

Learner Journal
Level 2 Technical Certificate

Hair Colouring Services



Learner Journal
Level 2 Technical Certificate

Hair Colouring Services

Name:

City & Guilds enrolment number:

Date registered with City & Guilds:

Date enrolled with centre:

Centre name:

Centre number:

Centre address:

Centre contact:

IQA name:

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City & Guilds
1 Giltspur Street
London
EC1A 9DD
T 01924 930800
www.cityandguilds.com

Development Editor: Charlotte Bradshaw
Production Editor: Laurida Harrington-Poireau
Copy Editor: Cara Frost-Sharratt
Cover and book design by Select Typesetters Ltd
Special thanks to Diane Mitchell

Front cover image

Photographer: Desmond Murray
Model: Ellie-May Evans
Stylist: Jac Ludlow, Bojangles British Barber Club
Colourists: Lidia Marino and Bianca Marino
Make-up: Debbie Purkiss

Back cover image

Photographer: Desmond Murray
Model: Emma Porter
Stylist: Jac Ludlow, Bojangles British Barber Club
Colourist: Michelle Ludlow
Make-up: Debbie Purkiss

Foreword

A few words from Sophia Hilton

Founder and Director of Not Another Salon and Not Another Academy

So...you chose hairdressing! It's a really good choice, if you ask me. Focusing on hair colouring is also a fantastic way to use your creative and technical skills to broaden your career prospects and encourage client loyalty.

As hairdressing is a relatively secure profession, there's little to worry about. To start with, you're going to get paid to chat to people; that's pretty cool, isn't it? You're also going to get paid to be creative which, let's be honest, is quite a rarity. There are a million creative courses with very few job opportunities whereas, if you're a good hairdresser and hair colourist, you'll probably never be out of work.

Another great aspect of the job is impacting clients' lives. Transforming people's looks and making them smile from ear to ear is very rewarding – you may even have a few clients who will be so grateful for how you make them feel that they will actually cry. As you become confident with your colouring skills, you will find that clients are particularly appreciative of colouring services – after all, this is a dramatic change and can really impact upon a client's life.

You could take advantage of the awesome flexibility of hairdressing to start a family, or you could train to become a top colourist in a major city and earn more money than you could ever dream of. You could become a teacher and inspire hundreds of young people, or you could even travel the world on a cruise ship. Yes, hairdressing is pretty versatile.

But you know what, this first bit? Boy, it's going to be tough. Learning can be challenging and really frustrating at times. However, I promise there is no better feeling than working hard and repeating something until one day it just clicks and you literally feel like a superstar.

My advice would be this: take responsibility for your own education and always do more than expected. At every opportunity you need to be practising your craft – try reading your textbook and watching YouTube videos. Record your tutor and watch it back at home, noticing their technique. There are countless ways to incorporate learning into your everyday life; take the time to find revision methods that work best for you.

This career has amazing opportunities but you are the one who has to make them happen. Your qualification is a guide, a starting block and support. But you are the one who has to bring everything else to the table. You, and no one but you, will make your career.

Good luck!



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Introduction

Welcome to your City & Guilds Learner Journal. It is designed to help you work towards your hair colouring qualification, by:

- showing you what you need to cover
- helping you to record your achievements and evidence.

In this journal, you will find forms that can support you and your tutors in your learner journey. You'll also find helpful pictures, hints, tips and more from leading people in hairdressing – all designed to make the qualification simple to understand and more fun to complete!

We're sure you will have lots of questions about your qualification and this introduction should answer some of them. Of course, your tutor/assessor should also be on hand to explain things and be your guide but here are the answers to the main questions you may have at this early stage.

What qualification am I doing?

The City & Guilds Level 2 Technical Certificate in Hair Colouring Services aims to provide you with a range of specialist practical skills and technical knowledge, which will equip you to seek employment or further training within the hairdressing industry.

What do I need to achieve?

Your qualification is divided into units. Each unit covers a different area of your work as a hairdresser. The qualification structure is made up of mandatory and optional units. Mandatory units are units that you must complete. There are also optional units, where you can select the units that best match your interests and the needs of your salon.

To achieve the qualification you need to successfully achieve one externally set, synoptic assignment and one externally set, externally marked test, sat under examination conditions. In addition, you must also achieve the mandatory employer involvement requirement for this qualification.

What will the trade test (synoptic assignment) involve?

Synoptic assignment requires learners to draw together their learning from across the qualification to achieve specific outcomes or solve problems. The focus is on bringing together, selecting and applying learning from across the qualification, rather than demonstrating achievement against units or subsets of the qualification content.

Your skills will be assessed through the synoptic assignment component. In this **externally set, internally marked and externally moderated** assessment you will be given an appropriately levelled, substantial, occupationally relevant outcome to achieve, or problem to solve. You will be marked against assessment objectives (AOs) such as your breadth and accuracy of knowledge, understanding of concepts and the quality of your technical skills, as well as your ability to use what you have learned in an integrated way to achieve a considered and high-quality outcome. These are detailed on page 22.

A typical assignment brief could be to carry out a range of services on a client in a salon environment, over a period of 4–6 hours. This will require you to use your skills and knowledge of a range of services from across the qualification. You will be required to draw from your knowledge and understanding across the range of the qualification content to effectively carry out the services, including colouring and lightening hair, perming and neutralising hair and relaxing hair services.

What will the externally marked exam involve?

The external assessment will draw from the critical knowledge from across the mandatory content of the qualification, using a range of short answer questions to confirm breadth of knowledge and understanding. Extended response questions are included, giving you the opportunity to demonstrate higher level understanding and integration through discussion, analysis and evaluation and ensuring the assessment can differentiate between 'just able' and 'higher achieving' learners.



Command words

In examinations, certain words – often called command words – are commonly used as prompts to give an indication of the type of response that is expected by the question. These words commonly include 'state', 'describe', 'explain' and 'discuss'.

- The command word 'describe' requires you to give a representation of something in words; a 'picture in words'.
- An 'explain' question requires you to give reasons, or suggest causes.
- A 'discuss' or 'evaluate' question will usually be graded using level of response marking. You will be required to compose a response which considers the topic of the question. You will need to compare and contrast and consider any pros and cons; provide a discussion or argument which is justified and supported.

While these words give an indication of what is expected, it is important to understand that these words do not stand on their own. In preparation for the exam, you should not focus on simply learning the meanings of these words in isolation of the rest of the question, but on interpreting the full question or task. The command words give an indication of what is wanted and, in the context of the instruction or question, the full meaning should be clear. For example, the questions below all use the word 'describe', but all require different sorts of answers.

Question

Answer required

Describe a _____ .
(Describe how they look).

Describe the process for _____ .
(Describe a sequence of events).

Describe the effect of ... on _____ .
(Describe the changes following some sort of impact).

In examinations, the numbers of marks available can also give an indication of the depth of response expected. Half marks are never used:

- AO1 type questions typically require a separate point per mark
- AO2 type questions may require a point or limited explanation for 1 mark, with a further mark available for more depth or explanation
- AO4 questions would expect a higher quality of response for higher marks and these are usually marked using level of response marking.

How are the optional units assessed?

The optional units will be assessed through unit assignments. The unit assignments are externally set, internally marked and externally moderated. The assignments require candidates to identify and effectively use skills, knowledge and understanding from across the unit content area. Candidates will be judged against the unit grading criteria.

The assessments for the optional units require that you have experienced the full breadth of mandatory learning of the qualification, in order to better demonstrate the rounded performance expected at higher grades.

How will I be graded?

Individual assessments will be graded pass/merit/distinction where relevant.

Once all your assessments are complete, your evidence and the proposed marks from your tutor will be submitted to City & Guilds for moderation. City & Guilds will set the grade boundaries for each assessment and publish the results. Grade boundaries will be set using technical experts.

Grades from the synoptic and external assessment make up the overall qualification grade. The synoptic assignment will contribute 60% to the overall qualification grade. The external exam will contribute 40%. A distinction is available at qualification level for those who have achieved high-end distinction.

While optional units must be achieved to get a qualification grade, the individual optional unit grades will not count towards your grade, although they will be displayed on your certificate.



Where do I go if I need more information about my assessments and qualification?

The most important sources of information you are likely to need are listed below.

- Your tutor/assessor is the most important source of information about your qualification.
- Your centre's learner handbook or prospectus will provide more details.

On the rare occasion that you disagree with an assessor's decision, you should use your centre's appeals procedure. Ask an assessor or your Internal Quality Assurer (IQA) to help you, if you are unsure of how to do this.

Your centre will refer any unresolved problems to City & Guilds. Make a note of your centre's website address here:

The City & Guilds website (www.cityandguilds.com) or City & Guilds Customer Relations (01924 930800).

The Habia website (www.habia.org.uk).



Qualification structure

For the **Level 2 Technical Certificate in Hair Colouring Services** the teaching programme must cover the content detailed in the structure below.

Mandatory units

Unit number	Unit title	GLH
201	Principles and practices of hairdressing and barbering services	90
205	Colour and lighten hair	120
207	Styling and finishing services	60

Optional units

A minimum of 90 GLH are required from optional units

Unit number	Unit title	GLH
212	Perm and neutralise hair	90
213	Relax hair	90

Tracking your progress

On this page, you can tick when you have covered all the topics and the scope/range for each unit.

You may find it useful to keep track of how you're progressing through the units.

Mandatory units

201: Principles and practices of hairdressing and barbering services

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

205: Colour and lighten hair

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

207: Styling and finishing services

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

Optional units

Highlight the optional units that you've chosen to do.

212: Perm and neutralise hair

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

213: Relax hair

Topics achieved
All scope/range covered
All 'Knowledge and understanding' explored

Sign: _____ Date: _____

Summary of optional unit achievement

Your assessor will use this section to confirm that you have covered all the scope/range for the optional units and let you know what grade you are aiming for.

