

UHB50

Provide a variety of relaxing services

The aim of this unit is to develop your knowledge, understanding and skills to provide prescriptive relaxing services. You will also learn to analyse relaxing issues, deal with chemically treated hair, sensitised hair and plan and agree a course of action, as treatment may need to span a period of time and a number of appointments.

Throughout this unit you will need to maintain a high level of health, safety and hygiene throughout your work. You will also need to maintain a professional personal appearance and demonstrate effective communication skills.

National Occupational
Standards (NOS)

AH7

Level

3

Credit value

9

GLH

82

Observations

4

External paper(s)

1



Provide a variety of relaxing services

Learning outcomes

On completion of this unit you will:

1. Be able to provide a variety of relaxing services
2. Understand how health and safety policies and procedures affect relaxing services
3. Understand the factors that may influence relaxing services
4. Understand the science of relaxing hair
5. Understand the tools, equipment, products and techniques used for relaxing services

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not permitted in this unit. All Observation outcomes must be on real clients.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least four occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Range*
All ranges must be practically demonstrated or other forms of evidence produced to show they have been covered.
5. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
6. *Tutor/Assessor guidance*
Your tutor **must** refer to the '**Habia Assessment Strategy**' when delivering this unit to ensure that you cover all the requirements for this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes and ranges in this unit. All outcomes and ranges must be achieved.
7. *External paper*
Knowledge and understanding in this unit will be assessed by an external paper. The criteria that make up this paper can be found in the 'Exam requirements' section of this unit. **There is one external paper that must be achieved.**

Achieving observations and range

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off a learning outcome when all criteria have been competently achieved in a single client service.

Achieving range

The range section indicates what must be covered. Ranges should be practically demonstrated as part of an observation. Where this is not possible other forms of evidence may be produced. All ranges must be covered.

Your assessor will document the portfolio reference once a range has been competently achieved.



Observations

Learning outcome 1

Be able to provide a variety of relaxing services

You can:

- a. Prepare for relaxing services
- b. Apply safe and hygienic methods of working throughout service
- c. Consult with clients about services and outcomes of tests
- d. Confirm with clients the desired effect
- e. Evaluate the suitability of products, tools and equipment for relaxing services
- f. Carry out a variety of relaxing services
- g. Assess any relaxing problems and implement suitable action
- h. Provide clients with advice and recommendations on the service(s) provided

** May be assessed by supplementary evidence.*

Observation	1	2	3	4
Criteria questioned orally				
Date achieved				
Portfolio reference				
Learner signature				
Assessor initials				

Range



You must practically demonstrate that you have:

Used all types of products	Portfolio reference
Scalp protectors	
Sodium relaxer	
Non-sodium relaxer	
Pre-relaxing treatments	
Post-relaxing treatments	
Normalising shampoo	
Carried out all tests	Portfolio reference
Elasticity	
Porosity	
Strand	
Provided all relaxing services	Portfolio reference
Correction of under processing	
Partial relaxing	
Relaxing varying texture on the same head	
Relaxing coloured hair	
Analysed all areas	Portfolio reference
Hair characteristics	
Hair classifications	
Scalp condition	
Previous chemical services	
Degree of relaxation required	
Target area to be relaxed	
Varying degree of elasticity	
Varying degree of porosity	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.



You must practically demonstrate that you have:

Used a minimum of 2 tools	Portfolio reference
Tail combs	
Wide tooth combs	
Hands	
Tint brushes	
Considered all factors	Portfolio reference
Temperature	
Time	
Sequence of application	
White hair	
Degree of product build-up	
Given all advice and recommendations	Portfolio reference
How to maintain their look	
Time interval between services	
Additional products	
Additional services	

It is strongly recommended that all range items are practically demonstrated. Where this is not possible, additional **observed** evidence may be produced to demonstrate competence.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

**This is not an exhaustive list.*

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

Each assessment criterion in the knowledge learning outcomes has been mapped to the relevant statement in the National Occupational Standard (NOS). In the Knowledge section of this book, the assessment criteria and related NOS references are listed. There is a column for the portfolio reference to be inserted.

The NOS statements covered in the external exam have been presented separately to assist you with your revision and are listed in the Exam Requirements section of this book. The NOS statements listed in both the Exam Requirements and Knowledge Requirements sections of this book, must be evidenced in a portfolio.

