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African Type Hair Hairdressing

Introduction
The aim of this pack is to help hairdressing trainers and learners to enhance the hairdressing skills and knowledge required for African type hair. You will get the most from this pack by studying it in conjunction with actual hands-on practical application.

The pack contains useful information that hairdressers gain after years of working with African type hair. This can be found throughout the pack under the heading ‘Information specific to African type hair’. Although we use the term ‘African type hair’, we acknowledge that in other parts of the world the term ‘African American’ is used. A Glossary is provided at the end of the pack to help you understand any unusual or unfamiliar terms.

We hope that the terms we have chosen to use in this pack to refer to race are those you feel comfortable using with your clients. The pack freely uses the term ‘black’ or ‘black people’ as opposed to the word ‘coloured’ because the majority of your clients will not take offence at this. There has been no use of the word ‘ethnic’ to describe non-white people as all people have ethnicity.

Throughout the pack, we encourage you to gear your thoughts towards clients with African type hair, rather than always mentally comparing the information to Caucasian hair. The techniques and products mentioned are designed to aid hairdressing skills on black or white clients who have African type hair.

We often expect all African type hair to be dark. However if we think on a wider scale we will notice that some black/white, mixed race hair can be dark blonde. Expect to see base shades referred to from 2-6 further in this pack.

While learning these skills, we recommend that you keep the pack on hand as your regular reference guide.

Notes

Note: Further information about many aspects included in this pack can be found in Sandra Guttens book ‘African-Caribbean Hairdressing, second edition’. This is referenced by the following icon throughout this pack.
African Type Hair
Hairdressing
Hair History
Hair History

How it all Began

In this chapter, we are going to look at the history of African type hair.

There is no single type of African type hair. As is the case with most races, there are a variety of hair types, not always because of races coming together but because people are individuals too. Of course, it is possible to identify some hair types with particular parts of the world, but there are also characteristics within a race that are even more distinctive.

Black hair in Africa varies a great deal. In Western Africa alone, hair ranges from the dark, kinky curls of the Mandingos to the loosely curled locks of the Ashanti people. Significantly, they share the cultural and social associations that their hair and hairstyles represent.
Traditional Meanings of Hairstyles

As African civilisations bloomed, so did hairstyles and their meanings. Hairstyles would indicate:

- marital status
- religion
- ethnic identity
- age
- rank within a community
- wealth

In some cultures, you could guess a person's surname simply by examining their hairstyle. This was because each clan had its own hairstyle. Similarly, in the UK, there have been different looks through the decades: teddy boys, skinheads, hippies, punk rockers and dreadlocks. Even though the associations may be to a type of music, dress or political viewpoint, the principle remains the same.

‘I’m too young to marry’

In the Wolof culture of Senegal, young girls who were not yet of marrying age partially shaved their heads to emphasise their unavailability for courting. Likewise, a recently-widowed woman would stop attending to her hair during a specific mourning period because she was not meant to look beautiful to other men. An unkempt coiffure in many West African cultures was detestable to the opposite sex.

Nigerian wives living in a polygamous society would create a hairstyle designed to taunt their husband’s other wives. The style was known as Rohin-Sorogun, meaning ‘turn your back to the jealous rival wife’ and was meant to be viewed from behind. A Wolof man who wore his hair in a particular braided style was demonstrating that he was preparing to go to war and even lose his life. Such a man would then tell his wife not to comb her hair because she might be widowed in only a few hours.

Heavily decorated and elaborate hairstyles were traditionally worn by community leaders, both men and women, but only royalty or their equivalent would be expected to wear a headpiece or a hat. Overall, a big healthy head of hair was admired by most West African cultures.

Traditionally, Yoruba women were taught how to braid as young girls. Any girl who excelled at hairdressing was encouraged to master it and assume responsibility for the entire community's coiffures. For the Monde, if you offered to braid someone's hair, you were asking them for their friendship. This was a social time full of laughter and shared confidences. Not surprisingly, when Europeans first came into contact with the African natives, they were astounded by the complexity and grandeur of their hairstyles.

Notes
The European Influence

By removing an African man from his country of origin and shaving his head, which he would have considered disgraceful, his culture and identity were stolen and lost to him and future generations.

Deprived of the combs, herbal ointments and palm oils used in Africa, black people were forced to adapt Western household products and equipment to achieve certain styles. Instead of palm oil, African-Americans took to using oil-based products like bacon grease, butter and goose grease to condition and soften their hair in preparation for straightening and to make it shine. A butter knife heated in a can over a fire made a curling iron. Another alternative method used to temporarily soften natural curls was to warm a piece of cloth over a flame and pull it across the head. By wearing it for a short while, natural curls were gently stretched out.

Men would slick axle grease, meant for the wheels of wagons, over their hair as a combined dye and straightener. Women wrapped their hair in strings, strips of nylon, cotton or eel skin to reduce kink and produce looser curls. But perhaps the most dangerous device used to straighten hair was lye. This was mixed with potatoes to decrease its caustic nature. The creamy concoction was smeared on the hair and the lye would straighten it. Unfortunately, as it was so caustic it could also burn the scalp.

Hair Care for a Changing Society

African Caribbean hair care continued to develop in response to changes in society, such as:

- races beginning to mix
- the climate and its effects
- new styles and demand for new products

Nowadays, advances in the field of hairdressing have enabled manufacturers to produce highly effective products for African type hair. As far back as the 1800s, however, black Americans had begun the pioneering task of finding more acceptable ways to improve hair. Products, tools and equipment, wigs and weaves became more widely available and popular.

In the following pages you will find information relevant to particular historical periods.
• 1800s – Three black sisters, Cecilia, Marchita and Caroline Redmond owned and operated one of the largest antebellum (pre-Civil War) wig factories in Massachusetts as well as a wig salon and popular beauty parlour.

Inventor of first chemical straightener, Garrett Augustus Morgan, born in Paris, Kentucky on March 4th 1877. Garrett was a natural born inventor.

First project, Inventor of three position traffic signal, basis for modern day traffic light.

Chemical straightener derived from sewing machine liquid lubricant for needles. He found that it straightened the fibres of woollen cloth by accident. He recreated the lubricant and tried it on himself. He patented the first chemical straightener.

• 1900s – Madam C J Walker and Annie Turnbo Malone were both instrumental in the development of black hair and beauty products, going on to develop vast companies selling hair and beauty products in the early 1900s. Madam C J Walker was the first female American to become a millionaire and enter ‘The Guinness Book of Records’.

Early relaxer used in 1920/40’s made from sodium hydroxide mixed with potato and eggs. Men mostly wore this ‘Conked’ hairstyle popularised by James Brown and Nat King Cole.

• 1920 – Finger wave hairstyles were very popular from 1920 up until 1940. The styles were very elaborate and became fashionable again in the 1980s.

• 1940 – Hair extensions became very popular in the 1940s. Some women wore wigs, which were known as ‘transformations’.

• 1950 – Christine Jenkins, an Ohio housewife, invented and patented the hair weave.

• 1960 – The opportunity to travel allowed a greater mix between Africans and African-Americans, American hair products becoming popular in Africa, while African-Americans adopted the traditional hairstyles of Africa. The Afro hairstyle was also popular.

• 1964 – Edward Gardner of Chicago started Soft Sheen Products in the basement of his home and, along with his wife Bettianne, distributed them from the back of their car.

• 1970 – The halo of curly hair that is associated with the 70s Afro hairstyle became less fashionable from the beginning of the eighties. However, it is still occasionally seen, but today the outline of the style is less defined, having loose, soft, free curls.

• 1970s – The early 1970s saw the popularisation and growth of chemical relaxers. With this widely popular style came a new consumer problem of getting the hair to curl once it was relaxed. Most women resorted to rolling the hair at night in order to have curls in the morning. Soft Sheen addressed this problem with the development of ‘Miss Cool Five Minute Fast Set’, a quick-setting lotion that eliminated sleeping in rollers.

During the 1960’s/70’s relaxers became more popular with more refined products and ingredients. This resulted in more successful outcomes, as opposed to the dryness, brittleness and breakage of hair from early straighteners and relaxers.

• 1971 – Johnson Afro Sheen Products became the first black-owned company to trade on the American stock exchange.

• 1972 – Carson Chemical Company introduced the first hair-colour product formulated specifically for black women under the name ‘Dark & Lovely Hair Colour’. The company launched four intense shades to complement the variety of skin tones that black women have.

Notes
• 1977 – Self-taught inventor Willie Lee Morrow mass-produced the plastic Afro pick and found a way of making kinky hair curly. He changed its name from ‘Tomorrow Curl’ to the ‘California Curl’. Although it was sold initially only to stylists, other manufacturing companies realised its potential and rushed to create their own versions of the California Curl for black customers.

• 1978 – Carson revolutionised the industry again with the introduction of the first no-lye relaxer product, under the brand name ‘Dark & Lovely’. By the end of the decade, the line of products included protein-specific shampoos, conditioners and dressing creams.

• 1979 – Edward Gardner’s company introduced the ‘Care Free Curl’ relaxer, Soft Sheen’s version of the curly perm.

• 1980 – During the 1980s and 1990s the full, round Afro hairstyle became shorter, cropped at the sides, cut neatly to create an elegant profile.

• 1983 – After phenomenal success with curl products, Soft Sheen gained its first patent by introducing ‘Optimum Conditioning Relaxer System’, a system that allowed the hairdresser to straighten and condition hair simultaneously.

• 1984 – The success of the Dark and Lovely No Lye relaxer brought a demand for a maintenance product to complement it. Carson answered this with the development of the Dark & Lovely Maintenance System. This new line included a finishing oil sheen spray, a holding spray, professional conditioning shampoo and a quick-styling gel.

• 1985 – Soft Sheen developed ‘Sportin’ Waves’, a gel pomade that would satisfy the growing hair-care needs of black men. Before this, the only pomade available had been developed in the 1920s.

• 1987 – The Sengalese Twist became popular. The hairstyle included a special fibre called Laine.

• 1988 – Although Carson’s Dark & Lovely hair colourants were a big success, there was a demand from some black women for non-permanent colours. As a result, ‘Dark & Lovely Reviving Colour’ was created. This semi-permanent product gave women a chance to make a temporary change. It washed away from the hair after a few shampoos so there was no long-term commitment to a single colour.
• 1990 – Soft Sheen introduced ‘Baby Love’, the first line of products to address the hair-care needs of black children. Before this, parents of black children had to make do with products for adults or for Caucasian children. Many people used olive oil and coconut oil, especially on young babies, as these were gentle but effective.
• Responding to the need to continually improve their line of products for adults, Carson decided to reformulate their styling gels and to make their products ‘alcohol-free’. This meant that the gels were not damaging to the hair, enabling it to maintain a natural sheen and glow.
• 1992 – The hair-care demands of men increased to include colourants. Carson developed a ‘Brother’ line for Dark & Lovely called ‘Dark & Natural’. This was launched in three natural shades for black men and satisfied the needs of men who didn’t wish to use products designed for women.
• 1993 – ‘Beautiful Beginnings’ launched a relaxer designed to meet the needs of young African Caribbean girls, the first specially formulated for the sensitive scalps of girls. It gave them an alternative to pressing their hair or styling it with adult products.
• 1993 – The Hairdressing Training Board set up a working-party group to review and revise the National Occupational Qualification. The group consisted of industry specialists, which included those who were knowledgeable about African type hairdressing skills. For the first time, there was a new qualification offered to the trainee wishing to learn African type hairdressing skills.
• 1997 – The Hairdressing Standards were reviewed. A new unit was introduced to the National Vocational Qualification (NVQ) at Level 3 to match the growing skills in African type salons. This unit was ‘Corrective Relaxing and Thermal Styling’.
• 1998 – The L’Oréal Group announced the acquisition of Soft Sheen through its subsidiary, Cosmair, Inc. The transaction created strategic growth opportunities for both L’Oréal and Soft Sheen. Terri Gardner, daughter of the company’s founders, remained as President and CEO of Soft Sheen.
• 2000 – L’Oréal USA (formally known as Cosmair, Inc.) signed an agreement to acquire Carson to build further on the black market.
• To launch the millennium, Soft Sheen introduced three new brands to its family of hair-care products. ‘Breakthru Pro’ and ‘Breakthru’ contained new technology that aimed to reduce breakage in African type hair and, with regular use, assist with hair growth. The ‘Frizz Free’ brand’s aim is to be the solution for dry, frizzy hair. ‘Karizma Crème Hair Colour’ launched 16 colours that aim to complement the skin tones of black women.
• In August, L’Oréal USA announced the merger of its Soft Sheen Products and Carson Products businesses into a new division, Soft Sheen Carson, consolidating its established beauty headquarters in Chicago. The centre has the L’Oréal worldwide research mandate to focus exclusively on the beauty needs of consumers with African type hair.
• 2001 – The Hairdressing And Beauty Industry Authority (HABIA), formerly the Hairdressing Training Board, started development work to produce a set of standards that covered every aspect of hairdressing, with a new focus on African Caribbean hairdressing. As well as creating routes in hairdressing and barbering at both Level 2 and 3, the qualification enabled the learner to choose one of three hair-type routes: African type, African type and Caucasian or Caucasian. The specialists in the 14-strong working-party group combined their wealth of skills and knowledge to arm the UK’s up-and-coming stylists with a vast array of choice. New units included locking, creating patterns by means of cutting, plairting and hair extensions.

Notes
• 2002 – The hairstyle worn by the character Jinx, played by Halle Berry in the James Bond film ‘Die Another Day’, led to a demand for Halle Berry hairstyles.

• 2003 – The new Hairdressing Standards were launched.

• 2003 – Many people would say that today’s canerow hairstyles have come full circle - from the African slaves who hid them under turbans, to women and men who expose their braided hair in a desire to replicate the beauty of their ancestors.

• Throughout the 20th Century, African-Caribbean hairstyles have reflected the elaborately braided hairstyles worn by many Etheopian women in the 19th Century.

• 2008 – New Occupational Standards (NOS) included a combined qualification of European hair units to enable the learner to work on all African type hair.

Notes
Health and safety in the workplace applies to everyone in the salon, whether paid, unpaid, full-time or part-time. The legislation and regulations that surround health and safety in the workplace seek to secure the welfare of employers, employees, the self-employed, contractors and other workers. They also aim to protect clients and other people from risks to their health or safety arising from the activity of people at work.

Individuals should be aware of significant risks to health or safety in the workplace and know how to identify and deal with them.

An understanding and awareness of health and safety means that you:

• should not create any health and safety risks.
• should not ignore significant risks in the workplace.
• should take sensible action to put things right, including reporting situations that pose a danger to people in the workplace and seeking advice.

It is important to be aware of any official acts, regulations, laws or salon rules that may affect an individual’s safety and wellbeing.

**Identifying Risks and Hazards in the Salon**

**Hazard:** Something with potential to cause harm.

**Risk:** The likelihood of the hazard’s potential being realised.

Almost anything can be a hazard, but may or may not become a risk. For example:

1. A trailing electric cable from a piece of equipment is a hazard. If it is trailing across a passageway, there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much lower.

2. Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed, secure store and handled by trained and equipped people, the risk is much lower than if they are left in a busy area for anyone to use.

3. A failed lightbulb is a hazard. If it is just one bulb out of many in a room, it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may also be a high risk if it is high up or if the power has been left on, or low risk if it is in a table lamp that has been unplugged.

4. A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

**Notes**
Salon Policy

Every salon must have a health and safety policy. The policy may cover these areas:

- expected dress requirements
- salon behaviour
- working with and disposing of chemicals
- use of electrical equipment
- wearing of personal protective equipment

Check for others in the Habia Health & Safety Pack.

When a person accepts the terms and conditions of employment with a salon, they also agree to adhere to the salon’s health and safety policy and to maintain good working practices.

Key Points

Salon employers must ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

In addition, it is important to be aware that all people at work, including both the employer and the employees, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks in the salon must be reduced so far as is reasonably practicable. This means the employer, or another person responsible for the welfare of employees, must do all they can to ensure any risks in the salon are reduced by good working practices, training and instruction to all who work in the salon.

Employers must also safeguard the health, safety and welfare at work of all the people who work for them and ‘other persons’, such as visitors and subcontractors. This applies in particular to the provision and maintenance of any salon equipment, machinery, products, substances and systems of work.

The people who work in the salon also have a duty to take reasonable care to avoid harm to themselves or to others by their working practices. In addition, they must co-operate with employers and others in meeting health and safety standards and requirements. (i)

Further, employees must not interfere with or misuse anything provided by the employer to protect their health, safety or welfare.
Use of Electrical Equipment

The electrical equipment used in the salon must be adequately maintained in a safe condition.

Staff can carry out visual checks, however, more formal inspection/testing may be required by a competent person at appropriate intervals.

A record of any checks/tests is a useful management tool for monitoring effectiveness.

The equipment should be used only for its intended purpose. Whoever uses the equipment should make sure they know how to use it.

It is important to check visually if the equipment is safe for use by examining the flex and the plug. When equipment is finished with it should be switched off, unplugged and stored safely away.

The person who uses the equipment is responsible for ensuring that any faulty equipment found is removed from use, labelled as faulty and reported to a relevant person. (ii)

Electrical equipment must be properly installed, maintained and used. An electrical fault can result in one or more of the following:

- electric shock
- electric burns
- electrical fires
- death
- loss or closure of the business.

Maintenance of Salon Equipment

It is not the duty of salon employees to fix faulty appliances. Employers must provide equipment suitable for the purpose for which it is to be used. The equipment should be properly maintained and staff must be properly trained in its use. This applies to both new and second-hand equipment.

Potentially Dangerous Substances

There must be controls over the use of all chemicals or other substances in the salon that could cause damage to health or be a threat to the safety of the people using them. Some substances may already be a hazard and, if used incorrectly, may develop into a risk.

Remember a hazard is something that could be harmful. A risk is when the chance of harm being caused increases. For example, a relaxer is a hazard because it is a chemical that could damage the hair or skin. The risk of damage is increased if the relaxer is allowed to get on to and lie on the scalp.

Assessing if something is a hazard or a risk is called ‘risk assessment’. Salon owners must carry out a risk assessment to help them decide the best way of controlling a substance and, therefore, of reducing the risk. When stylists do a risk assessment, it can help them identify the potentially harmful products in the salon and what to do in cases of:

- accidental spillage
- ingestion (swallowing)
- entry to the eyes
- damage to the skin.

The risk assessment must cover all the products held or used within the salon and give specific information about how to handle them and any precautionary requirements.

All salon workers must handle, store and dispose of hairdressing substances properly. (iii)
Summary

When potentially harmful substances have been identified in the workplace, it is good practice to do the following:

• Record the risks that are identified and carry out a risk assessment.
• Find alternative, less hazardous substances and substitute them where possible.
• Decide which precautions are required, noting that the use of personal protective equipment should always be the last resort.
• Introduce effective measures to prevent or control the exposure.
• Inform, instruct and train all members of staff.
• Review the risk assessment on a regular basis.
• Identify which members of staff are at risk from substances in the salon.

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Personal Protective Equipment

In hairdressing, the most commonly used items of personal protective equipment (PPE) are gloves, aprons and masks to prevent the inhalation of powder bleach, may also fall into this category. (iv)

The fine dust from powder bleach can glide through the air when it is being measured and can cause the stylist discomfort if inhaled. A face mask will prevent the inhalation of the powder. Mixing loose bleach powder can cause irritation to the mouth, throat and lungs, especially for those who suffer from asthmatic conditions.

**Tip** Before scooping powder bleach from its container, spray a fine mist of water up above yourself. The water particles weigh down the fine powder and prevent it from being inhaled.

Some chemicals will burn the hands and skin immediately, but the long-term effects of handling relaxers and perms without gloves may not be known for some time. Hands can become dry and cracked and could develop dermatitis.

Dermatitis is caused by irritation from many of the chemicals and substances used in the salon. This very painful condition normally starts between the fingers and can spread to the backs of the hands, the wrists and to the edges of the fingernails. Dermatitis often begins under rings and watches, so it is important to remove jewellery before shampooing or working with chemicals.

Employers must provide suitable and sufficient protective clothing and materials, and employees must use these when necessary. Employees have a duty to take care of the clothing and materials supplied by the employer and to report any that are damaged. This helps employers to know when to provide further supplies.

Protecting Yourself

You can minimise the risk of contracting dermatitis by protecting your hands from the caustic chemicals used when colouring, bleaching, perming and relaxing. To do this, wear gloves, either powdered or unpowdered, according to personal sensitivity. Latex gloves should not be used as they can cause sensitivity leading to dermatitis.

How your client is positioned can affect your posture. Ensure your client is comfortable and seated with their back against the back of the chair. The client’s feet should be able to reach the floor or the foot rest, where provided. If your client is leaning forwards, you will have to hunch forwards in order to reach them.

To minimise fatigue, it is essential that you stand correctly and wear suitable footwear. You should stand with legs straight and feet slightly apart to maintain balance and even distribution of your weight. Try to remain relaxed, keep your head up and avoid stretching or bending.

Protecting the Client

Employers must also provide suitable and sufficient protective clothing and materials to clients to protect their clothes and skin. Clothes can be protected by gowns, towels, plastic capes, drip trays and cutting collars.

Notes
Reporting Injuries, Diseases and Dangerous Occurrences (RIDDOR)

Any dangerous occurrences, injuries and some diseases have to be reported to enable health and safety agencies to collect statistics. The statistics will provide a national picture of potential problems and accidents that occur within an industry and allow the agencies to take steps to reduce them. (v)

Health and safety agencies must be notified of the following incidents when they are connected to the work activity:
1. Death
2. Major injury
3. More than 24 hours in hospital
4. Incapacity for more than seven calendar days (not including the day the accident happened)

In addition, if a member of the public or visitor to the salon is injured and taken to hospital (this does not necessarily have to be by ambulance), this must also be reported.

If a member of your staff is injured due to an act of violence in the salon, it must be reported, but only if the injury arose out of, or is connected with, work. For example, if a manager is hit by a member of staff during an appraisal, this would need to be reported. However, if two members of staff have an argument about a personal matter outside the salon premises, this does not need to be reported.

An accident, however minor, that occurs in the salon with a learner on a training scheme must be reported to the relevant managing agent or training provider.

All accidents should be logged in the accident record book for future reference and legal reasons.

Certain industrial diseases are reportable, including occupational asthma and dermatitis. However, they only have to be reported when the sufferer is in receipt of a doctor’s letter stating that the employee has occupational asthma or dermatitis.

Finally, any dangerous occurrences, such as a collapse or partial collapse of your premises, a serious fire or major gas leak, must be reported.

For further information and future changes visit www.hse.gov.uk
Manual Handling Operations
Regulations state:
Correct lifting and handling techniques are essential if a person is to avoid injury. (vi)
Harm or personal injury can be caused by:
• Lifting objects from ground level incorrectly.
• Twisting whilst holding a heavy object.
• Moving whilst carrying a heavy object.
• Moving heavy or cumbersome objects.
• Putting heavy objects down.
Do Keep the back straight and bend the knees when lifting a heavy object so that the body is aligned as much as possible with the object. As the body rises, allow the calf muscles to bear the body weight and that of the object.
Don’t bend over with the legs straight and the back arched when lifting objects from the ground. This places too much strain on the back when trying to return to the upright position.
If it is necessary to put an object down, but the position is to your right or left, refrain from twisting your body around. Step and turn your body in the direction you require and place the object down carefully.
There is a risk of falling whilst carrying a large object. The object should not obscure your vision and, if possible, should be carried in arms bent from the elbows at approximately waist level. Walk around obstructions and do not attempt to step over them, as this will put the spine under tremendous pressure when one leg is raised off the floor.
Very heavy objects should be pushed with the full force of the body weight by placing your back against the object and leaning on it. The use of a trolley to hoist and transport an object would be more suitable than using body weight. In some cases, it may be more appropriate to use two people to move a heavy object.
When placing an object on the floor, use the same positioning as lifting, but in reverse.

Behaviour in the Salon
Individuals who behave inappropriately will put their colleagues and any other visitors to the salon at risk.
The workplace is not the place for practical jokes or unsafe behaviour.
For example, avoid any of the following:
• Storing objects badly so they fall and injure someone.
• Leaving objects on the floor which can cause a trip and fall.
• Not wiping up spillages or clearing away any breakages.
• Not indicating a slippery surface with a hazard sign.

Emergency Procedures
Directive notices must be displayed on the wall of the salon so that all staff, clients and visitors are made fully aware of the evacuation procedures. A designated spot should be allocated as an assembly point away from the building. Staff must be briefed on how to conduct themselves in the event of a fire or other emergency which requires evacuation of the building.
If the salon is large, it is good practice to appoint someone to have the responsible position of fire warden, thus ensuring that all staff members are accounted for in the case of an emergency.
Limits of Authority

When it comes to issues of health and safety, a person’s position in the salon will determine the amount and scope of their authority. For example, a salon manager will have more responsibility to ensure the welfare, health and safety of salon workers and clients than a salon learner would.

It is very important that everyone in the salon knows what their responsibilities are. For example, a salon learner would not be expected to be able to carry out the more advanced perming and relaxing procedures, so it is not within their authority to deal with a problem related to one of these processes. Salon workers must deal only with problems they know they can cope with.

Salon workers must not:

• Be afraid to ask for help.
• Try to solve a problem they are unsure about – they could make matters worse and cause damage to the hair and/or the scalp.

In addition, working outside the boundaries of responsibilities can lead to:

• Loss of clients and salon revenue.
• Loss of self-esteem and confidence.

Making a Good Impression

The salon should be well-maintained, with clean and tidy work areas. This will create a good impression and prevent the spread of disease and infection.

Most salon treatments and services create waste, so ensure:

• Used towels and gowns are laundered before use on the next client.
• Hair is swept from the floor.
• Boxes and bottles are tided away and disposed of according to salon regulations.
• Unwanted lotions and substances are disposed of according to salon regulations.
• Sinks and worktops are wiped clean after use.
• Used cups and saucers are removed from work surfaces, washed and stored correctly.

All staff have a duty to report hazards and reduce risks. Reducing a risk can be as small as reporting a matter to someone with more responsibility.
UK Health and Safety Regulations

Regulations and legislation relevant to the United Kingdom can be found under the following headings:

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African Type Hair
Hairdressing
Hair Structure
Despite the obvious visual differences, African type hair shares the same fundamental characteristics as Caucasian or Asian hair.

Hair is made up of a tough, horny, protein substance called keratin. Once the hair has surfaced above the scalp, it hardens, a process called keratinisation. Hair can be classed as dead - there is no feeling or sensation in the hair shaft, which is why it doesn’t hurt when hair is cut. Any sensation will be produced on or below the scalp.

Types of Hair on the Body

The human body is covered in hair. Some areas, such as the head, have more hair than other parts of the body. For example, the palms of the hands and soles of the feet have none. Certain races of people appear hairier than others, but this could be a trick of the eye as dark hair may be more apparent against lighter-coloured skin.

There are three types of hair on the body:

Lanugo Hair
This is found covering a human foetus. It is shed approximately four weeks before birth and replaced with vellus hair.

Vellus Hair
This is approximately 1cm long, very fine and not deeply rooted. It covers the body.

Terminal Hair
This is much coarser and stronger than vellus hair and is found on the head, face, pubic areas and underarms. It is deeply rooted and can grow, in the case of head and facial hair, to just under a metre. Intermingled with terminal hair may be some vellus hair. Vellus hair may also replace terminal hair when a man goes bald.

The roots of terminal hair are found near large blood vessels, which provide the nourishment for cell and growth development.

Compare!

There are different characteristics of hair:

African type hair
Sometimes depending on the degree of curling and coiling so therefore can apply to caucasian.

Asian hair
Round shape
Straight

Caucasian
Oval shape
Wavy

(Textures are also varied: Its really the diameters)

Fine hair – small diameter, less cuticle scales

Medium hair – average diameter, more cuticle scales

Coarse hair – large diameter, compact cuticle scales

Information Specific to African type Hair

* Vellus African type hair is as straight as Caucasian vellus hair.

Notes
Layers of the Hair

The hair is made up of three layers: the cuticle, the cortex and the medulla.

The Cuticle

The cuticle is the outer layer of the hair and makes up about 20 per cent of the hair’s total area. It is made up of overlapping layers and can be described as resembling the formation of fish scales, or anything that has overlapping layers, such as the bark of a tree or roof slates. The colourless scales should lie flat and smooth. If the hair is in poor condition, however, the hair may feel rough and the scales may be raised, or even missing. Certain chemicals will lift the cuticle to allow the passage of products to the internal hair structure for perming, relaxing, colouring or bleaching.

Notes

Cuticle of hair differences

Asian 11 or more layers of cuticle
Caucasian 4-7 layers
Afro 6 to 11 on the para cuticle layers but as little as 2 on the orthocortide.

The cuticle layers surround and protect the hair’s central area, the cortex.

The Cortex

The cortex makes up the largest area of the hair. As much as 90 per cent of the total weight of hair is comprised of the cortex. (i) The cortex contains granules of melanin, the hair’s natural colour. The colour pigment can be seen through the translucent cuticle layer.

The strength of the hair is a result of the structure of interlocking cells found within the cortex.

The cortex also houses long, spiral chains consisting of bundles of spring-like fibres called macrofibrils. These, in turn, are formed from even smaller, glue-like bundles of fibres called microfibrils, which are made up of the smallest bundles of protofibrils.

