

## Unit 625 – Relaxing Services for African Type Hair

Guided Learning Hours: 44

Learning Outcome	Assessment Criteria	Taught Content
1. Be able to prepare to provide a variety of relaxing services	1.1 Prepare themselves, the client and the work area for relaxing services	1.1.1 To include: <ul style="list-style-type: none"> <li>• Preparing self</li> <li>• Preparing working area</li> <li>• Sanitising/sterilising tools and equipment</li> <li>• Preparing environment</li> <li>• Assisting the client into a comfortable and relaxed position for the treatment</li> <li>• Protecting and caring for the client throughout the treatment</li> </ul>
	1.2 Use suitable consultation techniques to identify the service objectives	1.2.1 To include: <ul style="list-style-type: none"> <li>• Discussing client's needs and requirements</li> <li>• Discussing limitations</li> <li>• Consulting with client throughout the service</li> </ul>
	1.3 Conduct a range of tests following manufacturers' instructions and recognised industry procedures	1.3.1 To include: <ul style="list-style-type: none"> <li>• Checking the texture of the hair</li> <li>• Checking the density of the hair</li> <li>• Checking the length of hair</li> <li>• Checking the length of re-growth if previously relaxed</li> <li>• Checking the scalp condition</li> </ul>
	1.4 Present suitable options for a course of action, based on the nature and extent of any issues affecting the relaxing service required	1.4.1 To include: <ul style="list-style-type: none"> <li>• Non-chemical straightening services</li> <li>• Conditioning treatments</li> </ul>
	1.5 Apply pre-relaxing products to: <ul style="list-style-type: none"> <li>- protect the scalp</li> <li>- even out the porosity of the hair</li> </ul>	1.5.1 To include: <ul style="list-style-type: none"> <li>• Protective scalp gel</li> <li>• Pre-relaxing creams and lotions</li> </ul>
	1.6 Describe the salon's requirements for client preparation, preparing themselves and the work area	1.6.1 To include: <ul style="list-style-type: none"> <li>• Protective clothing for self and client</li> <li>• Sanitising/sterilising tools and equipment</li> <li>• Disposing of waste hygienically and appropriately</li> </ul>

	<p>1.7 Describe the different consultation techniques used to identify service objectives</p> <p>1.8 Explain the importance of hair and scalp analysis and tests</p> <p>1.9 Describe the action to take in the event of adverse reactions to tests and contraindications to the service</p> <p>1.10 Explain the importance of applying scalp protection and pre-relaxing products before the service</p> <p>1.11 Outline the main legislation that affects the relaxing service</p>	<p>1.7.1 To include:</p> <ul style="list-style-type: none"> <li>• Open and closed questioning</li> <li>• Use of visual aids</li> <li>• Listening techniques</li> </ul> <p>1.8.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding cross infection</li> <li>• Avoiding damage to scalp and breakage to the hair</li> <li>• Achieving the desired result</li> <li>• Avoiding legal action</li> </ul> <p>1.9.1 To include:</p> <ul style="list-style-type: none"> <li>• Advising client of the results</li> <li>• Advising not carrying out the service</li> <li>• Advising client to seek medical advice as appropriate</li> </ul> <p>1.10.1 To include:</p> <ul style="list-style-type: none"> <li>• Avoiding burning the scalp during relaxing</li> <li>• Evening out the porosity of the hair</li> <li>• Avoiding damage to the hair</li> </ul> <p>1.11.1 To include general compliance of the country therein: e.g.</p> <ul style="list-style-type: none"> <li>• Health and Safety at Work</li> <li>• The Control of Substances Hazardous to Health (COSHH)</li> </ul>
2. Be able to provide relaxing services	<p>2.1 Communicate and behave in a professional manner</p> <p>2.2 Select and use products, tools and equipment based on the outcomes of the consultation</p>	<p>2.1.1 To include:</p> <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul> <p>2.2.1 To include:</p> <ul style="list-style-type: none"> <li>• Brushes and combs</li> <li>• Products for protecting the scalp</li> <li>• Products for protecting the hair</li> <li>• Relaxing products and neutralising shampoos</li> </ul>

