

AH18

*Perm African type*

*hair*

## Unit AH18 (City & Guilds Unit 035)

### Perm African type hair

### Optional

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

#### **Outcome 1**

Maintain effective and safe methods of working when rearranging, perming and neutralising hair

#### **Outcome 2**

Analyse the hair and prepare for perming

#### **Outcome 3**

Chemically rearrange the hair

#### **Outcome 4**

Perm and neutralise hair

#### **Outcome 5**

Provide aftercare advice

### Evidence requirements

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To achieve this unit you must practically demonstrate in your everyday work that you have met the standard for perming African type 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

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Your assessor will observe these aspects of your performance on **at least 2 occasions, for rearranging, perming and neutralising processes.**

#### What you must cover

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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
- questioned clients on all the areas of contra-indication listed
- carried out all the tests in the range
- you covered all the analysis areas listed in the range
- considered all the factors listed in the range
- carried out rearranging on **2 out of the 3\*** types of hair listed in the range
- used both sectioning and winding techniques 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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# Unit AH18 Perm African type hair

What you must do

## Outcome 1

### Maintain effective and safe methods of working when rearranging, perming and neutralising hair by

- a) ensuring your client's clothing is effectively protected throughout the service
- b) wearing personal protective equipment when using perming and neutralising chemicals
- 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 immediately at the end of the perming and neutralising 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 clients
- 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 equipment that is 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

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

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

## Unit AH18 Perm African type hair

What you must do (continued)

### Outcome 2

#### Analyse the hair and prepare for perming by

- a) asking your client appropriate questions to identify if they have any **contra-indications** to perming 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 methods
- 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**, tools and equipment based on the results of your analysis, necessary **tests**, consultation with your client and relevant **factors** influencing the service
- j) preparing **products** following manufacturers' instructions
- k) ensuring shampooing leaves the hair free from product build-up
- l) effectively protecting the hairline prior to perming
- d) effectively protecting the scalp, where necessary, prior to perming
- e) correctly applying a suitable pre-perm treatment from root to end to even out hair porosity

| Observation               | 1                     | 2                     |                       |                       |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Achieved                  | <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 |

# Unit AH18 Perm African type hair

What you must do (continued)

## Outcome 3

### Chemically rearrange hair by

- a) sectioning the hair cleanly and evenly to assist the accurate application of the chemical rearranger
- b) applying **products** accurately taking into account the results of your **analysis** and other **factors** influencing the service
- c) applying your chemical rearranger in a way that minimises the risk of the product being spread to your clients skin, clothes and surrounding area
- d) accurately timing the application and development of the chemical rearranger following manufacturer's instructions
- e) confirming the consistency and evenness of straightening has been achieved by taking strand tests on different areas of the head and at suitable times in the **rearranging** process
- f) removing chemicals in a way which minimises the risk of damage to the hair and following manufacturers' instructions
- g) ensuring your working methods minimise the risk of chemicals being spread to the client's skin, clothes and surrounding areas
- h) adapting the water temperature, pressure and direction to protect the hair condition
- i) leaving the hair and scalp clean and free from chemicals and excess moisture
- j) resolving any problems occurring during the chemical **rearranging** process within the limits of your own authority \*
- k) promptly referring problems you cannot resolve to the relevant person \*\*
- l) leaving the hair tangle-free without causing damage to the hair or scalp

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

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

# Unit AH18 Perm African type hair

What you must do (continued)