The glue-like fibre (microfibrils) link together the spring-like fibres (macrofibrils). These long branches of protein linkages are called polypeptide chains.

Polypeptide Chains
Polypeptide chains are spiral-shaped and are covered with a protein-rich moisture.

The chains have a spiral or coiled-spring shape known as alpha-helix, with three or four amino acids in each turn of the coil. (ii) The three polypeptide chains are connected by several different types of cross-linkages or bonds to form ladder-like structures which are linked at intervals.

When the polypeptide chains are split, they become an amino acid. Each amino acid is made up of an arrangement of chemical elements.

In the hair, two amino acids - cystine and cysteine - are found.

When African type hair is relaxed, the chemicals change the structure of amino acids within the cortex.

The amino acid cystine is responsible for allowing the hair structure to be permanently changed.

The hair contains the following five elements:

• carbon 50% - this is the largest element present and can often be identified by the smell it gives off when hair is singed.
• oxygen 21%
• nitrogen 18%
• hydrogen 7%
• sulphur 4%.

The Medulla

A cross section of hair

This is the innermost part of the hair and is not always present in all hair. It is an air space that serves no particular purpose. Viewed under a microscope, the medulla may appear as a thin or broken line.

By way of an illustration, think of a pencil. The paint on the outside is the cuticle; the thick layer of wood surrounding the lead is the cortex; and the lead itself is the medulla, the innermost part.

Acknowledgements
(i) 'Milady’s - Hair structure and chemistry simplified'
(ii) 'Hairdressing Science, Third Edition
by Florence Openshaw'
What Makes Hair Different?

How hair looks and feels is determined by a number of factors:

Texture
This is the size of an individual strand of hair. Whether hair is coarse, medium or fine depends on the actual diameter of a strand of hair. The average diameter of a strand of hair is 0.05mm, so anything under or over this would be described as fine or coarse.

Information specific to African type hair
* There is up to as much as 36 variations of African type hair. The variations in African type hair are as wide as that of Caucasian hair. Not all African type hair is tight, curly or abundant. Some hair can be wavy or straight. These variations are generally found when there is a mixing of races such as African and Asian or African and Caucasian.

Density
This is the amount of hair per square inch of scalp.

Information specific to African type hair
* Despite the fact that the density of hair among Africans is lower than that of Caucasians, many people think African type hair is very abundant because of its curly nature.

Colour
The natural colour pigment can be clearly seen through the translucent cuticle. Colour can be described in terms of depth and tone.

Information specific to African type hair
* Not all African type hair is black. Many people have medium-to dark-brown hair.
* The first human redheads walked this earth about 50,000 years ago in Africa and then spread throughout Northern Europe.
* African type hair can display blonde shades when exposed to the sun in the same way as Caucasian hair.

Elasticity
The elasticity of hair allows it to stretch and return to its normal length.

Information specific to African type hair
* African type hair is generally weaker and more susceptible to breakage than Caucasian hair. This is especially noticeable following relaxing or perming processes, but can equally apply to hair in its natural state.

Porosity
This is the hair’s ability to absorb moisture. Hair that is damaged by environmental, physical or chemical factors can be more porous.

Information specific to African type hair
* Hair can be made porous following relaxing and colouring. However, some moisture can be replaced by using aftercare products. Chemically treated hair is likely to be more porous if it has been over-processed.
Length
Hair will grow an average of 7cm each month and will reach a predetermined length over a period of two to seven years. Some people’s genetic make-up will allow them to grow their hair very long while others will be unable to.

Information Specific to African type-type Hair
* African type hair grows slightly more slowly than Caucasian hair. It’s a perception that African hair grows slower. This is explained by the curling and coiling during the growth cycle.
* Due to the curl formation, African type hair develops more volume as well as length.
* By viewing the fibral geometrical characteristics of African type hair using an optical system which measures the variations in hair along the entire length and according to its angular rotation, it can be seen that a length of hair is helicoidal and contains crushed areas along the length that create weakness.

Hygroscopicity
Hair is hygroscopic. This means it can absorb moisture from the atmosphere. Hair that has been set or blow-dried can lose its style following exposure to the atmosphere and the absorption of moisture.

Information specific to African type hair
* African type hair that hasn’t been permed or relaxed shrinks when it comes into contact with moisture, whether by washing, sweating or damp weather conditions. Hydrated protein fibres swell in width rather than in length, giving the appearance of shrinkage. Natural African type hair is curly (Alpha Keratin). It can be stretched by blow drying, roller set or thermal styling comb (Beta Keratin). Hygroscopic nature of hair will draw moisture from the atmosphere causing the hair to shrink back to its natural curl pattern (Alpha Keratin).
The Hair and Skin

Functions of the Skin
The skin is the largest organ of the body and has the following functions:

- Protects the body and inner organs.
- Regulates temperature.
- Excretes waste, such as sweat.
- Secretes oils, such as sebum.
- Recognises sensation.

The skin stretches, retracts, absorbs and repels.

Information Specific to African type-type Hair

* The scalp of African type hair have lower amounts of oils than caucasian hair scalps.
* African type skin is prone to keloid scarring. (keloid scarring is a thickening of the skin during the healing process.)
* The skin can appear dull and dehydrated, which is why it is common for black people to moisturise their whole body on a daily basis.
* African type skin affected by vitiligo appears luminous in comparison to the rest of the skin.

The Epidermis

This is the surface of the skin and is composed of five layers of cells:

(i) Stratum corneum or horny layer - flat, dead cells of keratin which are constantly shed from the surface of the skin.
(ii) Stratum lucidum - a clear (translucent) layer made up of flat, keratinised cells. No melanin is present in this layer.
(iii) Stratum granulosum or granular layer - keratinisation takes place in this layer and the cells start to break down and die here.
(iv) Stratum spinosum or prickle cell layer - this layer contains living cells with spiny outgrowths. Melanin is present in this layer.
(v) Stratum germinativum or basal layer - the germinating layer is made up of living cells that actively grow and constantly divide. Melanin is produced in this layer.

There are no blood vessels and few nerve endings found in the epidermis, and its thickness varies in different parts of the body. For example, the skin on the eyelids is much thinner than on the palms of the hands and the soles of the feet.

The top layers of the skin are the result of the cellular activity in the lower level of the skin - the dermis.

The Dermis

This is the largest layer of skin, and is well supplied with blood vessels and nerve endings. It is sensitive to touch, temperature and pain, and it is within this layer that many of the hair’s appendages are found.
The Hair Bulb
The hair bulb is a cone-like shape at the bottom of the hair follicle.

The Dermal Papilla
This is where cell division for hair growth takes place.

Information specific to African type hair
* The formation of the natural curl pattern in African type hair depends on the rate of cell division at any given time.
* Cell division may speed up or slow down during hair growth, causing an uneven cell distribution that can be felt and seen by the naked eye as a lumpy, continuous pattern along the hair shaft. This is known as Keratinisation.

Keratinisation
Some parts of the hair strand appear thicker than others, causing the hair to become curly, with the centre consisting of two types:

Para Cortex
*Cortical fibres grow in an even cylinder present in straight hair. This represents the outside of the curl.

Ortho Cortex
*Cortical fibres in an uneven formation present in curly hair. This represents the inside of the curl.

The Follicle
The follicle is a tube-like indentation or depression in the skin. It contains the part of the hair below the surface of the skin. The follicle can vary in shape from round or oval to flat or kidney shaped.

Information specific to African type hair
* African type hair follicles can vary in shape this has some bearing on the formation of the hair’s natural curl pattern as the follicle can change shape through a person’s lifetime. This is down to genetic make up.

The Sebaceous Gland
This is situated in the dermis of the skin adjoining the hair follicle and resembles a bunch of grapes. Sebum, the natural oil of the hair and skin, is produced here. It passes into the follicle and coats the skin and hair. Too much sebum can cause greasy hair and spots due to bacterial infection. A greasy scalp will appear dull with a transparent film over it.

Information specific to African type hair
* Contrary to popular beliefs, African type skin does not have more sebaceous glands than white skin, it has less. Therefore, the amount of sebum produced by the sebaceous gland is often insufficient for the needs of African type skin and hair.
* A greasy scalp caused by an overactive sebaceous gland is rare in African type hair, but does exist.
Sweat Glands
These are balls of coiled tubes situated in the dermis. Sweat travels through a long, spiralling tube, which opens at the skin's surface. The surface opening is called the skin pore.
Sweat is mainly water, but other materials may be present such as mineral salts and urea. Sweat helps in regulating the body temperature by its cooling down action as it evaporates from the surface of the skin.

The Erector Pili Muscle
This is attached to the hair follicle and lies below the surface of the epidermis. It is a small, involuntary muscle. In cold weather, the muscles contract, causing a goose-pimple effect on the skin's surface. The raised arched hairs help to trap air and create an insulating layer of warm air around the skin. Other reactions are caused through stress, danger and fear. A good example of this can be seen in cats and dogs when their hackles rise.

Information specific to African type hair
* The appearance of African type hair standing on end is as visible on the body surface area as with white skins.

The Blood Supply
Blood is supplied to the hair only through the papilla and carries nutrients for hair and follicle growth. If the nutrient supply is interfered with by an abnormality such as illness, starvation or radioactivity, the hair may cease to grow.

The Hair Shaft
This is the length of hair that continues above skin level and terminates at the hair point or tip, which may be made blunt by cutting.

Hair Follicle Formation
After eight to nine weeks of human gestation, following molecular and cellular interactions, dermal fibroblasts will aggregate to form the future dermal papilla. The complex structure of hair growth penetrates as far as 4mm into the dermis from the follicle which produces the hair shaft.
There are approximately 100,000 to 120,000 hair follicle sites in the scalp, not all of which will be active. The dermis and the epidermis react together to create the follicle in a unique action.
Firstly, a part of the epidermis grows downwards into the dermis to form a canal. The follicle begins to form deep in the dermis. It is formed by fixing itself around a piece of dermis tissue, encasing it almost completely.
The Growth Cycle
Human hair is in a continuous cycle of growth, loss and replacement.

The growth stages are known as:

- anagen
- catagen
- telogen.

Anagen Phase
This phase of the cycle lasts the longest. Opinions vary as to the length of this cycle, but the average, general conclusion is between two and seven years, possibly slightly longer.

When hair has been blunt cut to the same length, the growth rate around the head may appear to vary because some hairs are in the anagen phase of the growth cycle and some are in the catagen or telogen phase. Therefore, when the hair grows again, the length may appear to need reducing in one place more than another.

Hair-growth activity at this point is not altogether dormant because the hair is preparing for new growth by making new germ cells. These cells wait for a signal to begin the anagen process again.

Whilst the hair is in catagen, two distinct reservoirs can be seen in the upper and lower third of the root sheath. The theory here is that these two stem-cell reservoirs fuse in late catagen and telogen but then split at the onset of anagen.

Information specific to African type hair
* The life span of hair is 3-4 years.
  Folicles decrease with age. Each head can lose 40-50 strands per day.

Catagen Phase
During this phase, hair starts to become detached from the scalp by moving away from the dermal papilla. The base of the detaching hair moves up and becomes level with the sebaceous gland. At the same time, however, the follicle canal shrinks to about a third of its usual size. The cells now stop making colour pigment and the root takes on the appearance of a small, white ball, which can be seen when the hair comes out. This process takes about two to three weeks.
Telogen Phase
This is the resting stage of the growth cycle and lasts between three and four months. If the old hair is still embedded in the follicle, the new hair will push it out. Certain factors can rush the follicle into this phase prematurely, resulting in excessive daily hair loss. (iii) Possible factors for excessive hair loss are:

- **Stress** - high levels of stress restrict the blood flow and the body’s ability to gather nutrients.
- **Hormonal** - caused by problems with the thyroid gland.
- **Medication** - certain drugs used to treat illness.
- **Chemotherapy** - this treatment is designed to destroy any rapidly producing cells and is unable to differentiate between cells in different parts of the body. Scalp skin cells are produced at a faster rate than anywhere else in the body; therefore hair loss is inevitable.
- **Genetic** - hair loss is not necessarily hereditary. It is the susceptibility to produce the body toxin dihydrotestosterone (DHT) that is hereditary. Testosterone, naturally present in the hair follicle, converts to DHT and is known to be a contributing factor in hair loss.

Hair Pigmentation
Melanocytes produce melanin which gives hair its pigmentation. The melanocytes are located in the hair bulb. Some melanocytes migrate from the follicle when the hair is in the telogen phase to the new hair in the anagen phase to re-initiate pigmentation.

The source of the pigmentation is the outer root sheath. Once the melanocytes become inactive, the hair then surfaces as white hair or colourless hair. A white hair will have little or no pigment and may have a large number of air spaces in place of colour granules.
**Pigmentation in Skin**
Melanin is a dark pigment found mainly in one of the four sub-layers of the epidermis, known as the basal layer or stratum germinativum. Depending on the amount of melanocytes (small yellow, brown or black granules), skin will vary from very pale to very dark.

**Information Specific to African type-type Hair**
* African type skin will darken when exposed to sunlight and needs to be protected from burning by UV products.
* Colour varies among black skins:
  - Yellow tones where the skin can look golden
  - Red tones where the skin can look warm
  - Grey tones where the skin can look ashen
  - Blue tones where the skin can look cold

**Summary**
**General Characteristics of African type Hair**
- Generally curly.
- Generally dark in colour, about a base 2-3. Mixed race has a base of 2-6.
- Generally has a slow growth rate, but tends to be faster where the race is mixed, whether in small or large amounts.
- Texture feels unsmooth.
- Has an obvious uneven distribution of keratin.
- Normally naturally dry.
- More delicate than Caucasian hair.
- Shrinks when moist.
- Generally needs to be maintained and protected by moisturisers.
- Normally requires a lot of conditioning.

**Hair and Skin**
**The Epidermis**
- The outer layer of the skin.
- Made up of five sub-layers.

**The Dermis**
- The largest layer of the skin.
- Sensitive to touch, temperature and pain.

**The Hair Bulb**
- Cone-like shape at the base of the hair.
- Grows in the skin layer.

**The Dermal Papilla**
- Where cell division takes place.
- Determines the natural curl pattern of African type hair.
- Growth rate may speed up or slow down here, resulting in uneven cell distribution.

**Notes**
## Factors that Influence Services

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<tr>
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<th>Cause</th>
<th>State and Recommendations</th>
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<td>Alopecia Areata</td>
<td>Stress</td>
<td>Non-infectious. Seek medical advice</td>
</tr>
<tr>
<td></td>
<td>Physical damage</td>
<td>Non-infectious to scalp</td>
</tr>
<tr>
<td>Damaged Cuticle</td>
<td>Physical or chemical damage</td>
<td>Non-infectious Reconstructant conditioning</td>
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<td>to hair</td>
<td>treatments</td>
</tr>
<tr>
<td>Folliculitis</td>
<td>Bacteria</td>
<td>Infectious Seek medical advice</td>
</tr>
<tr>
<td></td>
<td>From scratching or contact</td>
<td></td>
</tr>
<tr>
<td></td>
<td>with infected person.</td>
<td></td>
</tr>
<tr>
<td>Fragilitis Crinium (split</td>
<td>Physical damage</td>
<td>Non-infectious Remove by cutting</td>
</tr>
<tr>
<td>ends)</td>
<td>Bacteria</td>
<td></td>
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<tr>
<td>Impetigo</td>
<td>Bacteria</td>
<td>Highly infectious Seek medical advice</td>
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<td>Damage to dermis and epidermis</td>
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<tr>
<td>Male Pattern Baldness</td>
<td>Genetic</td>
<td>Non-infectious</td>
</tr>
<tr>
<td></td>
<td>Linked to high levels of testosterone</td>
<td></td>
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<tr>
<td>Monilethix (beaded hair shaft)</td>
<td>Uneven production of keratin, hereditary</td>
<td>Non-infectious, Conditioning treatment</td>
</tr>
<tr>
<td>Pediculosis Capitas (nits/eggs)</td>
<td>Laid by headlice</td>
<td>Infectious, Current treatments recommended by pharmacist</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Anti-dandruff treatment</td>
</tr>
<tr>
<td>Pityriasis Capitis (dandruff)</td>
<td>Linked to excessively greasy scalp</td>
<td>Caution should be exercised when shampooing scalp in this condition and gloves are recommended during the process.</td>
</tr>
<tr>
<td>Psoriasis</td>
<td>Stress, hereditary</td>
<td>Non-infectious, Seek medical advice</td>
</tr>
<tr>
<td></td>
<td>Unknown</td>
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</tbody>
</table>

**Notes**

- Cicatrica Alopecia
- Seborrhoea Dermatitis

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**Condition**

- Keloid Scarring
- Male Pattern Baldness
- Monilethix (beaded hair shaft)
- Pediculosis Capitas (nits/eggs)
- Pityriasis Capitis (dandruff)
- Psoriasis

**State and Recommendations**

- Damage to dermis and epidermis, Non-infectious
- Genetic, Non-infectious
- Linked to high levels of testosterone
- Uneven production of keratin, hereditary, Conditioning treatment
- Laid by headlice, Infectious, Current treatments recommended by pharmacist
- Linked to excessively greasy scalp, Anti-dandruff treatment
- Stress, hereditary, Non-infectious
- Unknown, Seek medical advice

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<table>
<thead>
<tr>
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<th>State and Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sebaceous Cyst</strong></td>
<td>Blockage of sebaceous gland</td>
<td>Caution exercised when shampooing and gloves are recommended</td>
</tr>
<tr>
<td><strong>Seborrhoeic Dermatitis</strong></td>
<td>Cause unknown but is a form of eczema and psoriasis and may lead to infections</td>
<td>Non-infectious</td>
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<tr>
<td><strong>Tinea Capitis</strong></td>
<td>Fungus</td>
<td>Infectious</td>
</tr>
<tr>
<td><strong>Traction Alopecia</strong></td>
<td>Tension on hair</td>
<td>Non-infectious. Some specialist treatments may restore hair growth</td>
</tr>
<tr>
<td><strong>Trichorrhexis Nodosa</strong> (swollen, broken hair shaft)</td>
<td>Physical or chemical damage</td>
<td>Non-infectious</td>
</tr>
<tr>
<td><strong>Warts</strong></td>
<td>Fungus</td>
<td>Infectious</td>
</tr>
<tr>
<td><strong>Ringworm</strong></td>
<td>Fungus</td>
<td>Infections</td>
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</table>

**Notes**

Note: Although similar, many of the factors influencing service illustrated in this section will appear slightly different on African type skin/hair.
African Type Hair
Hairdressing
Consultation
Consultation

The secret of a successful consultation is communication – or how you interact with clients. It is the key to building up a good relationship that will make clients happy with your service and more likely to come back to you. Good communication means that problems can be avoided or resolved quickly.

Consultation between client and stylist is one of the most important parts of a service. It gives the client an opportunity to express their wishes and the stylist the chance to:

• Interpret and evaluate the client’s requests.
• Make suitable suggestions and recommendations.
• Make use of visual aids.

If a thorough consultation is not carried out, mistakes can be made that could be devastating for the client, embarrassing for the stylist and could have a lasting negative impact on the salon’s reputation.

The Consultation Process

To achieve the perfect end result, find out as much as you can about your client during the consultation. Communicate with your client – ask questions, make suggestions and, above all, listen. This process should continue throughout the client’s time in the salon.

Find out about your client’s lifestyle, as this will affect the advice you give them. For instance, a client with a busy job or young children may have very little time to spend styling their hair, so won’t be able to cope with a high-maintenance style. Relaxed hair takes a lot of time and effort to maintain and style whereas a perm will demand only a few minutes of the client’s time each morning to apply the maintenance products.

It is important to listen to what your client is saying. Not all clients are good at explaining themselves clearly, and some people may use a different word to describe a service.

Key points to consider

• visual checks on hair and scalp
• contra-indications
• listen to client
• allow client time to respond
• use open and closed questions
• use visual aids
• give advice
• explain procedure

Notes

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Information specific to African type hair

The language used by clients may vary from one person to the next. For example:

- One client may ask for their hair to be ‘creamed’ and another may ask for a ‘perm’. Both clients may be requesting a relaxer service.

- A client may ask for a ‘gerri’ curl, meaning a permanent wave.

- A client who wants to ‘wear their hair in dreads’ may actually wish to go through the lock-sing process to encourage their hair to grow as locks.

Note: Make sure you understand your clients’ vision and the results they are anticipating.

Clear Communication

Explain the hairdressing process simply and clearly by using non-technical language. For instance, if a stylist is going to layer a client’s hair, then they should tell them what this means, what it involves and use visual aids to illustrate what it will look like. The client will then probably remember the term ‘layering’ when they come back, which will help the next stylist to understand exactly what they require.

Body Language

A great deal of what we say to others is nonverbal. Clients will notice gestures, facial expressions, hand movements, eye contact, stance and general attitude. You may use friendly words but a client will be able to tell if you are genuine or not by connecting the verbal and nonverbal messages.

Body language is very important when meeting clients.

- Posture – Try to avoid folding your arms, placing hands in pockets or slouching. All these can look unprofessional and give clients the impression you don’t care about them or the job.

- Eye contact – Always make eye contact with clients when talking to them, either as you are facing them, or by looking at them through the mirror. Looking away from the client indicates limited attention.

- Facial expressions – Smile. This can be difficult if you are feeling unhappy. Remember, though, the client is not interested in a stylist’s personal problems or feelings, so make sure you keep them to yourself.

- Stance – Standing over a client during a consultation can be intimidating. It gives an impression of power over them. It is much better to sit down to be at the same level as the client.

- Head movements – Use positive movements such as nodding to show clients they are understood.

- Appearance – The clothes worn by staff can enhance the appearance and image of the whole salon. Ensure they are clean, pressed and suitable for your salon.

It is extremely important that personal hygiene is given the utmost attention. In order not to offend clients, a stylist should bath or shower daily and use an antiperspirant to eliminate any unpleasant odours. By brushing teeth regularly, and avoiding foods with strong odours, breath will remain fresh.

Ensure all clothes worn in the salon are regularly washed or cleaned and pressed.
Gowning

At the start of any process, before anything else takes place, it is essential to protect your client by gowning them.

The purpose of gowning the client is to avoid any accidental damage to their clothing. Such damage could spoil the relationship with the client and may even result in litigation.

Each salon will have its own gowning procedure. This normally consists of a combination of gowns, waterproof capes and towels. Ensure each client has a clean protective gown and is gowned appropriately for the service or treatment.

Suggested Gowning Routines

Gowning for Cutting:
Gown; neck strip of tissue or cotton wool to prevent loose hairs becoming trapped under the client’s clothing. A cutting collar may also be used if desired.

Gowning for Styling
Gown and towel.

Gowning for Perming and Relaxing
Gown; waterproof neck cape; towel.

Gowning for Colouring
Full waterproof gown (to cover the chair as well as protect the client); neck tissue to protect collars; towel.

Notes

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# Record Cards

Records of the client’s details are essential to the smooth running of the salon. Whether they are held on computer or in a manual filing system, the information is confidential and should not be disclosed to unauthorised people.

Unauthorised people may be:
- other clients
- visitors to the premises
- workmen
- sales representatives.

See the section on the Data Protection Act on page 5 for more information.

Typical information required for the completion of record cards is:
- the client’s name
- address
- telephone number
- date of service
- results of hair and skin tests
- any contra-indications
- known allergies
- type of service
- products used
- medical History

## Notes

- development times
- results of services
- changes to be made for future services or treatments
- retail products recommended
- stylist name
- comments

Additional information required for colouring services:
- base shade
- percentage of white hair

Additional information required for perming services:
- Illustrations of areas that require corrective methods during the rearranging stage.

Additional information required for relaxing services:
- Illustrations of areas that require corrective methods.

![Illustration of a record card](image)

### Additional Information

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</table>

<table>
<thead>
<tr>
<th>Scalp condition</th>
<th>Comments</th>
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</table>

Client Name: 
Stylist Name: 
Date: 

Additional information required for relaxing services:
- Illustrations of areas that require corrective methods.

![Illustration of a record card](image)
The Data Protection Act

Any organisation that keeps information on record about people (staff or clients) must:

- Register with the Data Protection Registrar.
  (Information and forms are available from Post Offices, there is a fee for a three-year licence. Small businesses can complete a simplified registration form online.)
- Ensure all information is accurate and up-to-date.
- Provide access to a person’s own records, if requested.

The Data Protection Act was introduced to protect people from the possible results of inaccurate or out-of-date information being held about them. This can affect, among other things, a person’s credit rating, medical treatments or employment opportunities.

Anyone can ask to see their records and it is the responsibility of the organisation to provide access to them. However, no one has the right to see the records relating to another person.

Anyone who feels they have been affected by lost or incorrect information or disclosure of personal computer data without their consent may make a claim to the Registrar. They can be told who holds data on them and, for a nominal fee, are entitled to see these records after payment has been received by the Registrar.

Selling

Selling retail products and recommending future services and treatments is an effective way to boost salon takings. Selling products and services can begin from the moment a client sits in the stylist’s chair. A good stylist will talk about the products they are using on the client during the treatment.

Finding the Opportunity to Sell

There are ample opportunities for a stylist to sell additional products and services to a client:

- Whenever there is a new range of products in the salon, they should be highly visible at the work station.
- The stylist should talk to the client about new products.
- One service or treatment can lead to another. For example, following a restyle, the stylist should recommend a colour to enhance the cut.

Linking Salon Products to Retail Products

All chemical products and services can be linked to retail aftercare products. The client should be encouraged to see the benefits of using the full range of products to enhance the service they have just received. For example, a client who has just had a colour service may be encouraged to use a line of colour-saving products to maximise the colour effects and minimise fade.

Key points to remember

- Express ideas in a professional tactful manner.
- Use suitable language for client.
- Give client time to respond.
- Use positive body language and eye contact.
- Listen carefully to what is being said and how (tone of voice).
- Summarise what has been agreed.
- Expand in areas left in doubt.
- Stick to the subject matter.

Notes
Questioning Techniques
For effective selling, it is important to ask the right questions. Questions that invoke a conversational response are most effective as they help the stylist meet the client’s needs.

For example:
- What problems do you have styling your hair?
- If you could have the hair of your dreams, what would it be?
- The ends of your hair are becoming rather dry. Have you been doing anything to help rectify the problem?

The stylist can then direct the conversation towards a selling opportunity.

Avoid closed questions – those that require only a yes or no answer – which will prevent a sales conversation developing.

Answering Truthfully
Although sales targets are often linked to a stylist’s commission, you must not let this influence you to sell inappropriate products to a client.

The stylist must always be truthful about the features and benefits of a product, treatment or service, and know the product.

Recommend suitable products to the client and provide the client with samples to try at home.

Notes

Recognising When the Client is Not Interested
A good stylist will recognise when the client is not interested in purchasing a product. It is important not to be pushy or force a product or additional treatment on them. Signs that a client isn’t interested are:

- They say they are not interested.
- They fidget and make little or no eye contact with the stylist.
- They pay no attention to products being demonstrated.

Caution: Do not force the sale. An embarrassed client may refuse to return to the salon.

Closing the Sale
Once the client has made up their mind that they are interested in making a purchase, or booking an additional service or treatment, the stylist must recognise this and close the sale. Prolonging a conversation by, for example, asking them if they are sure it’s what they want, may actually talk the client out of the sale.

Tip A good time to let clients touch, feel or smell products is while applying them to their hair. This will help the stylist illustrate and explain their features and benefits. When a product is placed in the client’s hand allowing them the opportunity to examine it, they may be more inclined to purchase it.
Aftercare Advice

Giving good aftercare advice is essential. No matter how good a cut or style, the client will be disappointed if they don’t know how to maintain it. As a result, the salon image will suffer and the client may not return.

Information Specific to African type hair

The amount of products available for this hair type far exceeds those for use on Caucasian hair.

Oil-based products, moisturisers and activating lotions are available in many different forms to suit the desired look and feel of the hair, the styling requirements and hair texture.

Sprays are available in both aerosol and pump action and are used to release the content quickly, or as a fine mist.

There are ranges of African Caribbean products to cater for:

- children
- males
- females
- damaged hair
- permed hair
- relaxed hair
- natural hair
- sensitive scalp
- colour-treated hair
- hair loss
- product build-up.

Stock Shortages

All stock shortages should be reported to a relevant person. Where stock levels are monitored by a computer system, the stock level will be automatically recorded. Paper-based stock checks should be completed regularly to prevent shortages.

When stock is allowed to run low or out, it affects the smooth running of the salon. The potential problems may be:

- A client is forced to settle for a contingency service.
- A client is forced to delay their service due to the time it takes for the salon to order and receive the new stock.
- The stylist may run out of the product part way through a treatment or service.
- The client may be disappointed and not return to the salon.
- The salon loses revenue.

Notes
Calculating Costs
Salons break down prices according to the individual products used, the length of time the service takes and, often, who completes the service or treatment.

For example, if a client books a cut and blow-dry, the price may be calculated as follows.

Was the cutting service a trim or a restyle?
The time taken to give a client a trim would be less than that of a complete restyle. Therefore, a higher charge must be made for the restyle.

Did the blow-dry take place on long or short hair?
If the blow-dry takes place on short hair, this could possibly be completed by wrap-drying the hair, prior to curling it. This will then free the stylist to attend to another client.

