

Unit GH14 (City & Guilds Unit 023)

Perm and neutralise hair

Optional

About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering more than 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2009. All rights reserved. City & Guilds is a trademark of the City and Guilds of London Institute.

Please note: National Occupational Standards are © Consumer Services Industry Authority. Please check the conditions upon which they may be copied with Habia.

First edition 2008
Revised edition 2009

Publications

For information about or to order City & Guilds support materials, contact 020 7294 4113 or learningmaterials@cityandguilds.com. You can find more information about the materials we have available at www.cityandguilds.com/publications.

For further copies of this logbook or other qualification documentation, contact Publications Sales at the address below or by telephoning 0844 543 0000. Or you can fax 020 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T 0844 543 0033
F 020 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Page layout design by Purpose
Implementation by Kate Lyons
Edited by Tom Guy, Rachel Howells and Emily Ayers
Special thanks to Diane Mitchell



GHI4 *perming* & *neutralising*

A short time ago, perming was one of the most popular hairdressing services. But as colouring became more popular and straighteners went on most people's wish list, the demand for perming decreased. Until now! As perming products and fashions change, curls are making a comeback.

In this unit you can start your preparation to meet the technical demands and potential business perming brings. You will learn how to choose and mix products, and will understand the science behind the curls that makes them stay in place – even after the hair is wet.



Unit GH14 (City & Guilds Unit 023)

Perm and neutralise hair

Optional

4 Level 2 NVQ/SVQ Hairdressing

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

Outcome 1

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

Outcome 2

Prepare for perming and neutralising

Outcome 3

Perm and neutralise hair

Outcome 4

Provide aftercare advice



Evidence requirements

You must practically demonstrate in your everyday work that you have met the standard for perming and neutralising hair. The standards cover things that 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 you on at least **three** occasions. Two of the observed perms must be carried out on a full head. You must do correctly all the things listed under 'What you must do' on the sign-off sheets that follow.

Simulation is not allowed for any performance evidence within this unit. 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.

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. You must show that you have:

Used the following products:

barrier cream
pre-perm treatments
perm lotions
neutralisers
post-perm treatments

Questioned clients on the following contra-indications:

history of previous allergic reaction to perming products
other known allergies
skin disorders
incompatible products
medical advice or instructions

“
It's important that we break down the fear of perming, as today's technology and application methods can help you create some stunning effects for your clients.
The educators at Zotos Perm International

”

Carried out the following tests:

elasticity

porosity

incompatibility

skin

Taken into account the following factors:

temperature

direction and degree of movement required

hair condition

hair texture

hair length

hair density

Carried out the following sectioning techniques:

directional

nine section

brick

Given the following aftercare advice:

suitable aftercare products and their use

use of heated styling equipment

time interval between services

the effect of perming on other services

What you must know

You will be assessed on your knowledge of the following:

Salon and legal requirements

How to work safely, effectively and hygienically when perming and neutralising

Tests and testing

Basic science

Products, equipment and their use

Perming and neutralising techniques and problems

Aftercare advice for clients

Communication

This will be completed through written and oral questioning by your assessor, or by an online test. For details of what you must know, see pages 15–19.



Perming & neutralising

Useful words

Some terms that you will come across in this unit are explained below.

Barrier cream A thick protective cream, which when worn on the hands of the hairdresser or the hairline of the client acts as an invisible coating to prevent chemicals causing harm to the skin.

Brick winding A technique where the wound curlers are placed in a pattern that resembles brickwork, to avoid gaps in the hair. This technique is suitable for clients with shorter hair.

Contra-indications When a client has a contra-indication it means that they have a condition or visible sign of having had an adverse reaction to a medication, product or service. If your client has a contra-indication when they come into the salon, you should ask your supervisor for advice as to whether you should carry out the service.

Directional winding A technique where the hair is wound in the direction in which it's going to be worn. Hair can be wound in any direction. This technique is suitable for clients with shorter hair.

Incompatibility test A test to assess the reaction of the skin to chemicals or products.

Neutralise The process of reconditioning or rebalancing the hair after perming. From this process, the hair is returned to its natural state of pH 4.5–5.5.

Nine section A sectioning technique where the hair is divided into nine sections, using clips to secure the hair. This can be done prior to winding the hair, making the hair easier to control.

