

## Unit summary sheet

### Unit GH14: Perm and neutralise hair

Unit code: D/600/1217

Credit: 8

#### Unit aim

This is a job ready unit which is competency based. This unit is about carrying out basic perming and neutralising services to the satisfaction of the client. The learner will be required to demonstrate a number of winding techniques and the ability to conduct a range of tests on hair.

This unit applies to both hairdressing and barbering salons.

#### Assessment requirements

The assessment of this unit needs to meet the requirements within the HABIA Hairdressing and Barbering Assessment Strategies.

1. Simulation is not allowed for any performance evidence within this unit.
2. The learner must practically demonstrate in their everyday work that they have met the standard for perming and neutralising hair
3. The Assessor will observe these aspects of the learners performance on at least three occasions. Two of the observed perms must be carried out on a full head.
4. The learner must show that they have:
  - used all the products:
    - a) barrier cream
    - b) pre-perm treatments
    - c) perm lotions
    - d) neutralisers
    - e) post-perm treatments
  - questioned clients on all the areas of contra-indication:
    - a) history of previous allergic reaction to perming products
    - b) other known allergies
    - c) skin disorders
    - d) incompatible products
    - e) medical advice or instructions
  - carried out all tests:
    - a) elasticity
    - b) porosity
    - c) incompatibility
    - d) skin.

- taken into account all the factors:
    - a) temperature
    - b) direction and degree of movement required
    - c) hair condition
    - d) hair texture
    - f) hair length
    - g) hair density.
  - carried out all the types of sectioning techniques:
    - a) directional
    - b) nine section
    - c) brick.
  - given all the advice:
    - a) suitable aftercare products and their use
    - b) use of heated styling equipment
    - c) time interval between services
    - d) the effect of perming on other services.
5. It is likely most evidence of the learners performance will be gathered from the observations made by the assessor but they may be required to produce other evidence to support their performance if the assessor has not been present.
6. This unit requires mandatory written questions in accordance with the HABIA Assessment Strategies for Hairdressing and Barbering.

**Additional information**

The assessment and quality assurance requirement for this unit provides evidence towards A and V units.

