
Overview

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

This unit applies to both hairdressing and barbering salons.

The main outcomes of this unit are:

1. maintain effective and safe methods of working when perming and neutralising hair
2. prepare for perming and neutralising
3. perm and neutralise hair
4. provide aftercare advice

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Performance criteria

You must be able to:

- P1 **maintain effective and safe methods of working when perming and neutralising hair by**
- P1.1. ensuring your client's clothing is effectively protected throughout the service
 - P1.2. wearing personal protective equipment when using perming and neutralising chemicals
 - P1.3. positioning your client to meet the needs of the service without causing them discomfort
 - P1.4. ensuring your own posture and position whilst working minimises fatigue and the risk of injury
 - P1.5. keeping your work area clean and tidy throughout the service
 - P1.6. removing waste immediately at the end of the perming and neutralising service
 - P1.7. using working methods that
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and clients
 - P1.8. ensuring your personal standards of health and hygiene
 - minimise the risk of cross-infection, infestation and offence to your clients and colleagues
 - P1.9. using equipment that is safe and fit for purpose
 - P1.10. promptly identifying and reporting any products that need re-ordering to the relevant
 - P1.11. completing the perming and neutralising service within a commercially viable time
 - P1.12. completing client records so that they are accurate, easy to read and up-to-date
- P2 **prepare for perming and neutralising by**
- P2.1. asking your client appropriate questions to identify if they have any **contra- indications** to perming services
 - P2.2. accurately recording your client's responses to questioning
 - P2.3. conducting all necessary **tests** following manufacturers' instructions and recognised industry procedures
 - P2.4. recording the outcomes of tests accurately on the client's record card
 - P2.5. seeking assistance from the relevant person when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for your client
 - P2.6. choosing **products**, tools and equipment based on the results

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- of necessary tests, consultation with your client and **factors** influencing the service
- P2.7. preparing products following manufacturers' instructions
- P2.8. effectively protecting your client's hair and skin prior to perming
- P3 **perm and neutralise hair by**
- P3.1. using **products** and techniques taking into account **factors** influencing the service
- P3.2. **sectioning** and winding the hair cleanly and evenly to achieve the desired look
- P3.3. securing effectively any hair not being wound so as to keep the section clearly visible when required
- P3.4. taking meshes of hair which suit the size of the perm rod
- P3.5. maintaining an even tension throughout the winding process
- P3.6. ensuring all wound perm rods sit on their own base
- P3.7. following manufacturers' instructions accurately when
- applying perming lotion and neutralisers evenly to all wound hair
 - monitoring and timing the development of the perming and neutralising processes
 - applying suitable conditioners, if necessary
- P3.8. confirming the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
- P3.9. ensuring the water temperature and flow suit your client's hair and scalp and comfort needs
- P3.10. leaving the hair free of perm lotion when the desired degree of curl is achieved
- P3.11. removing excess moisture before neutralising without disturbing the wound hair
- P3.12. removing the perm rods without disturbing the curl formation
- P3.13. leaving the hair free of neutraliser after the final rinse
- P3.14. identifying any problems during the perming and neutralising processes and resolving them within the limits of your own authority to do so
- P3.15. referring problems you cannot resolve to the relevant person promptly
- P3.16. achieving the correct degree of curl necessary for the final, desired look
- P4 **provide aftercare advice by**
- P4.1. giving **advice** and recommendations accurately and constructively
- P4.2. giving your client suitable **advice** on the maintenance of their perm

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Knowledge and understanding

You need to know and understand:

Salon and legal requirements

- K1 your salon's requirements for client preparation
- K2 your salon's expected service times for basic perming and neutralising
- K3 when and how to complete client records
- K4 your salon's and legal requirements for disposal of waste materials
- K5 your own limits of authority for resolving perming and neutralising problems
- K6 the person to whom you should report problems you cannot resolve
- K7 your responsibilities under current Data Protection legislation
- K8 your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of perming and neutralising products
- K9 your responsibilities under the current Electricity at Work Regulations

You need to know and understand:

How to work safely, effectively and hygienically when perming and neutralising

- K10 what is contact dermatitis and how to avoid developing it whilst carrying out perming services
- K11 the range of protective clothing and products that should be available for clients
- K12 the type of personal protective equipment available
- K13 why it is important to use personal protective equipment
- K14 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K15 why it is important to position your tools and equipment for ease of use
- K16 the safety considerations which must be taken into account when perming and neutralising
- K17 why it is important to keep your work area clean and tidy
- K18 methods of working safely and hygienically and which minimise the risk of cross- infection and cross-infestation
- K19 the importance of personal hygiene
- K20 why it is important to check electrical equipment used to aid the perming process
- K21 methods of cleaning, disinfecting and/or sterilisation used in salons
- K22 the importance of questioning clients to establish any contra-indications to perming services
- K23 why it is important to record client responses to questioning
- K24 the legal significance of client questioning and the recording of clients' responses to questioning

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You need to know and understand:

Tests and testing

- K25 the types and purposes of tests
- K26 when and how tests should be carried out and the expected results
- K27 how the results of tests can influence the perming service
- K28 potential consequences of failing to test
- K29 the courses of action to take in the event of adverse reactions to tests (eg the type of reactions you need to report to another, more senior person)
- K30 why it is important to record test results

You need to know and understand:

Basic science

- K31 the effects of perm lotions and neutralisers on the hair structure
- K32 how temperature affects the perming process
- K33 the importance of accurate timing and thorough rinsing of products
- K34 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- K35 the importance of considering water temperature during the neutralising process
- K36 how the factors in the range can affect your choice of perming and neutralising products
- K37 how and why the contra-indications in the range can affect the delivery of perming services

You need to know and understand:

Products, equipment and their use

- K38 the types of equipment used during the perm development process
- K39 the manufacturers' instructions for the specific perming and neutralising products in your salon
- K40 when and why it is important to use pre-perm treatments
- K41 the different types and uses of available perm lotions and neutralisers
- K42 the types and uses of post-perm conditioners
- K43 the importance of using products economically

You need to know and understand:

Perming and neutralising techniques and problems

- K44 when to use the types of sectioning techniques listed in the range and why
- K45 the factors that influence the use of different sized perm rods
- K46 method of checking curl development
- K47 methods of application of perming lotions and neutralising agents
- K48 types and causes of problems that can occur during the perming and neutralising processes
- K49 methods of resolving perming problems

You need to know and understand:

Aftercare advice for clients

- K50 products for home use that will benefit the client and those to avoid and

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why

K51 how the continual use of heated equipment can affect permed hair

K52 recommended time intervals between perming and other services

K53 how lifestyle factors can affect the hair (eg swimming, time necessary for hair maintenance)

K54 how perming can affect other services (eg the need for regular cutting, effect on colour services)

You need to know and understand:

Communication

K55 how to give effective advice and recommendations to clients

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Additional Information

Scope/range related to performance criteria

1. **Products** are
 - 1.1. barrier cream
 - 1.2. pre-perm treatments
 - 1.3. perm lotions
 - 1.4. neutralisers
 - 1.5. post-perm treatments
2. **Contra-indications** are
 - 2.1. history of previous allergic reaction to perming products
 - 2.2. other known allergies
 - 2.3. skin disorders
 - 2.4. incompatible products
 - 2.5. medical advice or instructions
3. **Tests** are
 - 3.1. elasticity
 - 3.2. porosity
 - 3.3. incompatibility
 - 3.4. skin
4. **Factors** are
 - 4.1. temperature
 - 4.2. direction and degree of movement required
 - 4.3. hair condition
 - 4.4. hair texture
 - 4.5. hair length
 - 4.6. hair density
5. **Sectioning techniques** are
 - 5.1. directional
 - 5.2. 9 section
 - 5.3. brick
6. **Aftercare advice** covers
 - 6.1. suitable aftercare products and their use
 - 6.2. use of heated styling equipment
 - 6.3. time interval between services
 - 6.4. the effect of perming on other services

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