Perm rod Rods and curlers are both tools used to wind the hair around in the perming process.

pH balance The normal pH of the hair and skin's surface is 4.5–5.5. Perming can affect this, so pH-balancing products are used after perming to return the hair and skin to 4.5–5.5.



Observation sign-off sheet

Unit GH14 Perm and neutralise hair

What you must do

Within your work, you must show your assessor that you can do the following. You will be observed a number of times (as a guide, at least **three** times).

Each time you achieve **all** the points listed below within a single client service, your assessor will tick the circle and enter the date.

Outcome 1

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

- a Ensure your client's clothing is effectively protected throughout the service
- b Wear personal protective equipment when using perming and neutralising chemicals
- c Position your client to meet the needs of the service without causing them discomfort
- d Ensure your own posture and position whilst working minimises fatigue and the risk of injury
- e Keep your work area clean and tidy throughout the service
- f Remove waste immediately at the end of the perming and neutralising service
- g Use 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 Ensure your personal standards of health and hygiene minimise the risks of cross-infection, infestation and offence to your clients and colleagues

Hints and tips

Wear either vinyl gloves or barrier cream on your hands while carrying out a perm.



Continues on next page

- i Use equipment that is safe and fit for the purpose
- j Promptly identify and report any **products** that need re-ordering to the relevant person *
- k Complete the perming and neutralising service within a commercially viable time
- l Complete client records so that they are accurate, easy to read and up-to-date



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

Continues on next page

Hints and tips

Perming literally means permanently changing the hair structure through chemical processes. So, it is not easy to correct mistakes and it's important that you understand what you're doing before you set out.

Image courtesy of Goldwell





Observation sign-off sheet

Unit GH14 Perm and neutralise hair

What you must do (continued)



Kate Winslet's soft waves add volume and glamour to her look.

Outcome 2

Prepare for perming and neutralising

- a Ask your client appropriate questions to identify if they have any **contra-indications** to perming services
- b Accurately record your client's responses to questioning
- c Conduct all necessary **tests** following manufacturers' instructions and recognised industry procedures
- d Record the outcomes of tests accurately on the client's record card
- e Seek 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 *
- f Choose **products**, tools and equipment based on the results of necessary tests, consultation with your client and **factors** influencing the service
- g Prepare **products** following manufacturers' instructions
- h Effectively protect your client's hair and skin prior to perming

Photograph by SLIT/SLYNY Inc., Camera Press, London

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

* Covered by observation Date _____
 Covered by oral questioning Date _____

Continues on next page

Outcome 3

Perm and neutralise hair

- a Use **products** and techniques taking into account **factors** influencing the service
- b **Section** and wind the hair cleanly and evenly to achieve the desired look
- c Secure effectively any hair not being wound so as to keep the **section** clearly visible when required
- d Take meshes of hair which suit the size of the perm rod
- e Maintain an even tension throughout the winding process
- f Ensure all wound perm rods sit on their own base
- g Follow manufacturers' instructions accurately when:
 - applying perming lotion and neutralisers evenly to all wound hair
 - monitoring and timing the development of the perming and neutralising processes
 - applying suitable conditioners, if necessary
- h Confirm the required degree of curl has been achieved by taking development **test** curls at suitable times throughout the perming process
- i Ensure the water temperature and flow suit your client's hair and scalp and comfort needs

Continues on next page

“
Make sure the tension is even as you wind, or the curl results will be uneven.

Maurice Lister

”

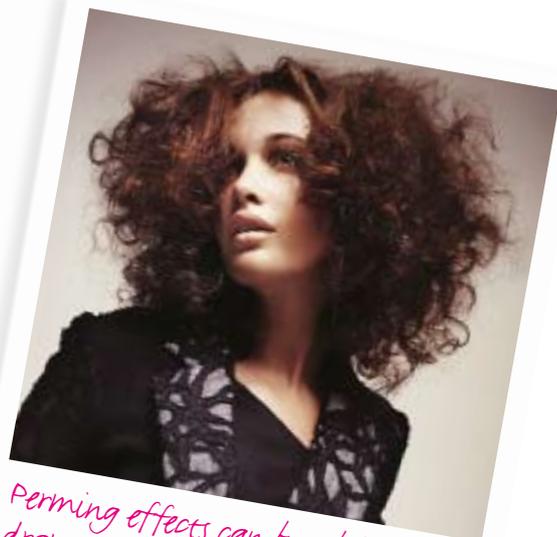


Perming & neutralising

9

Timing tip

A commercially viable service time for perm winding is 45 minutes.



