
Overview

This standard is about combining, adapting and personalising a range of sectioning and winding techniques to achieve a variety of fashionable permed effects. Permed effects include root lifted, waved, corkscrewed and textured curls. The ability to work with sensitised hair is also required.

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 perming and neutralising hair
- 2 prepare for perming
- 3 create a variety of permed effects

**Performance
criteria**

Maintain effective and safe methods of working when perming and neutralising 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 protect your client's clothing throughout the service
 - P3 wear personal protective equipment when using perming and neutralising chemicals
 - 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

Prepare for perming

- You must be able to:
- P12 ask your client questions to identify if they have any contra-indications to perming services
 - P13 record your client's responses to questioning
 - P14 conduct following manufacturers' instructions and recognised industry procedures

- P15 record the outcomes of **tests** on your client's record card
- P16 choose **products**, tools and equipment based on the results of **tests**, consultation with your client and influencing **factors**
- P17 prepare **products**, following manufacturers' instructions
- P18 protect your client's hair and skin prior to the perming service

Create a variety of permed effects

- You must be able to:
- P19 explore the variety of potential looks with your client using the relevant visual aids
 - P20 base your recommendations on an accurate evaluation for your client's hair and its potential to achieve the effects required
 - P21 use **products** and techniques taking into account influencing **factors**
 - P22 personalise your **sectioning and winding techniques** to take account of **factors** that will influence the desired effect
 - P23 adapt your methods of working and use of **products** to meet the needs of clients with **sensitised hair**
 - P24 confirm the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
 - P25 take remedial action to resolve issues that occur during the perming service
 - P26 ensure development is stopped and the hair is effectively neutralised once the desired **permed effect** has been achieved
 - P27 use creative finishing techniques to achieve the desired **permed effect**
 - P28 ensure the finished **permed effect** complements your client's features and enhances their personal image and that of the salon
 - P29 confirm your client's satisfaction with the finished effect
 - P30 give your client **advice and recommendations** on the service provided

Knowledge and understanding

Maintain effective and safe methods of working when perming and neutralising 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 to yourself and clients
- K4 why it is important to use personal protective equipment
- 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 keep your work area clean and tidy
- K7 the safety considerations that must be taken into account when perming and neutralising hair
- K8 the different methods for cleaning, disinfecting and sterilising tools
- K9 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- K11 the different types of working methods that promote **environmental and sustainable working practices**
- K12 the importance of personal hygiene and presentation in maintaining **health and safety** in your workplace
- K13 suppliers' and manufacturers' instructions you must follow for the safe use of equipment, materials and products which you must follow
- K14 the correct methods of waste disposal
- K15 your salon's expected service times for perming and neutralising services

Prepare for perming

You need to know and understand:

- K16 the legal significance of client questioning and the recording of client's responses
- K17 the importance of recognising any contra-indications to perming and neutralising services

- K18 the types and purposes of tests used for perming services
- K19 when and how tests should be carried out and the expected results
- K20 how the results of tests can influence the perming service
- K21 potential consequences of failing to conduct test
- K22 the courses of action to take in the event of adverse reactions to tests
- K24 the chemical composition of perming and neutralising products
- K25 the effects of perm lotions and neutralisers on the hair structure
- K26 the effects of pre-perm and post-perm treatments on the hair structure
- K27 how temperature affects the perming process
- K28 the importance of accurate timing and thorough rinsing of products
- K29 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
- K30 how different **factors** can affect your choice of perming and neutralising products
- K31 how hair sensitised from previous treatments and heat damage reacts to perming products
- K32 why it is important to protect your client's hair and skin before the perming service

Create a variety of permed effects

You need to know
and understand:

- K33 the importance of exploring a variety of looks possible with your client using the relevant visual aids
- K34 how and why the contra-indications can affect perming services
- K35 the manufacturers' instructions for the specific perming and neutralising products
- K36 the different types of perming products and how they are used to create curl
- K37 the sectioning and winding techniques for different types of hair
- K38 how different factors affect sectioning and winding techniques
- K39 the types of tools that can be used to achieve the perming effects in the range
- K40 how and why it is necessary to adapt your working methods and choice of perming products to suit sensitised hair
- K41 methods of applying perming products when using different winding techniques
- K42 the effects of overlapping products on previously chemically treated hair

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- K43 how to check curl development when using different types of winding tools
 - K44 the types and purpose of equipment used during the perm development process
 - K45 the different types and uses of neutralising agents
 - K46 methods of applying neutraliser to suit the different winding techniques
 - K47 the importance of ensuring the finished perm effect complements your client's features and enhances their personal image and that of the salon
 - K48 types and causes of problems that can occur during the perming process and how to rectify them
 - K49 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	barrier creams
	1.2	pre-perm treatment
	1.3	perm lotions
	1.4	neutralisers
	1.5	post-perm treatment
	2	Tests
	2.1	development
	2.2	elasticity
	2.3	porosity
	2.4	incompatibility
	3	Factors
	3.1	hair characteristics
	3.2	hair classification
	3.3	temperature
	3.4	direction, degree and extent of movement required
	3.5	hair condition
	3.6	hair length
	3.7	hair growth patterns
	3.8	haircut
3.9	degree of existing curl	
4	Sectioning and winding techniques	
4.1	piggyback	
4.2	spiral	
4.3	weaving	

- 4.4 root
- 4.5 hopscotch
- 4.6 double wind

5 Sensitised hair

- 5.1 permanently coloured hair
- 5.2 lightened hair
- 5.3 previously permed hair

6 Permed effect

- 6.1 root lifted
- 6.2 waved
- 6.3 corkscrewed
- 6.4 textured curl

7. Advice and recommendations

- 7.1 how to maintain their perm
- 7.2 time interval between services
- 7.3 present and future products and 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 **Contra-indications (examples only)**

how and why the contra-indications can affect the delivery of perming services

3.1 history of previous allergic reaction to perming products

3.2 other known allergies

3.3 skin disorders

3.4 incompatible products

3.5 medical advice or instructions

3.6 previous chemical treatments

3.7 recent removal of hair extensions or plaits

4 **Factors**

how different factors can affect your choice of perming and neutralising products

4.1 hair characteristics

4.2 hair classification

4.3 temperature

4.4 direction and degree of movement required

4.5 hair length

4.6 length of re-growth

4.7 colour treated hair

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 excellent verbal and non-verbal communication skills
 - 1.12 the maintenance of effective, hygienic and safe working methods
 - 1.13 adherence to workplace, suppliers or manufacturers' instructions for the safe use of equipment, materials and product

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 the behaviour to respond effectively to different client behaviour
 - 1.8 responding promptly to a client seeking assistance
 - 1.9 selecting the most effective 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
 - 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 pattern

3 **Pre-perm treatment**

A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

4 **Strand test**

This test is used in the rearranging process to establish the effect of the product on the hair and its condition ie, the degree of straightness has been achieved before winding.

5 **Sensitised Hair**

Hair which has a fragile internal structure naturally or caused by mechanical, chemical and or environmental factors.

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Create a variety of permed effects



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