## Learning outcome achievement record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> GH14 Perm and neutralise hair	
<b>Learning outcome 1:</b> Be able to maintain effective and safe methods of working when perming and neutralising hair	
<b>Assessment criteria:</b>	
1.1	make sure the client's clothing is effectively protected throughout the service
1.2	wear personal protective equipment when using perming and neutralising chemicals
1.3	position the client to meet the needs of the service without causing them discomfort
1.4	make sure their own posture and position whilst working minimises fatigue and the risk of injury
1.5	keep the work area clean and tidy throughout the service
1.6	remove waste immediately at the end of the perming and neutralising service
1.7	use working methods that: <ul style="list-style-type: none"> <li>- minimise the wastage of products</li> <li>- minimise the risk of cross-infection</li> <li>- make effective use of the working time</li> <li>- ensure the use of clean resources</li> <li>- minimise the risk of harm or injury to themselves and clients</li> </ul>
1.8	make sure their personal standards of health and hygiene minimise the risk of cross-infection, infestation and offence to clients and colleagues
1.9	use equipment that is safe and fit for purpose
1.10	promptly identify and report any products that need re-ordering to the relevant person(s)
1.11	complete the perming and neutralising service within a commercially viable time
1.12	complete client records so that they are accurate, easy to read and up-to-date.
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Learning outcome achievement record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> GH14 Perm and neutralise hair	
<b>Learning outcome 2:</b> Be able to prepare for perming and neutralising by	
<b>Assessment criteria:</b>	
2.1 ask the client appropriate questions to identify if they have any contra-indications to perming services	
2.2 accurately record the client's responses to questioning	
2.3 conduct all necessary tests following manufacturers' instructions and recognised industry procedures	
2.4 record the outcomes of tests accurately on the client's record card	
2.5 seek assistance from the relevant person(s) when contra-indications and/or reactions to tests cause doubts as to the suitability of the service for the client	
2.6 choose products, tools and equipment based on the results of necessary tests, consultation with the client and factors influencing the service	
2.7 prepare products following manufacturers' instructions	
2.8 effectively protect the client's hair and skin prior to perming.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Learning outcome achievement record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>
<b>Learner:</b>
<b>Assessor:</b>
<b>Unit title:</b> GH14 Perm and neutralise hair
<b>Learning outcome 3:</b> Be able to perm and neutralise hair
<b>Assessment criteria:</b>
3.1 use products and techniques taking into account factors influencing the service
3.2 section and wind the hair cleanly and evenly to achieve the desired look
3.3 secure effectively any hair not being wound so as to keep the section clearly visible when required
3.4 take meshes of hair which suit the size of the perm rod
3.5 maintain an even tension throughout the winding process
3.6 make sure all wound perm rods sit on their own base
3.7 follow manufacturers' instructions accurately when <ul style="list-style-type: none"> <li>- applying perming lotion and neutralisers evenly to all wound hair</li> <li>- monitoring and timing the development of the perming and neutralising processes</li> <li>- applying suitable conditioners, if necessary</li> </ul>
3.8 confirm the required degree of curl has been achieved by taking development test curls at suitable times throughout the perming process
3.9 make sure the water temperature and flow suit the client's hair and scalp and comfort needs
3.10 leave the hair free of perm lotion when the desired degree of curl is achieved
3.11 remove excess moisture before neutralising without disturbing the wound hair
3.12 remove the perm rods without disturbing the curl formation
3.13 leave the hair free of neutraliser after the final rinse
3.14 identify any problems during the perming and neutralising processes and resolving them within the limits of their own authority to do so
3.15 refer problems they cannot resolve to the relevant person(s) promptly
3.16 achieve the correct degree of curl necessary for the final, desired look.

**Feedback/comments from the assessor:**

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature (if required):**

**Date:**

## Learning outcome achievement record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	
<b>Assessor:</b>	
<b>Unit title:</b> GH14 Perm and neutralise hair	
<b>Learning outcome 4:</b> Be able to provide aftercare advice	
<b>Assessment criteria:</b>	
4.1 give advice and recommendations accurately and constructively	
4.2 give the client suitable advice on the maintenance of their perm.	
<b>Feedback/comments from the assessor:</b>	
<b>Learner's signature:</b>	<b>Date:</b>
<b>Assessor's signature:</b>	<b>Date:</b>
<b>Internal verifier's signature (if required):</b>	<b>Date:</b>

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 5:</b> Know salon and legal requirements</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

<b>KEY: FOR EVIDENCE TYPES</b>	<b>EI = EVIDENCE INDEX NUMBER</b>	<b>O = OBSERVATION</b>	<b>P = PERSONAL STATEMENT</b>
	<b>WT = WITNESS TESTIMONY</b>	<b>S = SIMULATION</b>	<b>APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING</b>
	<b>Q&amp;A = QUESTIONS &amp; ANSWERS</b>	<b>EWE = EXPERT WITNESS EVIDENCE</b>	<b>PD = PROFESSIONAL DISCUSSION</b>