Clients with long hair will take up more of the stylist’s time, so a higher charge must be made.

Was the hair natural or relaxed?
Natural hair in its thick, curly state requires more effort and time to blow-dry into a straighter result compared to relaxed hair of any length. The hair may need to be sectioned and put into large plaits to keep it in a stretched state before each section is blow-dried. Therefore, a charge must be made to reflect the extra work involved.

Which stylist carried out the service?
Some salons base their prices on the experience of the stylist. The stylist may also be referred to by different titles to indicate a higher status, such as Artistic Director.

The longer a service takes, the more time the stylist spends away from the next client. This must be reflected in client charges.

Tip Before carrying out any service, the client should be informed of the likely costs. This is particularly important if additional services, treatments or products are offered to the client.

Salon Services
Many different services can be offered in the salon. To maximise revenue, stylists need to be multi-skilled. A typical salon that caters for all hair types may offer the following services:

- shampoo and set
- conditioning treatments
- dry trim
- cut and blow-dry
- afro trim
- afro trim with designs
- restyle
- thermal styling
- pressing
- relaxing
- perming
- colouring: highlights/lowlights, cap or packets, full head, regrowth applications, semi-permanent, temporary
- plaiting: hair extensions/weaves
- bonding
- twists: scalp comb, two stem
- Cane rows
- Locksing
Booking Appointments

For a salon to be efficient and profitable, the appointment system must be carefully organised to maximise stylist time and increase profits. At the same time, it must ensure the client is not kept waiting unnecessarily.

For example, a two-hour slot is required to complete a relaxer service. To maximise the available time, the stylist can complete a blow-dry and thermal styling on another client while the relaxer is processing and then removed by another more junior member of staff. If the same relaxer client then has her hair set, the 40 minutes she spends under the hood-dryer can be utilised with yet another client.

However, it is important to make sure the stylist’s column is not over-booked. Over-booking will lead to prolonged waiting for the client, which may mean they do not return to the salon.

Tip  If a client has to wait, offering them a cup of coffee or reading material at regular intervals will often keep them satisfied.

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African Type Hair
Hairdressing
Shampooing & Conditioning
Client Preparation

The client’s clothing must be protected from accidental splashes or spillages during the shampooing and conditioning process.

The method of gowning will vary from salon to salon, but usually includes a gown to cover the client, waterproof capes and towels. The towels should be changed as soon as they become damp or wet.

More information on gowning procedures can be found in the Consultation section.

Disposal of Waste

The salon must be kept clean and tidy to reduce the risk of cross-infection and to create a professional image.

Any waste must be disposed of according to salon policy and health and safety regulations. The waste generated from shampooing and conditioning is likely to be:

- Used towels and gowns
- Empty product containers
- Surplus shampoo and conditioner
- Used plastic caps.

Records

Some salons may choose to keep client records only for chemical services. However, if the client is having a course of shampooing or conditioning treatments, it is recommended that records are kept. Such records will provide evidence of improvement to the condition of the hair and/or scalp.

The following information can be recorded:

- Client’s personal details
- Results of tests carried out on the hair
- Condition of hair
- Aspects of the hair and/or scalp to be treated
- Products used
- Method of application
- Length of time the products were on the hair
- Results of treatments
- Recommended retail products.

Importance of Completing a Service Record Card:

- Ensure correct service is carried out
- Future reference
- Evidence in case of legal action
- Maintain professional image of the salon
- Identify allergic reactions

Remember: Client information is confidential and must not be given to a third party. Following Data Protection Act.
Water

Water is composed of hydrogen and oxygen and has a neutral pH. The recognised scientific symbol for water is H2O. Depending on the impurities within the water, it can be either hard or soft. For efficient shampooing, it is important to know the type of water in the salon’s area.

Hard Water
This contains calcium and magnesium sulphates. If soap is used, it will not readily lather and a scum will form. Hard water will leave limescale deposits that can clog up showerheads and the kettle of a steamer.

Soft Water
Rain water or water that has been chemically softened contains very small amounts of minerals. It lathers freely and does not form a scum or leave limescale deposits. For this reason, it is preferred for shampooing.

Water Temperature
Apart from being uncomfortable for the client, cold water will hamper the foaming of shampoo products. Hot water, however, can dry the scalp and cause it to flake. The water should therefore be comfortably warm for the client, and the temperature must be checked constantly throughout the process to ensure client satisfaction.

Shampooing and Rinsing
The main purpose of shampooing is to keep the scalp and hair clean and healthy. To be effective, a shampoo must remove all dirt, oil, perspiration and skin debris without adversely affecting either the scalp or the hair.

Information specific to African type hair
Clients with African type hair will use a variety of oil-based products to maintain their hairstyles. These products will increase the amount of dust particles and dirt that sticks to the hair shaft.

Notes
Requirements of a Shampoo

• It should cleanse the hair of oils, chemical products debris and dirt.
• It should work efficiently in hard as well as soft water.
• It should be non-irritating to the eyes and skin.
• It should leave the hair and scalp in good condition.

Information specific to African type hair

Oil and water do not mix, so do not initially apply water to the hair if it is coated with oily products. To remove the products, first apply neat shampoo, and massage well into the hair and scalp.

Tip
To ensure the hair has been cleansed well, check the scalp by doing a simple test. After shampooing, but before applying the conditioner, gently use the pad of the thumb to rub against the client’s scalp. If the scalp and surrounding hair turn cloudy or dull, repeat the shampoo process.

The cloudiness is caused by a build-up of shampoo and conditioning products adhering to oily after-care products on the scalp. This is especially noticeable on clients who have failed to massage their scalp properly when shampooing.

Use this opportunity to explain to the client how the scalp should be massaged to ensure effective cleansing.

Procedure for Shampooing

Method

1. Pour a generous amount of shampoo into the palms of the hands and rub hands together to aid distribution.
2. Distribute evenly throughout the hair length and scalp using effleurage massage. (See page 5 of this section).
3. Massage gently into the hair using rotary movements.
4. Gradually apply enough warm water to make a lather over the entire scalp.
5. Massage the scalp for several minutes using rotary movements.
6. Rinse the hair thoroughly and repeat the process.
7. Rinse the hair to ensure all traces of shampoo are removed.
8. Towel-blot hair gently to prevent water dripping on to the client’s face, ears and neck.

Information specific to African type hair

Shampoos designed for African Caribbean-type hair are concentrated and have a thick consistency to cope with the removal of after-care products.

Notes
Positioning the Client

Generally, salons are equipped with both a back wash and front wash basin. The client should be consulted to identify their preferred method.

The back wash basin allows the client to sit down, lean back into the basin and relax. Their shoulders are positioned beneath the front protruding ridges of the basin allowing the neck to form a watertight seal with the edge of the basin.

Using a back wash basin prevents the face getting wet and shampoo and conditioner entering the eyes.

The front wash basin is ideal for clients who find it difficult to lie back or have very short necks or backs.

Front basins should be used for the removal of texturiser, to ensure it is rinsed in the direction of hair growth. (More information about texturisers can be found in the Relaxing section.)

Shampoo Types

There are many services that require the hair to be shampooed, and there are many different types of shampoos designed for each service.

Moisturising shampoo
Used for regular cleansing. May contain moisturising agents to improve the condition of dry hair.

Medicated shampoo/Anti-dandruff shampoo
Used to treat specific scalp problems such as itchy scalp, dandruff and mild forms of pityriasis (see ‘Factors that Influence Services’ in Hair Structure). Many contain zinc pyrithione or selenium sulphide.

Pre-perm shampoo (clarifying)
This shampoo contains no additives and has a neutral pH. It is used to cleanse the hair prior to a perm and to remove any possible barriers that may hinder the success of the service.

Information specific to African type hair

Moisturising shampoo
Designed to add moisture to dry hair.

Neutralising shampoo
Designed to reduce alkalinity in the hair after the relaxer is rinsed away. Only for use as part of the relaxing process.

Colour-saving shampoo
Designed to reduce colour fade after colouring.

Massage

Massage is the process of stroking and manipulating body tissue. The strokes, movements and manipulations can be given by hand or by electrical equipment.

Effleurage
A gentle, stroking, smoothing movement.

Used to spread product in shampooing and conditioning services. The massage relaxes the client and can be used prior to and on completion of more vigorous massages.

Rotary
A circular, cleansing movement.

Used in shampooing to cleanse the hair and scalp.

Friction
A brisk, rubbing movement.

Used when applying products to the hair and scalp.

Avoid using on hair exhibiting alopecia.
Pettrissage
A deep, circular, kneading movement.

Used in conditioning to stimulate the blood supply, increase nutrients to the dermal papillae, stimulate the sebaceous glands to produce sebum and remove fatty congestions on the scalp.

Vibration
A very fast, vibratory movement.

Usually carried out with a vibro-machine.

The purpose of scalp massage is to:

- speed up the circulation of the blood to the scalp
- improve nourishment to the hair and scalp
- remove waste products
- stimulate the sebaceous glands
- tone up muscles
- soothe or stimulate the nerve endings
- reduce unwanted fatty tissue

Note: Brushing the hair close to the scalp is a form of effleurage because of the stroking action of the brush.

Common Shampooing Faults

The shampooing and conditioning process is a very important aspect of client care.

A dissatisfied client may find fault with a shampooing service for any of the following reasons:

- improper selection of shampoo
- insufficient scalp massage
- insufficient rinsing
- water too hot or too cold
- water runs down the client’s forehead, or into eyes or ears
- the client’s clothing is wet or soiled
- the client’s scalp is scratched by fingernails
- failure to clean the scalp or hair

Conditioning

African type hair often lacks natural moisture and sheen, so conditioning is a vital aspect of client care.

The purpose of a good conditioner is to:

- de-tangle the hair
- strengthen structural damage
- prepare the hair for further processing
- add sheen
- restore the hair’s natural pH
  (see Perming section for more information)

Conditioner Types

Conditioners can be categorised as:

- surface conditioners
- penetrating conditioners
- treatment conditioners

Surface Conditioners

These are designed to coat the cuticle, making the scales lie flat. A flat cuticle surface will reflect natural light, making the hair appear shiny.

As surface conditioners do not penetrate the cortex, the internal structure of the hair will not benefit from this type of conditioning.

Penetrating Conditioners

This type of conditioner will penetrate the cortex to reinforce the hair fibre. These conditioners are available in various forms, such as creams for post-shampoo use and liquids which are not rinsed from the hair. Different methods of heat can be used to accelerate the product.
Treatment Conditioners
Some problems that affect the condition of the hair may need a scalp treatment. Products can be used to aid the correction of excessively dry or greasy scalps.

Information Specific to African type hair
Clients should be encouraged to visit the salon twice a month for conditioning treatments on their hair.

Applying Conditioners

After shampooing, the hair should be gently towel dried to remove excess water. Excess water will drip down the client’s face and neck and dilute the conditioner.

Disentangle the hair with a large-tooth comb, beginning at the ends of the hair and gradually working towards the roots. Do not comb hair from roots to points in one stroke as this can lead to hair breakage and client discomfort.

Long hair should be divided into four sections and the conditioner applied with long, stroking movements from roots to points with either the hands or a brush.

Massage the scalp and leave the conditioner for the recommended time. Ensure the product is completely rinsed from the hair before drying and styling.

Information Specific to African type hair
Conditioners designed for African type hair are normally very concentrated and have a thick consistency.

Some can be applied with the hands, or with a brush from a bowl, while others are designed to heat up in the palms of the hand before being applied to the hair.

Hot Oil Treatments

These are designed to counteract dryness of the hair or dry scales on the scalp.

Information Specific to African type hair
Unless the manufacturer’s instructions state otherwise, hot oils are most effective on African type hair when applied to shampooed hair.

Method

1. Shampoo the hair.
2. Towel dry the hair and divide into sections.
3. Using a tint brush, apply the oil to the affected areas.
4. Leave for the recommended time.
5. Rinse the hair thoroughly and towel dry.
6. The deposits now remaining on the hair will temporarily moisturise it.

The hair will not feel excessively greasy.

Procedure for Conditioning

1. Following the shampoo, gently towel dry the hair.
2. Prepare the conditioner for application.
3. Divide the hair into sections appropriate to its length and density.
4. Apply the conditioner along the lengths of the hair, starting at the nape.
5. Spread the conditioner evenly throughout the entire head using effleurage movements.
6. Massage the scalp using petrissage movements.
7. Allow the conditioner to remain on the head for the recommended time, with or without heat, according to the manufacturer’s instructions.
8. Remove conditioning product thoroughly.
9. Dry, style and finish the hair.

Notes
Using Electrical Equipment Safely

The electrical equipment used for drying, setting and styling must be adequately maintained and checked by a qualified person. A written record of the equipment tests should be kept and made available for inspection.

The equipment should only be used for its intended purpose, and whoever uses the equipment should make sure they know how to use it.

It is important to check that the equipment is safe for use by examining the flex and the plug. When equipment is finished with, it should be switched off, unplugged and stored away safely.

The person who uses the equipment is responsible for ensuring that any faulty equipment found is removed from use, labelled as faulty and reported to a relevant person.

Salon Preparation

When preparing for drying, setting and styling – as for any hairdressing treatment or service – it is important that the salon’s work areas are clean and tidy. This gives a professional image and reduces the risk of cross-infection.

Waste must be disposed of in accordance with health and safety regulations. The waste generated from drying, setting and styling services is likely to be:

- used towels and gowns
- empty product containers
- surplus setting, styling and finishing products

Client Gowning

The way a client is gowned depends on the salon policy, but usually involves dressing the client with a gown which covers all clothing, a plastic cape to prevent water or lotions penetrating the gown, and a towel placed over the shoulders.
Client Consultation
Before drying, setting or styling can take place, a thorough consultation must be completed in order to meet the client’s requirements and achieve a successful finished look.

The consultation should include the following procedures:

• Questioning the client to determine their requirements.
• Visually checking the client’s hair for anything that might affect drying, setting or styling.
• Explaining how the client’s hair will be dried, set or styled.
• Allowing the client the opportunity to ask questions.
• Discussing which products to use to achieve the desired look.
• Giving the client aftercare advice and guidance.

The consultation should be ongoing throughout the drying, setting and styling process to ensure that the wishes and expectations of the client are being met.

Critical Influencing Factors
There will be factors that influence how the client’s hair is dried, set or styled, and some factors may limit the choice of style or technique.

Movement
Whether the hair is natural or chemically processed, the amount of movement will influence the choice of style and size of rollers as well as the use of styling aids and thermal irons.

Over-processed Hair
Hair that has been chemically treated will have reduced elasticity. Therefore, it will lack the ability to stretch to its full potential and may snap very easily.

Information Specific to African type hair
Contrary to popular belief, African type hair is fragile with less elasticity than most Caucasian hair. Hair that has been subjected to the relaxing process is even more fragile.

Despite the fragility of African type hair it is generally able to withstand styling processes that would damage Caucasian hair such as thermal pressing.

Artificial Colour
The hair may lack elasticity so excessive tension when drying, setting and styling must be avoided.

Regrowth (new hair growth)
The tension used when setting or blow drying may need to be altered to compensate for processed and unprocessed areas.

Information Specific to African type hair
In hair that has been permed or relaxed the regrowth characteristics will differ from chemically treated hair. The hair is weakest at the point where the change occurs, so special care must be taken when brushing and combing it.

Hair Cut
This will dictate the direction in which the hair is dried, wrapped and set, the size of the rollers used, as well as the way the hair is styled.
Hair Texture
The texture of the hair, whether coarse, medium or fine, will determine the choice of styling and finishing products, the size of combs used to comb and section the hair and the type of brushes used to complete the Styling technique.

Broken Skin, Open Cuts or Sores
Products entering broken skin, open cuts or sores can lead to infection or irritation and discomfort to the client. The stylist should not attempt to treat these conditions and the client should be informed if they need to seek medical advice.

Alopecia
The hair may have to be set, dried or dressed in a way that disguises the affected area.

Percentage of White Hair
White hair often has a different texture to the remaining hair. It may also only reach a certain length, therefore appearing to leave patches or indented areas around the head or just at the sides, for example. White hair can sometimes be used to enhance the finished look. For example, a ‘Mallen streak’ or section that emphasises the appearance of the white hair.

Head and Face Shape
The shape of the face will determine the overall appearance and shape of the finished look.

Hair Length
The length of the hair will affect the size of rollers or brushes used, the drying time, the choice of style and the desired look.

Information Specific to African type hair
Natural African type hair shrinks when it is shampooed. Therefore, the wet length will appear much shorter than the length when the drying process is complete.

Elasticity
The elasticity of hair determines its ability to stretch and return to its normal length. Hair stretches more and is more compliant when it is wet.

It is important not only to stretch the hair when molding but to smooth the hair for a sleek silky result. Stretched unsmoothed hair will appear dull after dressing. The elasticity of hair determines its ability to stretch and return to its normal length. Hair stretches more and is more compliant when wet.

Hair Density
The density of hair - how abundant it is - will affect the size of each mesh section, the size of roller, the products used to aid setting and how the hair is dressed.

Natural hair will hold a large volume of water after shampooing. Ensure that as much of this is removed before the client is made to sit up, as the water will wet the face, neck and back of the client rapidly.
Styling and Finishing Products

It is useful to have a wide and varied range of products available. All stylists must ensure that they are familiar with the products, this will enable them to make the correct choice for each hair type, and help them to explain the benefits of individual products to clients.

Information Specific to African type hair

Some products for African Caribbean hair are used on:
- wet hair only
- dry hair only
- wet and dry hair

For Wet Hair

Setting lotion
- Creates a barrier from atmospheric moisture on the hair shaft.
- Holds the hair in the set style for longer.
- Is available in different strengths.
- Is available as a temporary colour.

Styling mousse
- Creates a barrier from atmospheric moisture on the hair shaft.
- Activates curl.
- Holds the hair in the set style for longer.
- Is available in different strengths.
- Is available with properties to suit different hair types.
- Is available as a temporary colour.

Wrapping lotion
- Holds the hair in place but leaves it feeling product-free.
- Gives the hair body.

Leaving-in conditioners
- Allow the hair to be conditioned without requiring any rinsing.

Temporary colorants
- Introduces the client to colour.
- Last until the hair is shampooed again.
- Do not damage the hair.

Oils/dressing creams
- Available with properties to suit different hair types.
- Provide the hair and scalp with essential oils.
- Make the hair shiny.
- Aid the styling process.

Styling glaze
- Provides the hair and scalp with essential oils.
- Makes the hair shiny.
- Aids the styling process.
- Holds the hair in place without feeling firm.
- Emphasises natural curls.

Freeze gel
- Aids the styling process.
- Firmly holds the hair in place.
- Becomes transparent when applied to hair.
For Dry Hair

**Holding spray**
- Aids the styling process.
- Holds the hair in place.
- Available in different strengths.

**Oils/dressing creams**
- Available with properties to suit different hair types.
- Provide the hair and scalp with essential oils.
- Make the hair shiny.
- Aid the styling process.

**Oil sheen spray**
- Provides the hair and scalp with essential conditioning oils.
- Makes the hair shiny.
- Lighter on the hair than dressing creams.
- Ideal for all hair types.
- Used to add sheen to a finished style.

**Styling glaze**
- Provides the hair and scalp with essential oils.
- Makes the hair shiny.
- Aids the styling process.
- Holds the hair in place without feeling firm.
- Emphasises natural curls.

**Freeze gel**
- Aids the styling process.
- Firmly holds the hair in place.
- Becomes transparent when applied to hair.

**Wax**
- Aids the styling process.
- Holds the hair in place without feeling firm.
- Emphasises natural curls.
- Sticky texture is ideal for creating a feathered effect.

**Spritz**
- Aids the styling process.
- Firmly holds the hair in place.
- Dries transparent on the hair.

For Wet and Dry Hair

**Oils/dressing creams**
- Available with properties to suit different hair types.
- Provide the hair and scalp with essential oils.
- Make the hair shiny.
- Aid the styling process.

**Oil sheen spray**
- Provides the hair and scalp with essential conditioning oils.
- Makes the hair shiny.
- Lighter on the hair than dressing creams.
- Ideal for all hair types.
- Used to add sheen to a finished style.
- Activates Curl.

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**Notes**

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**Styling glaze**
- Provides the hair and scalp with essential oils.
- Makes the hair shiny.
- Aids the styling process.
- Holds the hair in place without feeling firm.
- Emphasises natural curls.

**Freeze gel**
- Aids the styling process.
- Firmly holds the hair in place.
- Becomes transparent when applied to hair.

**Tools and Equipment**
The tools and equipment required for drying, setting and styling are listed below. Some are a matter of personal choice, but the range is as follows:
- breathable gowns
- plastic gowns/capes
- towels
- tail comb
- large-tooth comb
- brushes
- rollers and pins
- sectioning clips
- trolley
- mirrors (front and back)
- chair (height-adjustable and swivel)
- styling products
- finishing products.

**Notes**
Setting Hair

Setting is a temporary method of changing the shape of hair by placing wet hair around rollers or shaping it with a brush or comb while the hair is dried. The shape can also be changed by means of heated electrical equipment.

The purpose of setting is to:
• add body
• temporarily straighten wavy or curly hair
• create movement
• form a shape
• increase volume
• aid the dressing up of long hair
• create temporary curls.

Method

1. Complete consultation with the client.
2. Shampoo, condition and de-tangle hair.
3. Distribute a setting aid evenly throughout the hair.
4. Comb the hair in the direction in which it is to be set.
5. Using a tail comb, make clean partings to section the hair.
6. Ensure the section meshes match the size of roller to be used.
7. Place the roller slightly away from the ends of the hair, smooth up towards the end and then wind down to the roots and secure with pins.
8. Repeat until all the hair is wound, using the size of roller appropriate for the desired finished result.
9. Protect the rollers by covering with a hair net.
10. Place the client under a pre-heated dryer.
11. When the hair is dry, remove the rollers.
12. Apply appropriate styling aids.
13. Brush the hair if required to remove roller marks and sections.
14. Style as required.

The dried finished curl on natural hair is not as firm as on relaxed hair, therefore brushing the hair through may not always be appropriate before styling.

Notes
Techniques for Setting Hair

The direction of the style and the finished look determine the placement of setting rollers. Hair can be set using the following techniques:

- brick formation
- block formation
- directional setting

Brick Formation

Hair sections are placed in a similar formation to bricks laid in the walls of a house. This method is ideal for disguising partings directly after the set is dried and dressed.

Block Formation

Rollers are positioned in straight rows. They can be positioned in any direction through the hair.

Directional Setting

Hair is wound in the style direction required to meet the desired finished look and the client’s wishes. It may also be used to disguise hair-growth patterns, such as double crown. It can be combined with brick or block setting.

Notes
Setting Mediums

Virtually any solid shape that hair can be moulded around can be used for setting.

Conventional rollers are smooth and cylindrical in shape, with holes to allow the passage of air. They are normally fixed into place with pins or have a bridge-type clip.

Alternative setting implements can be used to create curls of varying shapes and sizes. Plastic, paper, sponge, fabric and foam are just a few of the other materials that can be used to set hair.

Winding

Setting can be from points to roots, which is called croquignole winding. Spiral winding is when hair is wound from roots to points.

The position of the roller or other setting medium on the scalp will influence the styling and finished effects. Rollers can be placed ‘on’ or ‘off’ base.

Setting on base will provide lift and volume at the roots.
Setting off base will enable the hair to lie flat at the root area and is suitable for the:

- nape
- temples
- side hairline

Notes
Choosing the Size of Curl
The size of the curl will depend on:
• the length of the hair
• the client’s wishes
• the elasticity of the hair
• the density of the hair
• the desired finished look

Inserting the Rollers
To produce a smooth finish, a reasonable degree of tension must be applied when stretching the hair over the rollers.

Drying the Hair
To save time and ensure client comfort, hood dryers can be pre-heated. Where possible, give the controls to the client and instruct them how to reduce the heat if they become too warm.

The length of time the client’s hair takes to dry will depend on:
• the length of the hair
• the density of the hair
• the temperature of the dryer
• the type of implements on which the hair has been set

Information Specific to African Type Hair

Natural Hair
Hair will become unmanageable and painful for the client whilst detangling and sectioning

Relaxed Hair
Do not allow the hair to dry out as it will go frizzy or try to shrink back into a soft curl.

Care must be taken not to secure rollers too tightly with pins. Although the action would not necessarily cause the hair to break, the excessive pressure on the scalp would lead to client discomfort.

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Brushing the Hair
This can be done before a service to prepare the hair for shampooing. Set hair is also brushed out prior to dressing.
Once the hair has been de-tangled from the ends, the full lengths can be brushed from roots to ends without causing the client discomfort.
The purpose of brushing is:
- To disentangle knots.
- To remove dust and dirt from the scalp.
- To stimulate blood supply to the scalp.
- To aid dressing out.
- To stimulate the sebaceous glands and help distribute the scalp’s natural oil, sebum.
- To smooth the hair.
- To add shine to the hair shaft.
- To relax the client.

Information Specific to African type hair
African type hair is often dry due to insufficient natural oil from the sebaceous glands. The dry condition can be made worse by chemical treatments. Therefore, brushing the hair regularly will stimulate the sebaceous glands and enable sebum, the natural oil of the scalp, to be spread evenly through the hair shaft.

You should be wary of brushes with natural bristles. Although suitable for Caucasian hair, the fibres are harsh when used on African type hair, and vigorous brushing techniques could damage delicate hair.

Double Brushing
This is a method of brushing in which two brushes are used. This increases blood flow to the surface of the scalp, stimulates the sebaceous glands to produce more sebum and relaxes the client.

Method
1. With one brush in the left hand, follow with the brush in the right hand throughout the routine.
2. Start at the front of the head and brush towards the crown area.
3. Move to right side of the crown and brush slightly upwards, away from the ears towards the top of the head.
4. Repeat on the left side of the crown.
5. Brush the back area.
6. Moving the brushes crosswise from ear to ear, brush down from the crown.
7. Finally, brush in all directions.

Remember As one brush finishes its stroke, the other follows along the same line.
The bristles must come into contact with the scalp.

Notes
Choosing the Size of Curl

The size of the curl will depend on:

- natural of Relaxed
- the length of the hair
- the client’s wishes
- the elasticity of the hair
- the density of the hair
- the desired finished look.

Inserting the Rollers

To produce a smooth finish, a reasonable degree of tension must be applied when stretching the hair over the rollers.

Information specific to African type hair

Do not allow the hair to dry out as it will go frizzy or try to shrink back into a soft curl.

Care must be taken not to secure rollers too tightly with pins. Although the action would not necessarily cause the hair to break, the excessive pressure on the scalp would lead to client discomfort.

Drying the Hair

To save time and ensure client comfort, hood dryers can be pre-heated. Where possible, give the controls to the client and instruct them how to reduce the heat if they become too warm.

The length of time the client’s hair takes to dry will depend on:

- the length of the hair
- the density of the hair
- the temperature of the dryer
- the type of implements on which the hair has been set

Dressing Out the Hair

After allowing the hair to cool, brush out the set to remove all traces of partings and sections. The brushing should always follow the line and direction of the set and the desired shape to avoid going against the direction of the formed curl.

The brushing will establish the general shape of the finished result.

Backcombing

Backcombing should be used according to the style requirements.

There are three types of backcombing:

1. Backcombing at the roots only to make the hair stand upright.
2. Backcombing the entire length, from the roots to the points, to obtain maximum padding and bulk.
3. Backcombing the mid-lengths to points whilst extending the hair with the opposite hand (teasing).

The effects of backbrushing are similar to those of backcombing.

Method

1. Divide the hair.
2. Holding the points in one hand, insert the comb through the mesh.
3. Gently press the shorter hairs towards the root.

Ensure all roller sections are brushed from the hair prior to backcombing.
Wrapping (Wrap Drying)

This is an effective way of drying hair into a smooth, simple shape.

**Method**
1. Apply setting aids.
2. Starting at the crown, comb the hair in a circular direction, either clockwise or anticlockwise.
3. Increase the size of the circle as you spiral around the head and move closer to the hairline.
4. Ensure the hair is very smooth and tightly wrapped.
5. Cover the hair with a net and place the client under a hood dryer.

When the hair is dry, it will take on the contours of the head, giving the hair a perfectly formed bend that hugs the face.

This method is ideal for short, layered looks and short bobs.

Blow drying

Where the term ‘blow drying’ is used in relation to African type hair, this usually means that the hair is dried using a comb attachment.

**Information specific to African type hair**

Blow drying can be carried out on African type and mixed-texture hair. Mixed-texture hair can be part-African type and part Asian, or part-African type and part Caucasian.

Depending on the texture of African type hair, it can be blow-dried around a radial or with a flat brush. This technique works particularly well when softening a set.

However, if the hair is tight and curly/natural and is being dried from wet, blow drying may be uncomfortable for the client. In addition, breakage may occur at the regrowth of relaxed hair if too much tension is used.

Oil is added to African type hair prior to blow-drying to increase the moisture content and shine. Products are very much improved so that when the correct amount is used - smoking is very limited. There are ranges of products that totally reduce smoke.

It is usually only necessary to blow-dry hair on the hottest temperature setting if the hair is in its natural state. This should be avoided with chemically treated hair.