Candidate name: _____

Candidate enrolment number: _____

Centre name: _____

Centre number: _____

Optional units	Unit grade	Date achieved	Assessor signature	Candidate signature	IQA signature (if sampled)
212: Perm and neutralise hair					
213: Relax hair					

Note: City & Guilds unit numbers are three-digit numbers in front of the unit titles (eg 212, 213). These numbers are to be used for results entry purposes, confirming achievement of units for which certification is requested. NOS unit numbers are shown in brackets.

IQA signature: _____

Date: _____



Values and behaviours

Hairdressers need to be able to carry out consultations with clients, demonstrate the professionalism, values, behaviours, communication skills and safe working practices associated with their role and be able to work without supervision to a high level of precision, with exceptional client care skills.

Values

The following key values underpin the delivery of services in the hairdressing sector.

- 1 A willingness to learn.
- 2 The completion of services and treatments in a commercially viable time.
- 3 Meeting both organisational and industry standards of appearance.
- 4 Ensuring personal hygiene and protection meets accepted industry and organisational requirements.
- 5 A flexible working attitude.
- 6 A team worker.
- 7 Maintaining customer care.
- 8 A positive attitude.
- 9 Personal and professional ethics.
- 10 The ability to self-manage.
- 11 Creativity skills.
- 12 Excellent verbal and non-verbal communication skills.
- 13 The maintenance of effective, hygienic and safe working methods.
- 14 Adherence to workplace, suppliers' or manufacturers' instructions for the safe use of equipment, materials and products.

Behaviours

The following behaviours underpin the delivery of services in the hairdressing sector.

These behaviours ensure that clients receive a positive impression of both the salon and the individual.

- 1 Meeting the salon/spa's standards of behaviour.
- 2 Greeting the client respectfully and in a friendly manner.
- 3 Communicating with the client in a way that makes them feel valued and respected.
- 4 Identifying and confirming the client's expectations.
- 5 Treating the client courteously and being helpful at all times.
- 6 Keeping the client informed and reassured.
- 7 Adapting the behaviour to respond effectively to different client behaviour.
- 8 Responding promptly to a client seeking assistance.
- 9 Selecting the most appropriate way of communicating with the client.
- 10 Checking with the client that you have fully understood their expectations.
- 11 Responding promptly and positively to the client's questions and comments.
- 12 Allowing the client time to consider the response and give further explanation when appropriate.
- 13 Quickly locating information that will help the client.
- 14 Giving the client the information they need about the treatments or products offered by the salon.
- 15 Recognising information that the client might find complicated and checking whether they fully understand it.
- 16 Explaining clearly to the client any reasons why their needs or expectations cannot be met.



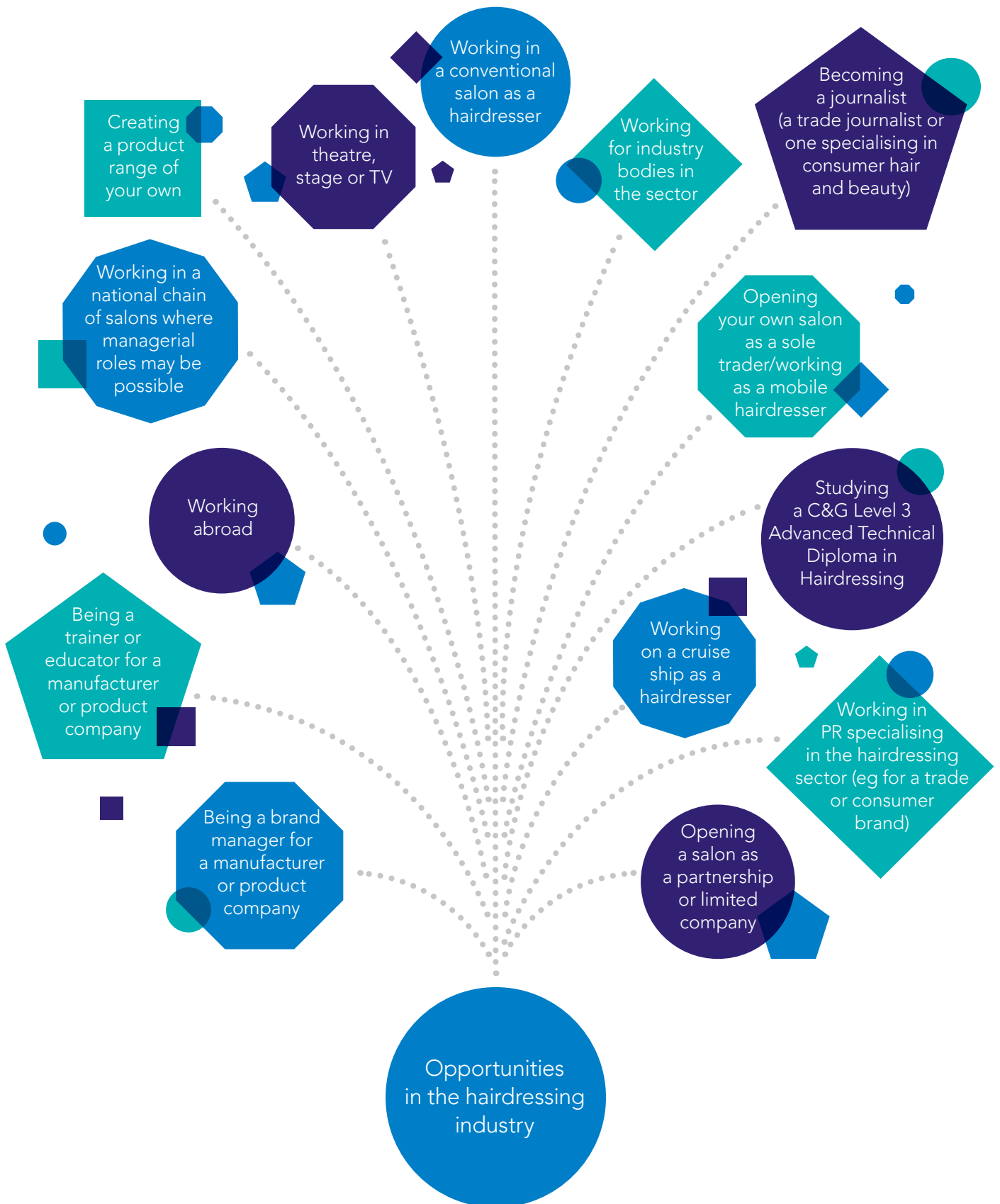
Health and safety working practices

You will need to work with consideration of health and safety working practices throughout each unit by:

- maintaining personal hygiene and safety practices
- preparing and keeping the work area clean and tidy
- minimising the risk of contact dermatitis, cross-infection and cross-infestation
- ensuring own posture and working methods minimise fatigue and risk of injury
- positioning clients to meet the needs of services without causing discomfort
- preparing client hair and protecting clothing
- following manufacturer and workplace instructions for the safe use of tools, equipment and products
- keeping client skin free of excess hair cuttings throughout cutting services
- testing hair and skin prior to, and during, colouring and lightening services
- testing hair prior to smoothing and strengthening services, perming and neutralising services, relaxing services and hair and scalp treatments
- wearing personal protective equipment when using relaxing chemicals.

Hair colourist

Career planner and next steps



Trade testing (synoptic assignment)

Getting ready for your trade test (synoptic assignment)

Towards the end of your qualification you will be assessed on carrying out a variety of hairdressing services on a number of clients within a commercially set time.

This will be assessed to make sure you have the necessary skills, knowledge, values and behaviours to confirm that you are now ready to be employed in the hairdressing industry.

This end 'trade test' will require you to use consultation techniques to identify client requirements and build a professional rapport.

You will draw on the knowledge, understanding and practical skills you have developed during the qualification to deliver a range of personalised hair colouring services, adapting to any factors, as required during the services.

You will be marked on the quality and accuracy of your practical performance and your ability to reflect on the services carried out. It is therefore important that you carry out your work to the highest standard you can.

You should show how well you know and understand the subject and how you are able to use your knowledge and skills together to complete the tasks.

Mock trade test (sample assignment)

You will be provided with the mock trade test/sample assignment by your tutor. The assignment will be in the form of a brief that will detail exactly what you will be expected to do.

The assignment will cover a range of services from across the units in the mandatory content of this qualification.

Marking grid

The assessments for this qualification are set against a series of assessment objectives (AOs). They are designed to allow judgement of the candidate to be made across a number of different categories of performance. Each assessment for the qualification has been allocated a set number of marks against these AOs, based on weightings recommended by stakeholders of the qualification.

Assessment objective	Level 2 Technical Certificate in Hair Colouring Services Examples of types of knowledge expected	Weighting
AO1 Recall of knowledge relating to the qualification Learning Outcomes.	Recollection of relevant influencing factors specific to services, including all relevant tests; recognition of hair classifications and their characteristics; Health and Safety working practices, personal presentation and hygiene legislation; scientific facts; different types of tools and equipment; characteristics of hair products and services; methods and sequencing of techniques (cutting, styling and finishing, shampooing and conditioning); consultation.	20%
AO2 Understanding of concepts, theories and processes relating to the Learning Outcomes.	Interpretation of outcomes of consultation and hair, scalp and skin analysis, including all relevant test results; consideration of influencing factors; selection of tools, equipment and products; techniques across all services; the effects of scientific principles; methods and sequencing of techniques; provision of information to clients including aftercare advice and recommendations.	15%
AO3 Application of practical/technical skills.	Conducting client consultation, skin and hair analysis and relevant tests; application of techniques for services; control and use of tools and products; communication of information to clients; selling and promoting services and products.	25%
AO4 Bringing it all together – coherence of the whole subject.	Creation of finished look; client satisfaction; planning own time; completing services within realistic time scales; sequencing of different services; adapting service for influencing factors; working professionally; promoting products and services.	25%
AO5 Attending to detail/perfecting.	Preparation for services; methodical working; positioning of self and client; checking accuracy/progress of services; weight distribution and balance; refinement of finished look.	15%

Mock assessment feedback form

Task/AO

1

Tutor feedback:

Learner self-reflection/evaluation:

2

Tutor feedback:

Learner self-reflection/evaluation:

3

Tutor feedback:

Learner self-reflection/evaluation:

Task/AO

4 Tutor feedback:

Learner self-reflection/evaluation:

5 Tutor feedback:

Learner self-reflection/evaluation:

Revision tips

These revision tips will help you prepare for your external assessment.