<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
5.1 describe their salon's requirements for client preparation			
5.2 describe their salon's expected service times for basic perming and neutralising			
5.3 describe when and how to complete client records			
5.4 describe their salon's and legal requirements for disposal of waste materials			
5.5 outline their own limits of authority for resolving perming and neutralising problems			
5.6 state the person(s) to whom they should report problems they cannot resolve			
5.7 describe their responsibilities under current Data Protection legislation			
5.8 describe their own responsibilities under the current Control of Substances Hazardous to Health Regulations in relation to the use of perming and neutralising products			
5.9 describe their responsibilities under the current Electricity at Work Regulations.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 6:</b> Know how to work safely, effectively and hygienically when perming and neutralising</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
<b>Assessment criteria</b>			
6.1 describe contact dermatitis and how to avoid developing it whilst carrying out perming services			
6.2 identify the types of protective clothing and products that should be available for clients			
6.3 describe the type of personal protective equipment available			
6.4 explain why it is important to use personal protective equipment			
6.5 describe how the position of the client and themselves can affect the desired outcome and reduce fatigue and the risk of injury			
6.6 explain why it is important to position tools and equipment for ease of use			
6.7 identify the safety considerations which must be taken into account when perming and neutralising			
6.8 explain why it is important to keep the work area clean and tidy			
6.9 describe methods of working safely and hygienically and which minimise the risk of cross-infection and cross-infestation			

6.10	explain the importance of personal hygiene			
6.11	explain why it is important to check electrical equipment used to aid the perming process			
6.12	compare the methods of cleaning, disinfecting and/or sterilisation used in salons			
6.13	explain the importance of questioning clients to establish any contra-indications to perming services			
6.14	explain why it is important to record client responses to questioning			
6.15	outline the legal significance of client questioning and the recording of clients' responses to questioning.			
<b>Feedback/comments:</b>				
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.				
<b>Learner's signature:</b>			<b>Date:</b>	
<b>Assessor's signature:</b>			<b>Date:</b>	
<b>Internal verifier's signature:</b>			<b>Date:</b>	

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 7:</b> Know tests and testing for perming and neutralising</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
7.1 describe the types and purposes of tests			
7.2 describe when and how tests should be carried out and the expected results			
7.3 explain how the results of tests can influence the perming service			
7.4 explain the potential consequences of failing to test			
7.5 outline the courses of action to take in the event of adverse reactions to tests, eg the type of reactions they need to report to another, more senior person			
7.6 explain why it is important to record test results.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

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**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 8:</b> Know basic science for perming</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
8.1 describe the effects of perm lotions and neutralisers on the hair structure			
8.2 describe how temperature affects the perming process			
8.3 explain the importance of accurate timing and thorough rinsing of products			
8.4 describe the importance and effects of restoring the hair's pH balance after the perming and neutralising process			
8.5 explain the importance of considering water temperature during the neutralising process			
8.6 explain how the factors in the range can affect the choice of perming and neutralising products			
8.7 describe how and why the contra-indications in the range can affect the delivery of perming services.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 9:</b> Know products, equipment and their use</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b> <b>Assessment criteria</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
9.1 list the types of equipment used during the perm development process			
9.2 explain the importance of following the manufacturers' instructions for the specific perming and neutralising products in the salon			
9.3 explain when and why it is important to use pre-perm treatments			
9.4 describe the different types and uses of available perm lotions and neutralisers			
9.5 identify the types and uses of post-perm conditioners			
9.6 explain the importance of using products economically.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

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**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 10:</b> Know perming and neutralising techniques and problems</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is <b>important to read the knowledge requirements in relation to expectations and requirements of your job role.</b></p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
<b>Assessment criteria</b>			
10.1 describe when to use the types of sectioning techniques and why			
10.2 describe the factors that influence the use of different sized perm rods			
10.3 describe the method of checking curl development			
10.4 describe methods of application of perming lotions and neutralising agents			
10.5 describe the types and causes of problems that can occur during the perming and neutralising processes			
10.6 describe methods of resolving perming problems.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 11:</b> Know aftercare advice for clients</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is <b>important to read the knowledge requirements in relation to expectations and requirements of your job role.</b></p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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<b>Knowledge and understanding for this unit</b>	<b>Evidence index number</b>	<b>Date</b>	<b>Evidence type</b>
<b>Assessment criteria</b>			
11.1 identify products for home use that will benefit the client and those to avoid and why			
11.2 explain how the continual use of heated equipment can affect permed hair			
11.3 estimate the recommended time intervals between perming and other services			
11.4 describe how lifestyle factors can affect the hair, eg swimming, time necessary for hair maintenance			
11.5 explain how perming can affect other services, eg the need for regular cutting, effect on colour services.			