The most suitable method of blow drying African Caribbean hair is to use a comb attachment on the end of the hand-dryer. Comb attachments can be purchased separately or are provided with the dryer.

**TIP** Over using products is like filling a glass with water. When the glass is full adding more water is nothing more than waste

**Notes**
Method  
(for comb attachment)

The stylist should position the detachable comb at an angle comfortable for blow drying the hair. The comb needs to be detachable so that it can be positioned for blow drying on the left or right hand side of the head, otherwise the stylist posture is compromised.

1. Apply blow drying products on the hair and comb through.
2. Divide the hair into sections appropriate for the length and density of the hair. Where hair is very short, sections are not required and the hair can be blown in the direction in which it is to be styled.
3. With the dryer in one hand and the comb attachment fixed in position, dry the hair from roots to points. Support and guide the hair with the other hand.
4. If the comb becomes stuck in the hair, gently remove it. Forcing the comb through the hair will cause the hair to break.
5. Avoid combing the sections too quickly as this will cause the hair to dry frizzy. Likewise, combing through the sections too slowly will scorch the hair and physically damage it, resulting in dry, brittle hair.

Blow waving

Blow waving is usually carried out in gents’ hairdressing and is suitable for some mixed-texture hair. It is a method of creating a wave pattern in hair using a comb and hand-dryer.

Information specific to African type hair

African type hair is generally curly and can be frizzy. Unlike Caucasian hair it cannot be pushed into a smooth wave unless it is permed or relaxed.

Finger drying

Finger drying is suitable for drying curly perms, mixed-texture or silky African type hair. The fingers manipulate the hair as it is dried. The hair is dried at the root area before gradually drying the ends. Leave the hair slightly damp to prevent frizz.

The process can be completed with or without a diffuser attachment.

Styling products can be applied to wet hair, part way through the drying process and at the end of the drying process.

Information specific to African type hair

When natural African type hair is finger dried, the hair will dry frizzy and will look like an ‘Afro’ style, although the frizzyness can be reduced with certain styling products.

Curl Defining

Natural curly hair can be washed, conditioned and defined with the use of styling gel and finger twisting technique. Hair is then dried under the hood dryer.

Ensure a net is lightly placed on the hair before drying.

A light oil can be used to soften gel after drying. This will also help to moisture the hair.

Natural Hair

Hair can be two strand twisted with product and part dried or naturally dried. Then the hair is twisted out with finishing products. This is known as a ‘twist out’.
**Scrunch drying**

Scrunch drying is suitable for chemically treated African type hair and mixed texture hair. A diffuser is used to disperse the air from the hand dryer to prevent the hair blowing around. The hair is gently squeezed as it dries.

**Hairdryers and drying**

There is a variety of hairdryers available, and the choice of equipment should be appropriate for the desired result. Some hairdryers will blow air with a degree of force, while others will distribute heat without disturbing the placement of the hair.

The following items of equipment can be used as part of the drying process:
- hand dryer
- hood dryer
- infrared lamp
- octopus
- rollerball

**Hand dryer attachments**

Hand dryers can be used with or without attachments. The attachments can be used to control airflow.
- nozzle used to direct airflow.
- diffuser used to disperse airflow with minimum disturbance to the hair.
- comb the hair is combed through as the hair is dried to a straight position.

**Thermal Styling**

This method of drying and styling the hair has been used in the home for many years. Originally, women would heat a metal comb with a wooden handle over a cooker. After testing the temperature of the comb against sheets of newspaper, they would then comb it through natural hair to smooth it.

Many salons are now equipped to deal with this method of styling. The hair is prepared by shampooing and conditioning, then groomed with oils to protect against the high temperature required to style African type hair.

**Information specific to African type**

Because of the nature of the curls, African type hair requires a much higher temperature than Caucasian hair for styling. However, exercise caution as the hair is delicate and susceptible to breakage.

**Thermal Styling Ovens and Irons**

Temperatures for styling ovens are set between 148°C and 260°C. A thermostat controls some ovens, so the stylist can regulate the temperature, while others heat to only one temperature.

An experienced stylist, working at a constant pace, will be able to maintain the irons at the same temperature. If, however, the stylist is distracted and the irons become too hot, they should be left to cool gradually. Placing the irons under running cold water will cool them instantly.

**Testing Thermal Styling Equipment**

The temperature of thermal irons can be tested by pressing the irons on tissue paper. Irons that are too hot will set the paper alight and must not be used as this would singe or scorch the hair. If the paper is discoloured by the irons, they are too warm and should be allowed to cool before being used on hair. Temperature testing machines are also available for testing the temperature of the irons.

**Caution:** Do not spin the irons to cool them. This poses a great health and safety risk.

If the irons are warm enough to curl the paper, the temperature is safe to use.

**Notes**
Thermal Irons

The shapes of the irons vary but generally fall into categories of:
- flat irons
- barrel
- half barrel
- c irons
- crimpers
- z irons.

Curling the Hair with Thermal Irons

The best way to form a curl is from root to point. The art of thermal styling is to create an arch at the same time as creating a curl.

Styling products such as gloss, sheen sprays and spritz can be sprayed on individual sections to increase protection and the durability of the curl.

The oils applied to the hair prior to thermal styling are designed to:
- Protect the hair from the temperature of the irons.
- Provide sheen to the hair.
- Condition the hair and scalp.
- Fix the curl

Note: The hands can become very slippery when using the oils, so extra care must be taken when handling hot irons.

Method

1. Section the hair into a suitable size mesh, according to the size of irons being used.
2. Hold the section between the index and middle finger in one hand.
3. With the barrel and clasp closed, smooth the irons down the hair shaft from roots to points. This helps to smooth any regrowth and increases sheen.
4. With the barrel of the irons and the clasp barely closed, slide the irons from roots to points whilst wrapping the hair around the irons to produce a curl.
5. Loosen the clasp to ensure that ends are tucked under to prevent fishhooks.

To achieve a curl with straightening irons, slide the irons from roots to points at an even speed. As the irons reach the ends of the hair, create a curl by making an arched wrist action. This can be done to curl hair under or out.

Thermal styling can also be used for:
- Sealing hair when adding extensions.
- Sealing the ends of synthetic hair.
- Sealing styling product on hair that has been dressed up to create a firm finish.
- Hot water can also be used to seal ends of synthetic hair.

Crimping

For crimping, start at the nape of the head and work forwards in order for each section to lie down without disturbing the next.

1. Section the hair into a suitable size mesh.
2. Beginning at the root, create the first indentation.
3. Remove the irons and replace by including the lowest indentation pattern to continue the shape down the lengths of the hair.
4. Repeat to the ends of the hair length.
5. Continue through the rest of the hair.
Head and Face Shape

The shape of the head and face must be considered when drying, styling and setting hair. By comparing the width of the forehead, jaw and cheekbone against the length of the face, the shape of the face can be identified.

Common face shapes are:

- **Diamond** – narrow forehead and jaw and wide cheekbone
- **Oval** – the same as round, but the face is longer than it is wide; considered to be the perfect face shape
- **Heart** – wide forehead and cheekbone and narrow jawbone
- **Pear** – a narrow forehead with wide cheekbones and jawbone
- **Square** – forehead, cheekbone and jawbone are of equal width; the length of the face is equal to the width; the jaw line is angular
- **Oblong** – the face is longer than the oval face
- **Round** – face is as wide as it is long with points between forehead, cheekbones and jawbone the same width; the jaw line is rounded
- **Rectangular** – similar features to that of a square face, but longer
Physical Changes in Hair Structure

When the hair is dried, set or straightened with thermal equipment, a temporary physical change takes place within the hair structure.

The weak hydrogen bonds between the polypeptide chains of keratin can be separated by water or tension and are placed in a new, temporary position.

Hair in its natural position is known as being in ‘alpha keratin’ state. When the hydrogen bonds are placed in a new position, this is known as ‘beta keratin’. When the bonds are able to reform, the hair reverts back to its natural shape.

Tension

Adding hair and plaiting African type hair will increase tension at the roots. Hair extensions or any form of plaiting should never be so tight that it causes client discomfort.

Excessive tension at the scalp can lead to:

- headaches
- itching and flaking scalp
- raised follicles
- visible hair bulbs on the scalp surface
- traction alopecia
- permanent hair loss.

Therefore, extreme care must be taken when plaiting or adding hair.

Traction Alopecia

Hair extensions are currently very popular. As a result, there is now an increase in the incidence of traction alopecia. This type of hair loss is caused by excessive tension at the scalp.

Following a plaiting or added hair treatment, the client should comfortably be able to raise and lower their eyebrows.

It is inevitable that the scalp will feel a little firmer after the service, but the tight feeling should last no longer than 24–48 hours.

The hairline is the area most vulnerable to traction alopecia. The first signs of traction alopecia are:

- visible hair bulbs
- follicles no longer visible
- hair becomes sparse.

If a client displays signs of alopecia, hair extensions should be discouraged as any additional weight or tension on the scalp will make the condition worse.

Notes

- to introduce the client to colour
- to add body
- to give the hair a rest from chemical processes
- to provide a low-maintenance hairstyle.

Added Hair

Reasons for adding hair can vary:

- to increase length
- to change the finished look of a style, such as lengthening the fringe

Cohesive setting
Plaiting
There are several methods of plaiting hair, with and without extensions:
• French plait
• cane row (Americans say cornrow)
• single plaits.
Each method can be plaited bigger or smaller to create a specific look.
The difference between the French plait and the cane row is where the plait itself sits. The plait can be inverted – turning in on itself – or it can be exposed, which means the plait stands proud from the scalp.

French plait – fingers pass the hair over and across each section to create an inverted plait.

Cane row – fingers pass the hair under and across each section to create a more bulky plait on the outside.

Added hair can be included with both types of plait to extend their length, increase the volume and create an effect with colour.

Single Plaits with Added Hair
The hair is separated as if to make one single plait. The added hair is also divided into three sections and matched against the three sections of the client’s hair. The extensions and the plait begin at the same time.

Twisting - 2 strand limit. Flat rope twist (resembles a cane row but in a twist formation).

Senegalese Twist - Strands twisted then twisted around each other for more definition and hold.

Bonding
Bonding is a term used to describe the temporary addition of a hair weft which is attached to the hair with glue. The client’s hair is sectioned and the weft, which has been cut to size, is glued onto the client’s hair as close to the scalp as possible. This allows for natural movement and prevents any damage to the scalp by the bonding glue. The glue used is applied in a thin line along the stitched area of weft. Glue comes in dark and light shades to suit different hair depths.

Note: The weft is not placed directly onto the scalp.

Tip: For best effects, divide the weft into two by cutting between the two sewn rows. This provides a much finer section of weft and prevents a bulky appearance.

To seal the weft fully a spritz styling product can be sprayed directly to the weft once it is attached to the hair and dried with a hand dryer.
Consult the Client First

Stylists should always check with the client for any history of allergic reactions to bonding materials as a client can be seriously poisoned, even though this is quite a rare occurrence. A skin test is recommended for bonding glue. If a person is allergic to latex this method of attachment may not be suitable for them.

If a client does react, they should seek immediate medical attention.

Handling Added Hair

Be careful not to tangle the hair extensions, especially the synthetic type. Synthetic hair is very cheap to purchase and is best used in a style where the plaits are completed down to the ends.

When dividing the hair, always hold the hair firmly in one hand and take the required amount from the mid-lengths by pinching with the fingers of the other hand. If the hair is not supported well during separation it will become tangled in itself and scatter. Once it is out of control, it becomes unfit for its purpose.

Weaving or sewing

The client’s hair is divided into small sections and cane rowed. For a flatter result, use the French-style plaiting method. To reinforce the plait, as this is the basis for holding the weave, strengthen with an over-stitch and thread designed for weaving, such as linen-type thread. A length of added hair weft is selected, measured and cut to fit the length of cane row. This is attached to the client’s hair using a blanket stitch. By using the correct type of stitching, removal is made easier. The method is repeated throughout the hair according to the designed style.

Tip: For the removal of threads use a dressmakers quick unpick tool as opposed to scissors.

Weaving

Cutting Braided Hair

Hair that has been blended to flow with, or as part of, the client’s own hair is best cut with a razor. Hair extensions readily show cutting marks, so club cutting may be unsuitable.

When cutting plaits, seal the plait in the area to be cut to prevent unravelling. The hair will melt when it comes into contact with excessive temperatures. Sealing can be carried out with a thermal sealer, straightening irons or a living flame.

If the hair is cut before it is sealed, the unravelled hair will look lumpy when the stylist attempts to seal it.
Maintaining Hair Extensions

If hair has been bonded, the hair should not be maintained with oil as this loosens the bonding solution.

A client with weaved or plaited hair can use ‘braid sheens’ or scalp oils to maintain the hair’s moisture level.

Hair extensions can sap the hair of its natural moisture, particularly when worn for a long period (12 months or more). The elasticity is also greatly reduced, this is why clients experience breakage when they change to a chemical service once their extensions have been removed. Although they may not have problems initially, the breaking down of disulphide bonds with chemicals will gradually encourage breakage due to the lack of elasticity in the hair. The hair may break in patches, leaving only new growth that has not been subjected to the drying process of added hair.

When a client wishes to change from hair extensions to a chemical service, the stylist must recommend a rest period for the hair. This will depend on:

- The length of time the client has worn the last hair extensions.
- The period of time the client has been wearing hair extensions (eg, four years on and off).
- Any signs of alopecia.
- The hair’s elasticity.
- The condition of the hair (dry and brittle).

Two or three weeks may not be enough time to treat, condition and prepare the hair. A good stylist will help their client find an alternative way of wearing their hair in its natural state while allowing it to rest for possibly up to six months. The client should be encouraged to have conditioning treatments and to maintain their hair at home with suitable aftercare products.
African Type Hair
Hairdressing
Cutting &
Barbering

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This section is about the skills and knowledge required for cutting African type hair. Subjects covered include:

- Techniques for cutting both men’s and women’s hair.
- Styling natural and chemically treated hair.
- Shaving beards and moustaches.

Safe and Hygienic Working Methods

When carrying out a cutting service, always ensure that you use clean protective materials for the client. The cutting gown should cover the client completely. A cutting collar, strip of tissue or cotton wool can be used at the neck to prevent stray hairs becoming trapped under the client’s clothing.

All tools must be used with care. Cutting tools should only be used for cutting hair. Using hairdressing scissors on paper will make them blunt and, therefore, ineffective for cutting hair.

Hair that has been cut should be removed from the client throughout the cut. All hair cuttings should be swept up immediately after the service to reduce the risks of slipping on the hair.

Work stations must be kept clean and tidy throughout the service. This will minimise the risk of infection or infestations spreading from one client to another, as well as helping to maintain a professional salon image.

Cutting tools must be carried and passed in a safe manner. The person passing a pair of scissors should hold the closed blades in their hands and hold them with the handles pointing to the other person. The scissors should be stored in a suitable scissor case and carried in the case whenever possible.

Tools should be sterilised and oiled as required. Where sharps are used, these should be disposed of in the correct manner (see ‘Shaving’ for more details).

Notes
Consultation
Consulting with the client before and during a haircut is very important. The stylist must ensure they understand the client’s requirements before starting to cut the hair. This can be achieved by using clear and effective verbal communication supported by visual aids such as style books to illustrate potential haircuts. Confirm your client’s requirements by asking questions and repeating their request. Make sure you use non-technical language when describing haircuts and give the client the opportunity to ask questions.

Factors to Consider when Cutting Hair
Many factors affect the choice of haircut and style, some of which are specific to African Caribbean-type hair.

Hair density – The hair may be too abundant or too sparse for the expected result.

Hair-growth patterns – The direction in which the hair naturally grows will affect the choice of haircut. Hair lines with a strong growth pattern will limit the choice of style.

Information specific to African type hair
A percentage out of the possible 36 different types of African type hair longer than 1cm will not exhibit strong hair-growth patterns. However, in the case of regrowth following chemical services, or some men’s haircuts, the natural wave pattern is enhanced.

Hair texture – The texture of the hair may be too coarse or too fine for the expected result. Some hairstyles or cuts are more suitable than others for the various hair textures.

Head and face shape – The choice of haircut may not be flattering for the client’s head or face shape. The width and length of the face and the depth of the forehead will determine what suits the client. (See Drying, Setting & Styling – ‘Head and Face Shape’.)

Scalp disorder – The client may have a scalp disorder that will influence the choice of haircut. For example, a client with psoriasis would not want to have a haircut so short that it exposes the scalp. If the client has a skin or scalp condition, care must be taken to prevent the risk of spreading infection or infestation. Clients showing symptoms of infectious conditions must not be treated in the salon but referred to a doctor for medical attention.

Notes

Caution: Barbers should wear protective gloves when cutting with sharp implements such as razors to reduce the risk of contracting HIV.
Unusual features – The stylist may be able to disguise some unusual features by covering them with hair. For example, scars can be hidden by leaving the hair a little longer in this area, or a shape can be created that will balance the appearance of a large nose.

Information specific to African type hair
Making allowances for unusual features may be more difficult with African type hair. The hair tends to grow outwards, rather than hang down. Therefore, unusual features are more readily disguised when the hair has been permed or relaxed, rather than when it is natural.

Client’s wishes – The wishes of the client should be followed as much as possible. If, however, the client has unrealistic expectations, the stylist should suggest alternative styles or haircuts.

Piercings – When cutting facial hair or around the ears, extra care needs to be taken if the client has a piercing on the top cartilage of the ear, above the top lip or under the bottom lip. If tools catch and pull the rings or studs, this can be very painful for the client and may lead to bleeding.

Hairstyle – The haircut must match the client’s requirements for the hairstyle.

Added hair – This may be in the form of a toupee or hair extensions. The hair will need to be cut so that the added hair blends with the natural hair.

Scarring – Where scarring has occurred there will be a lack of hair follicles, and therefore hair. This will affect the density of hair and the choice of haircut. Clients wishing to have patterns cut into their hair may require a design that incorporates or hides the scar.

Hair elasticity – Hair stretches more when it is wet. Care must be taken when cutting the hair to ensure the dried result is not too short.

Information specific to African type hair
African type hair can be cut both wet and dry. Wet-cutting is best for hair that is permed or relaxed. When hair is natural, cutting it dry is more effective as natural hair shrinks into a tight curl when wet.

Culture – Cultural factors can influence the choice of hairstyle.

Employment – The choice of haircut should be appropriate for the client’s working environment. Similarly, the hairdresser’s own style should reflect the salon’s image.

Cutting Techniques
Cutting has four main purposes:
1. To remove bulk by means of tapering or thinning.
2. To reduce length or split and damaged ends.
3. To give hair shape.
4. To create a foundation for a specific style.

When cutting hair, different techniques are used to achieve specific effects.

Club Cutting
Club cutting can be carried out on wet or dry hair and is where the hair fibre is cut blunt. Different looks can be obtained using this method.

TIP: Sometimes for the best results curly hair is better cut dry.

Notes
Basic layer
The hair is cut to the same length all over the head. It is also known as a uniform layer cut.

Graduation
The inner lengths of the hair can be shorter than the outside lengths, or the outside lengths can be shorter than the inner lengths.

One-length cut
The hair falls to reach the same overall length.

Freehand
This is a method of cutting where no tension is required on the hair. The hair is cut without being held in place by the fingers or comb. It can be carried out using scissors or clippers. Freehand cutting can also be used to mark out potential shapes when designing patterns.

Information specific to African type hair
When carrying out an afro trim, the hair should be combed into place and then cut with either clippers or a pair of long-blade scissors.

TIP: After cutting hair dry, then shampooing and drying an afro trim it can be neated further

Notes

Clipper and Scissors over Comb
By using a comb as a guide rather than the fingers, the hair can be cut very close to the scalp. This method can be used to achieve graduation in the haircut. It is frequently used on hair around the ears and nape by following the contours of the head.

Fading
This is where a short haircut is literally faded out with the clippers at the hairline by cutting in the direction of the hair growth. By cutting against the direction of the natural growth, a maximum fade can be achieved. Fading is generally carried out without the use of clipper attachments.

The effect ensures no hard lines are present at the outline of the finished look. The technique can also be used to create effects when incorporating patterns in the hair.

Pointing
This is done with scissors on wet or dry hair. The points of the blades are used to make small snipping movements. The greater the angle the scissors are held at, the more hair is removed. This technique is widely used for creating texture in modern, disconnected cuts.

Tapering
Tapering is used to reduce the bulk and length of hair at the same time.

Dry hair – Tapering on dry hair is done with scissors. The bulk is reduced from the hair mesh by using a back-combing action with the middle area of the open blades of the scissors. The blades are closed slightly as the scissors are moved from ends to mid-lengths.

Wet hair – This is done with a razor. The blade is held at a slight angle to the mesh of hair and is slid in a downward movement from mid-lengths to ends. The degree of pressure placed on the hair will determine how much is removed. The length of the strokes will decide on the degree of tape
Wet or Dry?
The decision to cut hair wet or dry is based on the natural curl pattern, or whether the hair has been permed or relaxed.

- Club cutting - can be used on natural, permed or relaxed hair.
- Freehand - natural African type hair tends to stay in place, making this method of cutting easy to use.
- Clipper cutting - this is a quick and effective way to reduce length and create designs and lines with accuracy on natural African type hair. The hair remains in place, allowing the clippers to glide over the surface.
- Clipper and scissor over comb - can be used on permed, relaxed or natural hair.
- Graduation - suitable for relaxed and permed hair. Can also be achieved using clippers to create a graduated afro shape.
- Tapering on wet or dry hair - this technique is not suitable on African type hair as the results may look like breakage.

Information Specific to African type hair
When African type hair is permed, the texture is much smoother than when it is in its natural state, even though it is still curly.

To cut the hair wet, shampoo carefully to remove all traces of perming aftercare products.

When cutting hair dry, the activating and moisturising products will remain on the hair, making it feel tacky. This can affect the accuracy of the cut.

Clipper cuts are always performed on dry hair.

Razor cuts are performed on wet hair to avoid pulling and damaging the hair shaft.

If a client’s hair is relaxed and worn in a straight style it is best cut once it has been blow dried and straightened. If a client’s hair is relaxed and they require a roller set it is best cut when wet so that the dried curls are not disturbed.

Information specific to African type hair
Thin the hair by means of a razor or thinning scissors will make it look like breakage. Therefore, this method of cutting is rarely used on African type hair. However, it can be used as a method for controlling thick hair, or on hair that has been relaxed. Thinning curly hair can make the hair more bulky and difficult to handle at the mid length to root area.

Tension
For accurate results, the hair must be held with the correct degree of tension when being cut. This does not mean that the hair is pulled, as this would lead to client discomfort, but that the hair is stretched in the direction from roots to ends to the point where the hair is to be cut.

Information Specific to African type hair
Due to the strong curl pattern, more tension is required when club cutting natural hair than for permed or relaxed hair.

Notes
Patterns, Lines and Designs

Creating patterns and lines in hair is a barbering technique that has been used for some time, but has become very popular since the 1990s.

Incorporating designs into a haircut can make a big fashion statement. The terms used for adding patterns to the hair may vary depending on the locality. Variations are:

- tramlines
- lines
- channelling.

The designs created can be two dimensional (2-D) and three dimensional (3-D) pictures. They may cover a small area of the head, span the entire head or be a continuation of a design from the head to the face.

A talented barber will be able to transfer a design directly on to a client’s head. Other methods of transferring designs are:

- Spray – prepare a paper template with the desired pattern cut out. With one hand, hold the template against the hair and, with the other hand, spray over the template with a temporary colour spray. The shape is then cut with cutting tools.
- Marker – outline the design using a freehand method onto the hair. A useful tool for marking lines would be tailor’s chalk.
- Scissors – outline the design using a freehand method onto the hair. Care must be taken when using this method as any mistakes may be difficult to correct once the incision has been made.

Before any design is created, the hair needs to be suitably prepared. This may be by shampooing to remove styling products such as sprays, gels or oils, or by cutting the hair to the desired and most appropriate length for the design to show effectively.

Information specific to African type hair

Men with natural African type hair are likely to have a dressing cream on their hair. However, if the hair feels dry, it is possible to use cutting tools without first shampooing the hair.

The size of the design should be suitable for the surface area of the head. After the initial shape has been transferred on to the hair, the actual shape needs to be formed using clippers.

If the design is 3-D, then the clippers will need to be angled in different directions in order to create the desired look. The hair will be left dense in places and faded out in others.

For 2-D patterns clippers are used to create defining lines.

Information Specific to African type hair

For more effective results, it is better to shampoo the hair after the cutting process. The loose hairs can be removed from the client and the line can be further examined for accuracy. Suitable aftercare products can then be applied to the hair to enhance any main features such as a wave pattern.
Balance
Cutting lines and designs into hair requires the stylist to make judgements about the balance of the design. Mistakes and uneven areas can be missed when looking directly at the cut. Therefore, it is vital to constantly check the results of the design by looking at it in the mirror.

By moving around the client and observing the design from a distance, the stylist can confirm the accuracy and balance of the final result.

Neck and Outline Shapes
A variety of outline shapes can be used to enhance a haircut. The outline shape must be decided upon by consulting with the client. In addition, the client’s natural neck or outline shape must be considered when making a recommendation.

Outline shapes can be:
- Square – straight line at the neck line with sharp corners at either side. This can be used to make a narrow neck appear wider, but is not recommended for wide necks.
- Round – continuous arched line with no angular corners. Ideal for a wide neck as the softer arched look reduces width at either side of the neck.
- Tapered – hair is faded at the hairline, leaving the client’s natural outline shape barely visible.

These shapes are achieved by using clippers. The square and round shapes are created by cutting into the hair or outline with the clipper blades facing away from the operator.

A tapered effect is created with the clipper blades facing the operator, moving in a downward direction from nape to neck.

Creating the Outline Shape
To achieve a balanced look, begin in the central point of the neck or nape area. If an outline shape is being created at the front of the head, the starting point should be the centre of the forehead.

Care needs to be taken when cutting hard lines with clippers on children as their skin is much finer than that of adults.

Information specific to African type hair
As African type hair lies flat against the skin at the scalp, it is easy to make lines in the hair or at the outline.

Time Between Cuts
Clients should be advised about how often their hair needs to be cut. In general, the advice should be:
- Return to the salon when the original cut begins to lose its shape.
- Return to the salon when the design or outline begins to fade.

Information specific to African type hair
The average times that elapse between cuts are as follows:

Natural hair - this may be based on personal choice. In general, the recommendation may be every three to six months, or when the ends of the hair feel stubbly eg, the ends of the hair are rounded and difficult to comb.

Gents’ low cut - hair styled, for example, with a clipper set at grade 2 or below should be cut approximately every three weeks.

Ladies’ relaxed or permed look – if the style is short at the back and/or sides, a reshape may be required after approximately four weeks. On medium to long hair, the recommended cutting time would be each occasion a chemical service is completed.

Notes
Styling and Finishing

When a cut is finished, the hair may need to be styled by blow drying, blow waving or leaving the hair to dry naturally (see the Drying, Setting & Styling section).

Styling products such as gel and wax can enhance the finished look and define a cut. The client should be advised when to use and how to apply them.

Information Specific to African type hair

Hair that has been cut low to define natural waves needs a product that will enhance the hair pattern. Most clients will need to use an oil based product to lubricate the hair and prevent the scalp becoming dry and flaky.

Encourage clients to use a conditioner to enhance the shiny appearance of the hair.

The History of Shaving

The reasons for shaving have varied throughout history. Some were related to cleanliness or vanity. Men have also worn facial hair, either long or short, for cultural or religious reasons, as well as because the law of the land in which they lived dictated it.

- When Caesar landed in Britain he found that the natives wore no facial hair at all.
- During the reign of Henry VIII, the authorities of Lincoln’s Inn prohibited wearers of beards from sitting unless they paid certain penalties.
- Peter the Great introduced a penalty charge in Russia which taxed those wearing beards of more than two weeks growth. The tax was linked to their station in life.
- An Irish law stated that, in order for a man to be recognised as English, all hair above the mouth must be shaven. This law remained in place for 200 years.
- Philip V of Spain was unable to grow a beard, so in the 18th century it became customary among Spaniards to shave off their beards.
- The French, during the reign of Francis I, wore beards to imitate their King.
- Romans regarded the custom of shaving as a must as it marked the entry into manhood.


Today, men go to the barber for a full shave when they wish to indulge in a pampering session or for special occasions. Some barbers offer services such as wedding packages.
Beards and Moustaches
The wearing of beards and moustaches is very personal to most men and helps define their individuality. Some men are known for wearing a particular shape of beard or moustache and have even had that style named after them.

Abraham Lincoln was well known for wearing a beard that outlined his jaw and chin edge but was void of a moustache. Some men are still seen wearing the Abraham Lincoln look today. The beard is also often associated with the hippy era of the 1960s. However, many men are forced to grow facial hair to combat problems that occur on the skin (as described above).

Suitable Designs
Many men choose to wear a full beard and moustache, even though lengths may vary. Other looks include a small beard and moustache that outlines the mouth.

Looks currently being worn by younger black men include very individual thin lines which:
- define the edge of the chin
- swirl across the cheeks
- create patterns

Safety when Shaving
Facial and neck hair can be removed by shaving with a fixed-blade or detachable blade razor. The type of blade used in salons largely depends on regulations governing the salon’s area. Some bylaws forbid the use of fixed blade razors on the grounds of health and safety. If these are used in the salon, each client should be allocated their own. They should be labelled and pigeonholed and never used on any other client.

