





# 315

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## Relaxing services for African type hair

Relaxing is becoming a much more popular service for clients with extremely curly hair. Relaxing hair means that the client can adopt a greater range of styles, as it permanently smoothes out the curls. Relaxing is used to help the client manage their hair, and it also improves how flexible and durable the hair is when styling. Use your imagination and create that personal look that everyone will want!

# Assignment mark sheet

## Unit 315 Relaxing services for African type hair

Your assessor will mark you on each of the practical tasks in this unit. This page is used to work out your overall grade for the unit. You must pass **all** parts of the tasks to be able to claim a grade. For the practical task a pass equals 1 point, a merit equals 2 points and a distinction equals 3 points.

What you must know	Tick when complete
Task 1a: produce a chart	
Task 1b: produce an information sheet	
<b>Or</b> tick if covered by an online test	

What you must do	Grade	Points
Task 2a: full head application		
Task 2b: re-growth application		

### Conversion chart

Grade	Points
Pass	1–1.5
Merit	1.6–2.5
Distinction	2.6–3

Total points for graded tasks	
Divided by	<b>÷ 2</b>
= Average grade for tasks	
<b>Overall grade</b> (see conversion chart)	

Candidate name:

Candidate signature: Date:

Assessor signature: Date:

Quality assurance co-ordinator signature (where applicable): Date:

External Verifier signature (where applicable): Date:

### Revision tip

It is important to conduct a thorough analysis prior to a relaxing service as this will enable you to find out if there are any problems that may affect the service. You will also be able to determine what products can/should be used.

## What does it mean?

Some useful words are explained below

### Barrier cream

Used to protect the client's skin from irritation.

### Calcium hydroxide-based relaxer (non-lye)

These have less irritation for the client; they are ideal for clients who have sensitive scalps and who are sensitive to sodium hydroxide.



### Dermatitis

You can avoid this skin condition by making sure that you always use disposable non-latex gloves. Always rinse and dry your hands thoroughly after washing, and moisturise them to keep them healthy.

### Disulphide bonds

These are the strongest bonds in the hair. If too many are broken down the hair will become weak and break.

### Fragilitas crinium

Commonly known as split ends, these are caused by harsh physical and/or chemical damage.

### Neutralising shampoo

Used to cleanse the hair of any remaining relaxer and neutralise any alkalinity still present.

### Overlapping

When product is applied to previously relaxed hair. This will weaken the hair and eventually result in breakage.

### Over processed

Over-processed hair is hair that is damaged by the excessive use of chemicals. This may cause hair loss.



### Post-treatment

Will bring the hair back to its normal pH level and replace lost moisture.

### Pre-treatment

Coating the cuticle with a polymer film, which acts as a buffer to slow down the chemical product.



### Relaxing

A chemical treatment where the natural curl or movement from a client's hair is removed or reduced. This may be temporary or permanent.

### Sodium hydroxide-based relaxer (lye)

This is the stronger of the relaxers, with which you can achieve maximum straightness. There is no mixing of chemicals, there is a varied choice of strengths, and the hair will have more shine.

### Strand test

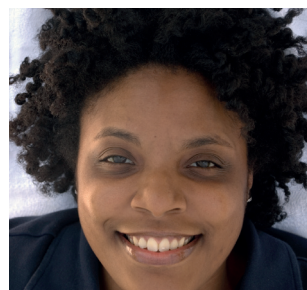
A test carried out during the relaxing process to see if the desired straightness has been achieved. Take a small section of the hair, wipe off the relaxer and check the straightness.

### Trichorrhexis nodosa

Small, split swellings on the hair shaft where the cortex has split. This is caused by harsh physical and/or chemical damage.

### Under processed

If the hair is under processed, it will be unevenly relaxed. To rectify this, re-apply to the under-processed areas, if the condition allows.



### Virgin hair

Hair that has not had any chemical treatment on it.



#### Revision tip

To check the development of the relaxer, you must remove the relaxer using the back of a comb or the tail end of a brush and check for straightness.