## Outcome 4

### Perm and neutralise hair by

- a) using **products** and **sectioning and winding techniques** taking into account relevant **factors** influencing the service
- b) sectioning and winding the hair cleanly and evenly to achieve the desired look
- b) effectively securing any hair not being wound so as to keep your section clearly visible when required
- d) applying pre or post damping products evenly to the hair following manufacturers' instructions
- e) taking meshes of hair which suit the size of the perming implement
- f) maintaining an even tension throughout the winding process
- g) completing all winding operations within 35 minutes when using pre-damping products
- h) monitoring and timing the development of the perming process following manufacturers' instructions
- i) confirming the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
- j) achieving the correct degree of curl necessary for the final desired look
- k) removing products ensuring the water pressure does not dislodge the perm implements and the water temperature suits your client's comfort needs
- l) leaving the hair free of perm lotion when the desired degree of curl is achieved
- m) removing excess moisture before applying neutraliser without disturbing the wound hair
- n) distributing the neutraliser evenly following the manufacturer's instructions
- o) removing the perm implements without disturbing the curl formation
- p) leaving the hair free of neutraliser after the final rinse
- q) identifying any problems during the perming and neutralising processes and resolving them within the limits of your own authority \*
- r) promptly referring problems you cannot resolve to the relevant person \*\*
- s) applying suitable activators and moisturisers at the end of the perming process

|                                  |          |          |   |   |
|----------------------------------|----------|----------|---|---|
| <b>Observation</b>               | <b>1</b> | <b>2</b> |   |   |
| <b>Achieved</b>                  | ○        | ○        | ○ | ○ |
| <b>Date</b>                      |          |          |   |   |
| <b>Candidate signature</b>       |          |          |   |   |
| <b>Assessor signature</b>        |          |          |   |   |
| <b>IV signature (if sampled)</b> |          |          |   |   |

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

# Unit AH18 Perm African type hair

What you must do (continued)

## Outcome 5

### Provide aftercare advice by

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

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



## Unit AH18 Perm African type hair

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                     |                       |                       |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| skin protectors     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| pre-perm treatments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| chemical rearranger | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| perming lotions     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| neutralisers        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| conditioners        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| finishing products  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

|   | 1                     | 2                     |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| skin sensitivities  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| history of previous allergic reaction to perming products | <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"/> |
| skin disorders  | <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"/> |
| medical history   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| time interval from last colour or perm                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| previously relaxed hair                                   | <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"/> |
| recent removal of plaits without added hair               | <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                     |                       |                       |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|
| elasticity      | <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"/> |
| incompatibility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Analysis**Tick the analysis used in each observation. **All** analysis must be carried out.

|  | 1                     | 2                     |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| the scalp condition                      | <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"/> |
| scalp disorders                          | <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"/> |
| identification of previously permed hair | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| need to cut hair prior to perming        | <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"/> |

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

|   | 1                     | 2                     |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| temperature                               | <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"/> |
| hair condition                            | <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"/> |
| scalp sensitivity                         | <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"/> |
| direction and degree of movement required | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| hair length                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| colour treated hair                       | <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"/> |

Continues on next page

**Rearranging**

Tick the hair types rearranging process is carried out on in each observation. **All** must be covered.

|                     | 1                     | 2                     |                       |                       |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| re-growth           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| virgin hair         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| colour treated hair | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Sectioning and winding techniques**

Tick the sectioning and winding techniques carried out for each observation. **Both** must be used .

|             | 1                     | 2                     |                       |                       |
|-------------|-----------------------|-----------------------|-----------------------|-----------------------|
| directional | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| brick       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Aftercare advice**

Tick the aftercare advice given. **All** aftercare advice must be given.

|   | 1                     | 2                     |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| time intervals between perming services                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| permed hair maintenance                                 | <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"/> |
| use of suitable styling products                        | <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"/> |

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

# Unit AH18 Perm African type hair

## Comment form

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

| Comments | Date |
|----------|------|
| 1        |      |
|          |      |
|          |      |
| 2        |      |
|          |      |
|          |      |
|          |      |

## Unit AH18 Perm African type hair

### What you must know

You need to understand:

|  | Evidence type | Date | Portfolio ref. |
|--|---------------|------|----------------|
| <b>Salon and legal requirements</b>  |               |      |                |
| 1. your salon's requirements for client preparation  | E3            |      |                |
| 2. your salon's expected service times for perming and neutralising work   | 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 perming and neutralising 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 perming and neutralising products | E3            |      |                |
| 9. your responsibilities under the current Electricity at Work Regulations   | E3            |      |                |
| <b>How to work safely, effectively and hygienically when rearranging, perming and neutralising African type hair</b>   |               |      |                |
| 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 perming and neutralising   | E3            |      |                |