	2.3	Carry out relaxing services using suitable application techniques	2.3.1	To include: <ul style="list-style-type: none"> <li>• Full- head</li> <li>• Re-growth</li> <li>• Smoothing</li> </ul>
	2.4	Monitor the development of the product, remedying any arising problems	2.4.1	To include: <ul style="list-style-type: none"> <li>• Checking for scalp irritation</li> <li>• Removing relaxing product immediately</li> </ul>
	2.5	Remove chemicals in a way that minimises risk of hair damage	2.5.1	To include: <ul style="list-style-type: none"> <li>• Control of water temperature</li> <li>• Control of water direction and flow</li> <li>• Massage techniques</li> </ul>
	2.6	Achieve the desired degree of straightness	2.6.1	To include: <ul style="list-style-type: none"> <li>• Checking the result after neutralising</li> <li>• Consulting the client throughout the service</li> </ul>
	2.7	Apply a suitable post-conditioning treatment	2.7.1	To include: <ul style="list-style-type: none"> <li>• Moisturising conditioner</li> </ul>
	2.8	Follow safe and hygienic working practices	2.8.1	To include: <ul style="list-style-type: none"> <li>• Protecting client</li> <li>• Personal protection</li> <li>• Posture and standing position</li> <li>• Sanitisation/sterilisation of tools and equipment</li> <li>• Disposing of waste hygienically and appropriately</li> </ul>
	2.9	Provide suitable aftercare advice	2.9.1	To include: <ul style="list-style-type: none"> <li>• Shampooing and conditioning</li> <li>• Brushing and combing</li> <li>• Drying and styling the hair</li> <li>• Finishing products</li> </ul>
	2.10	Describe how the different chemical ingredients in relaxing products affect the hair structure	2.10.1	To include: <ul style="list-style-type: none"> <li>• Sodium relaxers</li> <li>• Non-sodium relaxers</li> </ul>

	2.11 Explain the importance of using pre- and post-relaxing treatments and how the active ingredients affect the hair structure	2.11.1 To include: <ul style="list-style-type: none"> <li>• Evening out porosity</li> <li>• Moisturising the hair</li> <li>• Restoring hairs' natural pH</li> </ul>
	2.12 Explain the effect of neutralising shampoos on the hair structure	2.12.1 To include: <ul style="list-style-type: none"> <li>• Rebuilding the disulphide bonds</li> </ul>
	2.13 Explain how the pH of relaxing products affects the pH balance of the hair and procedures used to restore the natural pH balance of the hair	2.13.1 To include: <ul style="list-style-type: none"> <li>• The hair's natural pH</li> <li>• Sodium and non-sodium relaxers</li> <li>• Neutralising shampoos</li> <li>• Moisturising conditioners</li> </ul>
	2.14 Explain the application techniques for relaxing the hair	2.14.1 To include: <ul style="list-style-type: none"> <li>• Full-head</li> <li>• Re-growth</li> </ul>
	2.15 Explain the importance of timing and thorough rinsing of products	2.15.1 To include: <ul style="list-style-type: none"> <li>• Avoiding damage and breakage to the hair</li> <li>• Achieving the desired result</li> </ul>
	2.16 Describe how and why contraindications can affect the delivery of relaxing services	2.16.1 To include: <ul style="list-style-type: none"> <li>• Preventing service to be carried out</li> <li>• Avoiding damage to the hair</li> <li>• Legal responsibilities</li> </ul>
	2.17 Describe the potential problems with corrective relaxing and relaxing services and how to remedy them	2.17.1 To include: <ul style="list-style-type: none"> <li>• Breakage to the hair</li> <li>• Pre-relaxing products</li> </ul>
	2.18 Explain the importance of following manufacturers' instructions when using relaxing products in the salon	2.18.1 To include: <ul style="list-style-type: none"> <li>• Avoiding mistakes</li> <li>• Producing desired result</li> <li>• Preventing legal action</li> </ul>
	2.19 Outline safe and hygienic working practices	2.19.1 To include: <ul style="list-style-type: none"> <li>• Protecting client</li> <li>• Personal protection</li> <li>• Posture and standing position</li> </ul>

	<p>2.20 Describe the aftercare that should be provided</p> <p>2.21 State how to communicate and behave within a salon environment</p>	<ul style="list-style-type: none"> <li>• Sanitisation/sterilisation of tools and equipment</li> </ul> <p>2.20.1 To include:</p> <ul style="list-style-type: none"> <li>• Shampooing and conditioning the hair</li> <li>• How to brush and comb the hair</li> <li>• How to maintain the style</li> <li>• Use of finishing products</li> </ul> <p>2.21.1 To include:</p> <ul style="list-style-type: none"> <li>• Being polite</li> <li>• Being honest</li> <li>• Speaking clearly</li> <li>• Listening attentively</li> <li>• Demonstrating positive body language and facial expressions</li> </ul>
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