
Overview

This standard is about the basic skills of removing chemicals and neutralising the hair as part of the perming process. 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 perming services
- 2 remove chemicals as part of the perming process
- 3 neutralise hair as part of the perming process

**Performance
criteria**

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

Remove chemicals as part of the perming process

- You must be able to:
- P14 remove chemicals in a way which minimises the risk of damage to the hair and following stylist's instructions
 - 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 for client comfort and to

protect the hair

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 ensure the removal of chemicals is to the satisfaction of the stylist

Neutralise hair as part of perming process

- You must be able to:**
- P20 prepare the neutralising agent following manufacturer's and stylist's instructions
 - P21 apply the neutraliser evenly following manufacturer's instructions
 - P22 refer any problems to the relevant person for action
 - P23 time the neutralising process following the manufacturer's and stylist's instructions
 - P24 remove the rods without disturbing the curl formation
 - P25 leave the hair free from all traces of the neutraliser without disturbing the curl pattern
 - P26 apply and remove surface conditioner, when used, following the manufacturer's and stylist's instructions

Knowledge and understanding

Maintain effective and safe methods of working when assisting with perming 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 importance of following your stylist's instructions
- K4 the importance of checking you have understood the instructions given by the stylist
- K5 the range of protective clothing and products that should be available to yourself and clients
- K6 what contact dermatitis is, and how to avoid developing it whilst assisting with perming services
- K7 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
- K8 why it is important to keep your work area clean and tidy
- K9 the importance of minimising the wastage of perming chemicals
- K10 methods of working safely and hygienically and which minimise 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 which you must follow
- K13 your salon's and legal requirements for disposal of waste materials
- K14 the person to whom you should report low levels of resources
- K15 your own limits of authority for resolving perming problems

Remove chemicals as part of the perming process

You need to know and understand:

- K16 how to remove chemicals in a way which minimises the risk of damage to the hair
- K17 the importance of ensuring your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
- K18 why you would adapt the water temperature, pressure and direction to

support client comfort and to protect the hair

- K19 the importance of leaving the hair and scalp clean and free from chemicals and excess moisture

Neutralise hair as part of perming process

You need to know
and understand:

- K20 the role and importance of neutralising in the perming process
- K21 the importance of accurate timing when neutralising perms
- K22 why it is important to handle the hair in the direction of the wind when rinsing and blotting
- K23 how water pressure can affect the hair when removing neutralisers in the perming process
- K24 the importance of thoroughly rinsing out product
- K25 the importance of following manufacturer's instructions for the specific perming and neutralising products in your salon
- K26 the importance of remove the rods without disturbing the curl formation
- K27 the importance of checking client comfort throughout the neutralising process
- K28 the types and causes of problems that may occur when neutralising perms

Additional information

**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

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

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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