

AH10

Relax hair

Unit AH10 (City & Guilds Unit 033)

Relax hair

Mandatory

This unit has four outcomes. As some are linked, you can be observed by your assessor for up to four outcomes at the same time.

Outcome 1

Maintain effective and safe methods of working when relaxing hair

Outcome 2

Analyse the hair and prepare for relaxing

Outcome 3

Relax and normalise hair

Outcome 4

Provide aftercare advice

Evidence requirements

To achieve this unit you must practically demonstrate in your everyday work that you have met the standard for relaxing hair. The standards cover things you must do (performance criteria), things that you must cover (range) and things that you must know.

What you must do

Your assessor will observe these aspects of your performance on **at least 3 occasions for relaxing processes**.

What you must cover

You will see key words in bold on the 'What you must do' list. For each of these, there is a range of things that you must cover. From the range, you must show that you have:

- used all the products in the range
- used **3 out of the 4*** types of tools listed
- questioned clients on all the areas of contra-indication listed
- carried out all the tests in the range
- covered all the analysis areas listed in the range
- used all the application techniques
- considered all the factors listed in the range
- carried out relaxing in **3 out of the 4*** areas listed in the range
- that you have given all the types of advice listed in the range

*However, you must prove to your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all the items in this range.

It is likely most evidence of your performance will be gathered from the observations made by your assessor but you may be required to produce other evidence to support your performance if your assessor has not been present.

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What you must do

Outcome 1

Maintain effective and safe methods of working when relaxing hair by

- a) ensuring your client's clothing is effectively protected throughout the service
- b) wearing personal protective equipment during the relaxing process
- c) positioning your client to meet the needs of the service without causing them discomfort
- d) ensuring your own posture and position whilst working minimises fatigue and the risk of injury
- e) keeping your work area clean and tidy throughout the service
- f) removing waste during the relaxing service
- g) using working methods that
 - minimise the wastage of **products**
 - minimise the risk of cross-infection
 - make effective use of your working time
 - ensure the use of clean resources
 - minimise the risk of harm or injury to yourself and others
- h) ensuring your personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to your clients and colleagues
- i) using **tools** that are safe and fit for purpose
- j) promptly identifying and reporting any **products** that need re-ordering to the relevant person *
- k) completing the service within a commercially viable time
- l) completing client records so that they are accurate, easy to read and up-to-date

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

"It is always good practice to protect your clients scalp before a relaxing service"

Samantha Golding

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What you must do (continued)

Outcome 2

Analyse the hair and prepare for relaxing by

- a) asking your client appropriate questions to identify if they have any **contra-indications** to relaxing services
- b) accurately recording your client's responses to questioning
- c) conducting all necessary **tests** following manufacturers' instructions and recognised industry procedures
- d) accurately recording the outcomes of **tests** on the client's record card
- e) ensuring your **analysis** allows you to accurately determine the choice of **products** and **application techniques**
- f) seeking assistance from the relevant person when **contra-indications** and or reactions to **tests** cause doubts as to the suitability of the service for your client *
- g) basing your recommendations on an accurate evaluation of your client's hair and its potential to achieve the effect required
- h) informing your client of the likely cost, duration and expected outcome of the service
- i) choosing **products** and **tools** based on the results of your analysis, necessary **tests**, consultation with your client and relevant **factors** influencing the service
- j) selecting and using relaxing products from the same product line throughout the service following the manufacturer's instructions
- k) preparing **products** following manufacturers' instructions
- l) effectively protecting the hairline and scalp prior to relaxing
- m) correctly applying a suitable pre-relaxing treatment from root to end to even out hair porosity

Observation	1	2	3		
Achieved	○	○	○	○	○
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	○	Date
Covered by oral questioning	○	Date

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What you must do (continued)

Outcome 3

Relax and normalise hair by

- a) sectioning the hair, when required, cleanly and evenly to assist the accurate **application** of the relaxer
- b) applying **products** accurately taking into account the results of your **analysis** and other **factors** influencing the service
- c) using **tools** effectively so as to avoid damage to the scalp, if texturising the hair
- d) applying the relaxer in a way that minimises the risk of the product being spread to your clients skin, clothes and surrounding area
- e) accurately timing the **application** and development of the relaxer following manufacturer's instructions
- f) confirming the required degree of straightening has been achieved by taking strand tests on different areas of the head and at suitable times throughout the **relaxing process**
- g) monitoring the comfort of your client at regular intervals throughout the **relaxing process**
- h) removing chemicals in a way which minimises the risk of damage to the hair and following manufacturers instructions
- i) adapting the water temperature, pressure and direction to protect the hair condition
- j) leaving the relaxed hair free of all visible traces of relaxing product
- k) restoring the hair's pH balance using a suitable post relaxing treatment
- l) normalising the hair to leave it free of all traces of residue relaxer oils
- m) resolving any problems occurring during the **relaxing process** within the limits of your own authority *
- n) promptly referring problems you cannot resolve to the relevant person **
- o) achieving the required degree of straightness that is anticipated and acceptable to your client
- p) achieving the degree of texturising that is anticipated and acceptable to your client, when required