Achieving the external paper

The external paper will test your knowledge of the criteria detailed in the 'Exam requirements' section. **A pass mark of 70% must be achieved.**

Your assessor will complete the table below when the 70% pass mark has been achieved.

Paper	Date achieved	Assessor initials
1 of 1		

Knowledge



Learning outcome 2

Understand how health and safety policies and procedures affect relaxing services

You can:	NOS AH7 reference	Portfolio reference
a. Explain responsibilities for health and safety in own role	K1, K3, K11, K25	
b. Describe the potential hazards and possible risks that may occur in the workplace and affect services	K8	
c. Describe safe and hygienic working methods and practices that must be followed throughout the services	K2, K4, K6, K9, K13	
d. Describe contact dermatitis and how it can be prevented		
e. Explain the importance of questioning clients prior to and during relaxing services	K15, K26, K56	
f. Explain the importance of preventing cross-infection and cross-infestation	K5, K7, K10	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 3

Understand the factors that may influence relaxing services

You can:	NOS AH7 reference	Portfolio reference
a. Explain the factors that may influence the services	K14, K27, K28, K30	
b. Describe ways of dealing with any influencing factors		

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 4

Understand the science of relaxing hair

You can:	NOS AH7 reference	Portfolio reference
a. Describe how to recognise contra-indications and how they affect relaxing services	K16	
b. Explain why it is important to test the hair and scalp prior to and during relaxing services	K20, K21	
c. Describe when and how relaxing tests are carried out	K18, K45, K46	
d. Describe how test results influence the relaxing services	K17, K19, K22	
e. Explain the effects on the hair structure when providing relaxing services	K29, K40, K41, K42, K49, K52	

You will be required to have a portfolio of evidence for all assessment criteria.



Learning outcome 5

Understand the tools, equipment, products and techniques used for relaxing services

You can:	NOS AH7 reference	Portfolio reference
a. Identify the tools, equipment and products available and the effects they achieve	K31, K33, K34, K35, K38, K43	
b. Describe methods of applying relaxing products	K37, K39, K43, K44, K45	
c. State the importance of following salon and manufacturers' instructions during relaxing services	K12, K32, K41, K43, K53, K54	
d. Explain the types and causes of relaxing problems	K47, K48, K49, K51	
e. Describe ways of dealing with relaxing problems	K23, K24, K50, K57	
f. Outline the importance of using products cost effectively	K36	
g. Explain the importance of providing clients with advice and recommendations on the service(s) provided and products available	K55, K58	

You will be required to have a portfolio of evidence for all assessment criteria.

Knowledge requirements



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS AH7	NOS statements to be included in a portfolio of evidence
K1	Your responsibilities for health and safety as defined by any specific legislation covering your job role
K2	Your salon's requirements for client preparation
K3	The range of protective clothing and products that should be available for clients
K4	How the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury
K5	Why it is important to keep your work area clean and tidy
K6	The safety considerations which must be taken into account when performing the relaxing service
K7	Methods of cleaning, disinfection and sterilisation used in salons
K8	The hazards and risks which exist in your workplace and the safe working practices you must follow
K9	The different types of working methods that promote environmental and sustainable working practices
K10	Methods of working safely and hygienically that minimises the risk of cross-infection and cross-infestation
K11	The importance of personal hygiene and presentation in maintaining health and safety in your workplace
K12	Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow
K13	The correct methods of waste disposal
K14	Your salon's expected service times for relaxing hair
K15	The legal significance of client questioning and the recording of client's responses
K16	How and why the contra-indications can affect the delivery of the relaxing service to clients



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS AH7	NOS statements to be included in a portfolio of evidence
K17	How the hair and scalp analysis can affect the choice of products used
K18	When and how tests should be carried out and the expected results
K19	How the results of tests can influence the relaxing service
K20	Potential consequences of failing to conduct tests
K21	Why it is important to record test results
K22	The courses of action to take in the event of adverse reactions to tests and the contra-indications in the range
K23	Your own limits of authority for resolving relaxing issues
K24	The person to whom you should report problems that you cannot resolve
K25	Regulations in relation to the use of relaxing and normalising products
K26	The importance of presenting and agreeing a course of action in a way your client will understand
K27	How hair characteristics may impact on relaxing hair
K28	The different hair classifications and how these may impact on relaxing hair
K29	The effects of relaxing products on the hair structure
K30	The factors that should be considered when selecting sodium or non-sodium relaxing products
K31	The different types and uses of available pre and post-relaxing treatments
K32	The manufacturers' instructions for the types of relaxing products used in your salon
K33	The different types of applicators used during relaxing treatments
K34	Why it is important to use scalp protectors
K35	The benefits and effects within pre and post treatments