When a razor is not in use, which includes the intervals in the shaving process, the razor should always be closed. When using disposable blades, the risk of cross infection is reduced considerably, but the razors must be disposed of correctly.

Disposable razors and disposable blades must be placed in sharps bins, which are provided, collected and disposed of in line with local authority guidelines. The bins are sealed for safety but have a small opening on the lid for the used blades to be placed inside. Their bright yellow colour makes them distinctive and easily identifiable.

Barbers should wear protective gloves whilst carrying out the shaving process to reduce the risk of contracting or spreading infection. If the client’s skin is nicked and begins to bleed then a sterilising powder can be used to stop the bleeding. The powder may sting the client a little. Sterilising pens, which are dabbed directly on to the open cut, are unsuitable and are not used in professional salons.
Sharpening Fixed blade Razors
Fixed blade razors require sharpening when they become blunt. This can be done by honing or stropping. A hone resembles a block of smooth stone, against which the edge of the razor is rubbed to grind the blade into a sharp edge. The strop is made of leather and canvas and resembles a thick belt. The long, stroking movements made up and down the strop create the smooth razor edge.

The Shaving Process
Before shaving commences, the client must be gowned and comfortably positioned. A headrest must be in place on an adjustable barbers chair to support the client’s head. Barbers chairs are adjustable in height and also from a sitting to a lying position.

If the beard is very long, it should be reduced by cutting prior to shaving, using clippers or a scissor-over-comb method. The client’s eyes should be protected at this stage to reduce the risk of hairs entering them.

The two phases of shaving comprise:

- softening the beard
- cutting the beard.

Softening the Beard
Softening is also known as lathering. The purpose of softening the beard is to free the hair and skin from debris and prepare the hair by making it soft and able to stand up. The razor is able to glide over the surface of the skin more easily, thus preventing discomfort to the client.

Notes

The products used for softening are either shaving soap or shaving cream. In some cases, where facial hair is sparse, shaving can be done by applying a moisturiser to the skin first. For heavy growth and stubborn textured hair, however, barbers agree that using shaving soap is the most effective method.

Oils are also available for shaving. These are ideal for circumstances where the client wishes to leave a thin line of hair. As the oil is transparent, the barber is able to see exactly where to shave.

Where shaving cream is used to soften, it often needs to be thinned with water to make the texture supple.

When the lather is applied to the face, it is placed in the region of the cheeks, jawline, chin, neck and upper lip. Using a specially designed brush, the lather is always applied with circular massage movements. To ensure client comfort, you should prevent lather getting in their nostrils or on their lips.

Hot towels also help to soften the hair at intervals throughout the process. These are draped from behind the client under and across the chin, up and over the cheeks. These soon cool so they should not remain on the face for more than two to three minutes.

Cutting the Beard
Once the area for shaving has been suitably prepared, removing the hair can commence. There are four fundamental strokes used in shaving.

1. Freehand stroke.
2. Backhand stroke.
3. Reverse freehand stroke.
4. Reverse backhand stroke.

Each stroke is used on certain parts of the face according to the hair growth.

The area for shaving can be divided into 14 different areas, each requiring a specific stroke.
1. Freehand
2. Backhand
3. Freehand
4. Freehand
5. Reverse freehand
6. Backhand
7. Backhand
8. Freehand
9. Backhand
10. Reverse freehand
11. Freehand
12. Freehand
13. Reverse freehand
14. Reverse freehand

**Tension During Shaving**

During the shaving process, the skin needs to be tensioned to prevent loose skin ruffling and folding in front of the razor while it is being moved over the surface of the skin. If the skin is not stretched to prevent this, it is highly probable that the skin will be nicked or cut.

To make a freehand stroke, the palm of the hand is facing the client’s face while holding the razor. The direction of the blade is either across or down the face in the direction of the neck.

To make a backhand stroke, the palm of the hand is facing away from the client’s face while holding the razor. The direction of the blade is either across or down the face in the direction of the neck.

To make a reverse freehand stroke, the palm of the hand is facing the client’s face while holding the razor. The direction of the blade is upwards towards the face.

To make a reverse backhand stroke, the palm of the hand is facing away from the client’s face while holding the razor. The direction of the blade is upwards towards the face.

**Method**

1. Prepare the equipment.
2. Gown the client.
3. Soften the area to be shaved using the most suitable method.
4. Remove the hair using the razor.
5. Following the first shave, soften the hair with a hot towel and re-lather.
6. Commence the second shave.
7. Apply a hot towel and leave the face free from traces of shaving products.
8. Apply suitable massage movements to relax the face.

When the shave is complete, aftershave products can be applied to the skin. These come in the form of lotions, which, because of their alcohol content, may sting the client. In addition, balms may be used. These are more popular with men as many are available in a range of designer names.

**Notes**
Male Pattern Baldness

This is a genetic or hereditary condition. There is no cure at the moment but some men have hair transplants, which involve inserting hair into the scalp. This is a very costly method of hair restoration.

Hair loss can occur in the following patterns:

1. The hair recedes from the front temple area and gradually moves back until hair loss covers the entire top area of the head to just above the nape.

2. Hair loss begins at the centre of the head, spreading outwards in a circle covering the entire crown. By the time it joins the front area, this will also have begun to recede.
African Type Hair
Hairdressing
Colouring
The History of Hair Colouring

Adding colour to hair dates back thousands of years. The Ancient Egyptians used henna and indigo dyes, while dark-haired Roman women lightened their hair by using quick lime, made into a paste and dried in the sun.

Nitrate of silver, copper and pyrogallic acid are examples of some of the chemicals that were used at the beginning of the 19th century for hair colouring.

In 1856, a London chemist named William Perkin discovered a way to produce colour from coal tar in a factory. Now there are 2,000 artificial colours that have all developed from his original discovery.

Para-phenylenediamine, an aniline dye and a derivative of coal tar, was first used in France in 1883. The introduction of these chemical substances greatly benefited hair colouring because of the permanent and natural looking colour achieved. The colours were usually produced in liquid or cream form and were, as they still are, used with an oxidising agent, hydrogen peroxide.

Henna, up until 1880, was only available in the form of simple ‘red henna’. This is derived from the leaves of the Lawsonia Alba bush, which are usually ground up into powder. But in France in 1914, henna compound dyes were introduced, to which other chemicals were added to give a choice of shades. Initially, the colour did not develop completely for two or three days. However, a developer was later introduced which enabled the client to have a good advanced colour before leaving the salon.

Today, the art of hair colouring has been revolutionised.

Notes
Colour and Light

Colour is a reflection of light on a surface. White light is a mixture of all the colours of the rainbow. Therefore, the colour of a solid object is dependent upon the absorption of some colours and the reflection of others. For example, a yellow flower is yellow because all the other colours in the spectrum (red, orange, green, blue and purple) have been absorbed and only the yellow colour is reflected.

Melanin is the natural colour pigment in hair. The hair colour we actually see is dependent upon which pigment is not absorbed, but reflected.

To illustrate simply, if all colours except red are absorbed, it is red that is reflected from the surface of the hair, so the hair looks red.

What the eye transmits to the brain accounts for variations in a person’s individual idea or perception of a colour. Some people will interpret the same colour differently to others.

Many other factors influence our perception of colour. The surface of the hair is important. A smooth surface reflects light more easily. This means smooth cuticle scales will make the hair and its colour shine and appear more vibrant than dry, brittle hair which may be the same colour.

Notes

Information specific to African type hair

Natural African type hair may appear to lack shine because the hair’s natural curl and coil patterns absorb and reflect light at various angles.

Natural Hair Colour

The colour of hair is made up of two types of pigment: melanin and pheomelanin. Both are produced by melanocytes in the uppermost part of the dermal papilla. The colour cells then pass up the hair shaft within the cells of the cortex. The colour of the hair can be seen through the transparent cuticle layers.

Contained within melanin are brown and black pigments. Pheomelanin contains the red and yellow pigments.

All hair will contain different ratios and proportions of both melanin and pheomelanin.

Information specific to African type hair

Typical African hair 2-3
African type hair 2-6

African hair is usually between a base shade of 2-3 and will, therefore, have a greater proportion of melanin than pheomelanin. However, some African hair can be red or even blonde, between a base of 2-6, and this hair will have a greater proportion of pheomelanin.

When melanocytes cease to produce melanin, the result is white hair. White hair reflects a large proportion of white light. However, if the transparent, smooth surface of the cuticle is roughened, and the reflective properties are impaired, it can make the hair look an off-white colour.
Basic Colour Principles

There are three primary colours relating to pigment and hair colour: red, yellow and blue. These colours cannot be made from any other colours, hence the word ‘primary’ or ‘first’. The secondary colours, which are made by mixing two primary colours together, are orange, green and purple/violet.

The colour wheel is the basis for colour selection or colour correction.

It is important to understand that colours opposite each other on the colour wheel will neutralise or cancel each other out. For example, if hair is too yellow following a highlighting treatment, the yellow tones can be subdued with a purple based colour.

Choosing a colour is simplified by the International Colour Chart (ICC) system. The system defines colour as:

**Depth** This is how light or how dark a colour is. For example, dark brown or light blonde.

**Tone** This is the pigment of colour that you see. For example, golden or ash.

Each colour on a shade chart is given a distinct number, which reflects the depth and tone of the colour.

**The Purpose of a Colour Wheel is**

- To identify complementary colours.
- To neutralise unwanted tones.
- To add tone.

**Note:** Be aware that different manufacturers will use slight variations of the numbering systems.
Colouring the Hair
To carry out a successful colouring service and achieve a good result you must ensure that you have:

- Product knowledge – to ensure you know how a product will act with different hair types and how it will perform under various conditions.
- Technical experience – to ensure you can complete the process safely and efficiently.
- The right equipment to ensure you can complete the process in accordance with manufacturers’ instructions.

In addition, it is important to have a full range of professional colouring products.

Client Gowning
The client must be protected against splashes or spillages that may accidentally occur.

The method for gowning a client depends on the salon policy, but the following procedure can be used for colouring:

- Clean gown to be placed on the client and properly secured.
- Clean towel to be placed around the client’s shoulders and secured to prevent it falling off.
- Clean waterproof shoulder cape to be placed over the client’s shoulders and tied in position.

Remember to change the towels/capes as they become soiled from the colouring products.

Protecting Yourself
When working with hairdressing chemicals there is always a risk of developing contact dermatitis. See the Health & Safety section for more information on dermatitis.

- Minimise the risk of contracting dermatitis by protecting hands with gloves.
- Mixing loose powder (bleach) can cause irritation to the mouth, throat and lungs – especially for those who suffer from asthmatic conditions.
- Wear a protective face mask to avoid inhaling dust particles.

Summary of Safety Considerations

- Carry out relevant test and record results.
- Follow P.P.E.
- Check electrical equipment to prevent injury to client and self.
- Perform thorough consultation to identify contraindications.
- Read and follow manufacturers’ instructions.
- Time development accurately.
- Check client comfort throughout service.

Notes
Consultation
As with any hairdressing treatment or service, you must establish your client’s needs.

Carry out a thorough consultation by:
- Questioning your client.
- Using visual aids – colour charts, photographs etc.
- Visually checking their hair.
- Physically testing the hair.
- Explaining to the client what will happen during the process in a non-technical way.
- Allowing the client time to ask questions.
- Allowing them time and opportunity to express any concerns they may have.

Information specific to African type hair
For colouring on African type hair there is one further aspect to consultation you must be aware of.

You must consider previous services such as perming and relaxing. Combining either of these services with a bleach is risky as the hair is so sensitised.

Recording the Consultation
The results of the consultation, as well as any factors that may influence further services, should be recorded on a client record card.

Remember: A record card is not to be used as an instruction manual. The details recorded on it are useful as a reference for achieving a successful treatment when the client next visits the salon for a chemical service.

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Testing the Hair

Prior to and during any colouring service, tests should be made to the hair and scalp to:

- Find out if the client has an allergic reaction to the colouring product.
- Ensure the hair is in good enough condition to colour.
- Check the suitability of proposed product for the hair.
- Check the development of the product.

Skin Test (also known as a patch test)

This is to detect if the client is sensitive or allergic to the chemicals found in permanent and quasi colours. The colour used for the skin test should be the same mixture as the product intended to be used for the colouring service.

Method

1. Select a test area, either behind the ear extending partly into the hairline or apply to the inner fold of the elbow.
2. Wipe the test area with spirit on cotton wool to cleanse the skin and remove any sebum present.
3. Prepare the test mixture by mixing the colour with peroxide (use the same mixture that is planned for the colouring service).
4. Apply the mixture to the test area, allow to dry naturally and leave uncovered.
5. Advise the client not to disturb the test area for at least 24–48 hours.
6. Examine the test area for a negative or positive reaction.

A positive skin test is recognised by the presence of redness, burning, itching, blisters or eruptions. A client experiencing such symptoms is allergic to the colour and under no circumstances should this particular kind of colour be used.

A negative test would be no reaction to the colour, and the colour service can proceed.

Extreme reactions that may require medical attention are as follows:

- Itchy red spots spreading all over the body.
- Tiny, oozing blisters.
- Headaches and vomiting.
- The head and neck area become extremely sensitive to touch.

A client who shows sensitivity to permanent or quasi colour could have other colouring services that can be applied without scalp contact. For example, highlighting and lowlighting.

Note: Skin tests are not usually required prior to the application of semi-permanent colour. However, for clients who have had a positive skin test or have known allergies, a skin test is recommended.

Check manufacturers' instructions

Information specific to African type hair

Reddening of the skin as a positive reaction to the skin test may appear maroon or very dark purple on black or very dark skins.
Elasticity Test
This test is used to confirm that the internal structure of the hair, the cortex, is in good condition. If the cortex is in good condition, it will allow the hair to stretch and return to its normal length.

Method
Hold a strand of hair at the root area between the thumb and index finger of one hand and hold the end of the hair with the thumb and index finger of the other hand. Support the hair at the root to prevent client discomfort and gently pull the hair in opposite directions.

The hair should stretch and then return to its original length without breaking.

Note: Hair stretches more when wet

Porosity Test
This test is used to confirm that the external structure of the hair, the cuticle, is in good condition. The test will determine the extent to which the cuticle scales are open, and therefore how porous the hair is, or the amount of moisture it is likely to absorb.

Method
Hold a few strands of hair at the point and slide the thumb and index finger towards the root. If the texture feels rough, this could indicate that the cuticle is open and the hair is porous.

Information specific to African type hair
Testing for porosity on African type hair is more difficult and more inconclusive than when testing Caucasian hair. On coarse African type hair, the test may only reveal the pattern of keratin that is distributed unevenly along the hair shaft, and therefore may not necessarily indicate porosity.

(More information on the uneven production of keratin can be found in the Hair Structure Section.)
**Strand Test**  
To check the development of the colour following application.

**Method**  
Using a piece of damp cotton wool, wipe the colour from a small section of hair to check:

- If the colour is ready to be removed.
- If further development time is required.
- If the result matches the planned outcome.

Alternatively, the colour can be removed from the section using the back of a comb by pressing the comb on to the section and wiping away the colour.

**Incompatible Chemicals**  
Disastrous results could occur if the colour products are incompatible with a previous hair treatment. Incompatible reactions can cause severe discoloration or breakage to the hair.

When a client first attends the salon for a colouring service, it is important to find out as much as possible about their hair history. The client may have products on their hair that can react badly with the colouring process.

Unfortunately, some clients do not volunteer information regarding previous services used on their hair, particularly if the results were unsatisfactory. Many clients do not appreciate the length of time it takes for a full head chemical treatment to grow out. They may be under the illusion that because a few months have elapsed, the chemical treatment will have disappeared, or that it cannot possibly affect the present process.

It is impossible for a stylist to be absolutely certain of what will happen when a bleach or permanent colour is applied over another potentially incompatible chemical.

Therefore, an incompatibility test must be carried out. An incompatibility test will identify the presence of metallic salts, which are found in colour restorers and some henna products.

**Method**  
Take a small cutting of hair. The cutting may have to include hair from the roots as well as the mid-lengths and ends to ensure the test will find suspect incompatibles.

Place the hair in a clean glass container containing 20 parts 6% hydrogen peroxide and one part ammonium hydroxide.

The cutting should be left for up to 30 minutes.

A positive reaction, which would indicate the presence of incompatibles, will result in any or all of the following:

- fizzing
- steam
- heat
- discoloration of hair
- loss of elasticity.

In addition, a pre-colour test may need to be carried out to test the suitability of a product or to ensure the final result will meet the requirements of the client.

**Method**  
A small section of hair is either cut from the head or isolated on the head. If isolation is chosen, ensure the test is carried out where the client can clearly see the result.

Colour the hair using the planned product.

Evaluate the results and complete the service if the test indicates the desired result.
Consultation Questions for Colouring African Type Hair

Before a colouring service, you would need to ask the following questions:

• When was your last colouring service?
  Some African type hair grows at a slower rate than Caucasian, so the amount of regrowth may appear less than what is expected. The stylist must ensure enough time has elapsed between services.

• When was your last perm or relaxer?
  Ensure that two weeks have elapsed between these services and applying a colour.

• Do you know which type of colouring product was used, for example, permanent, quasi?
  For a new client, the stylist would want to maintain consistency of colour type and shade.

• Have you ever reacted to colouring products?
  Clients who have a history of allergy may not be able to have a permanent or quasi colour that comes into contact with the scalp.

• Are you normally sensitive to colouring products?
  It is important to ask this as the chemicals used for colouring often come into direct contact with the scalp. This can cause further irritation to the scalp.

• Have you had a skin test in the last 48 hours?
  You must check the result of the skin test before proceeding with a colour that has contact with the scalp, such as a permanent or quasi colour.

• Have you been scratching your scalp recently or irritating it in any way when brushing or sectioning your hair?
  It is important to ask this as the chemicals used for colouring will often come into direct contact with the scalp. Chemicals entering open sores will cause further damage to the skin.

• Did you apply the colouring product yourself at home with a product bought over the counter?
  The client may have over-processed their hair by colouring it themselves.

• When did you last apply a colouring product to your hair?
  The stylist needs to build up a colour history for the client.

• When did you remove your hair extensions?
  Establish that the hair is in good enough condition before going ahead with the service. The hair extensions will leave the hair tensioned and lacking in natural moisture.

• Do you have any concerns about the results you normally get after a colouring service?
  Allow the client to talk about their concerns. For example, they may feel their hair never has sufficient lift, or the shade never matches their expectations.
  Some clients may have unrealistic expectations about what colour can do to their hair.

Note: Not all of these questions will need to be asked at the same time. You must choose appropriate questions relating to:

• The previous services or treatments the client has had.
• If the client has virgin hair.
• If the hair has previously been chemically treated.
• If it is a new client.

Notes
Visual Checks
As well as questioning the client, some information relating to client consultation can be gathered by visual checks.

The client’s answers, together with your visual checks, should confirm and complete all the requirements for a successful consultation.

Visual checks should include:
- evidence of suspected infections or infestations
- evidence of broken skin, open cuts or sores
- positive skin test reaction
- presence of artificial colour
- regrowth (new hair)
- percentage of white hair
- evidence of traction, tension or alopecia
- evidence of over-processing or under-processing
- evidence of previous alternative chemical treatment such as a perm or relaxer
- conduct relevant test

Client Responses
It is essential to gain accurate information from clients during the consultation. Most clients will contribute effectively to the consultation process by giving truthful answers to your questions. Regular clients generally express themselves comfortably, even where the feedback may be negative.

However, be aware of the client who may withhold vital information in order to proceed with the colouring service.

Notes

Tools, Products and Equipment
The things you will need to carry out a colouring service are listed below. Some are a matter of personal choice, but the full range is as follows:
- breathable gowns
- plastic gowns/capes
- gloves
- towels
- neck strips
- pintail comb
- large-tooth comb
- tint brush
- tint bowl
- highlighting cap
- foils
- wraps
- colouring gun
- spatula
- sectioning clips
- trolley
- mirror
- barrier cream
- colour savers
- anti-oxidant conditioner
- leave-in conditioner (where provided as part of the system).
Colour Types
There are five categories of colour products:
1. Temporary.
2. Semi-permanent.
3. Quasi-permanent.
4. Permanent.
5. Bleaching.

Temporary Colours
This type of colour will remain on the hair for a very short time. The molecules in temporary colours are too large to penetrate the cuticle, so they are usually washed away with the first shampoo. If the hair is porous, however, the colour may go through the open cuticles into the cortex and last much longer.

Temporary colours come in a variety of forms:
• setting lotions
• mousse
• glitter
• gel
• mascaras
• crayons
• sprays

Some will give very subtle effects, while others, such as fluorescent sprays, can drastically change the colour of the hair.

Temporary colours will add tone to the hair, but cannot lighten. They can be used to introduce a client to colouring.

Method
For coloured setting lotion and mousse, the hair is shampooed and conditioned prior to application. The temporary colour is applied to the hair according to the manufacturer’s instructions.

For sprays, mascaras or crayons, the hair is dried and styled into shape before the temporary colour is applied.

Semi-permanent Colours
The molecules for semi-permanent colour are smaller than those of temporary colour and will enter the outer edges of the cortex. The colour lasts for approximately six shampoos, though on porous hair it may remain longer.

A true semi-permanent colour will require no mixing with an oxidising agent.

Information Specific to African type hair
As most African type hair is dark, the use of temporary colouring is limited. However, black and brown can be used to refresh dull looking hair. Warm colours, designed for vibrancy, such as red, copper or mahogany, will give African type hair a change of tone. White hair with yellow tinges can be brightened with silver shades of temporary colours. However there are also professional products available that remove yellow from white hair caused by perming or relaxing which are not classified as temporary colours.
Semi-permanent colours come in a variety of forms:

- cream
- liquid
- gel

The range of colours varies from basic shades of black and brown through to blonde. In addition, semi-permanent colours have a wider range of warm tones than are found in temporary colours.

Fun colours, such as blue, pink, orange, yellow and purple, are also available in semi-permanent forms.

**Information Specific to African type hair**

The lighter semi-permanent colours will have little effect on darker African type hair. However, the warm tones can be used to make the hair look a more interesting colour. If the client wishes to have a fun semi-permanent colour, the hair would have to be pre-lightened. But remember, the semi-permanent colour will gradually wash out, leaving the hair in its pre-lightened state. However, this also gives the client an opportunity to change the semi-permanent colour.

**Method**

The hair is shampooed and conditioned prior to the application of semi-permanent colour.

**Notes**

The colour can be applied directly from the bottle, or with a brush from a bowl following manufacturers’ instructions. The colour works by staining the hair, so the scalp should be avoided during the application to prevent staining the skin. Following the completed development of the colour, the hair is rinsed until the water runs almost clear.

**Note:** For the water to run completely clear, no semi-permanent colour would be left in the hair.

Many semi-permanent colours contain conditioning agents, so hair is often glossy following the application.

**Quasi Colours**

The definition of ‘quasi’ is ‘not really, almost’. Therefore, this colour is not really, but almost a permanent colour.

The colour is mixed with a weak solution of hydrogen peroxide, which allows it to enter the cortex. It is not usually strong enough to lighten the hair, although sometimes there may be a faint regrowth area.

Quasi colours can add a more intense tone than semi-permanent colours and can last for up to 24 shampoos. They can blend in up to 40 per cent of white hair, but fashion colours (warm shades) must not be applied to white hair without mixing with a base shade first.

As quasi colour contains many of the chemicals found in permanent colour, a skin test is always required.

Quasi colours come in a variety of forms:

- cream
- liquid
- gel.
Method
For a first time, full head application, quasi colour is applied to dry hair from roots through to ends and left to develop.

The colour can be applied directly from the applicator bottle or, if preferred, applied with a brush from a bowl. Subsequent applications are applied to the regrowth area first before colouring through to refresh the colour on the ends of the hair.

Permanent Colours
Permanent colours are aniline derivative dyes, and are also known as:
• synthetic organic dyes
• para dyes
• oxidation dyes
• coal tar dyes
• oxidation tints
• peroxide dyes
• liquid dyes
• diamine group dyes.
• OPS technology

The most effective type of hair colour contains para-phenylenediamine, or a related chemical compound. With this type of chemical, it is possible to duplicate the most unusual shade of human hair without impairing its condition and texture.

There is a wide range of depths and tones available for permanent colour, and the colour will lighten natural hair. Permanent colour will cover 100 per cent of white hair.

The colour molecules are small, so they are easily able to penetrate the cuticle wall when the colour is mixed with the oxidant, hydrogen peroxide. During development, the colour molecules in the cortex become bigger, preventing them passing back through the cuticle. They are, therefore, locked into the cortex, making the colour permanent. The colour remains on the hair until it grows out.

A small percentage of clients are sensitive to aniline-derivative dyes. Therefore, a skin test is always required before the application of permanent colour.

Permanent colours come in a variety of forms:
• cream
• liquid
• gel

Colours contain a thickening agent to prevent the colour running down the hair shaft. Many colours contain a shampoo base that helps to remove the colour treatment effectively during the rinsing process. Other ingredients may include a wetting agent to remove grease and help the colour penetrate the hair shaft. Built in conditioners such as lanolin leave the hair soft, silky and shiny.

Information Specific to African type hair
Many manufacturers produce special lift-lightening blondes within their permanent colour range. When these are used, the results are often disappointing, as they cannot lift sufficient shades to make a difference to the dark base shades of African type hair.

Notes
Method
The majority of permanent dyes are applied to dry hair. There are two types of application:
- virgin hair application
- regrowth application

Information Specific to African type hair
If the client has extremely oily aftercare products on their hair, the hair may have to be washed and dried prior to the application of permanent tint, as the oily products may create a barrier for the passage of colour into the cortex.
Ensure you are gentle with the pre-colour shampoo as stimulating the scalp may create areas of soreness which the colour could aggravate further.

Virgin Hair Application
Virgin hair is hair that has not been chemically treated with colour, perms or relaxers.

When lightening virgin hair for the first time, there is a specific sequence of application:

Hair at the root area will absorb tint at a quicker rate than the mid-lengths and ends. There are two reasons for this:
1. Keratinisation is not fully complete at the root area.
2. Body heat will increase the speed of tint development.
The hair at the ends will be slightly porous due to wear and tear on the cuticle, while the mid-lengths are the most resistant.
Therefore, when lightening virgin hair, permanent colour is applied in the following order:
1. mid-lengths
2. ends
3. roots

Method
1. Divide the hair into four sections.
2. Apply the chosen colour to the mid-lengths of the hair 1.5cm away from the scalp and 2.5cm away from the very ends of the hair.
3. Apply the colour to the final 2.5cm at the ends of the hair.
4. Apply the colour to the roots.

Note: When darkening virgin hair, the colour can be applied from the roots to the ends of the hair in one application.
Regrowth Application
Hair that has been permanently coloured will leave a distinct line when the hair grows, showing the natural colour.

The new growth will need to be retouched if the full head colour is to be maintained.

Method
1. Divide the hair into four sections.
2. Apply the chosen colour to the regrowth area.

The ends of the hair that have been previously coloured will need to be treated according to the amount of colour fade. Refer to the manufacturer’s instructions for dealing with faded ends.

Some common solutions to faded ends are:
- Slight fade. Dilute any tint left in the bowl and massage through to the ends of the hair. Alternatively, spray down the mid-lengths and ends of the hair with water and apply the leftover tint to the dampened hair. Leave for 3–5 minutes.
- Medium fade. Mix fresh tint of the same colour you have used at the roots with a lower strength of peroxide. Develop for 5–10 minutes.
- Excessive fade. This is often caused by over-porous hair. It is treated through colour correction by adding a warmer shade than the target colour. Refer to the manufacturer’s recommendations for excessive fade.

Step-by-Step Summary for Colour Application
1. Gown and protect the client and yourself.
2. Prepare the hair or section appropriately for chosen colour application.
3. Follow manufacturers’ instructions.
4. Prepare the colour to be applied.
5. Apply the colour using the correct method.
6. Allow sufficient processing time.
7. Remove the colouring product.
8. Condition the hair and style accordingly.
**Bleaching**

Bleaching is the oxidation of melanin pigment in the hair. It involves adding oxygen to the melanin so that it gradually becomes colourless.

Bleaching can be used to lighten the hair to the required colour, or it can be used as a pre-lightener to achieve a lighter base onto which a permanent colour can be applied.

The lightening process occurs in the following order:

- **BLACK**
- **BROWN**
- **RED**
- **ORANGE**
- **YELLOW**
- **PALE YELLOW**

Pale yellow is the colour of keratin, so this is as light as it is possible to achieve. However, for clients who wish to look even lighter, the yellow tones can be subdued with a purple/violet toner which will make the hair appear white.

**Information specific to African type hair**

As African type hair is often very dark, the bleaching process can cause serious damage to the hair if a very light shade of blonde is desired.

Two applications of bleach may be needed to achieve the desired shade.

Beware, more than this may be harmful to the scalp and never relax over-bleached hair.

**How Bleach Works**

The active ingredient when bleaching is hydrogen peroxide (H2O2). The peroxide breaks down to release oxygen.