Perming effects can be subtle or dramatic to create amazing looks.



Observation sign-off sheet

Unit GH14 Perm and neutralise hair

What you must do (continued)



- j Leave the hair free of perm lotion when the desired degree of curl is achieved
- k Remove excess moisture before neutralising without disturbing the wound hair
- l Remove the perm rods without disturbing the curl formation
- m Leave the hair free of neutraliser after the final rinse
- n Identify any problems during the perming and neutralising processes and resolve them within the limits of your own authority to do so *
- o Refer problems you cannot resolve to the relevant person promptly **
- p Achieve the correct degree of curl necessary for the final, desired look

Image courtesy of iStockphoto.com / Mental Collective

Observation	1	2	3		
Achieved	<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

Continues on next page

Outcome 4

Provide aftercare advice

- Give **advice** and recommendations accurately and constructively
- Give your client suitable **advice** on the maintenance of their perm



Perming & neutralising

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



Help your client to maintain their curls by advising them on suitable products.

“
Perming results can be subtle, but the texture created is there, supporting the style.
Maurice Lister

”



Observation sign-off sheet

Unit GHI4 Perm and neutralise hair

What you must cover

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

Products

Tick the products that you have used for each observation.

All products must be used.

	1	2	3		
Barrier cream	<input type="radio"/>				
Pre-perm treatments	<input type="radio"/>				
Perm lotions	<input type="radio"/>				
Neutralisers	<input type="radio"/>				
Post-perm treatments	<input type="radio"/>				

Contra-indications

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

	1	2	3		
History of previous allergic reaction to perming products	<input type="radio"/>				
Other known allergies	<input type="radio"/>				
Skin disorders	<input type="radio"/>				
Incompatible products	<input type="radio"/>				
Medical advice or instructions	<input type="radio"/>				

Tests

Tick the tests that you have carried out for each observation.

All tests must be carried out.

	1	2	3		
Elasticity	<input type="radio"/>				
Porosity	<input type="radio"/>				
Incompatibility	<input type="radio"/>				
Skin	<input type="radio"/>				

Continues on next page



Factors

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

	1	2	3		
Temperature	<input type="radio"/>				
Direction and degree of movement required	<input type="radio"/>				
Hair condition	<input type="radio"/>				
Hair texture	<input type="radio"/>				
Hair length	<input type="radio"/>				
Hair density	<input type="radio"/>				

Sectioning techniques

Tick the sectioning techniques carried out for each observation. **All** techniques must be used.

	1	2	3		
Directional	<input type="radio"/>				
Nine section	<input type="radio"/>				
Brick	<input type="radio"/>				

Aftercare advice

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

	1	2	3		
Suitable aftercare products and their use	<input type="radio"/>				
Use of heated styling equipment	<input type="radio"/>				
Time interval between services	<input type="radio"/>				
The effect of perming on other services	<input type="radio"/>				

Observation

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



Comment form

Unit GHI4

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

Comments	Date
1	
2	
3	



Thandie Newton's curls create a flattering shape.

“
Perming is a necessity for some customers, and a technique that shouldn't be feared.

The educators at Zotos Perm International

”

Knowledge sign-off sheet

Unit GHI4 Perm and neutralise hair

What you must know



Perming & neutralising

15

You need to understand:	Evidence type
Salon and legal requirements	
1 your salon's requirements for client preparation	E3
2 your salon's expected service times for basic perming and neutralising	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

Continues on next page

You will be assessed on your knowledge and understanding of all the following points. This will be completed by your assessor, through oral or written questions (evidence type E3) or a mandatory written paper (E4). Either of these could be an online test. The form tells you which evidence type is needed for each point. Your mandatory test papers will be kept by your assessor, so they won't appear in your portfolio.

Some areas appear in more than one unit (shaded in darker pink). These are covered in a cross-unit knowledge test. You only need to be tested on these once.

Once you have been assessed on each point, fill in the date and reference any written evidence that you've put in your portfolio.



