
Overview

This standard is about carrying out relaxing services. To achieve this standard, you will need to show you have the ability to examine the hair and scalp, select and use suitable products and choose the correct application techniques.

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

The main outcomes of this standard are:

1. maintain effective and safe methods of working when relaxing hair
2. prepare for relaxing hair
3. relax hair

Performance criteria

Maintain effective and safe methods of working when relaxing hair

- 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 relaxing service
 - P4 position your client to meet the needs of the service without causing them discomfort
 - P5 ensure your own posture and position whilst working minimises fatigue and the risk of injury
 - P6 keep your work area clean and tidy throughout the service
 - P7 use working methods that:
 - P7.1 minimise the wastage of **products**
 - P7.2 minimise the risk of cross-infection
 - P7.3 make effective use of your working time
 - P7.4 ensure the use of clean resources
 - P7.5 minimise the risk of harm or injury to yourself and clients
 - P7.6 promote environmental and sustainable working practices
 - P8 ensure your personal hygiene, protection and appearance meets accepted industry and organisational requirements
 - P9 follow workplace and suppliers' or manufacturers' instructions for the safe use of equipment, materials and **products**
 - P10 dispose of waste materials
 - P11 complete the relaxing service within a commercially viable time

Prepare for relaxing hair

- You must be able to:
- P12 ask your client questions to identify if they have any contra-indications to relaxing services
 - P13 record your client's responses to questioning
 - P14 conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
 - P15 record the outcomes of **tests** on the client's record card
 - P16 seek assistance from the relevant person when contra-indications and or

reactions to **tests** cause doubts as to the suitability of the relaxing service for your client

- P17 base your recommendations on the evaluation of your client's hair and its potential to achieve the required effect
- P18 choose **products** and **tools** based on the **factors**, results of your **tests** and a consultation with your client
- P19 select, prepare and use relaxing **products** following the manufacturer's instructions
- P20 protect the hairline and scalp prior to the relaxing service

Relax hair

- You must be able to:
- P21 apply a suitable pre-relaxing treatment
 - P22 section the hair, when required, cleanly and evenly to assist with the even **application** of the relaxer
 - P23 apply **products** taking into account the **factors** and results of your **tests** for the relaxing service
 - P24 use **tools** to avoid damage to the scalp
 - P23 apply the relaxer in a way that minimises the risk of the **product** being spread to your client's skin, clothes and surrounding area
 - P25 accurately time the **application** and development of the relaxer following manufacturer's instructions
 - P26 confirm the required degree of straightening has been achieved by taking strand **tests** on different areas of the head at suitable times throughout the **relaxing process**
 - P27 monitor the comfort of your client at regular intervals throughout the **relaxing process**
 - P28 remove chemicals in a way which minimises the risk of damage to the hair and following manufacturer's instructions
 - P29 leave the relaxed hair free of all visible traces of relaxing **product**
 - P30 restore the hair's pH balance using a suitable post relaxing treatment
 - P31 normalise the hair by shampooing, leaving it free of all traces of residue relaxer oils
 - P32 resolve any problems occurring during the **relaxing process** within the limits of

your own authority

P33 refer problems you cannot resolve to the relevant person

P34 achieve the required degree of straightness that is anticipated

P35 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when relaxing hair

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 for clients
- K4 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K5 why it is important to keep your work area clean and tidy
- K6 methods of cleaning, disinfection and sterilisation used in salons
- K7 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K8 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K9 the different types of working methods that promote **environmental and sustainable working practices**
- K10 your own limits of authority for resolving relaxing problems
- K11 the person you should report problems to that you cannot resolve
- K12 regulations in relation to the use of relaxing and normalising **products**
- K13 the safety considerations which must be taken into account when relaxing hair
- K14 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K15 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and **products** which you must follow
- K16 the correct methods of waste disposal
- K17 your salon's expected service times for the relaxing service

Prepare for relaxing hair

You need to know and understand:

- K18 the legal significance of client questioning and the recording of client's responses to questioning
- K19 the importance of identifying the hair **factors** through conducting a detailed

hair and scalp examination

- K20 how the hair and scalp examination can affect the choice of **products**
- K21 the types and purposes of tests
- K22 when and how tests should be carried out and the expected results
- K23 how the results of tests can influence the relaxing service
- K24 potential consequences of failing to conduct tests
- K25 why it is important to record test results
- K26 the courses of action to take in the event of adverse reactions to tests
- K27 how the contra-indications can affect the relaxing service
- K28 the circumstances when hair may need to be cut prior to a service
- K29 how to recognise Trichorrhexis Nodosa and how to deal with this condition
- K30 how different **factors** affect your choice of relaxer
- K31 the effects of relaxing **products** on the hair structure
- K32 the effect of relaxers on white hair
- K33 the active ingredients in relaxing **products**
- K34 why different tools are used in the relaxing service and their effect on the hair and scalp
- K35 the **factors** that should be considered when selecting sodium or non-sodium relaxing **products**
- K36 the different types and strengths of available relaxers and when to use them
- K38 the potential effects of using relaxing **products** on chemical services such as hair lightening
- K39 the different types and use of pre and post relaxing treatments and when to use them
- K40 the importance of following manufacturers' instructions when using relaxing **products**
- K41 how to use scalp protectors and why they are important

Relax hair

You need to know
and understand:

- K42 the effects of relaxer pre and post treatments on the hair structure
- K43 how to texturise hair
- K44 the method of checking development when texturising
- K45 the method of checking relaxer development

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- K46 the method and sequence of application of relaxing and normalising products
 - K47 the potential discomfort clients may experience during the relaxing process and why it is important to check on their well-being
 - K48 how to adapt the water temperature, pressure and direction to protect the hair condition
 - K49 how neutralising shampoos work and their effect on the hair structure
 - K50 how the different influencing **factors** can affect the relaxing process
 - K51 the effect of overlapping **products** on to previously chemically treated hair
 - K52 why accurate timing and thorough rinsing of **products** is necessary
 - K53 the effects and possible effects of temperature on relaxing **products**
 - K54 how to deal with scalp irritation during the relaxing process
 - K55 the importance and effects of restoring the hair's pH balance after the relaxing process
 - K56 the importance of using **products** economically
 - K57 types and causes of problems that can occur during the relaxing and texturising process
 - K58 methods of resolving relaxing problems
 - K59 the importance of providing **advice and recommendations** on the **products** and services provided in the salon

Additional information

Scope/range related to performance criteria	1	Products
	1.1	scalp protectors
	1.2	sodium relaxer
	1.3	non-sodium relaxer
	1.4	pre-relaxing treatments
	1.5	post-relaxing treatments
	1.6	normalising shampoo
	2	Tests
	2.1	elasticity
	2.2	porosity
	2.3	strand
	3	Tools
	3.1	tail combs
	3.2	wide tooth combs
	3.3	hands
	3.4	tint brushes
	4	Factors
	4.1	hair characteristics
	4.2	hair classifications
	4.3	scalp condition
	4.4	degree of relaxation required
	4.5	previous chemical services
	4.6	length of re-growth
	4.7	temperature
4.8	time	

- 4.9 sequence of application
- 4.10 white hair
- 4.11 degree of product build-up
- 4.12 need to cut hair prior to relaxing

5 **Application**

- 5.1 top and bottom
- 5.2 top
- 5.3 hand

6 **Relaxing process**

- 6.1 virgin application
- 6.2 re-growth application between 4 to 8 weeks
- 6.3 re-growth application up to 12 weeks

7 **Advice and recommendations**

- 7.1 how to maintain their look
- 7.2 time interval between services
- 7.3 additional products
- 7.4 additional services

