbody>
<tr>
<td>v5</td>
<td>Skin cancer awareness page added</td>
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