- Regularly check your knowledge and understanding to ensure that you still remember key content covered at the beginning of the qualification.
- Take opportunities to recap, revise and recall, both in the classroom and using blended and online resources and activities. Find out which learning strategies work best for you.
- Use a range of different revision strategies that best meet your learning needs. For example, creating cue or flash cards can help you to remember key knowledge content. You could make use of mobile learning apps to prepare your own revision flash cards to help develop a secure understanding of key terminology, concepts and frameworks.
- Familiarise yourself with how to deal with different command verbs, such as the differences between responses which describe, explain, compare or evaluate.
- Ensure you have developed your note-taking skills. This will prepare you to capture and summarise the most important aspects of the content. These notes will be invaluable when you are preparing for your examination and help identify any gaps in your knowledge and understanding.
- Don't just memorise facts and figures; try to make links and deeper connections. Visualisation and concept mapping can help you to apply your knowledge and understanding in different contexts and situations.
- You will need to manage your time effectively as independent candidates.
- Creating revision timetables or planners is a useful exercise to help you prioritise your learning activities, focusing on areas where there might be gaps in your understanding. There are example revision planners on pages 28 and 29.
- It's important to stay fit and healthy in order to be physically and mentally prepared to demonstrate your knowledge and understanding. Remember to get enough sleep, drink plenty of water, eat well and get enough downtime in the build-up to the exam. Simple relaxation techniques can help if you are feeling stressed.

Revision planner

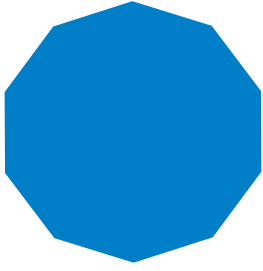
Week commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
2.00 pm							
3.00 pm							
4.00 pm							
5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							

Revision planner

Week commencing: _____

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9.00 am							
10.00 am							
11.00 am							
12.00 am							
1.00 pm							
2.00 pm							
3.00 pm							
4.00 pm							
5.00 pm							
6.00 pm							
7.00 pm							
8.00 pm							
9.00 pm							
10.00 pm							



Unit 201: Principles and practices of hairdressing and barbering services

The purpose of this unit is to provide you with an understanding of the working practices within the hairdressing and barbering industries. You will be able to comply with relevant legislation, work professionally and follow safe working practices. You will develop the skills required to conduct yourself in a professional manner. You will

learn how to communicate with clients and colleagues and will be encouraged to identify the attributes that can be used to make yourself more desirable to future employers. You will understand the importance of the client consultation process and how to ascertain the individual needs of clients and how to recommend services and products.



What is this unit about?

Unit 201: Principles and practices of hairdressing and barbering services

Mandatory

This unit has **four** outcomes.

Outcome 1

Work safely in the salon/barbershop

Outcome 2

Understand hair, skin and scalp analysis

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

Outcome 4

Advise clients and make recommendations throughout the service

Getting started

Introduce yourself to the unit by asking yourself:

- How can I keep myself and others safe whilst at work?
- What can I do to ensure I am displaying a professional attitude at all times?
- What do I have to consider in order to make my client's experience a positive one?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.



What is this unit about? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Topics

Outcome 1

Work safely in the salon/barbershop

- 1.1 Safe working practices
- 1.2 Legislation relevant to hairdressing and barbering
- 1.3 Environmental and sustainable working practices
- 1.4 Preparation for services

Outcome 2

Understand hair, skin and scalp analysis

- 2.1 Structure and function of the hair and skin
- 2.2 Characteristics and classifications of the hair
- 2.3 Hair, skin and scalp disorders

Outcome 3

Understand communication techniques and expected behaviours in the salon/barbershop

- 3.1 Communication in the salon/barbershop
- 3.2 Behaviours and values expected of a hairdresser/barber

Outcome 4

Advise clients and make recommendations throughout the service

- 4.1 Consult with clients
- 4.2 Agree services and products with clients
- 4.3 Provide aftercare, advice and recommendations
- 4.4 Create and promote retail opportunities

City & Guilds

Education is the backbone of our craft – without it we are jelly. 🍪

Lee Stafford, co-founder of Lee Stafford products and Lee Stafford Education



What do you need to know?

Unit 201: Principles and practices of hairdressing and barbering services

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Safe working practices

understand the importance of following health and safety and working safely to prevent: injuries, accidents, cross-infection

understand: the hazards and risks which exist in the work area, the importance of risk assessments, the procedures for storage and handling of chemical products, the industry hygiene and safety practices (sterilisation, sanitisation, cleaning and disinfection), the maintenance of safe environmental conditions (lighting, ventilation, temperature, positioning of equipment), sustainable working practices (minimising pollution, reducing and managing waste, reducing energy usage), the importance of ensuring equipment is clean and safe to use (PAT testing, trailing wires, secure plugs), the workplace, manufacturer or supplier instructions for the safe use of equipment, materials and products, the importance of correct posture and working techniques to minimise fatigue and risk of injury, the procedures for dealing with spillages (water, chemicals), how to dispose of waste products safely (contaminated and non-contaminated waste), the correct storage and handling of products containing chemicals, the correct use of PPE (goggles, masks, gloves, aprons)

recognise the signs of contact dermatitis

understand the importance of following working practices that minimise the risk of developing contact dermatitis

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page



Hints and tips

Make sure all your tools are kept clean in accordance with salon requirements.

What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Legislation relevant to hairdressing and barbering

understand the impact of legislation on working practices in hairdressing and barbering and the Health and Safety legislation, including: ○ Health and Safety at Work Act (HASAWA), ○ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), ○ The Personal Protective Equipment Regulations, ○ The Health and Safety (First Aid) Regulations, ○ The Manual Handling Operations Regulations, ○ The Control of Substances Hazardous to Health Regulations (COSHH), ○ The Electricity at Work Regulations, ○ The Environmental Protection Act, ○ The Management of Health and Safety at Work Regulations, ○ Workplace Regulations (Health, Safety and Welfare), ○ The Health and Safety (Information for Employees) Regulations, ○ Regulatory Reform (Fire Safety) Order, ○ consumer/employee legislation

understand the impact of legislation on working practices in hairdressing and barbering and the consumer/employee legislation, including:

○ The Equality Act, ○ The Data Protection Act, ○ Consumer Rights Act, ○ Working Time Regulations

Environmental and sustainable working practices

understand the methods of working that promote environmental and sustainable practices, including: ○ reducing and managing waste, ○ reducing energy and other resources, ○ recycling and eco-friendly products

Continues on next page

Hints and tips

A method that promotes environmental and sustainable practices is turning off the taps during the shampooing and conditioning service.



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Preparation for services

understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the hairdresser: aprons, masks, goggles, gloves

understand the importance of preparing self and client, taking into account the needs of each service, including personal protective equipment for the client: gown, towel, cutting collar, plastic cape

Structure and function of the hair and skin

understand the structure and function of the hair, including: cuticle, cortex, medulla

understand the structure and function of the skin, including: epidermis, dermis, sweat glands, sebaceous glands, blood capillaries, hair bulbs, arrector pili muscles, hair follicles, dermal papilla

Characteristics and classifications of the hair

understand the types of hair characteristics and their impact on services including: density, texture, elasticity, porosity, condition, growth patterns, hair growth cycle, average rate of hair growth

understand the types of classifications and their impact on services, including: type 1 – straight hair (fine/thin, medium and coarse), type 2 – wavy hair (fine/thin, medium and coarse), type 3 – curly hair (loose curls and tight curls), type 4 – very curly hair (soft and wiry)

Hair, skin and scalp disorders

understand the types and characteristics of contra-indications, and the impact of these on services including certain infections and infestations such as: ringworm, impetigo, scabies, folliculitis, pityriasis capitis/dandruff, ingrowing hair, pediculosis capitis/head lice

understand adverse hair, skin and scalp conditions and their impact on services, including: eczema, alopecia, psoriasis, scars/keloid scarring, moles, cysts, fragilitas crinium, skin tags

Continues on next page

What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Communication in the salon/barbershop

○ understand the methods of communicating professionally with clients and colleagues

verbal communication: ○ language used, ○ confident attitude, ○ tone of voice, ○ listening techniques

body language: ○ posture, ○ eye contact, ○ facial expressions, ○ visual aids, ○ images (magazines style books, images online), ○ colour chart

understand the purpose of questioning and listening skills, including:
○ identify client requirements, ○ encourage and allow time for client to ask questions, ○ avoid misunderstandings, ○ build relationships with clients and colleagues, ○ check well-being and comfort

understand the methods of gaining client information, including: ○ open questions (identifying requirements and initiating conversation), ○ closed questions (confirming requirements, recommendations and concluding conversations), ○ discussion (gathering specific information, drawing information out of clients who are not forthcoming)

○ understand the importance of effective communication on salon/barbershop reputation

Continues on next page



What do you need to know? Continued

Unit 201: Principles and practices of hairdressing and barbering services

You need to be able to:

Behaviours and values expected of a hairdresser/barber

understand the behaviours that ensure that clients receive a positive impression of both the salon/barber shop and the individual, including:

○ professional appearance, ○ personal hygiene, ○ respecting and valuing clients (not discriminating), ○ adapting own behaviour to meet client behaviours and needs

understand the behaviours for working with colleagues and contributing to the effectiveness of the salon/barbershop, including: ○ recognising when to ask for help, ○ willingness to learn and improve own performance, ○ having a positive, supportive and flexible approach to working, ○ reporting and dealing with problems, ○ collaborative working to achieve objectives, ○ responding to feedback, ○ dealing with conflict or differences of opinion, ○ managing own time in line with organisation and industry standards for services

Agree services and products with clients

understand the importance of giving the client realistic expectations in line with legal requirements, including: ○ Cosmetic Products Regulations, ○ Consumer Contracts Regulations, ○ Trade Descriptions Act, ○ Consumer Protection legislation, ○ completing client records and their legal significance, ○ gaining client consent for services, ○ confirming client satisfaction

“My advice is always, “work hard, aim high, be nice and stay humble”. This is the standard behaviour expected from anyone who wishes to achieve greater things in this ever-changing, exciting and developing industry.”