**Feedback/comments:**

The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Internal verifier's signature:**

**Date:**

## Knowledge evidence record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>	
<b>Learner:</b>	<b>Assessor:</b>
<p><b>Unit title:</b> GH14 Perm and neutralise hair</p> <p><b>Learning outcome 12:</b> Know methods of communication</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions).</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice what is listed below.</p>	

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Knowledge and understanding for this unit Assessment criteria	Evidence index number	Date	Evidence type
12.1 explain how to give effective advice and recommendations to clients.			
<b>Feedback/comments:</b>			
The learner has satisfied the assessor and the internal verifier that the knowledge and understanding requirements have been achieved.			
<b>Learner's signature:</b>		<b>Date:</b>	
<b>Assessor's signature:</b>		<b>Date:</b>	
<b>Internal verifier's signature:</b>		<b>Date:</b>	

## Assessment requirements record

<b>NVQ title and level: Level 2 NVQ Diploma in Hairdressing (QCF)</b>		
<b>Learner:</b>		
<b>Assessor:</b>		
<b>Unit title: GH14 Perm and neutralise hair</b>		
<b>Performance(s) observed by the assessor</b>	<i>(Assessor to sign each time performance is observed)</i>	<i>(Assessor to insert date each time performance is observed)</i>
<b>Observation 1</b> Full-head perm 1		
<b>Observation 2</b> Full-head perm 2		
<b>Observation 3</b> Perm 3		
<b>Assessment requirements:</b>		
<ul style="list-style-type: none"> <li>• Participated in all the types of learning opportunities listed.             <ul style="list-style-type: none"> <li>a) used all the products:                 <ul style="list-style-type: none"> <li>i. barrier cream</li> <li>ii. pre-perm treatments</li> <li>iii. perm lotions</li> <li>iv. neutralisers</li> <li>v. post-perm treatments</li> </ul> </li> <li>b) questioned clients on all the areas of contra-indication:                 <ul style="list-style-type: none"> <li>i. history of previous allergic reaction to perming products</li> <li>ii. other known allergies</li> <li>iii. skin disorders</li> <li>iv. incompatible products</li> <li>v. medical advice or instructions</li> </ul> </li> <li>c) carried out all tests:                 <ul style="list-style-type: none"> <li>i. elasticity</li> <li>ii. porosity</li> <li>iii. incompatibility</li> <li>iv. skin.</li> </ul> </li> <li>d) taken into account all the factors:                 <ul style="list-style-type: none"> <li>i. temperature</li> <li>ii. direction and degree of movement required</li> <li>iii. hair condition</li> <li>iv. hair texture</li> <li>v. hair length</li> <li>vi. hair density.</li> </ul> </li> </ul> </li> </ul>		

- e) carried out all the types of sectioning techniques:
  - i. directional
  - ii. nine section
  - iii. brick.
- f) given all the advice:
  - i. suitable aftercare products and their use
  - ii. use of heated styling equipment
  - iii. time interval between services
  - iv. the effect of perming on other services.

**Feedback/comments:**

**Learner's signature:**

**Date:**

**Assessor's signature:**

**Date:**

**Externally set mandatory question paper(s)**

	<i>First sitting</i>	<i>Second sitting (if required)</i>	<i>Third sitting (if required)</i>
<b>Paper 1 mark (% achieved)</b>			
<b>Paper 2 (% achieved, if required)</b>			
<b>Date examination was held</b>			
<p><b>I can confirm that the learner achieved 100% on the mandatory areas of questioning for the unit being undertaken.</b></p> <p>This consists of at least 70% achieved in one sitting of the paper, with any questions incorrectly answered, reassessed by a variety of means (eg oral questioning, a repeat of the written questions, assignments).</p>			
<b>Assessor's signature:</b>		<b>Date:</b>	