
Overview

This standard is about carrying out basic perming and neutralising services to the satisfaction of your client. You will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.

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 and neutralising
- 3 perm and neutralise hair

**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
 - P3 protect your client's clothing throughout the service
 - P4 wear personal protective equipment when using perming and neutralising chemicals
 - 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 wastage of **products**
 - 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 others
 - P8.6 promote environmental and sustainable working practices
 - 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 dispose of waste materials
 - P12 complete the service within a commercially viable time

Prepare for perming and neutralising

- You must be able to:
- P13 ask your client relevant questions to identify if they have any contra-indications to perming services
 - P14 record your client's responses to questioning
 - P15 conduct necessary **tests** following manufacturers' instructions and recognised industry procedures

- P16 record the outcomes of **tests** on the client's record card
- P17 seek assistance from the relevant person when contra-indications and or reactions to tests cause doubts as to the suitability of the service for your client
- P18 choose **products**, tools and equipment based on the results of necessary **tests**, consultation with your client and **factors** influencing the service
- P19 prepare **products** following manufacturers' instructions
- P20 protect your client's hair and skin prior to perming

Perm and neutralise hair

- You must be able to:
- P21 use the correct **sectioning techniques** so that the hair is sectioned cleanly and evenly to achieve the desired look
 - P22 use **products** and techniques taking into account **factors** influencing the service
 - P23 confirm straightening has been achieved by the rearranging process, if required
 - P24 leave the hair and scalp clean and free from chemicals and excess moisture prior to the winding process, if required
 - P25 take meshes of hair which suit the size of the perm rod
 - P26 maintain an even tension throughout the winding process
 - P27 ensure all wound perm rods sit on their own base
 - P28 follow manufacturers' instructions when:
 - P28.1 applying perming lotion and neutralisers evenly to all wound hair
 - P28.2 monitoring and timing the development of the perming and neutralising processes
 - P28.3 applying suitable conditioners, if necessary
 - P29 confirm the required degree of curl has been achieved
 - P30 ensure the water temperature and flow suit your client's hair, scalp and comfort needs
 - P31 leave the hair free of perm lotion when the desired degree of curl is achieved
 - P32 remove excess moisture before neutralising without disturbing the wound hair
 - P33 effectively apply the neutraliser to the hair, taking care not to disturb the wound hair

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- P34 remove the perm rods without disturbing the curl formation
 - P35 leave the hair free of neutraliser after the final rinse
 - P36 identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so
 - P37 refer problems you cannot resolve to the relevant person
 - P38 achieve the correct degree of curl necessary for the final, desired look
 - P39 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 what contact dermatitis is, and how to avoid developing it whilst carrying out perming and neutralising services
- K6 the importance of recognising any **contra-indications** to perming and neutralising 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 methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation
- K10 why it is important to position your tools and equipment for ease of use
- K11 the different methods of cleaning, disinfecting and sterilisation used in salons
- K12 the hazards and risks which exist in your workplace and the safe working practices which you must follow
- K13 the different types of working methods that promote **environmental and sustainable working practices**
- K14 the importance of personal hygiene and presentation in maintaining health and safety in your workplace
- K15 suppliers' and manufacturers' instructions 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 perming and neutralising work

Prepare for perming and neutralising

You need to know

- K18 the legal significance of client questioning and the recording of client's

and understand:

- responses to questioning
- K19 the types and purposes of tests
- K20 when and how tests should be carried out and the expected results
- K21 how the results of tests can influence the perming service
- K22 potential consequences of failing to test
- K23 the courses of action to take in the event of adverse reactions to tests
- K24 why it is important to record test results
- K25 how and why the **contra-indications** can affect the delivery of perming services
- K26 the manufacturers' instructions for the specific perming and neutralising products in your salon
- K27 the active ingredients in perming and neutralising products
- K28 the effects of chemical re-arrangers, perm lotions and neutralisers on the hair structure
- K29 how temperature affects the perming process
- K30 the types and purposes of equipment used during the perm development process
- K31 the different types and uses of perm lotions, chemical rearrangers and neutralisers

Perming and neutralising hair

You need to know
and understand:

- K32 how different **factors** can affect your choice of perming and neutralising products
- K33 when to use different types of sectioning techniques and why
- K34 the different **factors** that influence the use of different sized perm rods
- K35 why and when chemical re-arranging of the hair is necessary
- K36 why different applicators are used when chemically rearranging and their effect on the hair and scalp
- K37 how to adapt the application method of chemical re-arrangers when working on regrowth or virgin hair
- K38 the importance of confirming straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the rearranging process

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- K39 the importance of accurate timing and thorough rinsing of products
 - K40 when and why it is important to use pre-perm treatments
 - K41 methods of applying perm lotions and neutralisers
 - K42 the effects of overlapping products on previous chemically treated hair
 - K43 method of checking curl development by taking development test curls
 - K44 the importance of considering water temperature during the neutralising process
 - K45 the importance and effects of restoring the hair's pH balance after the perming and neutralising process
 - K46 the types and uses of post-perm conditioners
 - K47 the importance of using products economically
 - K48 confirm the required degree of curl has been achieved
 - K49 types and causes of problems that can occur during the perming and neutralising processes and how to resolve them
 - K50 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 cream
	1.2	pre-perm treatments
	1.3	chemical rearranger
	1.4	perm lotions
	1.5	neutralisers
	1.6	post-perm treatments
	2	Tests
	2.1	strand
	2.2	development
	2.3	elasticity
	2.4	porosity
	2.5	incompatibility
	3	Factors
	3.1	hair characteristics
	3.2	hair classification
	3.3	temperature
	3.4	direction and degree of movement required
	3.5	hair length
	3.6	length of re-growth
	3.7	colour treated hair
	4	Sectioning techniques
	4.1	basic
	4.2	directional
	4.3	brick

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- 5 **Advice and recommendations**
 - 5.1 how to maintain their perm
 - 5.2 time interval between services
 - 5.3 additional products
 - 5.4 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 **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 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

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- 2.6 hair growth patterns

 - 3 **Basic sectioning technique** includes 6 section and 9 section perm

 - 4 **Pre-perm treatment** - A product which is applied to the hair prior to a chemical service to even out porosity along the hair shaft.

 - 5 **Chemical rearranger** - Ammonium-thioglycollate based product used to pre-soften tight/curly hair prior to winding a perm

 - 6 **Strand test** - This test is used in the rearranging process to establish the effect of the product on the hair and its condition, such as, the degree of straightness has been achieved before winding

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