To speed up the release of oxygen, the peroxide is mixed with bleach. The ammonia in the bleach acts as a catalyst. A catalyst speeds up reactions without changing itself. Because bleach is alkaline, it lifts the cuticle scales H2O2 enters and gives off oxygen to bleach the melanin.

Melanin is easy to remove by bleach as its molecules are large and spaced far apart. During the process, the removal of melanin can be observed within minutes of applying the product to the hair. Once the melanin has been bleached, the red tones of pheomelanin can be seen. Pheomelanin is made up of much smaller molecules than melanin, and so is harder to remove.

**Information Specific to African type hair**

Pheomelanin is an extremely difficult colour to remove. This can therefore lead to unwanted warm, brassy tones on African type hair.

The addition of oxygen during the bleaching process changes melanin to oxy-melanin and pheomelanin to oxy-pheomelanin. Both are colourless.

**Caution:** Hair should be shampooed thoroughly after bleaching and an anti-oxidant conditioner used to prevent creeping oxidation.

Using a low volume peroxide and bleach and allowing a longer development period will lessen the potential damage and de-moisturisation to the hair.
Highlighting and Lowlighting

African type hair can be successfully highlighted to virtually any shade. However, pre-lightening will be required to achieve some very light shades.

Partial colouring is ideal for hair that has been relaxed or permed as it minimises further potential dryness or chemical damage. In addition, it gives the client an opportunity to wear exciting, vibrant shades.

For a client with 100 percent white hair, lowlighting is very effective as regrowth is less obvious. Again, partial colouring minimises further potential dryness or chemical damage if the client has a perm or a relaxer.

Highlights can be carried out using the following methods:
- foils or wraps
- spatula
- gun
- frosting

Foils or Wraps

Woven highlights or lowlights can be very fine or very thick, according to the client’s requirements. The foils can be placed over the entire head, or in a few selected areas.

Method

Beginning at the hairline, divide the hair into nine sections using the same technique as for nine section perm wind (see Perming section).

1. Use a pintail comb to make a mesh section of approximately 0.5cm.
2. Weave out the density of strands discussed and agreed with the client.
3. Separate the woven hair by pinching from the top of the pintail comb.
4. Place the woven hair into a foil.
5. Apply the colouring product to the hair in the foil before closing the packet, avoiding excess product application.
6. Carefully fold the foil to prevent seepage of product.
7. Repeat through remaining sections.
8. Allow the colour to develop.
9. Remove foils by gently running warm water over the foils and hair. As the foils loosen, ease them from the hair. When all foils are removed, rinse the hair and shampoo and condition following the manufacturer’s instructions.

Notes
**Spatula**

This method can be used for either fine or thick highlights or lowlights. The colour can be applied over the entire head, or in a few selected areas.

**Method**
1. Divide the hair into nine sections.
2. Weave out hair and place in spatula.
3. Apply colour and gently remove spatula by easing out of the hair.
4. Repeat through remaining sections.
5. Allow the colour to develop.
6. Remove colour and apply post-colouring shampoos and conditioners.

**Gun**

This method allows the colourist to place one single highlight or lowlight at a time to enhance a cut or style.

**Method**
1. Fill the reservoir of the gun with the required colour.
2. Squeeze the ‘trigger’ gently and apply the colour to chosen areas of the hair.
3. Allow colour to develop.
4. Remove colour and apply post-colouring shampoos and conditioners.

**Frosting**

This is an ideal way of introducing the client to strong, blonde colours and is very effective on short hair.

**Method**
1. Apply colour or bleach to the ends of the hair using a brush or fingers.
2. Allow colour to develop.
3. Remove colour and apply post-colouring shampoos and conditioners.
Block Colouring
This method is ideal for emphasising specific areas of a haircut. It is a good way to introduce the client to colour and does not require a great deal of commitment. The client must have a skin test if the colour is to be applied directly to the scalp.

Method
1. Apply colour to chosen areas of hairstyle.
2. Allow colour to develop.
3. Remove colour and apply post-colouring shampoos and conditioners.

Hydrogen Peroxide
To activate colour molecules in quasi or permanent colours, hydrogen peroxide must be used.

This is available in varying strengths and can be expressed as a percentage or as volume.

3% or 10 volume
6% or 20 volume
9% or 30 volume
12% or 40 volume

Percentage strength – the weight in grams of pure H2O2 in 100g solution. For example, 3% solution is 3g H2O2 + 97g of H2O.

Volume strength – the volume of gas in cm³ given off by heating 1cm³ solution. For example, 10 volume means 10cm³ oxygen given off by 1cm³ solution.

The different strengths enable permanent or quasi colours to be fixed in the cortex as well as lighten. The higher the volume strength, the larger the amount of oxygen available.

10 volume = used for quasi colour. The tone will fade but may leave a slight regrowth.
20 volume = used with permanent colour to achieve up to 2 shades of lift or to colour white hair.
30 volume = used with permanent colour to achieve up to three shades of lift.
40 volume = used with some permanent colours to achieve up to four shades of lift.

Information specific to African type hair
Dark African type hair will require very high strength hydrogen peroxide to achieve light shades. Hair that has been through this process will be unsuitable for relaxing or perming.

To acquire light shades, African type hair will need to be pre-lightened with bleach. The black and brown tones are easily removed with 20 volume or 6% hydrogen peroxide. As with Caucasian hair, the red tones are often more difficult to remove and may require 30 volume or 9% hydrogen peroxide.

Natural African hair can be lightened with 40 volume or 12% hydrogen peroxide, if the hair is in very good condition. This method of pre-lightening must be avoided on hair that has been permed or relaxed as the elasticity of the hair will be reduced.

Note: Permimg or relaxing over bleached hair will lead to some breakage.

Notes
Pre-softening

Pre-softening is the application of a weak solution of neat hydrogen peroxide to the hair prior to the chosen colour. The hydrogen peroxide is dried into the hair and opens the cuticle, allowing passage of colour into the cortex.

Information Specific to type hair

White African type hair is very resistant and may need to be pre-softened prior to the application of permanent colour.

Colour Correction

Whenever colouring dark hair, the colourist must be aware that there are limitations to the amount of lift that can be safely achieved.

Colour correction on African type hair is not often necessary as risks are rarely taken. There are specific products designed for African type hair that can achieve shades of blonde.

Colour correction falls into three main categories:

- the hair is too light
- the hair is too dark
- the hair is the wrong tone.

Correcting Hair that is Too Light

Where the hair colour is too light, the colour needs to be corrected by darkening. When hair is very light, a pre-pigmentation process may be required. This process will replace the red and orange pigments that were removed during the lightening process.

The pre-pigmentation can be completed with temporary, semi-permanent or quasi colour. Permanent colour can also be used, but it should be mixed with water instead of hydrogen peroxide.

Failing to replace the warm tones will result in flat, ashen tones to the chosen colour.

Correcting Hair that is Too Dark

Permanent colour must be removed from the hair before a lighter colour can be applied.

The permanent colour can be removed by:

- Applying a bleach shampoo, which is made up of equal quantities of bleach, shampoo and warm water. This solution is normally sufficient to remove a build up of temporary or semi-permanent colour.
- Applying a manufacturer’s product designed for artificial pigment removal.
- Applying bleach. For example, highlighting can lighten the dark colour.

Note: The bleach will remove natural pigments as well as the artificial pigment.
Neutralising Unwanted Tones
This is sometimes referred to as ‘toning’. The unwanted tone can be neutralised by other tones. Knowledge of the colour circle is essential for this aspect of colour correction.

- Red tones can be neutralised by green.
- Green tones can be neutralised by red.
- Yellow tones can be neutralised by violet.
- Violet tones can be neutralised by yellow.
- Blue tones can be neutralised by orange.
- Orange tones can be neutralised by blue.

A common fault with colouring very dark hair is the removal of pheomelanin. African type hair can look very yellow when bleached. These brassy tones can be removed by applying a violet-based toner. Toners are normally mixed with low strengths of hydrogen peroxide so do very little damage to the hair.

Evaluation and Conclusion
There are different methods of applying colour to hair. Colouring can enhance a client’s haircut and skin colour and can be the finishing touch to a stunning total look.

The result will depend on your client’s wishes, but as a hairdresser, you must ensure that the result your client wants is within the possibilities of the colour you are planning to use.

Keep the client informed of the cost and the potential cost for maintaining the coloured look. In addition, ensure they are aware of how the colouring service may affect other chemical services they may regularly have, such as perming and relaxing.

Temperature
Temperature has an influence on the application and development of colour lightening products.

Application
Heat from the scalp makes the colour develop more quickly. This will influence the method of application. On virgin hair apply mid-length to ends first, then rub. Inappropriate application will result in root glare (lighter at the root).

Development
A very warm salon will make the colour develop more quickly. Adding heat will make the colour production develop more quickly reducing service time, (always read and follow manufacturer’s instructions). A cold salon will slow down development of product.
African Type Hair
Hairdressing

Perming
Perming

Background

There is a common factor in perming any type of hair, and that is, the client wishes to change the natural state and appearance of their hair, usually from straight to curly or wavy.

Information specific to African type hair

Additional reasons why some clients with African type hair choose to perm their hair are:

- The hair requires a lower level of maintenance following a perm than is required for hair in its natural curly state. Very easy to manage.
- Clients often opt for perming, rather than relaxing as the chemicals are more gentle on the hair than relaxing chemicals.

When perming was first introduced for African Caribbean hair, the same results were given different names. The name given to the permed look had regional variations, but common terms for the same perm style or look were:

- wet look
- curly perm
- gerri curl
- curl

Notes

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The Perming Process

To carry out a successful perming service and achieve a good result you must ensure that you have:

- Product knowledge to ensure you know how a product will act with different hair types and how it will perform under various conditions.
- Technical experience to ensure you can complete the process safely and efficiently.
- The right equipment to ensure you can complete the perm process in accordance with manufacturers’ instructions.

Consultation

As with any hairdressing treatment or service, you must establish the client’s needs.

Carry out a thorough consultation by:

- Questioning the client.
- Visually checking their hair.
- Physically testing the hair.
- Explaining to the client what will happen during the process in a non-technical way.
- Allowing the client time to ask questions.
- Allowing the client time and the opportunity to express any concerns they may have.

Information Specific to African type hair

The steps above relating to the consultation process are standard to any hairdressing service or treatment. For perming on African type hair there are further aspects to consultation that you must be aware of:

- You must consider the different degrees of curliness combined with the different textures (hair diametres). This means that the texture and structure of the client’s hair may depend on whether they are of one race or mixed race. For example, a stylist may find that the natural curl pattern in the hair of a client with mixed African type and Asian hair is more difficult to rearrange than that of a client with only African type hair.
- During the incompatible and their superposition can cause extensive breakage.

Recording the Consultation

The results of the consultation, as well as any factors that may influence further services, should be recorded on a client record card.

Remember: A record card is not to be used as an instruction manual. The details recorded on it are useful as a reference for achieving a successful treatment when the client next visits the salon for a chemical service.

Consultation Questions When Perming African Type Hair

Prior to a perming service, you would need to ask the following questions:

- When was your last perm?

In the case of a new client, the regrowth is not always obvious. Where the hair has reverted, the regrowth and the reversion can blend into each other.

Note: Reversion is where the hair has reverted towards its original African type hair characteristics.

- Do you know which perming product was used?

In the case of a new client it is important to maintain consistency or make a record if the perm used did not suit the client’s hair.
• Have you been scratching your scalp recently or irritating it in any way when brushing or sectioning your hair?

It is important to ask this as the chemicals used for perming may come into direct contact with the scalp. Solutions entering open sores will cause further damage to the skin.

It is also important to tell the client to inform you straight away if any discomfort is experienced at any time during the treatment.

• Are you normally sensitive to perming chemicals?

It is important to ask this as the chemicals used for perming may come into direct contact with the scalp. This can cause further irritation to the scalp.

In addition, it will enable a picture of the client’s potential sensitivity to be built up, as well as enabling the stylist to select a product range designed for sensitive scalps.

• Which aftercare products do you use to maintain your hair?

Some clients are sensitive to certain product ranges. This can lead to flaking and open sores on the scalp, which would be irritated by perming products.

Further, there may be a build up of product, caused by ineffective shampooing on the scalp, as well as the hair. The build up of product on the hair could cause a barrier for the entry of perming products. The client can be advised how to shampoo their hair and scalp effectively to prevent future build up of the products.

When was the last time you used any aftercare products on your hair?

Some manufacturers state that aftercare products must be shampooed from the hair prior to perm application. Other perms will be designed to work with the aftercare products still on the hair. Therefore, read manufacturers’ instructions carefully prior to the perming service.

• What colouring products have you used?

The client may have used a colour that could be incompatible with perming products.

• When did you last apply a permanent colouring product to your hair?

To prevent breakage to the hair, a perm must not be carried out within two weeks of a permanent colour treatment.

Clients should be advised that they must wait a further two weeks before permanently colouring their hair following a perm.

Note: The two week rule is for guidance only. Suitable tests should always be conducted to assess the condition of the hair.

• Have you recently had any hair extensions?

The hair will break if it is still tensioned and lacking natural moisture from the effects of hair extensions. Therefore, following the application of the rearranger, the hair may look frizzy, and the end result will not be smooth and silky.

• When did you remove your hair extensions?

Sufficient time needs to elapse to enable the hair to revert to its normal tension and level of natural moisture.

Caution: It is better to wait months rather than weeks before a perm service is completed on hair that has had extensions. Always carry out suitable tests before carrying out any treatments.

• For how long did you wear your hair extensions?

The stylist must be able to establish the possible loss of moisture content and elasticity.

Notes
• How did you wear your hair before you had hair extensions?

The stylist needs to establish if there are previous chemicals on the hair.
If the hair had been previously permed using ammonium thioglycollate, the hair could have reverted during the time it has been in the hair extensions. The rearranger must be applied to the regrowth first, and then taken through the ends of the hair to soften the reversion.
The hair could have been previously relaxed with a hydroxide based relaxer. Therefore, any traces of the hydroxide needs to be removed by cutting. Curling over hydroxide will not produce a curl and will cause breakage.
If the client has previously had virgin hair, then the perm can be completed using a virgin hair process.

• Do you have any concerns about the results you normally get following a perm?

Some clients may have unrealistic expectations about what a perm can do for their hair.

Note: Not all of the questions will need to be asked at the same time. You must choose appropriate questions relating to:
• the previous services or treatments the client has had
• If the client has virgin hair
• If the hair has previously been chemically treated
• If it is a new client.

Visual Checks

In addition to questioning the client, some information relating to client consultation can be gathered by visual checks.
The client’s answers, together with your visual checks should confirm and complete all the requirements for a successful consultation.

Visual checks should include:
• Evidence of suspected infections or infestations.
• Evidence of broken skin, open cuts or sores.
• The presence of artificial colour.
• Evidence of over-processing or under-processing.
• Evidence of previous alternative chemical treatment ie, relaxer.

Information specific to African type hair

In addition for African type hair you must complete a visual check for the following:
• The presence of regrowth (new hair growth)
To identify where the rearranger should be applied
• Signs of traction/tension

Many clients with African type hair have hair extensions or scalp plaits. These treatments can cause excessive tension to the hair and at the scalp. Open follicles or damage to the scalp will allow the passage of chemicals into the follicle leading to damage to the skin and sometimes, folliculitis (a bacterial infection of the follicle). In addition, the stretched hair will have reduced elasticity which will hinder a successful perming outcome.

If traction alopecia is present, the client should seek medical advice.
• Percentage of white hair

White African type hair can be very resistant and a stronger strength rearranger may need to be used to ensure a satisfactory result.
Client Responses

It is essential to gain accurate information from clients during the consultation. Most clients will contribute effectively to the consultation process by giving you truthful answers to your questions. Regular clients generally express themselves comfortably, even where the feedback may be negative.

However, be aware of the client who may withhold vital information in order to proceed with the perm service.

Tools, Products and Equipment

The things you will need to carry out a perm are listed below. Some are a matter of personal choice, but the full range is as follows:

- breathable gowns/plastic gowns/capes
- gloves
- towels
- tail comb
- large-tooth comb
- tint brush
- sectioning clips
- trolley
- mirror
- barrier cream
- rearranger
- perm Lotion
- pre-perm treatment (where provided as part of the system)
- post-perm treatment (where provided as part of the system)
- finishing products
- Anti-oxidant conditioner
- Leave-in conditioner (where provided as part of the system).

Notes
Elasticity Test

This test is used to confirm that the internal structure of the hair, the cortex, is in good condition. The structure of the cortex for hair in good condition will allow the hair to stretch and return to its normal length.

**Method**

Hold a strand of hair at the point and slide the thumb and index finger towards the root. If the texture feels rough, this could indicate the cuticle is open and therefore, that the hair is porous.

**Information Specific to African type hair**

Testing for porosity on African Caribbean hair is more difficult and more inconclusive than when carrying out the same test on Caucasian hair. On coarse African Caribbean type hair, the test may only reveal the pattern of keratin that is distributed unevenly along the hair shaft, and therefore may not necessarily indicate porosity.

(More information on the uneven production of keratin can be found in the section on Hair Structure).

**Note:** Hair stretches more when wet.

Porosity Test

This test is used to confirm that the external structure of the hair, the cuticle, is in good condition. The test will determine the extent to which the cuticle scales are open, and therefore, how porous the hair is, or the amount of moisture the hair is likely to absorb.

**Method**

Hold a strand of hair at the root area between the thumb and index finger of one hand and hold the ends of the hair with the thumb and index finger on the other hand. Support the hair at the root to prevent client discomfort and gently pull the hair in opposite directions.

The hair should stretch and then return to its original length without breaking.

Information Specific to African type hair

Testing for porosity on African Caribbean hair is more difficult and more inconclusive than when carrying out the same test on Caucasian hair. On coarse African Caribbean type hair, the test may only reveal the pattern of keratin that is distributed unevenly along the hair shaft, and therefore may not necessarily indicate porosity.

(More information on the uneven production of keratin can be found in the section on Hair Structure).
Perming Systems

There are two perming methods, the one step system used in the 1980’s and the more popular two step system. The one step perm has been phased out for the more popular two phase perming system because it gives better control.

This section will deal with the two-step process in which the hair is rearranged and then wound on rods, prior to neutralising.

Methods of Application

There are several sequences of application when perming African type hair. These are determined by the needs and condition of the hair. They are:

a) virgin application
b) regrowth application

In addition, there are different methods of application for:

c) corrective application

The first step of the two step process is to rearrange the hair. African type hair must be rearranged prior to the application of a curling lotion in order to soften and straighten the hair, which then allows the hair to be wound evenly on perm rods.

1. Virgin Application
The hair at the roots will be warmer due to heat from the scalp which speeds up the development of the rearranger. Therefore, the rearranger must be applied first to the last two thirds of the hair length. Secondly it is applied to the remaining one third of the hair up to approximately 1.5cm away from the scalp. The second application must meet and blend with the first application. Finally, the rearranger is applied to the 1.5cm area at the roots, up to the scalp.

2. Regrowth
Regrowth is situated at the root area. This may also be termed new growth, which is exactly what it is. Hair previously permed has, over a period of weeks, increased in length and therefore acquired a new growth of unprocessed hair. This hair will grow out from the root.

Information Specific to African type hair

Within the area of new growth you may notice some broken hair. This is quite common and the breakage is usually the result of the dramatic difference in texture between the natural tight curls and the straighter processed hair. The breakage is often caused when the client combs their hair too vigorously causing the natural hair to break.

The longer the regrowth is left, the more the breakage may increase.

If the breakage is due to neglect or the hair looks patchy at the scalp, exercise caution before proceeding with a further chemical treatment.

Note: Instructions to carry out a reversion identification test can be found in on page 10 of the Relaxing section.

Notes
3. Reverting hair
Over a period of time, hair that has been permed correctly may revert slightly. This means the hair reverts towards its natural state. The identifying characteristics of reverting hair are dull looking mid-lengths and ends. The lengths of the hair may become frizzy, making a smooth wind difficult.

On hair that is reverting, the rearranger may need to be taken through the full lengths of the hair following application to the regrowth area. This process would be done just before the rearranger is rinsed off. This will allow enough time for the product to make a difference to the lengths, yet insufficient time to cause any breakage.

Recognising the characteristics of reverting hair and the relevant treatment required needs an experienced African type hair stylist. Always seek expert advice in these cases.

Note: Remember to document whenever you have applied rearranger to the lengths of the hair as this process should be not repeated too often

Information specific to African type hair
When curls grow through the opening of the follicle, it can cause a tickling sensation that leads to scratching. The damage caused by the scratching will increase irritation when the rearranger is applied. Irritation to the scalp may result in open wounds after the perming process is completed.

Discomfort is less likely when hair is maintained regularly with a moisturising spray.

Note: Regular conditioning treatments and trims will help to maintain the perm.
Virgin Application

Step One - Applying the Rearranger
1. Cleanse the hair with a pre-perm shampoo.
2. Section the hair into four.
3. Apply rearranger from mid-lengths to ends with a brush or the back of a tail comb as you work through the hair section by section.
4. Alternatively, apply rearranger from mid-lengths to ends with hands, taking larger sections through the hair. Heat from hands will speed up the process slightly.

Note: Do not put product on the back of your hand and then apply to the hair. The heat in your hand will result in the product starting to work before it reaches the hair and could result in damage occurring.
5. Work from the crown area down to the nape area then move forward from the crown area to the front sections.
6. Allow hair to partially process, then go back to your first section and apply the rearranger approximately 1.5 cm away from the scalp up to the mid-length application and work through the hair once again.
7. Finally, work the rearranger through all of the hair and aid the straightening process by combing with a fine-tooth comb to achieve an even degree of straightening.

Note: It is recommended that the rearranger is applied to the hairline area last. The hairline on African type hair tends to be the weakest area and is very susceptible to breakage. In addition, the hair in this area also softens very quickly, so the short time the rearranger is applied to this area is sufficient for a smooth and straight effect.

Note: When protecting the client from possible skin irritation, the protective base, or barrier cream, should be applied around the hairline.

Remember: Angle your brush to avoid contact with the skin where the hairline shape recedes.

Step Two - Curling the Hair
After the virgin hair has been correctly rearranged, the hair is then wound on perm curlers or rods.

When winding the hair it is important to select the correct method for African Caribbean hair (see different perming techniques). Some methods of winding may not allow the hair to lay smooth enough to prevent reversion.

The lotions used to curl the hair can be known as:
- curling lotions
- wrapping lotions

Information Specific to African type hair
Some styling lotions for blow drying and setting are also called wrapping lotions.

Curling lotions generally come in one strength and like reararrangers, are thick, but in a liquid form rather than creams, with a very strong chemical smell. Care must be taken to prevent direct inhalation of fumes.
**Applying the curling lotion**

Always read manufacturers’ instructions and directions.

Product coming from the U.S. recommends the direct wrapping method, but European regulations for safety recommend the indirect wrapping method.

On virgin hair apply the lotion from the applicator bottle, or with a brush from a bowl, to the full lengths of the hair.

**Remember:** Sufficient lotion must be applied to the hair whilst the hair is wet. If the hair is allowed to revert, a smooth wind becomes difficult and the hair, especially at the hairline, becomes frizzy.

Care must be taken not to put too much tension on the hair when combing the lotion through with a fine-toothed comb.

**Information specific to African type hair**

It is important to pay particular attention to the hairline area of the hair. The majority of African type hair is short and curly at the neck and the front hairline.

To wind these areas successfully the size of the curl rods should be reduced to enable the hair to be wrapped around the rod at least one and a half times and the correct direction to capture the short and curly hairs.

**Notes**

- Note: At the side sections of a standard nine section wind, the rods should be placed in a downward direction, angled either towards, or away from the face to make it easier to incorporate the short, curly hair at the front hairline.

- When winding is complete the lotion must be reapplied. This will ensure even coverage of curling lotion. If areas are missed then the hair will be under processed. Check the manufacturer’s instructions.

- Note: The term post damping refers to the application of perm lotion following completion of the wind.

**Timing**

As the hair has been pre-damped, the stylist must work as quickly as possible. The lotion will be on the hair for as long as it takes to wind the full head.

**Information specific to African type hair**

Curling lotions are milder than the rearranger, therefore when used correctly the hair can be perm without causing any over processing.

Most curling lotions successfully curl after ten minutes. Therefore, a curl test after ten minutes will normally show a strong S shape.

**Information Specific to African type hair**

Some systems require additional agents to be added at specific points during the processing stage of wound hair.

**Testing - Curl Development Test**

To see if the hair has curled and is ready to be neutralised, gently unwind the hair without disturbing the curl formation. Depending on the hair length, the hair may need to be loosened by approximately 5cms. By allowing the hair to sag, the S shape should be clearly seen without being forced into position.

In order to judge that a strong curl is achieved throughout the full head, compare the most recently wound curls to the rods that were wound first. Always check areas where the hair is least damaged, or the head is cool, for example in the nape area, as chemicals may act a little slower there.

**Note:** It is the front areas of the hair that tend to be subject to physical damage from, for example, combing and the natural elements.
When the hair is showing a strong enough curl pattern, rinsing can commence prior to neutralising.

**Neutralising**
Once the curl is established and the curl pattern visible by means of a curl test, neutralising can commence.

**Information Specific to African type hair**
The curling lotion for African Caribbean hair is much thicker than those for Caucasian hair, therefore rinsing needs to be thorough.

After ensuring the client is comfortable at the back basin, double check that towels are secure to prevent water soaking through and down on to the client’s back.

**Note:** The use of front wash sinks should be avoided to prevent the chemicals being rinsed from the hair, entering the eyes.

Whilst rinsing the hair, cup the hands to force the water into the wound hair. If this is done correctly a slapping noise can be heard. This will help the water to get through to the ends of the wound hair.

**Information Specific to African type Hair**
The rinsing stage should last for a minimum of 10 minutes on hair up to 10 cms in length.

Once rinsing is complete, the excess water must be blotted from the rods. This can be achieved by gently squeezing each rod with a dry towel and then with absorbent cotton wool. Leaving excess moisture will dilute the neutraliser, resulting in loss of curl.

A cotton wool strip should be placed around the hair line of the client to protect the client from any neutraliser that may drip into their eyes or down their neck. This cotton wool should be changed if it becomes saturated with the neutralising solution to prevent the skin possibly becoming irritated, red and sore.

**Information specific to African type hair**
Sodium bromate based neutralisers do not foam well and require 10 minutes processing time compared to the five minutes required for hydrogen peroxide based neutralisers is kinder to the hair.

Read and follow manufacturers’ instruction relating to the application of the neutraliser.

The neutraliser should be applied to each rod at least twice to ensure maximum coverage.

The rods can be removed after the required length of neutralising time. This must be done carefully, without disturbing the newly formed curl. Extra neutraliser should be applied to the ends of the hair to make sure that the full length of the hair is properly neutralised.

**Information specific to African type hair**
Depending on manufactures instructions, the perm rods may have to be rinsed again before the rods are removed, or the rods are removed first and then the hair is rinsed.

The hair should then be conditioned to prevent any further chemical processing. This can be with the conditioner provided by the manufacturer as part of the perming system or with an anti-oxidant conditioner.

Once the conditioner is rinsed away the hair is towel dried ready for cutting and styling with suitable products from the range.

**Notes**
Regrowth Application

Step One - Applying the Rearranger
1. Cleanse the hair and scalp with a pre-perm shampoo.
2. Section and secure the hair into four.
3. Begin application at the crown and work down towards the nape, then the neck area.
4. During application the product should have no contact with the scalp. This will reduce the chances of scalp burns, though these are very rare when using ammonium thioglycolate.
5. Move on to section number two.
6. When applying to sections three and four, begin at the crown and move towards the hairline. This will ensure that the perimeter lines are reached at virtually the same time around the hairline.
7. Remember to check your client’s comfort.
8. Apply the rearranger to the hairline area quickly. Angle your brush or comb to achieve maximum coverage to the hair and minimum contact with the scalp.
9. Cross-check all sections in the opposite direction to the first application.
10. Work the hair to aid the desired degree of straightness.
11. Rinse with tepid water.

Step Two - Curling the Hair
After the regrowth hair has been correctly rearranged, the hair is then wound on perm curlers or rods.
(For information on winding and product application, timing, testing and neutralising - see the section for virgin hair).

Choosing the Size of Curl
The size of the curl will depend on:

- the length of the hair
- the density of the hair
- the elasticity in the hair
- the client’s wishes
- the desired finished look

Rod sizes vary from very small to very large. The sizes of the rods or curlers are indicated by their colour.
Alternative implements can be used in the hair to create curls of varying shapes.
Inserting the Rods
Care must be taken when securing rods. Do not have twisted rubbers in a fastened position as this can cause the hair to break.

Tightly fastened rods will cause breakage. To judge the correct tension of the finished wind, run the index fingernail bed against the direction of the wound rods from the nape to the front of the head. By using the nail bed, the wound hair will not be disturbed, as the nail is smooth. The rods should flick back into position.

The client should not feel any discomfort from placed rods. When perming lotion is applied to the hair, it is in a weaker and more vulnerable state, so tightly wound hair with the perm lotion applied would be susceptible to breakage from the roots.

Perm Wind Techniques
There are several ways of sectioning and winding hair during the perm process.

Each method is used for the purpose of achieving a specific look or effect.

Nine section Wind
This method is suitable for African type hair.