Kevin Vorley, K Barbers Emporium



What do you need to cover?

Unit 201: Principles and practices of hairdressing and barbering services

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Identify your clients' requirements:

use of observation

use of questioning

use of visual aids

Conduct visual checks to meet specified procedures:

identify factors that limit or affect the products and services that can be offered

adverse hair, skin and scalp conditions

incompatibility of previous services and products used

client's lifestyle

conduct tests as necessary, taking into consideration service requirements

identify and report problems as necessary

Provide advice to clients and agree products and services:

make recommendations

agree services and products

confirm cost and duration

Provide aftercare and recommendations to your client regarding:

how to maintain their look

time interval between services

present and future products and services

Create and promote retail opportunities:

identify product and services to meet the client's needs

describe features and benefits of a range of products

provide demonstration of products where possible

close sales

[Continues on next page](#)

Hints and tips

Consultation skills are very important before any service; listen to your client.

What do you need to cover? Continued

Unit 201: Principles and practices of hairdressing and barbering services

Interpret buying signals
– when the client is not
ready to buy:

avoiding eye contact

quick movements

handling products
with little interest

making excuses
why they don't want
to buy yet

studying lots of
different products

Interpret buying signals
– when the client is
ready to buy:

spending time

focusing on one
product or treatment

asking specific
questions about a
product or treatment

discussing a price

holding money/purse/
wallet

displaying positive
body language

Hints and tips

It is important to be
professional at all times.



Useful words

Unit 201: Principles and practices of hairdressing and barbering services

Some terms that you will come across in this unit are explained below.

Adverse hair, skin and scalp conditions

Factors of the hair, skin or scalp may limit what services clients can have; for example, if a client has psoriasis, then it may not be advisable to have harsh chemicals used on their hair.



Client's lifestyle

Factors in the client's life that influence the choice of hairstyle, eg a client who works in the fashion industry may wish to match their image with the latest fashions.

Consultation

A discussion between the stylist and a client to determine the services and treatments that reflect the client's requirements.

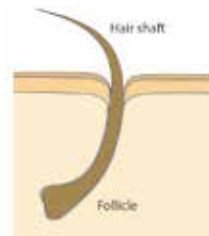


Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment dermatitis can improve.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment, giving the hair its natural colour.



Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again as new hair begins to form.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.



Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.



Scope record

Unit 201: Principles and practices of hairdressing and barbering services

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Client's requirements	Record the consultation services carried out for each client.		
Use of observation	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of questioning	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of visual aids	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Conduct visual checks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Visual checks	Record the consultation services carried out for each client.		
Identify factors that limit or affect the products and services that can be offered	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Adverse hair, skin and scalp conditions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility of previous services and products used	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Client's lifestyle	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Conduct tests as necessary, taking into consideration service requirements	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Identify and report problems as necessary	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Client advice	Record the consultation services carried out for each client.		
Make recommendations	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Agree services and products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Confirm cost and duration	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare and recommendations	Record the aftercare services carried out for each client.		
How to maintain their look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Unit 201: Principles and practices of hairdressing and barbering services

Retail opportunities

Record the promotion of products carried out for each client.

Identify products and services to meet the client's needs	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Describe features and benefits of a range of products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Provide demonstration of products where possible	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Close sales	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Interpret buying signals – when the client is not ready to buy

Record the buying signals interpreted for each client.

Avoiding eye contact	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Quick movements	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Handling products with little interest	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Making excuses why they don't want to buy yet	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Studying lots of different products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Interpret buying signals – when the client is ready to buy

Record the buying signals interpreted for each client.

Spending time focusing on one product or treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Asking specific questions about a product or treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Discussing a price	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Holding money/purse/wallet	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Displaying positive body language	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Supplementary comments

Unit 201: Principles and practices of hairdressing and barbering services

Use this space to record any workplace, employer or client comments.

Comments	Date
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Has all topic content been covered?

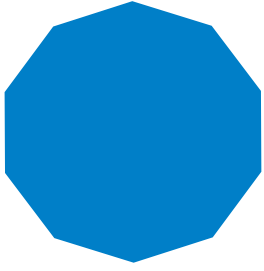
This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 34.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

IQA signature (if sampled): _____ Date: _____



Unit 205:

Colour and lighten hair

The purpose of this unit is for you to develop the knowledge and skills to provide colour and lightening services. In today's market, colouring is a very popular and diverse area of the hairdressing industry. The hairdressing professional needs to be aware of current trends and practices, as well as have an eye for colour and an aptitude for precision working.

You will gain practical experience in providing services to clients, conducting tests and making recommendations on services. You will be expected to adapt the service in accordance with any contra-indications and influencing factors. In addition to skills development, the unit will cover the role of colour theory, the principles behind colour and product selection, as well as the effects of different products.

What is this unit about?

Unit 205: Colour and lighten hair

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare to colour and lighten

Outcome 2

Colour and lighten hair to achieve a variety of looks



Getting started

Introduce yourself to the unit by asking yourself:

- What types of images can I create with colour?
- What are the different types of products that are used?
- What are the different types of tests that are used in colour and lightening services?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.

Colouring hair is so personal and can really have a huge impact on the way that someone looks. Skin tone is an important factor of colouring, as this will determine which colours will suit your client best. Taking the time to deliver an excellent, in-depth consultation is key to getting the best colour results, not only for you but also to suit your client's needs. Keeping in with colour trends also means that you can offer your clients the most up-to-date colours and techniques, keeping them excited about coming to you and will also be making them really loyal to you in the future.

Rachel, Salon Director at **Stuart Holmes Salon**



What is this unit about? Continued

Unit 205: Colour and lighten hair

Topics

Outcome 1

Prepare to colour and lighten

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Scientific effects of colour and lightening
- 1.4 Select colour and products

Outcome 2

Colour and lighten hair to achieve a variety of looks

- 2.1 Colour and lighten hair using different techniques
- 2.2 Remove products and materials
- 2.3 Provide aftercare advice and recommendations



What do you need to know?

Unit 205: Colour and lighten hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of stylist and client positioning during colouring services

Consult with clients and analyse hair

understand the impact of test results on a colouring service, including:

potential consequences of failing to carry out tests, results and how they influence colouring and lightening, courses of action to take in the event of adverse test reactions

Scientific effects of colour and lightening

understand the relationship between science and colouring products, including: how colouring and lightening products change the hair structure, the effects of temperature on the application and development of products, the effects of different strengths of hydrogen peroxide on the levels of lift, how porosity levels can influence the choice and application of products and the final result, how natural pigment impacts on the colour process

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

Continues on next page

Hints and tips

Any persons under the age of 16 cannot have the following chemicals used or have the product applied on their own hair: quasi-permanent hair colouring, permanent hair colouring, permanent waving, bleach, lighteners, relaxing and chemical straightening products.

Wella



What do you need to know? Continued

Unit 205: Colour and lighten hair

You need to be able to:

Colour and lighten hair using different techniques

understand the methods of working when colouring and lightening hair and their importance in achieving the desired look: ○ sectioning hair, ○ monitoring and development (strand test, timing)

understand the problems that occur when applying colour, ○ their causes, ○ their resolutions, ○ when to report problems, ○ skin staining, ○ uneven coverage, ○ white hair coverage, ○ seepage, ○ under-processing, ○ over-processing, ○ allergy and scalp sensitivity, ○ deterioration of hair condition

Continues on next page

Hints and tips

Always follow manufacturers' instructions when mixing, applying and developing colouring and lightening products. Do not assume that all colouring and lightening products are mixed in the same way – there are many differences in ratio of colouring or lightening products to hydrogen peroxide across different hairdressing manufacturers.



Unit 205: Colour and lighten hair

You need to be able to:

Remove products and materials

understand the importance of: ○ emulsifying colour prior to removal, ○ restoring the hair's pH balance after the service, ○ not disturbing areas still processing when removing product

understand the problems that occur when removing colour including: ○ their causes, ○ their resolutions, ○ when to report problems, ○ colour bleed, ○ disturbance of areas still in development, ○ over-processing



Hints and tips

An antioxidant conditioner, when applied to the hair, will prevent any further 'creeping oxidant'. The antioxidant conditioner will close the cuticle and rebalance the natural pH of the hair (4.5–5.5).

What do you need to cover?

Unit 205: Colour and lighten hair

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- towel
- gown
- plastic/disposable caps

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

contra-indications:

- history of previous allergic reaction to colouring products
- other known allergies
- skin disorders
- incompatible products
- medical advice or instructions
- evident hair damage
- age restrictions

influencing factors:

- hair classifications
- hair characteristics
- temperature
- existing colour of hair
- percentage of white hair
- test results
- strength of hydrogen peroxide
- hair length
- skin tone
- time interval from last chemical service
- recent addition or removal of hair extensions

conduct tests:

- skin
- incompatibility
- porosity
- elasticity
- test cutting

recording of tests and their importance

Continues on next page



Unit 205: Colour and lighten hair

Select and prepare products, tools and equipment, taking into account the desired look and any influencing factors:

materials, tools and equipment required

products:

- semi-permanent
- quasi-permanent
- permanent
- lighteners
- toners

considerations which can affect preparation and colour selection

types of products, their characteristics and effects achieved

methods of using different types of lighteners and toners

requirement for pre-lightening

following manufacturers' instructions when measuring and mixing products

potential risks of using lightening products on previously chemically treated hair

current legal requirements and guidance relating to age restrictions for colouring and lightening services

using powder and other lighteners (on and off scalp application)

international colour chart (ICC):

- tone
- depth

Use and adapt different colouring and lightening techniques to achieve a variety of looks:

colour and lightening techniques:

- full head application of quasi-permanent
- regrowth application of permanent colour
- regrowth using a refreshing technique for mid-lengths and ends
- full head application of permanent colour
- woven highlights and/or lowlights
- pulled through highlights and/or lowlights

Use different methods of working when colouring and lightening hair:

sectioning hair

monitoring and development:

- strand test
- timing

Remove products and materials to finish the service:

removal of:

- products
- materials

Aftercare, advice and recommendations:

how to maintain the colour

time interval between services

present and future products and services

retail opportunities



Useful words

Unit 205: Colour and lighten hair

Some terms that you will come across in this unit are explained below.