**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

2 Products

- 2.1 scalp protectors
- 2.2 sodium relaxer
- 2.3 non-sodium relaxer
- 2.4 pre-relaxing treatments
- 2.5 post-relaxing treatments
- 2.6 normalising shampoo

3 Environmental and sustainable working practices

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

- 3.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 3.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)

- 3.3 reducing water usage and other resources
- 3.4 preventing pollution
- 3.5 using disposable items (easy dry towels)
- 3.6 using recycled, eco friendly furniture
- 3.7 using low chemical paint
- 3.8 using organic and allergy free hair products
- 3.9 using ultra-low ammonia hair colourants
- 3.10 using environmentally friendly product packaging
- 3.11 choosing responsible domestic products (Fairtrade tea and coffee)
- 3.12 encouraging carbon reducing journeys to work

4 **Factors**

- 4.1 hair characteristics
- 4.2 hair classifications
- 4.3 scalp condition
- 4.4 degree of relaxation required
- 4.5 previous chemical services
- 4.6 length of re-growth
- 4.7 temperature
- 4.8 time
- 4.9 sequence of application
- 4.10 white hair
- 4.11 degree of product build-up
- 4.12 need to cut hair prior to relaxing

5 **Advice and recommendations**

- 5.1 additional services
- 5.2 additional products

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 personal and professional ethics
 - 1.10 the ability to self manage
 - 1.11 creativity skills
 - 1.12 excellent verbal and non-verbal communication skills
 - 1.13 the maintenance of effective, hygienic and safe working methods
 - 1.14 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and products

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 communicating with the client in a way that makes them feel valued and respected
 - 1.4 identifying and confirming the client's expectations
 - 1.5 treating the client courteously and helpfully at all times
 - 1.6 keeping the client informed and reassured
 - 1.7 adapting behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most appropriate way of communicating with the client
 - 1.10 checking with the client that you have fully understood their expectations
 - 1.11 responding promptly and positively to the client's questions and comments
 - 1.12 allowing the client time to consider the response and give further explanation when appropriate
 - 1.13 quickly locating information that will help the client
 - 1.14 giving the client the information they need about the services or products offered by the salon
 - 1.15 recognising information that the client might find complicated and checking whether they fully understand
 - 1.16 explaining clearly to the client any reasons why their needs or expectations cannot be met

Glossary
1 Hair classification (this is a guideline only)

Type 1 – Straight hair

- 1.1 Fine/Thin – hair tends to be very soft, shiny and oily, and it can be difficult to hold a curl.
- 1.2 Medium – hair has lots of volume and body.
- 1.3 Coarse – hair is normally extremely straight and difficult to curl.

Type 2 – Wavy hair

- 2.1 Fine/Thin – hair has a definite “S” pattern. Normally can accomplish various styles
- 2.2 Medium – hair tends to be frizzy and a little resistant to styling.
- 2.3 Coarse – hair is also resistant to styling and normally very frizzy; tends to have thicker waves.

Type 3 – Curly hair

- 3.1 Loose curls – hair tends to have a combination texture. It can be thick and full with lots of body, with a definite “S” pattern. It also tends to be frizzy.
- 3.2 Tight curls – also tends to have a combination texture, with a medium amount of curl.

Type 4 – Very curly hair

- 4.1 Soft – hair tends to be very fragile, tightly coiled and has a more defined curly pattern.
- 4.2 Wiry – also very fragile and tightly coiled; however with a less defined curly pattern – has more of a “Z” pattern shape.

2 Hair characteristics includes the following

- 2.1 hair density
- 2.2 hair texture
- 2.3 hair elasticity
- 2.4 hair porosity
- 2.5 hair condition

2.6 hair growth patterns

3 **Contra-indications**

3.1 Conditions that indicate a service should not be carried out.

4 **Normalising Products**

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

5 **Texturising (using chemicals)**

5.1 A method of relaxing African type hair which reduces the natural curl pattern, to leave the hair softer and more manageable. This process is carried out on hair up to 5 cms (2 inches) in length.

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