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|   |    |              |
|---|----|--------------|
| 16. why it is important to keep your work area clean and tidy   | E3 |              |
| 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 perming and 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 |
| <b>Analysing and testing</b>  |    |              |
| 23. what a 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 perming 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 |
| <b>Basic science</b>  |    |              |
| 31. the effects of chemical rearrangers, perm lotions and neutralisers on the hair structure  | E4 | Centre files |
| 32. the active ingredients in perming and neutralising products   | E4 | Centre files |
| 33. why and when chemical re-arranging of hair structure is necessary   | E4 | Centre files |
| 34. how temperature affects the perming process   | E4 | Centre files |
| 35. the importance of accurate timing and thorough rinsing of products  | E4 | Centre files |
| 36. the importance and effects of restoring the hair's pH balance after the perming and neutralising processes  | E4 | Centre files |

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|  |    |              |
|--|----|--------------|
| 37. the importance of considering water temperature during the rinsing process                             | E4 | Centre files |
| 38. how to recognise Trichorrhhexis Nodosa and how to deal with this condition                             | E4 | Centre files |
| 39. how the factors in the range can affect your choice of perming and neutralising products               | E4 | Centre files |
| 40. the effect of hydrogen peroxide based neutralisers on dark hair  | E4 | Centre files |
| 41. the effect of overlapping products on to previously chemically treated hair                            | E4 | Centre files |
| 42. why previously relaxed hair should not be permed   | E4 | Centre files |
| 43. how and why the contra-indications in the range can affect the delivery of perming services to clients | E4 | Centre files |
| 44. the difference between African and Caucasian hair type structures                                      | E4 | Centre files |
| <b>Products, equipment and their use</b>   |    |              |
| 45. the types of equipment used during the perm development process  | E3 |              |
| 46. the manufacturers' instructions for the specific perming and neutralising products in your salon       | E3 |              |
| 47. why different applicators are used when chemically rearranging and their effect on the hair and scalp  | E3 |              |
| 48. when and why it is important to use pre and or post-perm treatments                                    | E4 | Centre files |
| 49. the different types and uses of available pre-damping lotions, chemical rearrangers, and neutralisers  | E3 |              |
| 50. the importance of using products economically  | E3 |              |
| <b>Perming and neutralising techniques and problems</b>  |    |              |
| 51. when to use the types of sectioning patterns listed in the range                                       | E3 |              |
| 52. the factors that influence the use of different sized perm implements                                  | E4 | Centre files |
| 53. method of checking chemical re-arranger development  | E3 |              |
| 54. method of checking curl development  | E3 |              |
| 55. methods of application of perm lotions, chemical rearrangers and neutralising agents                   | E3 |              |

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|   |    |
|---|----|
| 56. types and causes of problems that can occur during the perming and neutralising processes                                   | E3 |
| 57. methods of resolving perming problems   | E3 |
| 58. the circumstances when hair may need to be cut prior to a service   | E3 |
| 59. how to deal with scalp irritation during the perming process  | E3 |
| <b>Information to give to clients on hair maintenance and management</b>  |    |
| 60. how often to shampoo and condition their hair   | E3 |
| 61. suitable conditioning treatments and the importance of regular conditioning   | E3 |
| 62. products to use for homecare, those to avoid and why  | E3 |
| 63. how to protect hair whilst sleeping and why   | E3 |
| 64. how lifestyle can effect the client's maintenance of their perm (e.g. active sports, career, job requirements and holidays) | E3 |
| 65. the importance of knowing when and why they need to have their hair cut   | E3 |
| 66. how the continual use of heated equipment can damage the hair   | E3 |
| 67. recommended time intervals between perming and other chemical services  | E3 |
| <b>Communication</b>  |    |
| 68. how to give effective advice and recommendations to clients   | E3 |

Shaded knowledge is covered in cross unit knowledge test.

Tick if E3 was a GOLA test

Tick if E4 was a GOLA test