Colour depth

Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart system.

Elasticity test

A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

Highlights

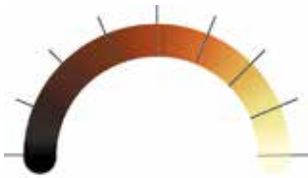
Hair highlighting is targeting specific strands of hair on the client's head with a different colour than their natural colour or dyed colour. The technique adds depth and texture to the hairstyle.

Hydrogen peroxide

A colourless, thick liquid used in bleaches with strong properties, which lighten the colour of the hair. Bleaching penetrates the hair shaft and removes the natural pigment of the hair.

Incompatibility test

A test to see if the hair will react to any of the chemical products that are about to be used on it.



Lightening

This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also

removes eumelanin and pheomelanin and they do not deposit tone.

Melanin

The natural pigment that gives colour to the skin and hair. Different types give different colours; for example, eumelanin is responsible for black and brown tones.



Skin test/patch test

A test carried out prior to colouring services, following a manufacturer's instructions, to ascertain whether the client's skin may react with the chemicals in the colouring product.

Strand test

A test carried out during colour development to check the progress of the colour and identify when it should be removed.



Toners

Typically used to alter the brassy tones in hair after the application of a bleach. The toner neutralises the shades of orange and yellow into a more subtle shade of blonde or silver.



Scope record

Unit 205: Colour and lighten hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation procedure carried out for each client.

Work area: work station, trolley	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client: towel, gown, plastic/disposable caps	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Consultation

Record the consultation service carried out for each client.

History of previous allergic reaction to colouring products	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Other known allergies	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Skin disorders	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Incompatible products	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Medical advice or instructions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Evident hair damage	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Age restrictions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page

Hints and tips

Natural light when choosing or applying a colour service is key.



Unit 205: Colour and lighten hair

Influencing factors

Record the factors considered for each client.

Hair classifications	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair characteristics	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Temperature	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Existing colour of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Percentage of white hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Test results	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Strength of hydrogen peroxide	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair length	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Skin tone	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval from last chemical service	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recent addition or removal of hair extensions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Conduct tests

Record the tests that were conducted for each client.

Conduct tests	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Skin	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Porosity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Elasticity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Test cutting	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recording of tests and their importance	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Unit 205: Colour and lighten hair

Products, tools and equipment

Record the products, tools and equipment used for each client.

Materials, tools and equipment required	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Semi-permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Quasi-permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Permanent	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Lighteners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Toners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Considerations affecting preparation and colour selection

Record the considerations taken into account for each client.

Products, their characteristics and effects	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pre-lightening	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Lighteners and toners	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Following manufacturers' instructions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Previously chemically-treated hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Age restrictions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
On and off scalp application	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
International colour chart (ICC)	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Unit 205: Colour and lighten hair

Colour and lightening techniques

Record the colouring and lightening technique used for each client.

Full head quasi-permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Regrowth application of permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Refreshing technique for mid-lengths and ends	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Full head permanent colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Woven highlights and/or lowlights	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pulled-through highlights and/or lowlights	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Methods of working

Record the methods of working used for each client.

Sectioning hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Monitoring and developing a strand test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Monitoring and developing timing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Remove products and materials

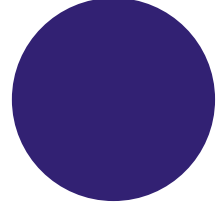
Record the removal technique used for each client.

Removal of products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Removal of materials	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Aftercare, advice and recommendations

Record the aftercare service used for each client.

Maintaining the colour	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:



Unit 207:

Styling and finishing services

The purpose of this unit is for you to develop the skills and knowledge needed to finish the overall look following a colouring and lightening service. A good junior colourist will be expected to utilise a range of styling skills, in order to dry and finish a client's hair to their specific requirements following the colouring service.

The unit covers the current techniques for blow drying, finger drying and setting hair. You will be given the opportunity to practice these techniques, gaining practical experience in creating a variety of finishes. You will also be introduced to the relevant underpinning knowledge.

What is this unit about?

Unit 207: Styling and finishing services

Mandatory

This unit has **two** outcomes.

Outcome 1

Prepare for finishing services

Outcome 2

Provide finishing services

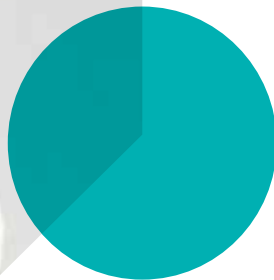
Getting started

Introduce yourself to the unit by asking yourself:

- Following a colour service how can I style hair?
- How can I use tools and equipment to improve my technique?
- How are different products used during these services?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.



“This is the most important service for you to perfect. It is the last thing a client sees when they leave the salon and if the finish isn't perfect they won't return.”

Nikki Boone, Programme Coordinator for Hairdressing and Barbering at South Devon College

What is this unit about? Continued

Unit 207: Styling and finishing services

Topics

Outcome 1

Prepare for finishing services

- 1.1 Prepare self, client and work area
- 1.2 Scientific effects of drying services
- 1.3 Select products, tools and equipment

Outcome 2

Provide finishing services

- 2.1 Style hair using different techniques
- 2.2 Set hair using different techniques
- 2.3 Finish look using different techniques
- 2.4 Provide aftercare advice and recommendations



What do you need to know?

Unit 207: Styling and finishing services

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of stylist and client positioning during the service

Scientific effects of drying services

understand the relationship between science and drying services following chemical services on hair and the effects of: humidity on the hair, heat on the hair structure, air flow during styling, heat protectors on the hair structure

understand the importance of: adapting equipment temperature to different hair types, allowing hair to cool prior to finishing, considering hair condition for finishing services following a colour

Style hair using different techniques

understand the methods and effects of: using products, using styling brushes, using styling attachments

understand the methods of working when drying hair and their importance in achieving the desired look: keeping the hair damp throughout the process, application of products, sectioning of hair, minimising the risk of damage to hair length and client discomfort

understand the importance of control of different hair lengths and maintaining tension: above shoulder, below shoulder, one length, layered

Continues on next page

The external assessment will come from the mandatory content of this qualification to confirm your breadth of knowledge and understanding.

What do you need to know? Continued

Unit 207: Styling and finishing services

You need to be able to:

Select products, tools and equipment

understand the types of products used, their purpose and the effects they achieve, including: heat protectors, sprays, mousses, creams, gels, serums, wax, setting lotions

understand the types of tools and equipment used for styling and finishing hair, as well as their purpose and the effects they achieve, including: hand dryer, attachments, round brush, flat brush, heated styling equipment

understand the types of tools and equipment used for setting hair, as well as their purpose and the effects they achieve: rollers, combs, pin curl clips, brushes, grips and pins

Set hair using different techniques

understand the effects of: curling on and off base, angle of winding

understand the methods of working when setting hair and their importance in achieving the desired look during sectioning and winding: point to point, root to point, on base, off base, directional, removing setting items



What do you need to cover?

Unit 207: Styling and finishing services

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental conditions:

work area:

- work station
- trolley

client:

- towel
- gown

position of self and client

Select products, tools and equipment, taking into account the desired look and any influencing factors:

products:

- heat protectors
- sprays
- mousses
- creams
- gels
- serums
- wax

tools and equipment for styling and finishing hair:

- hand dryer
- attachments
- round brush
- flat brush
- heated styling equipment

tools and equipment for setting:

- rollers
- combs
- pin curl clips
- brushes
- grips and pins

Use and adapt different styling techniques to create a variety of looks:

blow-dry finish:

- straightening
- smoothing
- creating volume
- creating movement
- creating curl

techniques of finger drying

Use different methods of working when drying hair:

keeping the hair damp throughout the process

application of products

sectioning of hair

control of different hair lengths and maintaining tension:

- above shoulder
- below shoulder
- one length
- layered

minimising the risk of damage to hair length and client discomfort

Continues on next page

The synoptic assignment for this qualification will require you to use your skills and knowledge of a range of treatments from across the mandatory units in this qualification.



Hints and tips

Before you use your hair dryer, check that the filter is clean and in place.

What do you need to cover? Continued

Unit 207: Styling and finishing services

Use and adapt different setting techniques to create a variety of looks:

setting techniques:

- rollering
- spiral curling
- pin curling to give volume or flat movement

Use different methods of working when setting hair:

sectioning and winding:

- point to point
- root to point
- on base
- off base
- directional
- brick
- removing setting items

Use and adapt different techniques for finishing a variety of dried looks:

use of heated styling equipment

backcombing and back brushing techniques

application of finishing products

visual checks

Provide aftercare advice and recommendations on service provided:

how to maintain the look

time interval between services

present and future products and services

retail opportunities

Hints and tips

After every blow dry, show the client the rear view of the style you have created by using a back mirror.



Useful words

Unit 207: Styling and finishing services

Some terms that you will come across in this unit are explained below.

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Environmental and sustainable working conditions

Practices which reduce harm to the environment and reduce wastage of resources.

Hair condition

The condition of the hair may limit what services clients can have. For example, if a client had thin, weak hair, it may not be advisable to have a lot of harsh chemicals used on their hair.



Satyrenko/Shutterstock.com

Humidity

Humidity is caused by water vapour being present in the air. This can cause the hair to lose its style/shape and the added moisture can sometimes cause the hair to frizz.

Layered hair

A style which creates a layered look by varying the length of sections of the client's hair.

Pin curling

A styling technique either used for volume or flat movement of various curls. This is ideal for an avant-garde look or to dress hair.



Round brush

A brush that is round in shape and can be used during a blow dry to create either curls or straight hair. The bristles provide grip to create great volume. The diameter of the brush will determine how big the resulting curls will be.