The hair is divided into nine sections with a central section running from the front of the head directly above the centre of the eyebrows, back and over the crown area down towards the nape with partings positioned at either side of the spinal column. The hair is wound from points to roots holding the section at a 90° angle. This method of winding is known as croquignole winding.

Brick Winding
This method is suitable for African type hair.

Hair sections are placed in a similar formation to bricks laid in the walls of a house. This method is ideal for disguising the partings that are made during the perm process. This method can also be used where hair has been cut short to accommodate a wave pattern finished look.

Directional Wind
This method is suitable for African type hair.

Hair is wound in the style direction required to meet the desired finished look and the client’s wishes. It may also be used to disguise hair growth patterns ie, double crown.

Spiral Wind
This method is suitable for African type hair.

The hair is wound from points to roots to achieve a corkscrew effect. The lengths of hair lie next to each other on the rod and not on top of each other as in croquignole winding.

Notes
Weaving Winding
This method can be used on African type hair.

Weave wind
This method is used for adding texture and body to the hair, depending on the desired look. Mesh sections are separated using a weave method.
There are two ways of doing this
• One weave section may be wound and the other, where the hair has a natural wave needing enhancement, is left out
• Both mesh sections may be wound but with two different-sized rods for a textured effect.

Double Wind
This method can be used on African type hair.

Double wind
A directional, brick or nine section wind can be used with this method (see diagram). By using this technique, the points of the hair are curled tighter than the remaining lengths of hair. This is because the points are wound first in a conventional way, then a second rod is placed underneath the mesh of hair but next to the first rod, and then the mesh is further wound down and secured.
The addition of the second rod increases the size of the curl. This is an ideal option for hair with variable porosity ie, where mid-lengths and/or ends have been processed with colouring products. The first rod will compensate for the lack of elasticity by winding it tighter than where the second rod is added. Together, they produce a more balanced and even curl.

Stack Winding
This method is not suitable for African type hair. There would be insufficient tension at the root area, which could lead to reversion.

Notes

Stack wind
Ideal where no root lift is required. Begin winding the hair at the outline, making the first section at the nape. Each rod will sit directly on the one below, enabling each rod to sit further away from the scalp.
Piggyback Wind

This method is not suitable for African type hair. There would be insufficient tension at the root area, which could lead to reversion.

Hair is sectioned using the nine section method (see diagram). As one mesh is wound, another mesh half its size is left out. This pattern is continued throughout and then the unwound meshes of hair are wound on either the same rod size or a different size, depending on the desired effect.

Root Perm

This method is not suitable for African type hair as it does not allow for a smooth wind with sufficient tension along the lengths of the hair. Nor does it allow for reformation of the bonds broken during the rearranging stage. The hair would be left frizzy and breakage would occur.

There are various methods that can be used when doing a root perm:

1. Cover the lengths of hair not being processed with a barrier product. When the solution is applied to the finished wind, it will be able to penetrate no further than the root area, causing it to curl in this area only.

2. Wind the hair with a non-porous material to prevent the perm solution from penetrating the lengths of the hair, thereby causing the root area only to curl.

3. Place the rod at the root area and wind the hair around the rod one and a half times, leaving the ends out. Apply the solution to the root area only after protecting the lengths with a barrier product.

Hopscotch Wind

This method is not suitable for African type hair. There would be insufficient tension at the root area, which could lead to reversion.

By using this technique the finished result would have body with a variable, textured curl. Section the hair for a nine section wind (see diagram above). Wind alternate mesh sections horizontally. When the wind is complete, place the rods in the remaining sections in a vertical direction. The completed wind will have both horizontal and vertically placed rods.

Notes
Factors Affecting Processing

The perm process and timing will be affected by the characteristics of the hair, which are:

- hair length
- hair texture
- hair density
- hair strength
- natural degree of curliness
- previous chemical treatments
- presence of permanent colours or bleach
- strength of the rearranger
- body temperature
- room temperature
- desired degree of straightness.
- product build up
- scalp sensitivity

By looking at each characteristic in more detail, it will be possible to see what influence each has on the hair and the perming process.

Hair Length

If rearranging takes place on shoulder length, virgin hair, then application may be divided into two or three stages, gradually working towards the root area. This is because body heat will affect the parts of the hair closest to the scalp. If rearranging takes place on very short hair, then care must be taken to avoid applying directly on to the scalp when first applying the product.

Hair Texture

Hair may be African type or a mixed racial texture, Caucasian, coarse, medium or fine. All of these factors will influence how the product is applied and manipulated, as well as the amount of time needed for processing.
Hair Density
Be aware of the application time taken during the rearranging and winding process. If the hair is dense, then application time will increase, which means the parts of the hair to which product is applied first may be allowed to process for too long. Similarly, the winding process always takes place using the pre-damping method; therefore dense hair may require more time for winding, increasing the length of time chemicals remain on the hair.

Hair Strength
The hair must be in good condition before any chemical treatments take place. Neglected hair will show signs of breakage. The breakage can be caused by poor maintenance of the hair.

Hair with signs of breakage will be delicate and sensitised, so the length of time the rearranger remains on the hair is important.

Previous Chemical Treatments
If the client is changing from a sodium relaxer to ammonium thioglycolate, they should be advised to allow time between services for new growth to come through. Where there is sufficient regrowth, excess previously processed hair may be removed by cutting.

Remember: Ammonium thioglycolate must never be put over any hydroxide based products as breakage will occur.

Presence of Permanent Colour or Bleach
It is recommended that any permanent change to hair colour takes place at least two weeks after the perming process. You must not proceed with perming services when the hair has been tinted within the previous two weeks. Perming over recently applied colour, can lead to severe breakage.

Permanent colour will reduce the elasticity of the hair therefore, the rod size should be chosen to take account for this.

Hair that has been previously bleached can be permed, providing the bleached area is well away from the regrowth application area, for example, where only the tips of the hair have been highlighted. The bleached areas should be isolated or protected.

Note: The bleached areas of hair will exhibit a looser curl that the unbleached areas of hair. This is because the hair’s elasticity is reduced during bleaching.

Perming should not take place on a full head bleach as the hair would break and the bonds available for repositioning would be very limited.

Perming Product Strengths
Rearrangers come in variable strengths and, in some cases, the curling lotions used for winding the perm on rods.

The strength names may vary according to individual manufacturers.

Examples are:
• mild
• regular
• normal
• colour treated
• super
• maximum
• resistant.

Notes
Information specific to African type hair

You must use the correct strength rearranging lotion appropriate for the hair type and condition. For example, the mild strength will not always be used on fine hair and the super strength may not be the most appropriate lotion for coarse hair. Knowing a line of products is essential to ensure you make accurate decisions when choosing lotions.

Body Temperature
The body generates heat, which it loses through the head. A warm day or salon will increase the temperature of the body, so expect the rearranger to act and soften the hair more quickly.

Room Temperature
External elements can influence the temperature within a room. Many salons have large front windows as a main feature. A sunny day will increase the heat within the salon. This could increase body temperature (see above) and may also weaken the life span of inappropriately placed stock.

Desired Degree of Straightness
The length of time a rearranger is left to process on the hair will affect the degree of straightness. The hair must be sufficiently softened in order for the winding results to be effective.

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Perming Summary
The following steps would be taken for any method of perming application:
1. Consult with client.
2. Prepare client and yourself.
3. Wear gloves.
4. Section hair accordingly.
5. Apply the rearranger to the appropriate part of the hair.
6. Cross check the application.
7. Rinse away all traces of the rearranger with tepid water.
8. Apply curling lotion, section the hair and wind on rods or wrap with water and apply lotion afterwards.
9. Approximately 10 minutes after completing the winding stage, curl test the first section and the last to compare curl development. Follow the manufacturer’s instructions in relation to timing.
10. Without disturbing the curlers, rinse the hair with tepid water for no less than 10 minutes, or longer as necessary.
11. Blot away excess water and protect the client’s face by securing a cotton wool strip around the hairline. Change wet towels.
12. Apply neutraliser according to the manufacturer’s instructions and allow the required processing time.
13. Remove curlers and reapply neutraliser to the ends of the hair, or rinse neutraliser before removing rods according to the manufacturer’s instructions.
14. Rinse and apply anti-oxidant conditioner or the manufacturer’s recommendation as part of a system.
15. Towel dry and apply appropriate maintenance and styling products.
16. Give the client the correct aftercare advice.

Aftercare
Aftercare products are essential after the perming process to help protect the hair.

Examples of these are:

• Moisturiser
The hair needs to be maintained with a moisturiser because the moisture level has been reduced during the chemical process. The moisturising lotion comes in the form of a thick liquid, which can be sprayed on to the hair.

• Curl Activators
Curl activators are designed to maintain the new curl pattern. Without the activating product, hair will go frizzy. The activator comes in the form of gels, thick creams or lotions. The choice is normally determined by the:
  • stylist’s recommendation
  • client’s preference
  • needs of the client’s hair
  • manufacturer’s recommendations.
Discomfort During the Perming Process

The majority of clients will experience no discomfort during the perming process. Where discomfort is experienced, it may be with only one brand of product.

Discomfort is not an identifying mark for the process being complete and ready for removal. It is normally a result of:

- Scalp irritation prior to the perming process.
- Wrong choice of product strength.
- Scalp irritation during the application process due to contact of product with the scalp.
- No scalp protection with pre-perming products where necessary.

Sensations may vary, and some sensations are more bearable by some clients than others. These include itching, tingling and burning. (For a more detailed description of these sensations, see the Discomfort During the Relaxing Process in the Relaxing section.)

**Note:** Discomfort is only a possibility - it is not inevitable.

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Evaluation and Conclusion

Making the decision to perm your client’s hair may become an everyday occurrence, but this decision is sometimes more difficult for African type hair.

**Information specific to African type hair**

You may encounter hair that is not quite African type or not quite Caucasian. In such cases, exercise caution with the products you choose.

Before you begin using products designed for African type hair, ask yourself:

‘Have I exhausted all avenues with products and methods for Caucasian hair first?’

It is important to use the correct strength of products for the correct type of hair.

Caucasian hair with African type characteristics that is permed using Caucasian products may result in a coarse textured and frizzy appearance. This is because the hair exhibits many of the characteristics of African type hair, which means that it really needs to be softened prior to curling. However, it may not be necessary to use a rearranger.

Therefore, you could try using the curling lotion which comes as part of a system for African type hair. The curling lotion may achieve a better result, as the lotion is heavier than lotion designed for use on Caucasian hair and has the benefit of slight strengthening properties.

If this still fails to achieve a successful result, you should feel confident enough to recommend the full perming system which includes rearranging the hair prior to winding.

**Note:** You must wait for the results of each perm to grow out, or have sufficient regrowth before recommending a further perming service. In addition, use a pre perm treatment, recommend conditioning treatments in between services and only re–perm if the hair is in good condition.

Practice and experience will enable you to build on your knowledge and technical skills.
Perm Correction

Occasionally, you may have to carry out some corrective work when the perm result is not satisfactory.

**Curl too loose**

Appearance and cause:
The hair looks silky but the curl is too loose. This shows that the rearranger has worked, but the curl is too loose because it has been wound on rods that are too large, there has been insufficient application of curling lotion or under-development of curling lotion.

Corrective treatment:
It is not necessary to rearrange the hair. The hair needs to be rewound with curling lotion and neutralised.

**Frizzy straight hair**

Appearance and cause:
Caused by ineffective or insufficient neutralising. The hair looks dull, slightly frizzy and straight.

Corrective treatment:
It is not necessary to rearrange the hair. If the hair is in good condition, the hair needs to be rewound with curling lotion and neutralised.

**Reversion**

Appearance and cause:
Caused by the hair reverting towards its natural, curly state. This can be clearly identified when the hair is clean, wet and free from products. Reversion can be seen either at the root area or on parts of the hair lengths.

Corrective treatment:
The hair needs to be corrected at the rearranging stage by applying the rearranger to the curly areas of the hair.

**Under-processed Rearranging**

Appearance and cause:
Despite going through the perm process, the hair does not have a good curl result. The hair can revert towards its natural state because the rearranger was the incorrect strength or it was not left on for long enough.

A further cause could be that the hair is still stretched and lacking in natural moisture because of the tension caused by wearing hair extensions. If this is the case, then do not re-perm until the hair is in better condition.

Corrective treatment:
Information for correcting underprocessed rearranging can be found in the next section.

**Notes**

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Method for Corrective Rearranging

Under-processed Roots
1. Prepare the hair by cleansing with a pre-perm shampoo.
2. Section the hair into four and secure.
3. Identify the area of hair which needs treating.
4. Spot rearrange root areas, avoiding contact with the scalp.
5. Remember to check your client’s comfort.
6. Gently smooth the hair, taking these factors into account:
   • body heat
   • date of last application
   • scalp sensitivity
   • the areas being worked
   • any breakage of the hair
When the hair is sufficiently processed, winding can commence.

Method for Corrective Rearranging

Under-processed Mid-lengths
1. Cleanse the hair with a pre-perm shampoo and identify the areas of hair requiring correction.
2. Prepare the hair to be corrected and protect the hair not being corrected, as well as the skin and scalp, according to requirements.
3. Section the hair into four and, working through in small sections, spot apply the rearranger to under-processed areas.
4. Manipulate the product and the hair to aid the straightening process with fingers and/or by combing.
5. Remember to time your process because you are reapplying over previous chemical treatment.
6. Remember to check your client’s comfort.
When the hair is sufficiently processed, winding can commence.
Method for Corrective Rearranging

Under-processed Ends
1. Identify the section of hair for correction.
2. Prepare the hair by cleansing with a pre-perm shampoo. Protect the areas of hair not being corrected.
3. Section the hair into four and work through in small sections. Spot-apply the rearranger to under-processed areas.
4. Smooth the hair to aid the straightening process with the back of a tail comb.
5. Remember to time your process because you are reapplying over previous chemical treatment.
6. Remember to check your client’s comfort.

When the hair is sufficiently processed, winding can commence.

How the Perming Products Work
Permanently waving hair causes a chemical change to take place. Strong alkaline products cause disulphide bonds to break, in order to be reformed into a permanent new position.

Alkaline solutions also make ionic or salt bonds repel each other.

Ions are molecules with small electrical charges that are either positive or negative, so they repel or attract each other. In small amounts, they are very weak but millions in combination become quite strong and they are greatly affected by changes in pH level. Many amino acids are charged in this way. They can also form ionic bonds (also called salt bonds).

Negatively charged amino acids will repel each other and push apart, causing the hair to swell and the cuticle to lift when alkaline solutions are applied.

Perm lotions use reduction reactions, known as reducing agents, to split disulphide bonds. During the softening or rearranging stage the action takes place on the keratin that holds down the hair cuticle scales. Ammonium thioglycolate is a reducing agent which targets the disulphide bonds. With an average alkaline pH of 9.0, it causes the hair shaft to swell to more than twice its normal diameter. Approximately 60-70% of disulphide bonds are broken during the rearranging process.
Information specific to African type hair

During the rearranging process, more of the disulphide bonds are broken than are broken when perming Caucasian hair, and this explains why permed African type hair is so delicate.

For the most commonly used dual action perm a concentrated cream ‘rearranger’ composed of ammonium thioglycolate is applied to straighten out the natural curl and smooth the hair. Hair is made up of groups of amino acids formed into long polypeptide chains. These chains are held together by chemical ‘bonds’ (also called ‘links’ or ‘bridges’), some of which are easily broken and some of which are very strong and hard to break. The strongest bonds are the disulphide bonds. Each is made up of two sulphur atoms that cling together to form a powerful link between the polypeptide chains. They are also known as cysteine links.

When adding ammonium thioglycolate to hair a chemical process known as ‘reduction’ takes place. During the reduction process the ammonium thioglycolate breaks down many of the disulphide bonds in the hair, and adds hydrogen atoms. Once hydrogen is added to the disulphide bonds they are known as cysteine links.

The rearranger is rinsed from the hair prior to winding the hair on appropriate sized perm rods.

A weaker solution of ammonium thioglycolate is used to produce the curl pattern in the hair. More disulphide bonds are broken down while the hair takes on its new shape.

Once the hair has successfully processed, the hair is thoroughly rinsed with the rods still in place. The hair is then taken through a process of ‘oxidisation’ when neutraliser is applied. Oxygen released from the neutraliser removes the hydrogen from the broken disulphide bonds. This allows the disulphide bonds to reform in new positions and the shape of the new curl is fixed in place.
Myths and Facts

Myth 1  Using an ammonium thioglycolate rearranger to straighten hair will produce the same results as a sodium-based relaxer and cause no adverse effects.

Fact  Ammonium thioglycolate breaks down fewer disulphide bonds than the hydroxides used for relaxing. These bonds need to be reformed and maintained with specific moisturising products to help protect the hair.

Myth 2  Mixing mild and super strength rearranger together will give you a regular strength rearranger.

Fact  Each product’s strength is suited to its purpose and does not increase or decrease in strength when mixed with a rearranger of another strength.

Myth 3  There is no problem perming over relaxed hair.

Fact  Hair that has been processed with hydroxide-based products forms irreversible bonds that make the hair straight, therefore the perming process will have no effect on the hair other than over processing and causing breakage.

Myth 4  It is safe to use a relaxer over permed hair.

Fact  Permed hair needs to be maintained by replacing moisture with aftercare products to prevent breakage. Using a relaxer over permed hair will cause massive breakage, leaving only hair that is part of new growth.

Myth 5  The neutralisation of both permed and relaxed hair are virtually the same.

Fact  Neutralising during the perming process fixes and hardens the curl whereas the pH of the hair is normalised as part of the relaxing process.

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African Type Hair
Hairdressing
Relaxing Hair
Relaxing can take place on Caucasian hair in the same way as for African type hair. On the loose waves or curls of Caucasian hair, mainstream perm lotions can be used. However, for African type hair, creams are used that are specially designed to cope with specific characteristics of such hair.

**Information Specific to African type hair**

A client may choose to have their hair relaxed because:

- it becomes more manageable
- it is easier to style
- it can be cut into any style
- it takes on a very shiny appearance
The Relaxing Process
To carry out a successful relaxing service and achieve a good result you must ensure that you have:

- **Product knowledge**
  To ensure you know how a product will act with different hair types and how it will perform under various conditions.

- **Technical experience**
  To ensure you can complete the process safely and efficiently.

- **The right equipment**
  To ensure you can complete the relaxing process in accordance with the manufacturer’s instructions.

Consultation
As with any hairdressing treatment or service, you must establish your client’s needs.

Carry out a thorough consultation by:
- Questioning the client.
- Visually checking their hair.
- Physically testing the hair.
- Explaining to the client what will happen during the process in a non-technical way.

- Allowing the client time to ask questions.
- Allowing the client time and opportunity to express any concerns they may have.

Recording the Consultation
The results of the consultation, as well as any factors that may influence further services, should be recorded on a client record card.

**Remember:** A record card is not to be used as an instruction manual. The details recorded on it are useful as a reference for achieving a successful treatment when the client next visits the salon for a chemical service.

Consultation Questions When Relaxing African Type Hair
Prior to a relaxing service, you would need to ask the following questions:
- When was your last relaxing treatment?

In the case of a new client, the regrowth is not always obvious. Where the hair has reverted, the regrowth and the reversion can blend into each other.

- Do you know which relaxing treatment was used?
  In the case of a new client, it is important to maintain consistency or make a record if the relaxer used did not suit the client’s hair.

- Has the client had any thioglycolate treatments in the past? If yes, the last one dates back to when?
  If any thioglycolate chemicals remain in the hair, the hair will break if a hydroxide relaxer is applied. The hair must be cut off before treating.

- Did you perform the relaxing service yourself?
  Both Lye and no Lye relaxers are widely sold. This has led to under/over processing, breakage or severe hair loss.

Retail relaxing systems used to be non-sodium based, rather than sodium-based products. Now the public can purchase almost anything over the counter which means that there is more potential for damage to the hair because of home relaxing. The stylist must take all this information into account, as the hair may be unsuitable for relaxing, or have to be corrected prior to the relaxing service.

**Note:** Reversion is where the hair is reverting towards its original African type hair characteristics.
When was the last time you shampooed your hair?

Hair should not be shampooed for at least 48 hours prior to relaxing to prevent any irritation to the scalp. The stylist must use a protective base on the scalp to minimise irritation.

**Note:** This is a good time to stress to the client how to prepare their hair for future relaxing processes.

- Have you been scratching your scalp recently or irritating it in any way when brushing or sectioning your hair?
  
  It is important to ask this as the chemicals used for relaxing may come into direct contact with the scalp. Solutions entering open sores will cause further damage to the skin.
  
  It is also important to tell the client to inform you straight away if any discomfort is experienced at any time during the treatment.

- Are you normally sensitive to relaxers?
  
  It is important to ask this as the chemicals used for relaxing may come into direct contact with the scalp. This can cause further irritation to the scalp.
  
  In addition, it will enable a picture of the client’s potential sensitivity to be built up, as well as allowing the stylist to select a product range designed for sensitive scalps.

- Which aftercare products do you use to maintain your hair?
  
  Some aftercare products, such as those containing oils and moisturisers, can build up on the hair and act as a barrier to the relaxer.

- When was the last time you used any aftercare products on your hair?
  
  The aftercare product may create a barrier to the entry of chemicals to the hair.
  
  The client should be encouraged to apply the dressing cream they normally use to maintain their hair a day before the relaxing service. This will protect the scalp against irritation.

- What colouring products have you used?
  
  The client may have used a colour that is incompatible with relaxing products.

**Note:** This is a good time to remind the client that, if they are going to use home colours, they must carry out a skin test prior to the application.

- When did you last apply a permanent colouring product to your hair?
  
  To prevent breakage of the hair, a relaxer must not be applied within four weeks of a permanent colour treatment.
  
  Clients must be advised to wait a further two weeks before permanently colouring their hair following a relaxing service.

**Note:** Suitable tests should always be conducted to assess the condition of the hair.

- Have you recently had any hair extensions?
  
  The hair will break if it is still tensioned and lacking natural moisture from the effects of hair extensions. Therefore, following the application and rinsing of the relaxer, the hair may look frizzy. In addition, the hair will be dull and breakage will eventually occur.

- When did you remove your hair extensions?
  
  Sufficient time needs to elapse to enable the hair to revert to its normal tension and level of natural moisture.

  **Caution:** It is better to wait months rather than weeks before a relaxing service is completed on hair that has had extensions.

**Notes**
Some clients who have their hair texturised with relaxing cream, may use curl activator to moisturise the hair instead of dressing creams. This will cause a barrier when relaxing the hair. The hair becomes very resistant.

- How did you wear your hair before you had hair extensions?

The stylist needs to establish if there are previous chemicals on the hair.

If the hair had been previously permed using ammonium thioglycolate, the hair could have reverted during the time it has been in the hair extensions. The rearranger must be applied to the regrowth first, and then taken through the ends of the hair to soften the reversion.

The hair could have been previously relaxed with a hydroxide based relaxer. Therefore, any traces of the hydroxide needs to be removed by cutting. Curling over hydroxide will not produce a curl and will cause breakage.

If the client has previously had virgin hair, then the perm can be completed using a virgin hair process.

- Do you have any concerns about the results you normally get following a perm?

Some clients may have unrealistic expectations about what a perm can do for their hair.

### Visual Checks

In addition to questioning the client, some information relating to client consultation can be gathered by visual checks.

The client’s answers, together with your visual checks should confirm and complete all the requirements for a successful consultation.

Visual checks should include:

- Evidence of suspected infections or infestations.
- Evidence of broken skin, open cuts or sores.
- The presence of artificial colour.
- Evidence of over-processing or under-processing.
- Evidence of previous alternative chemical treatment ie, relaxer.
- Evidence of breakage.
- Amount of re-growth.
- Hair texture.
- Hair density.

### Notes

- Not all of the questions will need to be asked at the same time. You must choose appropriate questions relating to:
  - The previous services or treatments the client has had.
  - If the client has virgin hair.
  - If the hair has previously been chemically treated.
  - If it is a new client.
**Information Specific to African type hair**

For African type hair, you must also pay particular attention to the following during your visual checks:

**The presence of regrowth (new hair growth)**

It is important to identify the areas that need to be relaxed. To prevent breakage and over-processing, it is recommended that the client wait 8-12 weeks following a relaxing service before having a regrowth application.

Some clients with coarse textured hair may need to have their root re-growth retouched after 6 weeks as there is sometimes too much of a difference between relaxed and virgin re-growth which may cause breakage on the demarcation line, when combing and styling the hair. However, some clients like to relax their hair every 5-6 weeks. Relaxing hair so frequently will have an adverse effect on the scalp and result in thinning hair and damage to the scalp.

**Signs of traction/tension**

Many clients with African type hair have hair extensions or scalp plaits. These treatments can cause excessive tension to the hair and at the scalp. Open follicles or damage to the scalp will allow the passage of chemicals into the follicle, leading to skin damage and, sometimes, folliculitis (a bacterial infection of the follicle). In addition, the stretched hair will have reduced elasticity, hindering a successful relaxing outcome.

**The presence of traction alopecia**

Traction alopecia is caused by excessive tension on the hair at the roots. This can occur when the hair is tightly plaited or when additional hair has been worn. Hair that has been weakened by such processes should not be chemically treated.

If traction alopecia is present, the client should seek medical advice.

Some clients may have signs of male or female pattern baldness, but it is still possible to continue relaxing their hair without exacerbating the condition.

**Percentage of white hair**

White African type hair can be very resistant, so a stronger relaxer may need to be used to ensure a satisfactory result. White African Type hair may appear scorched (brown) after relaxing. Care is needed when relaxing this type of hair.
Client Responses

It is essential to gain accurate information from clients during the consultation. Most clients will contribute effectively to the consultation process by giving you truthful answers to your questions. Regular clients generally express themselves comfortably, even where the feedback may be negative.

However, be aware of the client who may withhold vital information in order to proceed with the relaxing service.

Tools, Products and Equipment

The things you will need to carry out a relaxing service are listed below. Some are a matter of personal choice, but the full range is as follows:

- breathable gowns
- plastic gowns/capes
- gloves
- towels
- tail combs
- large-tooth combs
- tint brush
- trolley
- hand-dryer
- mirrors
- barrier cream
- relaxer
- pre-relaxing treatments
- post-relaxing treatments
- oils – spray oils, oil lotions, gel oils (glaze), heat-protective oils, hair/scalp oils
- neutralising shampoo
- conditioners – pre-shampoo conditioners, post-shampoo conditioners, leave-in conditioners, anti-oxidant conditioners
- styling products
- spritz sprays
- holding sprays
- protective thermal sprays.

Notes

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Straightening Methods

There are two methods of straightening hair, temporary and permanent.

Temporary Straightening

For this service, the following items of equipment are used:

- hand-held hairdryer and brush
- hand-held hairdryer and comb attachment
- pressing comb
- thermal styling equipment.

For more about temporary straightening, see the end of this section.

Permanent Straightening

This can be achieved by texturising or relaxing the hair.

Texturising

This is a permanent method of softening the hair resulting in loose, natural curls that look like waves or, depending on the hair texture, may just leave the hair feeling as though it has more body. This service can be used for creating waves in mens’ hairdressing.

Texturising products are hydroxide based and are usually of a mild strength. However, you should always test the hair to make a more accurate judgement as to the strength required.

To carry out the process, the length of the hair is reduced considerably to identify the natural hair growth pattern. The texturising cream is applied to the hair with a brush or the back of a comb, in the direction of hair growth, initially avoiding contact with the scalp. The hair is then gently smoothed in the direction of hair growth whilst working the product closer to the scalp.

As the texturiser begins to process the hair, visible signs of a wave pattern become apparent. Always note the manufacturer’s recommendations when timing the development, and test the hair for the required wave pattern by removing the texturiser with the tail of a tint brush or comb.

Note: Producing a wave pattern by texturising is only possible on hair that naturally exhibits a wave pattern.

When longer African type hair is texturised, the process will leave the hair with its natural African type characteristics, but the hair will feel softer when combed. In addition, the hair will not shrink in the same way as natural hair when it comes into contact with moisture.
Identifying Hair Types for the Relaxing Process

The suitability of hair for the relaxing process can be visually identified by:

- Observing the texture and natural curl pattern of the hair. For example, the hair may or may not exhibit African type characteristics, so the observation will help determine the best product range or strength to be used.

Information Specific to African type hair

A further aspect of visual identification is:

The colour of the client’s skin

Not all potential clients who require their hair to be relaxed have dark skin. A Caucasian client may have African type characteristics to their hair, so their hair can be relaxed in the same way as African type hair, and with the same product.

Equally, Caucasian and Asian clients with their own distinctive hair characteristics can undergo a successful relaxing service with the same methods and products used on African type hair.

REMEMBER Deal with the hair type and not necessarily the skin colour.

CAUTION Know your products and do a thorough consultation.

Notes

Pre-Relaxing Tests

Elasticity Test

This test is used to confirm that the internal structure of the hair, the cortex, is in good condition. If it is, the cortex will allow the hair to stretch and return to its normal length.

Method

Hold a strand of hair at the root area between the thumb and index finger of one hand and hold the ends of the hair with the thumb and index finger of the other hand. Support the hair at the root to prevent client discomfort and gently pull the hair in opposite directions.