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS AH7	NOS statements to be included in a portfolio of evidence
K36	The importance of using products economically
K37	The importance of preparing the client hair prior to the relaxing services
K38	The difference between sodium and non-sodium relaxing products
K39	The sequence of product application to correct the relaxing services in the range and why this is important
K40	How lithium, calcium and guanidine behave to change the hair structure
K41	The implications of using a hydroxide based product on ammonium thioglycolate treated hair
K42	How to identify the difference between hair porosity and natural keratinisation
K43	The percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product
K44	How to texturise hair
K45	The method of checking relaxer development
K46	The method of checking development when texturising
K47	The causes of mid length, end and root under-processing and how to correct them
K48	The consequences of under-processing and over-processing the hair
K49	How neutralising shampoos work and their affect on the hair structure
K50	When corrective relaxing treatments should not be used
K51	The potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them
K52	The importance and effects of restoring the hair's pH balance after the relaxing process
K53	The importance of accurate timing



You will be required to produce a portfolio of evidence for all the NOS statements listed in this section. Each assessment criterion in the knowledge learning outcomes has been mapped to the NOS statements listed in this section.

NOS AH7	NOS statements to be included in a portfolio of evidence
K54	Why it is necessary for the thorough rinsing of products
K55	The importance of having a sufficient time lapse between relaxing and a corrective relaxing service
K56	The discomforts clients may experience during the relaxing process and why it is important to check on their wellbeing
K57	How to deal with scalp irritation during and after the relaxing process
K58	The importance of providing advice and recommendations on the products and services provided in the salon

Exam requirements



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS AH7	NOS statements included in the exam
K6	The safety considerations which must be taken into account when performing the relaxing service
K15	The legal significance of client questioning and the recording of client's responses
K16	How and why the contra-indications can affect the delivery of the relaxing service to clients
K17	How the hair and scalp analysis can affect the choice of products used
K19	How the results of tests can influence the relaxing service
K20	Potential consequences of failing to conduct tests
K21	Why it is important to record test results
K22	The courses of action to take in the event of adverse reactions to tests and the contra-indications in the range
K23	Your own limits of authority for resolving relaxing issues
K24	The person to whom you should report problems that you cannot resolve
K27	How hair characteristics may impact on relaxing hair
K28	The different hair classifications and how these may impact on relaxing hair
K29	The effects of relaxing products on the hair structure
K30	The factors that should be considered when selecting sodium or non-sodium relaxing products
K31	The different types and uses of available pre and post-relaxing treatments
K33	The different types of applicators used during relaxing treatments



The exam will test all of the NOS statements below. You should use this section to help you to revise for the exam.

NOS AH7	NOS statements included in the exam
K34	Why it is important to use scalp protectors
K35	The benefits and effects within pre and post treatments
K37	The importance of preparing the client hair prior to the relaxing services
K38	The difference between sodium and non-sodium relaxing products
K39	The sequence of product application to correct the relaxing services in the range and why this is important
K42	How to identify the difference between hair porosity and natural keratinisation
K43	The percentage of the hair length that is acceptable to leave when transferring from an ammonium thioglycolate based product to a hydroxide based product
K44	How to texturise hair
K47	The causes of mid length, end and root under-processing and how to correct them
K48	The consequences of under-processing and over-processing the hair
K49	How neutralising shampoos work and their affect on the hair structure
K50	When corrective relaxing treatments should not be used
K51	The potential consequences of using relaxing products on colour treated hair and white hair and how to deal with them
K52	The importance and effects of restoring the hair's pH balance after the relaxing process
K53	The importance of accurate timing
K54	Why it is necessary for the thorough rinsing of products
K55	The importance of having a sufficient time lapse between relaxing and a corrective relaxing service
K57	How to deal with scalp irritation during and after the relaxing process