Volume

A desirable quality of any hairstyle, as it makes the hair look much thicker and full of body.

Think about versatility when styling hair – show how a hairstyle can be worn in different ways. »

Charlie Cullen, International Artistic Director at Toni and Guy

TONI&GUY

Scope record

Unit 207: Styling and finishing services

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation steps carried out for each client.

Work area: work station, trolley	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client: towel, gown	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Products, tools and equipment

Record the products, tools and equipment used for each client.

Heat protectors	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Sprays	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Mousses	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Creams	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Gels	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Serums	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Wax	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hand dryer	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Attachments	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Round brush	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Flat brush	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Heated styling equipment	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Rollers	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Combs	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Pin curl clips	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Brushes	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Grips and pins	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page

Unit 207: Styling and finishing services

Styling techniques	Record the styling technique used for each client for a blow-dry finish.		
Straightening	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Smoothing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating volume	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating movement	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Creating curl	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Techniques of finger drying	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Methods of working when drying hair

Record the method of working used for each client.

Keeping the hair damp throughout the process	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sectioning of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Minimising the risk of damage to hair length and client discomfort	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Control of different hair lengths and maintaining tension:

Record the hair lengths worked with for each client.

Above shoulder	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Below shoulder	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
One length	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Layered	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Setting techniques

Record the setting technique used for each client.

Rollering	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Spiral curling	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pin curling to give volume or flat movement	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Methods of working when setting hair

Record the method of working used for each client.

Sectioning and winding	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Point to point	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Root to point	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
On base	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Off base	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Directional	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Brick	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Removing setting items	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Unit 207: Styling and finishing services

Techniques for finishing a variety of dried looks

Record the technique used for each client.

Use of heated styling equipment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Backcombing and back brushing techniques	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of finishing products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Visual checks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Provide aftercare advice and recommendations on service provided

Record the aftercare service provided for each client.

How to maintain the look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:



Supplementary comments

Unit 207: Styling and finishing services

Use this space to record any workplace, employer or client comments.

Comments	Date
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
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Has all topic content been covered?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 70.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Candidate signature: _____ Date: _____

Assessor signature: _____ Date: _____

IQA signature (if sampled): _____ Date: _____



Unit 212:

Perm and neutralise hair

The purpose of this unit is for you to develop the knowledge and skills needed to perm and neutralise hair and rearrange, if necessary. Perming is the way to create curls, waves, volume and root lift to support today's trends.

You are given the opportunity to practise the requisite skills, such as winding, and learn how to adapt the services according to different influencing factors. You will also gain knowledge on the different products used and how these can affect the hair.



What is this unit about?

Unit 212: Perm and neutralise hair

Optional

This unit has **two** outcomes.

Outcome 1

Prepare to perm and neutralise

Outcome 2

Perm and neutralise hair to achieve a variety of looks

Getting started

Introduce yourself to the unit by asking yourself:

- What are some of the chemicals used in perming?
- What are the current looks in perming?
- What is neutralising and rearranging?

Following your journey through this unit, you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.

Perming is one of the most neglected skills in hairdressing, partly due to its lack of popularity at present. However, we always make sure that all of our team have a really good training in this area. Fashion can change really quickly and all it takes is for a few 'fashionistas' to appear with a modern variation of permed hair and a whole new trend could start literally overnight. It will happen – be ready for the day! 🍷

Jennifer Cheyne OBE, **Cheyne's Hairdressing**

CHEYNES



What is this unit about? Continued

Unit 212: Perm and neutralise hair

Topics

Outcome 1

Prepare to perm and neutralise

- 1.1 Prepare self, client and work area
- 1.2 Consult with clients and analyse hair
- 1.3 Scientific effects of perming and neutralising
- 1.4 Select products, tools and equipment

Outcome 2

Perm and neutralise hair to achieve a variety of looks

- 2.1 Perm hair using suitable products and winding techniques
- 2.2 Neutralise the hair
- 2.3 Provide aftercare advice and recommendations



Hints and tips

Always follow manufacturers' instructions.



What do you need to know?

Unit 212: Perm and neutralise hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to be able to:

Prepare self, client and work area

understand the importance of stylist and client positioning during a perming service

Consult with clients and analyse hair

understand the impact of test results on perming services, including:
 potential consequences of failing to carry out tests, results and how they influence perming, courses of action to take in the event of adverse reactions

Scientific effects of perming and neutralising

understand the relationship between science and perming services

understand the effects of chemical rearranging, perm lotions and neutralisers on: the hair structure, hair porosity levels, how active ingredients in rearranging perming and neutralising products change the hair, hair structure

understand the effects of temperature on development

Select products, tools and equipment

understand the considerations which can affect preparation and perm selection: types of products, product characteristics and effects, methods of use for different types of rearranging, perming and neutralising, following manufacturers' instructions when preparing products, potential risks of using perming products on previously chemically-treated hair

This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

Continues on next page



What do you need to know? Continued

Unit 212: Perm and neutralise hair

You need to be able to:

Perm hair using suitable products and winding techniques

understand the problems that occur in the application of perming techniques – their causes, resolutions and when to report: ○ uneven curl result, ○ under- and over-processed, ○ fish hooks, ○ band burns, ○ hair breakage, ○ resistancy

understand the methods of working when perming and neutralising hair and their importance in achieving the desired look: ○ pre-perm treatments and when to use them, ○ rod size to use in relation to the desired outcome

○ understand the importance of following manufacturers' instructions when applying and timing products

Neutralise the hair

understand the methods of working when neutralising and their importance in achieving the desired effect: ○ client comfort and protection, ○ correct sequence of the neutralising process according to manufacturers' instructions, ○ correct water temperature and flow to suit the client's hair and scalp, ○ towel blot to remove excess moisture, ○ remove perm rods, ○ leave the hair free from neutraliser

understand the importance of: ○ accurate timing and thorough rinsing of product, ○ restoring the hair's pH balance after perming and neutralising



Hints and tips

When winding around the front hairline, use plastic strips under the perm rod rubbers, to prevent rubber marks or hair breakage.

What do you need to cover?

Unit 212: Perm and neutralise hair

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved before your trade test. You need to:

Prepare working areas, taking into account health and safety requirements and environmental condition:

work area:

- work station
- trolley
- Personal Protective Equipment (PPE)

client:

- towel
- gown
- plastic/disposable cape

position of self and client

Consult with client, analyse hair and make recommendations based on client requirements and influencing services:

contra-indications:

- history of previous allergic reaction
- other known sensitivities
- skin disorders
- incompatible products
- medical advice or instructions
- previous chemical treatments
- recent removal of hair extensions or plaits

influencing factors:

- hair characteristic
- hair classification
- temperature
- direction and degree of movement required
- hair length
- length of regrowth
- colour treated hair

tests:

- pre-perm test curl
- degree of straightness test
- elasticity
- porosity
- incompatibility

recording of tests and their importance

impact of test results on perming services

potential consequences of failing to carry out tests

results and how they influence perming

courses of action to take in the event of adverse reactions

Select and prepare products, tools and equipment, taking into account the desired look and any influencing factors:

products:

- barrier cream
- pre-perm treatments
- perm lotions
- neutralisers
- post-perm treatments

types and purposes of:

- rearrangers
- perm lotions
- neutralisers
- equipment

[Continues on next page](#)



What do you need to cover? Continued

Unit 212: Perm and neutralise hair

Use and adapt different sectioning techniques, products and application methods to achieve a variety of looks:

sectioning techniques:

- six or nine section
- directional
- brick

winding hair:

- preparation of hair
- selection and positioning of perm rods
- size of meshes
- use of tension

application of rearrangers if required:

- virgin
- regrowth

application of products:

- perming lotions (pre and post damp)
- manufacturer's instructions

monitoring and development:

- timing
- development test curl

remove product and neutralise to finish service

process for removal of perming product

neutralising process

problems and when to report:

- under- and over-processing
- inadequate rinsing
- inadequate blot drying
- overstretching when removing rods

Provide aftercare, advice and recommendations:

how to maintain the perm

time interval between services

present and future products and services

retail opportunities



Hints and tips

Hair condition, texture, length, porosity and elasticity will affect the rod size and product you choose.

Useful words

Unit 212: Perm and neutralise hair

Some terms that you will come across in this unit are explained below.

Basic wind

Basic sectioning technique includes a six-section or nine-section perm wind. Winding a nine-section perm helps you to control longer hair lengths and work in a methodical manner.

Brick

A style of sectioning the hair to mirror the pattern of brick work.

Directional wind

A directional wind is similar to a directional set; you wind the hair in a directed manner to suit the style requirements.

Neutralisers

Help to create curls while locking in both shape and condition. A neutraliser also helps to reduce the perm chemical's strong smell, which improves the experience for the client.

Pre-perm treatment

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



Sensitised hair

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

Hints and tips

Always carry out a full consultation and hair analysis prior to selecting the perm solution, rod sizes and winding technique.



Scope record

Unit 212: Perm and neutralise hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation steps taken for each client.

Work station	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Trolley	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Personal Protective Equipment (PPE)	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Client towel	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Client gown	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Client plastic/disposable cape	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Position of self and client	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Consultation

Record the consultation service used for each client.

Contra-indications	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
History of previous allergic reaction	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Other known sensitivities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Skin disorders	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatible products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Medical advice or instructions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Previous chemical treatments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recent removal of hair extension or plaits	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Consultation Continued

Record the consultation service used for each client.

Hair characteristic	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair classification	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Temperature	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Direction and degree of movement required	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair length	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Length of regrowth	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Colour-treated hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pre-perm test curl	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Degree of straightness test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Elasticity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Porosity	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recording of tests and their importance	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Impact of test results on perming services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Potential consequences of failing to carry out tests	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Results and how they influence perming	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Courses of action to take in the event of adverse reactions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Unit 212: Perm and neutralise hair

Products, tools and equipment

Record the products, tools and equipment used for each client.