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

* Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date
** Covered by observation	<input type="radio"/>	Date
Covered by oral questioning	<input type="radio"/>	Date

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What you must do (continued)

Outcome 4

Provide aftercare advice by

- a) giving **advice** and recommendations accurately and constructively
- b) giving your client suitable **advice** on the maintenance of their relaxed hair

	1	2	3		
Observation Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					



Image courtesy of Denman

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What you must cover

Before ticking the circles below you must make sure that you have achieved 'What you must cover' in all the outcomes in which it occurs.

Products Tick the products used in each observation. **All** products must be used.

	1	2	3		
scalp protectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
non-sodium relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
pre-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
post-relaxing treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
normalising shampoo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tools Tick the tools used in each observation. **Three** out of the four tools must be used.

	1	2	3		
tail combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
wide tooth combs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
tint brushes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Contra-indications Tick the contra-indications that you have questioned each client on each observation. You must used question clients on **all** contra-indications.

	1	2	3		
skin sensitivities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
history of previous allergic reaction to relaxing products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
other known allergies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
skin disorders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
incompatible products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
medical history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
time interval from last colour, perm or relaxer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
recent removal of hair extensions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
recent removal of plaits without added hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Tests Tick the tests used in each observation. **All** tests must be carried out.

	1	2	3		
elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
incompatibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
strand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Continues on next page

Analysis

Tick the analysis used in each observation. **All** analysis must be considered.

	1	2	3		
the scalp condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hair texture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
porosity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
elasticity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
density	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
scalp sensitivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
scalp disorders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
identification of previously permed hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
degree of relaxation required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Application techniques

Tick the application techniques used. **All** application techniques must be carried out.

	1	2	3		
top and bottom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
top	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Factors

Tick the factors considered for each observation. **All** factors must be considered.

	1	2	3		
temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hair condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
sequence of application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
semi-permanent colour treated hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
quasi-permanent treated hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
white hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
length of re-growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
degree of product build-up	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
need to cut hair prior to relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Relaxing process

Tick the relaxing process carried out for each observation. **Three** out of the four areas must be covered.

	1	2	3		
virgin application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
re-growth application up to 8 weeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
re-growth application up to 12 weeks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
texturising on short hair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advice

Tick the advice given for each observation. **All** advice must be given.

	1	2	3		
time intervals between relaxing services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
relaxed hair maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
use of suitable conditioning products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
use of suitable styling products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
time intervals for professional conditioning treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Observation	1	2	3		
Achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Date					
Candidate signature					
Assessor signature					
IV signature (if sampled)					

Unit AH10 Relax hair
Comment form

This form can be used to record oral questioning, or for assessor/candidate comments, if required

Comments	Date
1	
2	
3	

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What you must know

You need to understand:	Evidence type	Date	Portfolio ref.
Salon and legal requirements			
1. your salon's requirements for client preparation	E3		
2. your salon's expected service times for relaxing	E3		
3. when and how to complete client records	E3		
4. your salon's and legal requirements for disposal of waste materials	E3		
5. your own limits of authority for resolving relaxing problems	E3		
6. the person to whom you should report problems you cannot resolve	E3		
7. your responsibilities under current Data Protection legislation	E3		
8. your own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of relaxing and normalising products	E3		
9. your responsibilities under the current Electricity at Work Regulations	E3		
How to work safely, effectively and hygienically when relaxing and normalising hair			
10. the range of protective clothing and products that should be available for clients	E3		
11. the type of personal protective equipment available	E3		
12. how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3		
13. why it is important to position your tools and equipment for ease of use	E3		
14. why it is important to use personal protective equipment	E3		
15. the safety considerations which must be taken into account when relaxing and normalising	E3		
16. why it is important to keep your work area clean and tidy	E3		