Knowledge sign-off sheet

Unit GH14 Perm and neutralise hair

What you must know (continued)



You need to understand:	Evidence type
How to work safely, effectively and hygienically when perming and neutralising	
10 what is contact dermatitis and how to avoid developing it whilst carrying out perming services	E4
11 the range of protective clothing and products that should be available for clients	E3
12 the type of personal protective equipment available	E3
13 why it is important to use personal protective equipment	E4
14 how the position of your client and yourself can affect the desired outcome and reduce fatigue and the risk of injury	E3
15 why it is important to position your tools and equipment for ease of use	E3
16 the safety considerations which must be taken into account when perming and neutralising	E3
17 why it is important to keep your work area clean and tidy	E3
18 the methods of working safely and hygienically and which minimise the risks of cross-infection and cross-infestation	E3
19 the importance of personal hygiene	E3

Image courtesy of Goldwell

Continues on next page

You need to understand:	Evidence type
20 why it is important to check electrical equipment used to aid the perming process	E3
21 methods of cleaning, disinfecting and/or sterilisation used in salons	E3
22 the importance of questioning clients to establish any contra-indications to perming services	E3
23 why it is important to record client responses to questioning	E3
24 the legal significance of client questioning and the recording of clients' responses to questioning	E3
Tests and testing	
25 the types and purposes of tests	E4
26 when and how tests should be carried out and the expected results	E4
27 how the results of tests can influence the perming service	E4
28 the potential consequences of failing to test	E4
29 the courses of action to take in the event of adverse reactions to tests (eg the type of reactions you need to report to another, more senior person)	E4
30 why it is important to record test results	E4
Basic science	
31 the effects of perm lotions and neutralisers on the hair structure	E4
32 how temperature affects the perming process	E4
33 the importance of accurate timing and thorough rinsing of products	E4
34 the importance and effects of restoring the hair's pH balance after the perming and neutralising process	E4



Perming & neutralising



Continues on next page



Knowledge sign-off sheet

Unit GH14 Perm and neutralise hair

What you must know (continued)

Hints and tips

Make sure all the tools and equipment are prepared and within reach before starting the perm wind. Your work will be easier and more efficient.

You need to understand:	Evidence type
35 the importance of considering water temperature during the neutralising process	E4
36 how the factors in the range can affect your choice of perming and neutralising products	E4
37 how and why the contra-indications in the range can affect the delivery of perming services	E4
Products, equipment and their use	
38 the types of equipment used during the perm development process	E3
39 manufacturers' instructions for the specific perming and neutralising products in your salon	E3
40 when and why it is important to use pre-perm treatments	E4
41 the different types and uses of available perm lotions and neutralisers	E4
42 the types and uses of post-perm conditioners	E4
43 the importance of using products economically	E3

Continues on next page

You need to understand:	Evidence type
Perming and neutralising techniques and problems	
44 when to use the types of sectioning techniques listed in the range and why	E4
45 the factors that influence the use of different sized perm rods	E4
46 the method of checking curl development	E4
47 methods of application of perming lotions and neutralising agents	E4
48 the types and causes of problems that can occur during the perming and neutralising processes	E4
49 the methods of resolving perming problems	E4
Aftercare advice for clients	
50 products for home use that will benefit the client and those to avoid and why	E3
51 how the continual use of heated equipment can affect permed hair	E3
52 the recommended time intervals between perming and other services	E3
53 how lifestyle factors can affect the hair (eg swimming, time necessary for hair maintenance)	E3
54 how perming can affect other services (eg the need for regular cutting, effect on colour services)	E3
Communication	
55 how to give effective advice and recommendations to clients	E3
Tick if E3 was an online test	<input type="radio"/> Date
Tick if E4 was an online test	<input type="radio"/> Date
Tick if E3 was a written test	<input type="radio"/> Date
Tick if E4 was a written test	<input type="radio"/> Date
Tick if cross-unit knowledge test was an online test	<input type="radio"/> Date
Tick cross-unit knowledge	<input type="radio"/> Date



Perming & neutralising

Hints and tips

*Ask your clients questions about contra-indications to perming before **each** perming service and write down their answers, asking them to sign in order to confirm their answers.*



Image courtesy of Renella