Barrier cream	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pre-perm treatments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Perm lotions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Neutralisers	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Post-perm treatments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Rearrangers	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Perm lotions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Neutralisers	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Equipment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Sectioning techniques	Record the techniques used for each client.		
Six or nine section	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Directional	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Brick	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Preparation of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Selection and positioning of perm rods	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Size of meshes	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Use of tension	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of rearrangers on virgin hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of rearrangers on regrowth	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of perming lotions (pre-damp)	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application of perming lotions (post-damp)	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Manufacturers' instructions	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Timing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Development test curl	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Hints and tips

Always do a development test curl to determine whether the perm has developed.

Unit 212: Perm and neutralise hair

Remove product and neutralise

Record the process steps used for each client.

Process for removal of perming product	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Neutralising process	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Under- and over-processing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Inadequate rinsing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Inadequate blot drying	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Overstretching when removing rods	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Text	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Provide aftercare, advice and recommendations

Record the aftercare service provided for each client.

How to maintain the perm	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Present and future products and services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:



Supplementary comments

Unit 212: Perm and neutralise hair

Use this space to record any workplace, employer or client comments.

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Has all topic content been covered?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 88.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Grade
<hr/>

Candidate signature:

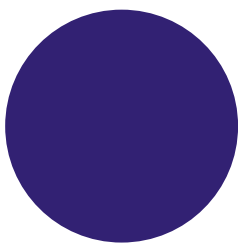
Date:

Assessor signature:

Date:

IQA signature (if sampled):

Date:



Unit 213: Relax hair

The purpose of this unit is for you to develop the knowledge and skills needed to provide relaxing services. Chemical hair relaxing is the process of reducing curl, volume and movement and aiding manageability for African type hair so that it can be set into almost any style, in line with current trends.

The unit will introduce you to the differences in products and techniques for relaxing hair and how to adapt the service in order to create modern looks. You will gain knowledge on the range of different products and chemicals used in relaxing and how these affect the hair, the look and the service.



What is this unit about?

Unit 213: Relax hair

Optional

This unit has **two** outcomes.

Outcome 1

Prepare for relaxing hair

Outcome 2

Relax hair

Getting started

Introduce yourself to the unit by asking yourself:

- What hair type is suitable for relaxing?
- What current looks can I achieve?
- What are some of the chemicals used in relaxing?

Following your journey through this unit you will have the opportunity to reflect on your performance, action plan for further development and explore linking this treatment to many others, in order to:

- maximise client satisfaction
- meet client objectives
- understand and apply link selling techniques in preparation for your role within the salon
- explore the concept of trade testing
- prepare yourself for running a busy column within the hairdressing industry.

Understanding the science of hair is such an important aspect of hairdressing. This unit will help you understand how different hair classifications react differently to chemical treatment. Transforming the texture of a client's hair is a really satisfying experience and will make a huge change to how the hair looks, feels and moves. There will always be clients wanting to change the texture of their hair, so gaining the knowledge of how to do this professionally is essential.

Shelly Line, H.O.B.O. Recruitment

H.O.B.O.
HAIRDRESSING OF BLACK ORIGIN
RECRUITMENT



What is this unit about? Continued

Unit 213: Relax hair

Topics

Outcome 1

Prepare for relaxing hair

- 1.1 Prepare self, client and work area
- 1.2 Consult with client and analyse hair
- 1.3 Scientific effects of relaxers
- 1.4 Select products, tools and equipment

Outcome 2

Relax hair

- 2.1 Apply relaxers
- 2.2 Remove relaxers and neutralise
- 2.3 Provide aftercare, advice and recommendations

Hints and tips

Hair classifications refer to hair types that are straight, wavy, curly or very curly.



Unit planner

Unit 213: Relax hair

Complete the 'What I know' and 'What I want to learn' sections before you begin this unit to help you plan your learning.

What I know

What I want to learn

Complete the 'What I have learnt' section at the end of the unit. This reflection will enable you to apply your skills and knowledge as part of the unit assignment.

What I have learnt

What do you need to know?

Unit 213: Relax hair

This section gives details of what you need to know to ensure all the learning outcomes for this unit can be achieved. Tick the sentences below when you are confident you fully understand these areas.

You need to:

Prepare self, client and work area

understand the importance of stylist and client positioning during relaxing service

Consult with client and analyse hair

understand the importance of recognising trichorrhhexis nodosa

Scientific effects of relaxers




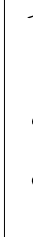
understand the relationship between science and relaxers, including: how relaxers change the hair structure, how porosity levels can influence the choice and application of products and final result, how active ingredients in relaxing products change the hair structure, the effects of temperature on development, the effect of relaxers on white hair, the effect of overlapping products onto previously chemically-treated hair

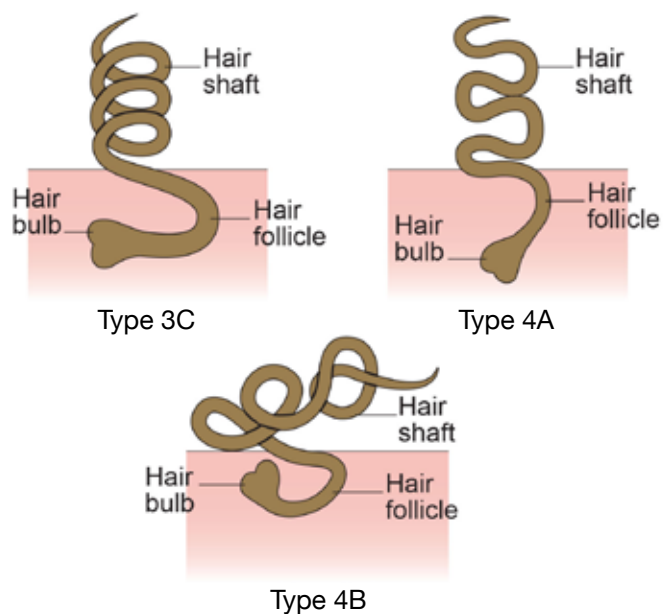
This optional unit is assessed by means of an assignment. The assignment includes both theory and practical tasks. One overall grade will be provided, against criteria, for each optional unit. This assignment is externally set and internally marked.

Continues on next page

Hints and tips

As a guide, hair classifications refer to hair types that are straight, wavy, curly or very curly.

Straight hair	Wavy hair		
	1	2A	2B
			



What do you need to know? Continued

Unit 213: Relax hair

You need to:

Apply relaxers

understand the effects of: ○ using different tools, ○ using different strengths of relaxer, ○ different development times

understand the importance of monitoring and development: ○ timing, ○ relaxer development test

understand the types of problems that occur in the application of relaxers – their causes, resolutions and when to report: ○ chemical burns, ○ hair breakage/damage, ○ under- and over-processing, ○ uneven result

○ understand the importance of checking the client's well-being throughout the service

Remove relaxers and neutralisers

understand the methods of working when removing product and neutralising and their importance to achieving the desired look: ○ client comfort and protection

understand the correct sequence of working: ○ post-relaxing treatment, ○ normalising process, ○ correct water temperature and flow during the normalising process

understand the importance of: ○ restoring the hair's pH balance after relaxing and normalising, ○ accurate timing and thorough rinsing of products

Hints and tips

Always follow manufacturers' instructions and wear PPE.



What do you need to cover?

Unit 213: Relax hair

Scope of content

This section gives details of the scope of content you need to cover to ensure that all the learning outcomes can be achieved for this unit. You need to:

Prepare working areas, taking into account health and safety requirements and environmental condition:

work area:

- work station
- trolley

client:

- towel
- gown
- plastic/disposable cape

position of self and client

Consult with the client, analyse hair and make recommendations based on client requirements and influencing factors:

contra-indications:

- history of previous allergic reaction
- other known sensitivities
- hair and skin disorders
- incompatible products
- medical advice or instructions
- previous chemical treatments
- recent removal of hair extensions or plaits

influencing factors:

- hair characteristics
- hair classifications
- scalp condition
- degree of relaxation required
- previous chemical services
- length of regrowth
- temperature
- time
- sequence of application
- white hair
- degree of product build-up
- need to cut hair prior to relaxing

tests:

- elasticity
- porosity
- incompatibility, if required

recording of tests and their importance

Select and prepare products, tools and equipment:

products:

- scalp protectors
- sodium relaxer
- non-sodium relaxer
- pre-relaxing treatments
- post-relaxing treatments
- normalising shampoo

equipment:

- tail combs
- wide tooth combs
- hands
- tint brushes

protection of client's hairline and scalp

types and purposes of:

- relaxers
- post-treatment

methods of using different types of:

- pre-treatment
- relaxers
- post-treatment

Continues on next page

Hints and tips

When applying scalp protector around the hairline, try not to get it on the hair, as it causes a barrier to the relaxer application.



What do you need to cover? Continued

Unit 213: Relax hair

Use and adapt different techniques for applying relaxers to meet client requirements:

pre-relaxing treatment

sectioning of hair

relaxing techniques:

- virgin application
- regrowth application between 4–8 weeks
- regrowth application up to 12 weeks

application techniques:

- top and bottom
- top
- hand
- use of tools

effects of:

- using different tools
- using different strengths of relaxer
- different development times

monitoring and development:

- relaxer development test
- timing

remove product and neutralise to finish service

removal of relaxer

post-relaxing treatment

normalising process

types of problems, resolutions and when to report:

- insufficient rinsing
- under- and over-processing
- over-stretching (when normalising after a texturiser)

Provide aftercare recommendations:

how to maintain the look

time interval

between series

additional products

additional services

retail opportunities



Useful words

Unit 213: Relax hair

Some terms that you will come across in this unit are explained below.

Non-sodium relaxer

A relaxer is an alkaline product that is designed to open the cuticle scales, allowing the chemicals to work within the cortex. Non-sodium relaxers are more gentle on the scalp.



Normalising shampoo

Also known as neutralising shampoo, this is applied after the hair has been relaxed, to remove any remaining relaxer and to bring the

hair back to a pH of around 5.5.

Post-relaxing treatment

This is applied after the relaxer has been rinsed from the hair.

Pre-relaxing treatment

This is usually carried out on porous hair, prior to the application of a relaxer.



