
Overview

This standard is about providing prescriptive relaxing services. The ability to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action is required, as treatment may need to span a period of time and a number of appointments.

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 providing a variety of relaxing services
- 2 analyse the hair and scalp
- 3 plan and agree a course of action
- 4 provide relaxing services

**Performance
criteria**

Maintain effective and safe methods of working when providing a variety of 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 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 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 others
 - 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 service within a commercially viable time

Analyse the hair and scalp

- You must be able to:
- P12 use **analysis** techniques to establish the nature and extent of the **relaxing service** required by your client
 - P13 identify from your client's previous records, where available, their hair history and how this may affect the **relaxing service**
 - P14 ask your client questions to identify if they have any contra-indications to **relaxing services**
 - P15 ask your client questions to gather information on their relaxing issues and

the result they would like to see.

- P16 record your client's responses to questioning
- P17 conduct a range of **tests** on your client's hair and skin following manufacturers' instructions and recognised industry procedures
- P18 take a suitable course of action when contra-indications and or reactions to tests cause doubts to the suitability of the **relaxing service** for the client
- P19 identify available service options and **products** for resolving your client's relaxing issues based on the results of your **analysis**

Plan and agree a course of action

- You must be able to:
- P20 present suitable options for a course of action in a way your client will understand
 - P21 base your recommendations on the results of your **analysis**
 - P22 explain the likelihood of achieving and maintaining the required degree of straightness to your client
 - P23 explain any restrictions your recommendations may have on further hairdressing services
 - P24 gain and record your client's agreement to the service, **products** and anticipated outcome
 - P25 choose **products** and **tools** based on the results of your analysis, **tests**, consultation with your client and **factors** influencing the service
 - P26 prepare **products** following manufacturers' instructions
 - P27 protect the hairline and scalp prior to relaxing
 - P28 apply a pre-relaxing treatment to even out the hair porosity or protect previously chemically treated hair

Provide relaxing services

- You must be able to:
- P29 prepare your client's hair for the:
 - P29.1 **products** to be used
 - P29.2 **relaxing service** required
 - P29.3 method of application
 - P29.4 manufacturer's instructions

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- P30 select and use relaxing **products** from the same product line throughout the service following the manufacturer's instructions
 - P31 apply the type and quantity of product to meet the requirements of your **analysis** and the required result
 - P32 carry out the **relaxing service**, taking account of influencing **factors**
 - P33 use application techniques that minimise the risk of relaxer being spread to the client's skin, clothes and surrounding areas
 - P34 frequently monitor the development of the **product**, taking strand **tests**, as required
 - P35 modify and adapt your planned course of action to resolve any unforeseen problems
 - P36 monitor the comfort of your client at regular intervals throughout the **relaxing service**
 - P37 achieve a degree of straightness anticipated
 - P38 remove chemicals in a way that minimises the risk of damage to the hair by following manufacturer's instructions
 - P39 adapt the water temperature, pressure and direction to protect the hair condition
 - P40 restore the hair's pH balance using a suitable post relaxing treatment
 - P41 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 the safety considerations which must be taken into account when performing the relaxing service
- K7 methods of cleaning, disinfection and sterilisation used in salons
- K8 the hazards and risks which exist in your workplace and the safe working practices you must follow
- K9 the different types of working methods that promote **environmental and sustainable working practices**
- K10 methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation
- K11 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K12 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
- K13 the correct methods of waste disposal
- K14 your salon's expected service times for relaxing hair

Analyse the hair and scalp

You need to know and understand:

- K15 the legal significance of client questioning and the recording of client's responses
- K16 how and why the contra-indications can affect the delivery of the relaxing service to clients
- K17 how the hair and scalp analysis can affect the choice of products used
- K18 when and how tests should be carried out and the expected results

