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**Overview**

This standard is about the basic skills of removing chemical relaxers and normalising relaxed hair. The work will be carried out under the direction of the Stylist.

To carry out this standard, you will need to maintain health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate good communication skills.

The main outcomes of this standard are:

- 1 maintain effective and safe methods of working when assisting with relaxing services
- 2 remove chemical relaxers and normalise the hair

**Performance  
criteria**

**Maintain effective and safe methods when assisting with relaxing services**

- You must be able to:
- P1 maintain your responsibilities for health and safety throughout the service
  - P2 prepare your client to meet salon's requirements
  - P3 protect your client's clothing throughout the service
  - P4 wear personal protective equipment when using chemical relaxers
  - P5 position your client to meet the needs of the service without causing them discomfort
  - P6 ensure your own posture and position whilst working minimises fatigue and the risk of injury
  - P7 keep your work area clean and tidy throughout the service
  - P8 use working methods that
    - P8.1 minimise the wastage of normalising shampoo
    - P8.2 minimise the risk of cross-infection
    - P8.3 make effective use of your working time
    - P8.4 ensure the use of clean resources
    - P8.5 minimise the risk of harm or injury to yourself and clients
  - P9 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
  - P10 follow workplace and suppliers or manufacturers' instructions for the safe use of equipment, materials and products
  - P11 follow stylists' instructions throughout the service
  - P12 dispose of waste materials
  - P13 replenish low levels of resources, when required, to minimise disruption to your own work and to clients

**Remove chemical relaxers and normalise hair**

- You must be able to:
- P14 remove chemicals in a way which minimises the risk of damage to the hair and scalp
  - P15 ensure your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
  - P16 adapt the water temperature, pressure and direction to protect the hair and

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- scalp condition
- P17 leave the hair and scalp clean and free from chemicals and excess moisture
  - P18 refer any problems to the relevant person for action
  - P19 blot the hair to remove excess moisture prior to the application of  
**normalising products**
  - P20 prepare and apply the **normalising products** following manufacturer's and  
stylist's instructions
  - P21 leave the hair free from all traces of the neutralising product
  - P22 apply and remove conditioner, when used, following the manufacturer's and  
stylist's instructions

**Knowledge and understanding**

**Maintain effective and safe methods of working when assisting with relaxing services**

You need to know and understand:

- K1 your responsibilities for **health and safety** as defined by any specific legislation covering your job role
- K2 your salon's requirements for client preparation
- K3 the range of protective clothing and products that should be available to yourself and clients
- K4 what is contact dermatitis and how to avoid developing it whilst assisting with relaxing services
- K5 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K6 why it is important to position your tools, products and materials for ease of use
- K7 why it is important to keep your work area clean and tidy
- K8 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K9 your salon's and legal requirements for disposal of waste materials
- K10 suppliers and manufacturers instructions for the safe use of equipment, materials and products which you must follow
- K11 the importance of following your stylist's instructions
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 the person to whom you should report low levels of resources
- K14 your own limits of authority for resolving relaxing problems

**Remove chemical relaxer and normalise hair**

You need to know and understand:

- K15 the role and importance of:
  - K15.1 post relaxing treatments during the relaxing process
  - K15.2 normalising shampoos during the relaxing process
- K16 how low and high water pressure and temperature can affect the hair when removing relaxers
- K17 the importance of removing excess moisture prior to applying normalising

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products

- K18 the importance of ensuring the hair and scalp is clean and free from chemicals
- K19 the importance of ensuring your working methods minimise the risk of chemicals being spread onto the client's skin, clothes and surrounding areas
- K20 why it is important to follow manufacturers' and stylists' instructions and what might happen if they are not followed
- K21 the types and causes of problems that may occur when relaxing

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**Additional information**

<b>Scope/range related to performance criteria</b>	<b>1</b>	<b>Normalising products</b>
	1.1	<b>normalising</b> shampoo
	1.2	post relaxer treatments

**Scope/range related  
to knowledge and  
understanding**

**1. Health and safety**

your responsibilities for health and safety as defined by any specific legislation covering your job role

- 1.1 Health and Safety at Work Act
- 1.2 The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR)
- 1.3 The Health and Safety (First Aid) Regulations
- 1.4 The Regulatory Reform (Fire Safety) Order
- 1.5 The Manual Handling Operations Regulations
- 1.6 The Control of Substances Hazardous to Health Regulations (COSHH)
- 1.7 The Electricity at Work Regulations
- 1.8 The Environmental Protection Act
- 1.9 The Management of Health and Safety at Work Regulations
- 1.10 The Health and Safety (Information for Employees) Regulations

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**Values**

1. The following **Key Values** underpin the delivery of services in the hair and barbering sector:
  - 1.1. a willingness to learn
  - 1.2. the completion of services in a commercially viable time
  - 1.3. meeting both organisational and industry standards of appearance
  - 1.4. ensuring personal hygiene and protection meets accepted industry and organisational requirements
  - 1.5. a flexible working attitude
  - 1.6. a team worker
  - 1.7. maintaining customer care
  - 1.8. a positive attitude
  - 1.9. a professional attitude
  - 1.10. good verbal and non-verbal communication skills
  - 1.11. the maintenance of effective, hygienic and safe working methods
  - 1.12. adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product
  - 1.13. adherence to workplace health, safety and security measures



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**Behaviours**

1. The following **behaviours** underpin the delivery of services in the hair and barbering sector. These behaviours ensure that clients receive a positive impression of both the salon and the individual
  - 1.1. meeting the salon's standards of behaviour
  - 1.2. greeting the client respectfully and in a friendly manner
  - 1.3. communicate with the client politely and courteously
  - 1.4. identifying and confirming the client's expectations
  - 1.5. responding promptly and positively to the clients' questions and comments
  - 1.6. keeping the client informed and reassured
  - 1.7. responding promptly to a client seeking assistance
  - 1.8. quickly locating information that will help the client
  - 1.9. dealing with problems within the scope of your responsibilities and job role
  - 1.10. show clients and colleagues respect at all times and in all circumstances
  - 1.11. quickly seeking assistance from a senior member of staff when required
  - 1.12. giving the client the information they need about the services or products offered by the salon

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**Glossary**

**1. Normalising Products**

- 1.1 These are post-relaxing treatments and shampoos. They are sometimes also known as 'stabilisers' or 'neutralising' products for the relaxing process.

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Assist with relaxing services



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