Continues on next page

17. methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation	E3	
18. the importance of personal hygiene	E3	
19. methods of sterilisation used in hairdressing salons	E3	
20. the importance of questioning clients to establish any contra-indications to relaxing services	E4	Centre files
21. why it is important to record client responses to questioning	E4	Centre files
22. the legal significance of client questioning and the recording of client's responses to questioning	E4	Centre files
Analysing and testing		
23. what hair and scalp analysis should cover	E3	
24. the importance of conducting a thorough analysis	E4	Centre files
25. the types and purposes of tests	E4	Centre files
26. when and how tests should be carried out and the expected results	E4	Centre files
27. how the results of tests can influence the relaxing service	E4	Centre files
28. potential consequences of failing to test	E4	Centre files
29. the courses of action to take in the event of adverse reactions to tests (eg, the types of reactions you need to report to another, more senior person)	E4	Centre files
30. why it is important to record test results	E4	Centre files
Basic science		
31. the effects and potential effects of relaxing products on the hair structure	E4	Centre files
32. the effect of relaxer pre-treatments on the hair structure and why they should be used	E4	Centre files
33. the effect of post-treatments on the hair structure and why they should be used	E4	Centre files
34. the effect of relaxers on white hair	E4	Centre files
35. the active ingredients in relaxing products	E4	Centre files
36. the pH value of relaxing products	E4	Centre files
37. the importance and effects of restoring the hair's pH balance after the relaxing process	E4	Centre files
38. the effects and possible effects of temperature on relaxing products	E4	Centre files
39. the difference between sodium and non-sodium relaxing products	E4	Centre files

Continues on next page

40. why accurate timing and thorough rinsing of products is necessary	E4	Centre files
41. how to recognise Trichorrhexis Nodosa and how to deal with this condition	E4	Centre files
42. how the factors in the range can affect your choice of relaxing products	E4	Centre files
43. how the contra-indications in the range can effect the delivery of the relaxing service to clients	E4	Centre files
44. the effect of overlapping products on to previously chemically treated hair	E4	Centre files
45. the importance of not shampooing the hair 48 hours prior to relaxing	E4	Centre files
46. the difference between African and Caucasian hair type structures	E4	Centre files
Products, tools and their use		
47. the manufacturers' instructions for the specific relaxing products in your salon	E3	
48. why different tools are used when relaxing and texturising and their effect on the hair and scalp	E3	
49. the factors that should be considered when selecting sodium or non-sodium relaxing products	E4	Centre files
50. why it is important to use products from the same system	E3	
51. the different types and strengths of available relaxers and when to use them	E4	Centre files
52. the different types and use of pre and post relaxing treatments and when to use them	E3	
53. the importance of following manufacturer's instructions when using relaxing products	E3	
54. the manufacturer's instructions for the types of relaxing products in your salon	E3	
55. how to use scalp protectors and why they are important	E4	Centre files
56. the importance of using products economically	E3	
Relaxing and texturising techniques and problems		
57. method of checking development when relaxing	E3	
58. method of checking development when texturising	E3	
59. method and sequence of application of relaxing and normalising products	E3	

Continues on next page

60. types and causes of problems that can occur during the relaxing and texturising process	E3	
61. methods of resolving relaxing and texturising problems	E3	
62. the circumstances when hair may need to be cut prior to a service	E3	
63. how to deal with scalp irritation during the relaxing and texturising process	E4	Centre files
64. the potential effects of using relaxing products on semi-permanent and quasi-permanent coloured hair	E3	
65. the potential discomforts clients may experience during the relaxing process and why it is important to check on their well-being	E3	
Information to give to clients on hair maintenance and management		
66. how often to shampoo and condition their hair	E3	
67. suitable conditioning treatments and the importance of regular conditioning	E3	
68. the recommended time intervals for professional conditioning treatments	E3	
69. products to use for homecare, those to avoid and why	E3	
70. how to protect hair whilst sleeping and why	E3	
71. how lifestyle can effect the client's maintenance of their relaxed hair (e.g. active sports, career, job requirements and holidays)	E3	
72. the importance of knowing when and why they need to have their hair cut	E3	
73. how the continual use of heated equipment can damage the hair	E3	
74. recommended time intervals between relaxing and other chemical services	E3	
Communication		
75. how to give effective advice and recommendations to clients	E3	

Tick if E3 was a GOLA test

Tick if E4 was a GOLA test

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Supplementary notes

Your assessor may use this space for any additional comments they may have about your work

Comment	Date

Unit sign-off
This section must be signed when the unit is complete
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 requirement have been met for this unit.

Candidate signature _____	Date _____
Assessors signature _____	Date _____
IV signature (if sampled) _____	Date _____