Scalp protector

This protects the client's scalp from the chemical used during relaxing.

Sodium relaxer

The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.

Texturising (using chemicals)

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

Virgin application

This is hair that has not been relaxed before.



Scope record

Unit 213: Relax hair

Use this section to track your coverage of the scope of content for this unit. Tick, date and sign each time you practise the skills listed below.

Working areas

Record the preparation steps taken for each client.

Work station	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Trolley	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client towel	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client gown	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Client plastic/disposable cape	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Position of self and client	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Consultation

Record the consultation service provided for each client.

Contra-indications	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
History of previous allergic reaction	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Other known sensitivities	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Hair and skin disorders	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Incompatible products	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Medical advice or instructions	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Previous chemical treatments	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:
Recent removal of hair extensions or plaits	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:	<input type="checkbox"/> Date and sign:

Continues on next page



Consultation <small>Continued</small>	Record the consultation service provided for each client.		
Influencing factors	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair characteristics	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hair classifications	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Scalp condition	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Degree of relaxation required	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Previous chemical services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Length of regrowth	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Temperature	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sequence of application	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
White hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Degree of product build-up	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Need to cut hair prior to relaxing	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Elasticity test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Porosity test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Incompatibility test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Recording of tests and their importance	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page

Hints and tips

Do not carry out a relaxing service if there are breaks or abrasions on the scalp or signs of irritation. Relaxer could sensitise the area further and result in severe burning to the scalp.

Select and prepare products, tools and equipment

Record the products, tools and equipment used for each client.

Scalp protectors	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sodium relaxer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Non-sodium relaxer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Pre-relaxing treatments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Post-relaxing treatments	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Normalising shampoo	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Tail combs	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Wide tooth combs	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Hands	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Tint brushes	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Protection of client's hairline and scalp	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Relaxers	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Techniques for applying relaxers

Record the technique used for each client.

Pre-relaxing treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Sectioning of hair	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Relaxing techniques	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Virgin application	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Regrowth application between 4–8 weeks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Regrowth application up to 12 weeks	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Application techniques: top and bottom, top, hand, use of tools	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Using different tools	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Using different strengths of relaxer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Different development time	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Relaxer development test	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Remove product and neutralise to finish service

Record the technique used for each client.

Removal of relaxer	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Post-relaxing treatment	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Normalising process	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Continues on next page



Provide aftercare recommendations

Record the aftercare service provided for each client.

How to maintain the look	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Time interval between series	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Additional products	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Additional services	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:
Retail opportunities	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:	<input type="radio"/> Date and sign:

Hints and tips

Conditioning treatments should be applied regularly to ensure that relaxed hair stays in good condition.



Supplementary comments

Unit 213: Relax hair

Use this space to record any workplace, employer or client comments.

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Has all topic content been covered?

This section must be signed when all the topic content has been covered. Remember to fill in the 'What I have learnt' section on page 106.

We confirm that this evidence is authentic and the assessments were conducted under specified conditions and that all the performance criteria, range and essential knowledge requirements have been met for this unit.

Grade

Candidate signature:

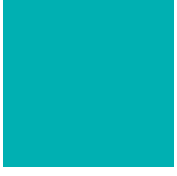
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More information



Health and safety and other legislation

It is essential to know your responsibilities for health and safety as defined by any specific legislation covering your job role. The following are the principal items of legislation which apply to general hairdressing salons and, therefore, to employers and employees/trainees alike:

- Health and Safety at Work Act.
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).
- The Health and Safety (First Aid) Regulations.
- The Regulatory Reform (Fire Safety) Order.
- The Manual Handling Operations Regulations.
- The Control of Substances Hazardous to Health (COSHH) Regulations.
- The Electricity at Work Regulations.
- The Environmental Protection Act.
- The Management of Health and Safety at Work Regulations.
- The Health and Safety (Information for Employees) Regulations.
- Data Protection Act.
- Working Time Directives.
- Cosmetic Products Regulations.
- Sale of Goods Act.
- Distance Selling Regulations (note: replaced June 2014 by Consumer Contracts Regulations).
- Trade Descriptions Act.
- Consumer Protection legislation.
- Disability Discrimination Act.



Environmental and sustainable working practices

You must know the different types of working methods that promote environmental and sustainable working practices. These form part of the knowledge range required for your qualification.

- 1 Reducing waste and managing waste (recycle, reuse, safe disposal).
- 2 Reducing energy usage (energy efficient appliances, low-energy lighting, utilising solar panels).
- 3 Reducing water usage and other resources.
- 4 Preventing pollution.
- 5 Using disposable items.
- 6 Using recycled, eco-friendly furniture.
- 7 Using low-chemical paint.
- 8 Using organic and allergy-free nail products.
- 9 Using environmentally friendly product packaging.
- 10 Choosing responsible domestic products (Fairtrade tea and coffee).
- 11 Encouraging carbon-reducing journeys to work.



Glossary of terms

Adverse hair, skin and scalp conditions

Factors of the hair, skin or scalp may limit what services clients can have. For example, if a client has psoriasis, then it may not be advisable to have harsh chemicals used on their hair.

Aftercare

Service provided to the client after their treatment to offer advice or recommend further services or products.

Basic wind

Basic sectioning technique includes a six-section or nine-section perm wind. Winding a nine-section perm helps you to control longer hair lengths and work in a methodical manner.

Brick

A style of sectioning the hair to mirror the pattern of brickwork.

Client's lifestyle

Factors in the client's life that influence the choice of hairstyle, eg a client who works in the fashion industry may wish to match their image with the latest fashions.

Colour depth

Lightness or darkness of the hair, ranging from 2–9 on the International Colour Chart system.

Consultation

A discussion between the stylist and a client to determine the services and treatments that reflect the client's requirements.

Contact dermatitis

Dermatitis is a type of eczema which is triggered when the skin comes into contact with a particular substance. The skin then becomes irritated and very dry. With the correct treatment dermatitis can improve.

Cortex

The cortex of the hair shaft is the thickest hair layer. It also contains most of the hair's pigment, giving the hair its natural colour.

Directional wind

A directional wind is similar to a directional set; you wind the hair in a directed manner to suit the style requirements.

Elasticity test

A test carried out on the hair to check the condition of the cortex; if the hair is healthy, it should stretch and return.

Environmental and sustainable working conditions

Practices which reduce harm to the environment and reduce wastage of resources.

Hair condition

The condition of the hair may limit what services clients can have. For example if a client had thin, weak hair, it may not be advisable to have a lot of harsh chemicals used on their hair.

Hair follicle

A sac from which hair grows and into which the sebaceous glands open. The follicle is lined by cells derived from the outside layer of the skin.

Hair growth cycle

The hair growth cycle consists of three distinct stages: anagen, catagen and telogen. Each strand of hair on the human body is at its own stage of development and, once the cycle is complete, it will restart and begin again as new hair begins to form.

Highlights

Hair highlighting is targeting specific strands of hair on the client's head with a different colour than their natural colour or dyed colour. The technique adds depth and texture to the hairstyle.

Humidity

Humidity is caused by water vapour being present in the air. This can cause the hair to lose its style/shape. The added moisture can sometimes cause the hair to frizz.

Hydrogen peroxide

A colourless, thick liquid used in bleaches with strong properties, which lighten the colour of the hair. Bleaching penetrates the hair shaft and removes the natural pigment of the hair.

Incompatibility test

A test to see if the hair will react to any of the chemical products that are about to be used on it.

Keloid scarring

Excess growth of scar tissue at the site of a healed skin injury.

Layered hair

A style which creates a layered look by varying the length of sections of the client's hair.

Legislation

Laws that are made or passed by Parliament and which need to be strictly adhered to.

Lightening

This refers to a range of bleaching products for hair. Examples include powder bleach, oil bleach and gel bleach. A lightening product also removes eumelanin and pheomelanin and they do not deposit tone.

Melanin

The natural pigment that gives colour to the skin and hair. Different types give different colours, for example, eumelanin is responsible for black and brown tones.

Neutralisers

Help to create curls while locking in both shape and condition. A neutraliser also helps to reduce the perm chemical's strong smell, which improves the experience for the client.

Non-sodium relaxer

A relaxer is an alkaline product that is designed to open the cuticle scales, allowing the chemicals to work within the cortex. Non-sodium relaxers are more gentle on the scalp.

Normalising shampoo

Also known as neutralising shampoo, this is applied after the hair has been relaxed, to remove any remaining relaxer and to bring the hair back to a pH of around 5.5.

Pin curling

A styling technique either used for volume or flat movement of various curls. This is ideal for an avant-garde look or to dress hair.

Porosity

Refers to the hair's ability to absorb liquids into the cortex. Porosity is controlled by whether the cuticle layers are open or closed. If hair is porous, it means the cuticle layers are more open and the hair will absorb liquid quickly.

Post-relaxing treatment

This is applied after the relaxer has been rinsed from the hair.

PPE

Personal protective equipment protects the wearer against health and safety risks at work. It normally includes gloves, goggles, aprons etc.

Pre-perm treatment

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

Pre-relaxing treatment

This is usually carried out on porous hair, prior to the application of a relaxer.

Round brush

A brush that is round in shape and can be used during a blow dry to create curls or straight hair. The bristles provide grip to create great volume. The diameter of the brush will determine on how big the resulting curls will be.

Scalp protector

This protects the client's scalp from the chemical used during relaxing.

Sensitised hair

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

Skin test/patch test

A test carried out prior to colouring services, following a manufacturer's instructions, to ascertain whether the client's skin may react with the chemicals in the colouring product.

Sodium relaxer

The main active ingredient is sodium hydroxide. Sodium hydroxide relaxers are used to break down the hair's bonds.



Strand test

A test carried out during colour development to check the progress of the colour and identify when it should be removed.

Texturising (using chemicals)

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

Toners

Typically used to alter the brassy tones in hair after the application of a bleach. The toner neutralises the shades of orange and yellow into a more subtle shade of blonde or silver.

Virgin application

This is hair that has not been relaxed before.

Volume

A desirable quality of any hairstyle, as it makes the hair look much thicker and full of body.



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