- K19 how the results of tests can influence the relaxing service
- K20 potential consequences of failing to conduct tests
- K21 why it is important to record test results
- K22 the courses of action to take in the event of adverse reactions to tests and the contra-indications in the range
- K23 your own limits of authority for resolving relaxing issues
- K24 the person to whom you should report problems that you cannot resolve
- K25 regulations in relation to the use of relaxing and normalising products

Plan and agree a course of action

You need to know
and understand:

- P26 the importance of presenting and agreeing a course of action in a way your client will understand
- K27 how hair characteristics may impact on relaxing hair
- K28 the different hair classifications and how these may impact on relaxing hair
- K29 the effects of relaxing products on the hair structure
- K30 the factors that should be considered when selecting sodium or non-sodium relaxing products
- K31 the different types and uses of available pre and post-relaxing treatments
- K32 the manufacturers' instructions for the types of relaxing products used in your salon
- K33 the different types of applicators used during relaxing treatments
- K34 why it is important to use scalp protectors
- K35 the benefits and effects within pre and post treatments
- K36 the importance of using products economically

Provide relaxing services

You need to know
and understand:

- K37 the importance of preparing the client hair prior to the relaxing services
- K38 the difference between sodium and non-sodium relaxing products
- K39 the sequence of product application to correct the relaxing services in the range and why this is important
- K40 how lithium, calcium and guanidine behave to change the hair structure
- K41 the implications of using a hydroxide based product on ammonium

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- thioglycolate treated hair
- K42 how to identify the difference between hair porosity and natural keratinisation
 - K43 the percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product
 - K44 how to texturise hair
 - K45 the method of checking relaxer development
 - K46 the method of checking development when texturising
 - K47 the causes of mid length, end and root under-processing and how to correct them
 - K48 the consequences of under-processing and over-processing the hair
 - K49 how neutralising shampoos work and their affect on the hair structure
 - K50 when corrective relaxing treatments should not be used
 - K51 the potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them
 - K52 the importance and effects of restoring the hair's pH balance after the relaxing process
 - K53 the importance of accurate timing
 - K54 why it is necessary for the thorough rinsing of products
 - K55 the importance of having a sufficient time lapse between relaxing and a corrective relaxing service
 - K56 the discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing
 - K57 how to deal with scalp irritation during and after the relaxing process
 - K58 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	Relaxing services
	3.1	correction of under processing
	3.2	partial relaxing
	3.3	relaxing varying texture on the same head
	3.4	relaxing coloured hair
	4	Analysis
	4.1	hair characteristics
	4.2	hair classifications
	4.3	scalp condition
	4.4	previous chemical services
	4.5	degree of relaxation required
	4.6	target area to be relaxed
	4.7	varying degree of elasticity
4.8	varying degree of porosity	
5	Tools	
5.1	tail combs	
5.2	wide tooth combs	

- 5.3 hands
- 5.4 tint brushes

6 Factors

- 6.1 temperature
- 6.2 time
- 6.3 sequence of application
- 6.4 white hair
- 6.5 degree of product build-up

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 Environmental and sustainable working practices

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

- 2.1 reducing waste and managing waste (recycle, reuse, safe disposal)
- 2.2 reducing energy usage (energy efficiency hairdryers, low energy lighting, utilising solar panels)
- 2.3 reducing water usage and other resources
- 2.4 preventing pollution
- 2.5 using disposable items (easy dry towels)
- 2.6 using recycled, eco friendly furniture
- 2.7 using low chemical paint
- 2.8 using organic and allergy free hair products
- 2.9 using ultra-low ammonia hair colourants
- 2.10 using environmentally friendly product packaging
- 2.11 choosing responsible domestic products (Fairtrade tea and coffee)

2.12 encouraging carbon reducing journeys to work

3 **Advice and recommendations**

3.1 additional services

3.2 additional products

Values

- 1 The following **Key Values** underpin the delivery of services in the hair and beauty 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
 - 1.15 leadership skills

Behaviours

- 1 The following behaviours underpin the delivery of services in the hair and beauty 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 the 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 clients' 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 clients 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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Provide a variety of relaxing services



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