

iUHB240 – Relaxing services for different hair types

URN – R/617/5706

Guided Learning Hours: 44

Learning outcome	Assessment criteria	Taught content to include
LO1 Be able to prepare to provide a variety of relaxing services	1.1. Prepare themselves, the client and the work area for relaxing services	• Preparing self • Preparing working area • Sanitising/sterilising tools and equipment • Selecting the appropriate tools and products for the service equipment for the hair classification type • Preparing environment • Assisting the client into a comfortable and relaxed position for the treatment • Protecting and caring for the client throughout the treatment
	1.2. Use suitable consultation techniques to identify the service objectives	• Discussing client's needs and requirements • Discussing limitations • Consulting with client throughout the service
	1.3. Conduct a range of tests following manufacturers' instructions and recognised industry procedures	• Checking the texture of the hair • Checking the density of the hair • Checking the length of hair • Checking the length of re-growth if previously relaxed • Checking the scalp condition • Undertaking: - Developmental strand test - Elasticity test - Porosity test - Incompatibility test - Test cutting (where applicable) - Pull test

	1.4. Present suitable options for a course of action, based on the nature and extent of any issues affecting the relaxing service required	• Non-chemical straightening services • Conditioning treatments
	1.5. Apply pre-relaxing products to: • Protect the scalp • Even out the porosity of the hair	• Protective scalp gel • Pre-relaxing creams and lotions
	1.6. Describe the salon's requirements for client preparation, preparing themselves and the work area	• Protective clothing for self and client • Sanitising/sterilising tools and equipment • Disposing of waste hygienically and appropriately
	1.7. Describe the different consultation techniques used to identify service objectives	• Open and closed questioning • Use of visual aids • Listening techniques
	1.8. Explain the importance of hair and scalp analysis and tests	• Avoiding cross infection • Avoiding damage to scalp and breakage to the hair • Achieving the desired result • Avoiding legal action
	1.9. Describe the action to take in the event of adverse reactions to tests and contra-indications to the service	• Advising client of the results • Advising not carrying out the service • Advising client to seek medical advice as appropriate
	1.10. Explain the importance of applying scalp protection and pre-relaxing products before the service	• Avoiding burning the scalp during relaxing • Evening out the porosity of the hair • Avoiding damage to the hair
	1.11. Outline the main legislation that affects the relaxing service	• To include general compliance of the country therein, e.g.: - Health and Safety at Work - The Control of Substances Hazardous to Health (COSHH)

LO2 Be able to provide relaxing services	2.1. Communicate and behave in a professional manner	• Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions
	2.2. Select and use products, tools and equipment based on the outcomes of the consultation	• Brushes and combs • Products for protecting the scalp • Products for protecting the hair • Relaxing products and neutralising shampoos

	2.3. Carry out relaxing services using suitable application techniques	• Full-head • Re-growth • Smoothing
	2.4. Monitor the development of the product, remedying any arising problems	• Checking for scalp irritation • Removing relaxing product immediately
	2.5. Remove chemicals in a way that minimises risk of hair damage	• Control of water temperature • Control of water direction and flow • Massage techniques
	2.6. Achieve the desired degree of straightness	• Checking the result after neutralising • Consulting the client throughout the service
	2.7. Apply a suitable post-conditioning treatment	• Moisturising conditioner
	2.8. Follow safe and hygienic working practices	• Protecting client • Personal protection • Posture and standing position • Sanitisation/sterilisation of tools and equipment • Disposing of waste hygienically and appropriately
	2.9. Provide suitable aftercare advice	• Shampooing and conditioning • Brushing and combing • Drying and styling the hair • Finishing products
	2.10. Describe how the different chemical ingredients in relaxing products affect the hair structure	• Sodium relaxers • Non-sodium relaxers
	2.11. Explain the importance of using pre and post-relaxing treatments and how the active ingredients affect the hair structure	• Evening out porosity • Moisturising the hair • Restoring hairs' natural pH
	2.12. Explain the effect of neutralising shampoos on the hair structure	• Rebuilding the disulphide bonds
	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	• The hair's natural pH • Sodium and non-sodium relaxers • Neutralising shampoos • Moisturising conditioners
	2.14. Explain the application techniques for relaxing the hair	• Full-head • Re-growth

	2.15. Explain the importance of timing and thorough rinsing of products	• Avoiding damage and breakage to the hair • Achieving the desired result
	2.16. Describe how and why contra-indications can affect the delivery of relaxing services	• Preventing service to be carried out • Avoiding damage to the hair • Legal responsibilities
	2.17. Describe the potential problems with corrective relaxing and relaxing services and how to remedy them	• Breakage to the hair • Pre-relaxing products
	2.18. Explain the importance of following manufacturers' instructions when using relaxing products in the salon	• Avoiding mistakes • Producing desired result • Preventing legal action
	2.19. Outline safe and hygienic working practices	• Protecting client • Personal protection • Posture and standing position • Sanitisation/sterilisation of tools and equipment
	2.20. Describe the aftercare that should be provided	• Shampooing and conditioning the hair • How to brush and comb the hair • How to maintain the style • Use of finishing products
	2.21. State how to communicate and behave within a salon environment	• Being polite • Being honest • Speaking clearly • Listening attentively • Demonstrating positive body language and facial expressions

Assessment	
MCQ	
Portfolio of evidence	Containing 3 practical performances

Guide to taught content

The content contained within the unit specification is not prescriptive or exhaustive but is intended to provide helpful guidance to teachers and learners with the key areas that will be covered within the unit, and, relating to the kinds of evidence that should be provided for each assessment objective specific to the unit learning outcomes.

Document History

Version	Issue Date	Changes	Role
v1	08/08/2019	First published	Qualifications and Regulation Co-ordinator
v2	22/06/2026	Rebranding	Development Administrator