### Be the next... *Michelle Sultan*



Michelle Sultan's mastery of African type hair won her the joint Afro Hairdresser of the Year title in 2010. At Hype Coiffure Michelle fell into session styling, and now coifs the hair of stars including Alexandra Burke, Alesha Dixon and Kelly Rowland. She took a City & Guilds qualification on the road to stardom. **Follow the blue quotes for her relaxing advice!**

## What you must know

### You must be able to:

- 1 Describe the salon's requirements for client preparation, preparing yourself and the work area
- 2 Explain the safety considerations that must be taken into account
- 3 Describe the different consultation techniques used to identify service objectives
- 4 Explain the importance of hair and scalp analysis and tests
- 5 Explain the importance of applying scalp protection and pre-relaxing products before the service
- 6 Describe how the different chemical ingredients in relaxing products affect the hair structure
- 7 Explain the importance of using pre- and post-relaxing treatments and how the active ingredients affect the hair structure
- 8 Explain the effect of neutralising shampoos on the hair structure
- 9 Explain how the pH of relaxing products affects the pH balance of the hair, and the procedures used to restore the natural pH balance of the hair
- 10 Explain the application techniques for relaxing the hair
- 11 Explain the importance of accurate timing and thorough rinsing of products
- 12 Describe the potential problems with relaxing hair and how to remedy them
- 13 Explain the importance of following manufacturers' instructions when using relaxing products
- 14 Outline safe and hygienic working practices
- 15 Describe the aftercare advice that should be provided
- 16 State how to communicate and behave within a salon environment





Image courtesy of Andy Libb



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*To keep a salon-fresh, smooth finish, you should recommend your client visits the salon every 8–12 weeks to get their hair re-relaxed.*

*Advise the client that when sleeping, they should protect the hair from friction with a hair net or scarf. This will prevent the hair from breakage.*

# Relaxin

*Accurate timing is important to allow sufficient sulphur bonds in the cortex to form.*



Image courtesy of iStockphoto.com/StHelena



There are three different strengths of relaxer available – sensitive, mild, and resistant.

# ing hair

Image courtesy of iStockphoto.com/Lokibaho



Good aftercare advice is essential to help the client maintain the style and condition.

There are three main ingredients for relaxers: sodium hydroxide, calcium hydroxide and lithium hydroxide.



# What you must do

## Practical observations

This page shows what you need to do during your practical task. You can look at it beforehand, but you're **not** allowed to have it with you while carrying out your practical task. You must achieve **all** the criteria; you can achieve 1 mark, 2 marks or 3 marks for the criteria indicated with \*.

### Conversion chart

Grade	Marks
Pass	16–18
Merit	19–24
Distinction	25–28

### State whether a lye or non-lye product used

- 1 Prepare yourself, the client and the work area for a relaxing service
- 2 Use suitable consultation techniques to identify service objectives \*
- 3 Evaluate the potential of the hair to achieve the desired style by identifying influencing factors \*
- 4 Provide clear recommendations to the client based on factors \*
- 5 Position yourself and the client appropriately throughout the service
- 6 Select products, tools and equipment based on results of analysis
- 7 Apply pre-relaxing products to protect the scalp and even out porosity of the hair
- 8 Use products, tools and equipment to achieve the desired effect
- 9 Carry out relaxing service using suitable application techniques

Relaxing service					
Full head application			Re-growth application		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		

*Continues on next page*

The pH value of relaxing products is 10–12.

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*The more oil you have on the hair the better, as it is protecting the scalp.*

- 10 Monitor the development of the product \*
- 11 Remove chemicals in a way that minimises risk of hair damage
- 12 Achieve the desired degree of straightness
- 13 Apply a suitable post-conditioning treatment
- 14 Follow safe and hygienic working practices
- 15 Provide suitable aftercare advice \*
- 16 Communicate and behave in a professional manner \*

Totals

Grade

Candidate signature  
and date

Assessor signature  
and date

Relaxing service					
Full head application			Re-growth application		
1	2	3	1	2	3
1			1		
1			1		
1			1		
1			1		
1	2	3	1	2	3
1	2	3	1	2	3



*When you get a new client who hasn't had their hair relaxed before, book a consultation and perform strand tests with different types of relaxers, so you can see which produces the best result.*

Image courtesy of iStockphoto.com/SV Photo





# What you must do

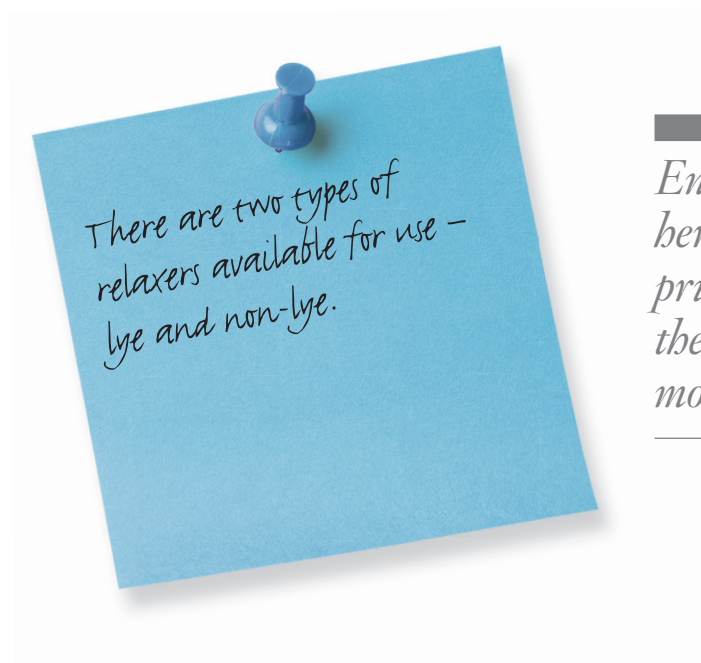
## Practical observations descriptors table

This table shows what you need to do to achieve 1, 2 or 3 marks for the criteria indicated with \* on pages 142 and 143.

	1 mark	2 marks	3 marks
<b>2</b> Use suitable consultation techniques to identify service objectives	Basic consultation Example: uses open and closed questions	Good consultation Examples: uses open and closed questions, visual aids, is aware of own body language	Thorough consultation Examples: uses open and closed questions, uses good visual aids, uses body language effectively, repeats instructions clearly to gain confirmation
<b>3</b> Evaluate the potential of the hair to achieve the desired style by identifying influencing factors	Minimal evaluation Identifies influential factors Examples: hair texture, length and density, client requirements	Good evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, previous chemical treatments	High level of evaluation Examples: hair texture, length and density, client requirements, hair growth patterns, elasticity, client lifestyle, previous chemical treatments, head/face shape/features, contra-indications
<b>4</b> Provide clear recommendations to the client based on factors	Limited recommendations given based on minimal factors Examples: if relaxing service can be carried out	Clear recommendations given based on most factors Examples: if relaxing service can/cannot be carried out, options of different products, results that can be achieved	Comprehensive recommendations given based on most factors with accuracy Examples: if relaxing service can/cannot be carried out, options of different products, results that can be achieved, matched client requirements accurately, analysed test accurately

*Continues on next page*

	1 mark	2 marks	3 marks
<b>10</b> <b>Monitor the development of the product</b>	Monitors development with occasional guidance Example: needs a second opinion	Monitors development with autonomy, identifying problems, if any Examples: correctly identifies development of relaxer, additional protector required	Monitors development with autonomy, identifying problems and solutions Examples: correctly identifies development of relaxer, more time required, additional protector required, removes product early due to sensitivity
<b>15</b> <b>Provide suitable aftercare advice</b>	Basic aftercare advice Example: use of products	Good level of aftercare Examples: use of products and equipment	Excellent level of aftercare advice Examples: use of products and equipment, maintenance of style and further services available
<b>16</b> <b>Communicate and behave in a professional manner</b>	Satisfactory communication and behaviour Examples: polite, friendly, positive body language, speaks clearly	Good communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client needs	Excellent communication and behaviour Examples: polite, friendly, positive body language, speaks clearly, respectful to colleagues and clients, listens and responds to client's needs, shows a reassuring and confident manner



*Ensure your client hasn't shampooed her hair for a minimum of five days prior to relaxing, as it will wash away the hair's natural oils, making the skin more susceptible to burning.*



## Comment form

# Unit 315 Relaxing services for African type hair

This form can be used to record comments by you,  
your client, or your assessor.

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