The hair should stretch and then return to its original length without breaking.

Note: Hair stretches more when wet.

Porosity Test

This test is used to confirm that the external structure of the hair, the cuticle, is in good condition. The test will determine the extent to which the cuticle scales are open, and therefore how porous the hair is; the amount of moisture the hair is likely to absorb.

Method

Hold a strand of hair at the point and slide the thumb and index finger towards the root. If the texture feels rough, this could indicate the cuticle is open and that the hair is, therefore, porous.

Information Specific to African type hair

Testing for porosity on African type hair is more difficult and more inconclusive than when carrying out the same test on Caucasian hair. On coarse African type hair, the test may only reveal the pattern of keratin that is distributed unevenly along the hair shaft, and therefore may not necessarily indicate porosity.

(More information on the uneven production of keratin can be found in The Hair Structure section.)
Pre-Relaxing Test

This test will help to determine the most suitable strength of product for the hair.

Method
Isolate a small section of hair. Select and apply the chosen strength of relaxer and constantly monitor the development of the product. Remove the product by rinsing when development is complete, taking into account the manufacturer’s recommended processing times.

Shampoo the hair using the neutralising shampoo. As it is necessary to shampoo the hair after the test, the full application of the relaxing service should not be carried out for at least four days to minimise scalp irritation when the relaxer is applied.

The results should help to determine whether the product is:

- **Too strong**
  The hair will lose its elasticity and break.

- **Too weak**
  The hair will fail to reach the desired degree of straightness and will remain curly.

- **Suitable**
  The hair will reach the correct level of straightness and remain in good condition.

Relaxing Strand Test

This test is used to identify when the relaxing product is ready for removal.

Method
For a regrowth application, use the tail end of a comb or a tint brush to wipe the product off from the root area. For a full head application, the lengths as well as the roots will need to be tested by wiping a small section of the product off using cotton wool.

Hair that has reached its desired degree of straightness will not spring back and curl. However, it should still retain its elasticity.

**Note:** Hair that is over-processed will break very easily.
Reversion Identification Test

The reversion identification test is carried out to check if the hair has reverted to its natural curly state.

**Method**

For a reliable result the test must be carried out on wet hair.

1. Gown and protect the client.
2. Isolate areas of hair not to be tested.
3. Using a water spray, wet the full lengths of a section of hair to be tested.
4. Allow the water to saturate the hair.
5. Note the results. When the hair is wet it will show differing degrees of straightness along the lengths. The areas that show up curly are the areas that need corrective relaxing.

- Re-dry the hair without using tools such as a brush or comb attachment to prevent tension on the hair prior to relaxing.

Some manufacturers provide a pre-relaxing treatment that helps to emphasise the curl pattern.

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**Information Specific to African type hair**

The reversion identification test is a vital test and must be carried out on clients without a record history in the salon. The test, combined with a good and thorough consultation, will identify any areas that need to be relaxed or corrected. In addition to the test, the client can often indicate the presence of problem areas.

Record the results of any tests on the client’s record card.
Methods of Application

There are several sequences of application when applying a relaxer. These are determined by the needs and condition of the hair. The sequence will also be influenced if the application is on virgin hair, on regrowth areas or is a corrective application of which there are different methods.

How to Apply the Relaxer

The tools used for applying a relaxer will be:

- a tint brush
- the back of a tail comb
- hands

Applying a relaxer with a tint brush is the easiest method of application, especially for those who are inexperienced. However, make sure you use a smooth, stroking action when applying the product, not a dabbing action as this would cause irritation to the scalp.

For minimum irritation to the scalp, apply the relaxer with the back of a tail comb. This method requires more skill and care than the brush application. In addition, care must be taken to avoid the product touching the parts of the hair where relaxing is not required.

For virgin applications, speed is paramount, so the hands may be the best method for the first application to the middle and ends of the hair, use a comb or brush for the root area.

Step-by-step Instructions

1. Prepare and protect your client and yourself.
2. Wear gloves.
3. Prepare the client’s hair by protecting with suitable products.
4. Section the hair, in four or five sections, according to the size of the head.
5. Begin application.
6. Check for client comfort throughout.
7. Allow hair to process, taking the application time into account.
8. Rinse away the relaxer.
9. Shampoo and condition according to manufacturers’ instructions and systems.
10. Dry, style and finish to meet the client’s requirements.

Notes
Virgin Application

For a virgin application, the product is applied to the ends and mid-lengths of the hair before the roots. This is because heat from the scalp speeds up the development time at the roots.

When the hair is partially straight, the relaxer can be applied nearer to the scalp until all the lengths are covered. By following this method of application, the hair lengths should develop evenly.

1. Protect skin and scalp.

2. Divide the hair into four sections.

3. Apply relaxer from mid-lengths to ends with a brush as you work through the hair section by section.

4. Or apply relaxer from mid-lengths to ends with hands, taking larger sections as the product is more easily distributed when using this method. Heat from hands will slightly speed up the process.

5. Work from the crown area down to the nape, then move forward from the crown area to the front sections.

6. Allow hair to partially process, then go back to your first section and apply the relaxer approximately 1.5cm from the scalp. At this point the second application should meet the first application.

7. The smoothing process should bring the product down to the root area, and the hair should have total coverage.

8. Finally, only if it is necessary, work the relaxer through all of the hair and comb with a fine-tooth comb to achieve an even degree of straightening.

Information Specific to African type hair

Except in unusual circumstances, such as if the hair is white and resistant, it is recommended that the relaxer is applied to the hairline area last. The hairline on African type hair tends to be the weakest area and is very susceptible to breakage. In addition, the hair in this area also softens very quickly, so the short time the relaxer is applied to this area is sufficient for a smooth and straight effect.

When protecting the client from possible skin irritation, the protective base, or barrier cream, should be applied to the skin for protection and not to the scalp, unless specifically designed for that use.

REMEMBER: Angle your brush to avoid contact with the skin where the hairline shape recedes.
Regrowth Application

Some clients who have already had their hair relaxed may experience a small degree of discomfort in the weeks leading up to a regrowth application. The scalp may itch as the curls grow through and tickle the follicles, but scratching is to be avoided, as this will increase irritation when the relaxer is applied. The irritation could then lead to open wounds on the scalp following the relaxing process.

The scalp must be checked for damage to the skin prior to the application of the relaxer.

In addition, the hair must be checked for breakage. This may be found at the roots and is due to the difference in texture between the processed lengths and the new growth.

Information Specific to African type hair

By maintaining the scalp and hair with oil-based products, both the problems of itchy scalp and hair breakage can be reduced, if not prevented.

Identifying Areas to be Relaxed

The areas of hair needing to be relaxed are normally easily identified. The regrowth is situated at the root area. This may also be termed new growth, which is exactly what it is. When hair is relaxed, the process is permanent, but any new hair that grows from the scalp will grow with its natural curl formation. The regrowth may vary from a tight curl to a soft wave.

Tip: If unsure conduct relevant test to identify varying degree of curl or demarcation line.

Sometimes, over a period of time, hair that has been relaxed correctly may revert slightly. This means the hair begins to return to its natural state. The identifying characteristics of reverting hair are dull-looking mid-lengths and ends. In addition, the lengths of the hair may become frizzy.

On hair that is reverting, the relaxer may need to be taken through the full lengths of the hair following application to the regrowth area. This process would be done just before rinsing. This allows enough time for the product to make a difference to the lengths, yet insufficient time to cause any breakage at the root area.

Sometimes, the reverted parts of the hair may not be easily identified, or there may be areas that require corrective relaxing. This would be carried out on the parts of the hair that have not reached the desired degree of straightness.

By providing conditioning treatments in the weeks leading up to the relaxing service, a stylist can note any problems that need to be resolved.

Tip: It is a good idea to use illustrative diagrams on a client’s record card showing where the relaxer may need to be applied.

Notes
Regrowth Application

1. Protect skin and scalp with a barrier product.
2. Divide the hair into four or five sections and secure them.
3. Begin application at the crown and work down through the nape towards the neck area.
4. Application should be 0.5cm away from the scalp. This will reduce the chances of scalp burns.
5. Carry on with the next sections.
6. Where 4 sections are used, apply sections 3 and 4 by starting at the crown area and moving at a diagonal angle towards the hairline. This will ensure that the perimeter lines are reached at virtually the same time around the hairline.
7. Where hair is sectioned into five, section five would be the last to be retouched. Doing sections three and four before five ensures that the degree of relaxation is balanced at both sides of the head. Section five will benefit from body heat more readily than sections one to four and therefore develop at the same speed as the other sections.
8. Apply the relaxer to the hairline area quickly. Angle your brush or comb to achieve maximum coverage to the hair and minimum contact with the skin.
9. Cross check all sections in the opposite direction to the actual application.
10. Smooth the hair to aid the desired degree of straightness, with a tail comb or fingers for less stress and tension.

Note: It is crucial at this point to check your client’s comfort.

Factors Affecting Processing

The relaxing process and timing will be affected by the characteristics of the hair, which are:

- length
- natural degree of curliness
- texture
- density
- strength
- previous chemical treatments
- presence of permanent colours or bleach
- relaxer strength
- body temperature
- room temperature
- desired degree of straightness.
- percentage of regrowth
- hair porosity

Hair Length

If relaxing takes place on shoulder length, virgin hair, then application may be divided into two or three stages, gradually working towards the root area. This is because body heat will affect the parts of the hair closest to the scalp. If rearranging takes place on very short hair, then care must be taken to avoid applying product directly to the scalp.

Hair Texture

Hair may be African type or a mixed racial texture, Caucasian, coarse, medium or fine. All these factors will influence how the product is applied and manipulated, as well as the amount of time needed for processing.
Hair Density
Be aware of the application time taken during the relaxing process. If the hair is dense, then application time will increase, which means the parts of the hair to which product is applied first may be allowed to process for too long.

In some cases it may be better to relax the hair in two halves. This means applying first from the crown to the nape before rinsing; then from the crown to the front.

Hair Strength
The hair must be in good condition before any chemical treatments take place. Neglected hair will show signs of breakage. The breakage can be caused by poor maintenance of the hair.

Hair with signs of breakage will be delicate and sensitised, so the length of time the relaxer remains on the hair is important.

Previous Chemical Treatments
There must be a degree of caution before relaxing the hair of a client who has previously had a relaxing or perm service.

- A client may wish to change from an ammonium thioglycolate perm to a hydroxide relaxer. It is recommended that the previous perm is grown out, or, if there is a lot of length, removed by cutting. The permed hair must be maintained with a moisturising product to prevent breakage. Once relaxed, a moisturising product is no longer required although a moisturiser may be used; indeed, it would prevent effective styling. Therefore, the previously permed hair will become weak and dry.

- For the more experienced stylist, texturising relaxing cream may be used only on the root regrowth to soften.

- However it is important that no overlapping occurs and hair is kept moisturised with curl activator. The hair is trimmed over a period of time to remove permed hair.

- A client with a thioglycolate perm will have used aftercare products to maintain the curl. These products will form a barrier on the hair that may hinder the desired degree of straightness.

- A client may wish to change from a non-sodium hydroxide relaxer to a sodium hydroxide relaxer. The relaxer type will influence the finished texture and look of the hair. Where the hair has been relaxed with a non-sodium relaxer, the finished result may not be as straight and shiny as with a sodium based relaxer. Therefore, there will be a difference in texture along the lengths of the hair.

For more on sodium and non-sodium relaxers, see page 29.

Presence of Permanent Colour or Bleach
It is recommended that any permanent change to hair colour take place at least two weeks after the relaxer. You must not proceed with relaxing services when the hair has been permanently coloured within the previous two weeks. Relaxing over recently applied colour can lead to severe breakage. In addition, if the client has a full head permanent colour, breakage could occur rapidly in clumps from the roots over a period of weeks.

Relaxing should not take place on a full head bleach as the hair would disintegrate and the bonds available for repositioning would be very limited. In addition, it is not recommended to bleach over relaxed hair.

However, if only the tips of the hair have been bleached, relaxing treatments can take place, providing the bleached area is isolated, protected and well away from the relaxer application area.

Notes
Relaxer Strengths

Relaxers come in a variety of strengths. The strength names vary according to individual manufacturers. Examples are:

- mild
- regular
- normal
- sensitive scalp
- resistant
- super
- maximum
- colour-treated.

### Information specific to African type hair

You must use the strength of relaxer appropriate for the hair type and condition. For example, the mild strength will not always be used on fine hair and the super strength may not be the most appropriate strength for coarse hair. Knowing a line of products is essential to ensure you make accurate decisions when choosing lotions.

### Body Temperature

Temperature, whether hot or cold, will be an influencing factor when relaxing. The body generates heat, which it loses through the head. A warm day or salon will increase the temperature of the body, so expect the relaxer to soften the hair more quickly. Heat from the head will cause the product to melt and slide on to the scalp, which will increase the risk of scalp irritation.

### Room Temperature

External elements can influence the temperature within a room. Many salons have large front windows as a main feature. A sunny day will increase the heat within the salon. This could increase body temperature (see above) and may also weaken the lifespan of inappropriately placed stock.

### Desired Degree of Straightness

The strength and length of time a relaxer is left to process on the hair will affect the degree of straightness. By using less pressure from the hands and tools, the product will slowly reshape the hair structure without fixing it in a completely straight position. To leave more body but still texturise the hair, the relaxer would need to remain on the hair for only a short period of time (see straightening methods on page 7).

When the hair has reached the desired degree of straightness, the relaxer must be removed by rinsing with water and the hair shampooed with a neutralising shampoo. Unlike perming, where the bonds are locked in position by the neutralising solution, it is the alkaline state of the hair that is neutralised after relaxing.

The best time to repair hair, increase elasticity or add moisture is prior to closing the cuticle. Products have improved and some manufacturers include pre-shampoo treatments which repair post rinsing the relaxer but prior to shampooing with a neutralising shampoo.

Neutralising in the relaxing process works in this way:

The disulphide bonds have been broken and reform as lanthionine linkages in the hair keratin before rinsing. The addition of water by rinsing is, in fact, the start of the neutralising process and the end of the softening process.

Newly formed linkages are left in a permanent, irreversible position because of the amount of bonds that are broken down. The hair now needs to be completely cleansed with an acid based neutralising shampoo (pH 4-5). This will reduce the swelling of the hair shaft and neutralise any alkali left on the hair, leaving it in a more normal but slightly acid state.

It is important to read the manufacturer’s instructions on removal of relaxer cream. Some relaxer products such as Optimum advise to use a post pH treatment after rinsing and before shampooing.

When the shampooing and conditioning process is complete, drying and styling can take place. Any additional steps in the process should be followed according to the product manufacturer’s instructions.
Discomfort During the Relaxing Process
The majority of clients will experience no discomfort during the relaxing process. Where discomfort is experienced, it may be with only one particular brand of product.

Discomfort is not an identifying mark for the process being complete and ready for removal. It is normally a result of:

- Scalp irritation prior to the relaxing process.
- Wrong choice of product strength.
- Scalp irritation during the application process.
- No scalp protection with pre-relaxing products.

It is also important that the hair should not be washed within 48 hours of relaxer service. This may lead to scalp irritation or sensitivity.

Where a client is particularly sensitive, the relaxer should be applied in two halves: From the crown to the nape and then rinsed, and then from the crown to the front.

It is likely that the client will express their discomfort verbally, by fidgeting, showing animated facial expressions and/or by insisting the product is removed immediately.

Always question your client throughout the process to monitor their level of comfort.

Sensations include itching, tingling and burning, and some clients find them more bearable than others.

Itching
A client may indicate that the scalp is itching and they may wish to scratch. This sensation very rarely causes any damage to the scalp. However, do not allow the client to scratch the area, as this will move the sensation on to the next level, tingling.

Tingling
At this point you know you are working against the clock.

If the tingling occurs at the point of cross checking the application, you must complete the cross checking to ensure all areas are covered. However, you must be careful how you use the brush, comb or your hands to prevent increasing the irritation to the scalp.

If time cannot be allowed for the product to remain on the hair and the desired degree of straightness to be achieved without the client feeling uncomfortable, then the product should be rinsed away before the sensation moves to the next stage, burning.

Burning
Where this is happening, remove the product from the scalp, either from the area where the burning is occurring, or, if necessary, from the whole scalp.

The burning sensations can be described in the following ways:

- Being stabbed with pins/needles.
- The scalp getting tighter and tighter.
- The scalp getting hotter and hotter.
- When touched, it is as if the scalp has hundreds of open, sensitive, hairline cuts.

Manufacturers provide product systems that can reduce sensation and allow the product to remain on the hair for the full processing time. However, these may not always prevent sensations.

Note: Discomfort is only a possibility – it is not inevitable.
Evaluation and Conclusion

Making the decision to relax your client’s hair may become an everyday occurrence, but this decision is sometimes more difficult for African type hair.

Information Specific to African type hair

You may encounter hair that is not quite African type or not quite Caucasian. In such cases, exercise caution with the products you choose.

Before you begin using products designed for African type hair, ask yourself:

‘Have I exhausted all avenues with products and methods for Caucasian hair first?’

It is important to use the correct strength of product for the type of hair.

Caucasian hair with African type characteristics may not require African type products in order to achieve a straight result.

By using the correct straightening techniques with products designed for Caucasian and Asian hair, these hair types can be straightened effectively without using products suitable for African type hair.

Practice and experience will enable you to build on your knowledge and technical skills.

Corrective Relaxing

Occasionally, you may have to carry out some corrective work when the relaxed result is not satisfactory.

Under-processed Roots

Appearance

The hair is still curly at the root area.

Cause

- The relaxer was not strong enough.
- The processing time was insufficient.
- There may have been an aftercare product on the hair which acted as a barrier.

1. Protect skin and scalp.
2. Divide hair into four or five sections and secure them.
3. Identify the area of hair needing reprocessing.
4. Spot-relax root areas, avoiding contact with the scalp.
5. Alternatively, where all the root area requires reapplication, work through the crown to the nape area only and rinse when the desired degree of straightness is achieved. Avoid wetting the remaining area to be processed.
6. Isolate processed area with a barrier product. Proceed with the relaxer from the crown to the front area of the head, again avoiding contact with the scalp.
7. Remember to time your process because you are reapplying over a previous chemical treatment.
8. Gently smooth the hair accordingly, taking into consideration factors such as body heat, date of last application, area being worked, breakage and scalp sensitivity.

Remember: Check your client’s comfort at all times.
Mid-length Under-processing

Appearance
- The hair will appear straight from the root but the mid-lengths will be curly/wavy down to the ends of the hair.
- The hair will appear straight from the root to the mid-lengths, curly/wavy at the mid-lengths but then straight again at the ends.

Cause
- The current relaxing system is inconsistent with the previous relaxer.
- The sequence of application was incorrect.
- There was insufficient processing time on the lengths furthest away from body heat.
- Product was not evenly distributed.

1. Identify the section of hair for correction.
2. Prepare the hair to be corrected and protect or isolate hair not being corrected. Also protect the skin and scalp as necessary.
3. Divide the hair into four or five sections and, working through in small sections, spot apply the relaxer to under-processed areas.
4. Manipulate the product and the hair to aid the straightening process, smoothing with the back of a tail comb.
5. Remember to time your process because you are reapplying over a previous chemical treatment.

Remember: Check your client’s comfort at all times.

Notes
Under-processed Ends

Appearance
The full lengths of the hair are straight, but the ends appear curly

Cause
• The application sequence to virgin hair was incorrect.
• Hair has reverted over a period of time.
• Not enough time was allowed for ends to process before moving on to the mid-lengths
• Insufficient product.

1. Identify the section of hair for correction.
2. Prepare the hair to be corrected and protect or isolate hair not being corrected. Also protect the skin and scalp as necessary.
3. Section the hair into four or five and, working through in small sections, spot apply the relaxer to under-processed areas.
4. Manipulate the product and the hair to aid the straightening process with the back end of a tailcomb.

Remember: Time your process because you are reapplying over a previous chemical treatment, and, check your client’s comfort at all times.

How the Relaxer Works

Hydroxide products are alkaline with a pH of 10.5-13.5. Sodium hydroxide has a heavy cream base with 2-3 percent sodium hydroxide formulation.

When chemically relaxing hair with hydroxide, the disulphide bonds between the keratin protein chains and the matrix must be broken before the hair can be reformed. Disulphide bonds are broken by means of hydrolysis, which means the addition of water elements. The chemical reactions result in the formation of lanthionine linkages in hair keratin. The disulphide bonds, when relaxing, are not broken in the same manner as in permanent waving when ammonium thioglycolate is used.

As shown in the illustration, thioglycolic acid breaks the disulphide bond in the amino acid cystine at point Y, which is between the two sulphur atoms. With sodium hydroxide, the cystine disulphide bond is broken at point X, between the first sulphur atom and the adjacent carbon atom.

It is important to remember that the chemical action of sodium hydroxide is irreversible. Once the bonds have been broken in this manner, cystine cannot be reformed. When the two protein chains re-bond, an entirely new chemical bridge is formed between them to hold the hair in the straighter configuration.

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How the Relaxer Works

Most products used for relaxing hair are based on sodium hydroxide. The hydroxide products have a pH of 10.5-13.5. Sodium hydroxide has a heavy cream base with 2-3% sodium hydroxide formulation.

Hair is made up of groups of amino acids formed into long polypeptide chains. These chains are held together by chemical 'bonds' (also called 'links' or 'bridges'), some of which are easily broken and some of which are very strong and hard to break. The strongest bonds are the disulphide bonds. Each is made up of two sulphur atoms (S) that cling together to form a powerful link between the polypeptide chains.

When a hydroxide chemical relaxer is applied to the hair, the cystine disulphide bond is broken by means of hydrolysis, which means the addition of water. Water combines with the disulphide bonds. Hydrogen reacts with one of the sulphurs to form sulphenic acid (SHO), while the other sulphur atom is joined by a hydrogen to give cysteine (SH).

The bonds then rejoin with a new partner known as lanthionine. This means that the hair now has one sulphur bond and one lanthionine bond (-S-).

Information Specific to African type hair

Unlike hair that has previously been permed with ammonium thioglycolate, relaxed hair cannot be permed. This is because, during the perming process, the disulphide bonds will rejoin, however, when relaxing, one sulphur bond is permanently straight and cannot be altered.
Once the hair has reached the point at which it is sufficiently relaxed, the chemical relaxer is rinsed from the hair to stop any further development.

At this stage, the hair will still contain traces of alkaline that must be removed from the hair by using a neutralising shampoo.

**Sodium Relaxers**

Sodium-hydroxide relaxers are produced in a thick cream form, which does not need to be mixed.

The advantages of sodium relaxers are:

- Silky, straight results, leaving the hair in good condition.
- Processing is quicker.
- Available in several strengths.

The disadvantages are:

- Increased chance of scalp irritation.
- Higher pH value.
- Super – for resistant hair.
- Regular – for normal hair.
- Mild – for thin or colour treated hair.

**No Lye Relaxers**

Non-sodium relaxers come in three types:

- **Calcium hydroxide**
  A cream relaxer with a liquid activator.

- **Guanidine hydroxide**
  A cream relaxer with a liquid activator.

- **Lithium hydroxide**
  A cream relaxer that requires no mixing.

Non-sodium products are often promoted as sensitive-scalp formulas as they can cause less irritation.

Manufacturers give guidance on how to mix products and how long they take to develop.

The advantages of using non-sodium relaxers are:

- Less irritation to the scalp.
- Lower pH value.

The disadvantages are:

- The process takes longer because the product has to be mixed before use.
- Over a period of time they may cause hair to appear dull and lighter in colour.
- The hair may not achieve the same degree of straightness as with sodium-hydroxide relaxers.
- Has a drying effect on the hair.

**Notes**

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**Excelle Professional relaxing cream**

In America Dudley Products are widely used.

Dudley products have a No Lye relaxer, which is a thio relaxer.

Thio Relaxers are ammonium thioglycolate which breaks the disulphide bonds and softens the hair. They have a lower Ph value, which is kinder to the hair.

The hair is rinsed after relaxing and neutralisation takes place in the form of oxidation (hydrogen peroxide) which rebuilds the disulphide bonds.

This is very much like the perming process.
Temporary Hair Straightening

Temporary straightening means that the hair will remain straight or in a straighter position until it is made wet again.

There are two methods of making hair temporarily straight:

• Hairdryer and blow comb attachment
• Pressing hair.

Hairdryer and Blow Comb Attachment

(This is also covered in the Drying, Setting and Styling section)

This method makes natural hair appear straight but still frizzy. It is also a method for drying relaxed hair into a straight position before styling with heated irons.

Method

The stylist should position the detachable comb at an angle comfortable for blow-drying the hair.

1. Gown and protect the client.
2. Following the cleansing and conditioning of the hair, apply blow drying products on the hair and comb through.
3. Divide the hair into large sections according to personal preference and the density of the hair.
4. With the dryer in one hand and the comb attachment fixed in position, dry the hair from roots to points. Support and guide the hair with the other hand.
5. If the comb becomes stuck in the hair, gently remove it.

Be aware that forcing the comb through the hair will cause the hair to break.

6. Avoid combing the sections too quickly as this will cause the hair to dry frizzy. Likewise, combing through the sections too slowly will scorch the hair and physically damage it, resulting in dry, brittle hair.

When the hair is in natural tight curls, start drying the hair from the points and work up to the roots. This is more effective and causes the client less discomfort.
Pressing Hair
(This is also covered in the Drying, Setting and Styling section)

With this temporary straightening technique, the hair is made silky straight by heating an iron-toothed comb to a suitable temperature and then combing through clean, dry, African type hair.

Note: This is not recommended on Caucasian hair.

Pressing comb

This method of drying and styling the hair has been used in the home for many years. Originally, women would heat a metal comb with a wooden handle over a cooker. After testing the temperature of the comb against sheets of newspaper, they would comb it through natural hair to smooth it.

Notes

Many salons are now equipped to deal with this method of styling. The hair is prepared in advance by shampooing and conditioning then groomed with oils to protect against the high temperature required to style African type hair.

Method
1. Gown and protect client.
2. Cleanse and condition hair.
3. Completely dry hair with hairdryer.
4. Protect hair by using suitable oil-based products.
5. Divide hair into small sections, no more than 1.5cm thick.
6. Comb sections with a regular comb to detangle and prevent excessive pressure being used when going through the section with the hot pressing comb.
7. Heat the comb in the oven.
8. Test the temperature.
9. Using the teeth of the heated pressing comb, begin the straightening process. With a wrist action, roll the comb so that the spine adds pressure to aid straightening. This can be done in reverse to lightly soften the hair so that the teeth penetrate more easily.
10. Repeat the combing action to achieve a soft press which leaves the hair with body and less straight, or hard press for very straight, silky look.
11. Work through the hair from the nape to the crown and on to the front.
12. Style the hair as required.

Information Specific to African type hair

Do not apply oil to the scalp until pressing is complete, and refrain from using more oil than is necessary. Excessive oil will heat up and drip on the scalp, and if the hot comb comes into contact with the scalp, serious scalp burns can occur.

Caution: Do not press relaxed or permed hair.

Such hair is very delicate and the process could lead to breakage.
Myths and Facts

**Myth 1** Using sodium to achieve maximum straightness over a build-up of non-sodium will be effective.

**Fact** The effects of any relaxer are permanent and reapplying another strength will only cause the hair to become over-processed.

**Myth 2** Mixing mild and super strength relaxers together will give you a regular strength relaxer.

**Fact** Each product strength is suited to its purpose and does not increase or decrease in strength when mixed with a relaxer of another strength.

**Myth 3** It is safe to relax over a thioglycolate perm.

**Fact** Hair that has been processed with thioglycolate needs to be maintained with specific moisturising products. Only new growth should be processed with sodium and the rest of the hair should be removed by cutting.

**Myth 4** It is safe to use a thioglycolate perm over relaxed hair.

**Fact** This would be absolutely pointless as nothing will be achieved and it would cause severe breakage. More bonds are broken in relaxing than in perming, therefore making the relaxing process irreversible.

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African Type Hair
Hairdressing
Glossary

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Throughout this pack, you may have come across unfamiliar words, or terms used in a different context. To ensure you understand them correctly, this glossary provides an explanation of certain key words and terms, including terms for tools, equipment and products.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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<tbody>
<tr>
<td>African Caribbean</td>
<td>The majority of black people residing in the UK, originating from Africa, the Caribbean or both. The equivalent term in the USA is ‘African American’.</td>
</tr>
<tr>
<td>African type hair</td>
<td>Hair with certain characteristics, typically found on black, but also on some white, people. For example, very curly, crinkly hair with uneven distribution of keratin. The cross section of this hair type varies in shape all along the hair shaft.</td>
</tr>
<tr>
<td>afro</td>
<td>Big rounded hairstyle worn by black people with natural hair in the 1970s. The term often refers to the shape rather than the length of the hair.</td>
</tr>
<tr>
<td>atmospheric moisture</td>
<td>Damp from natural elements, eg, rain.</td>
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<tr>
<td>barber</td>
<td>Someone who uses traditional barbering skills.</td>
</tr>
<tr>
<td>blanket stitch</td>
<td>Sewing traditionally used to edge blankets. Still used for decoration on baby blankets. Used to sew additional hair wefts on to scalp plaits.</td>
</tr>
<tr>
<td>build-up</td>
<td>Excess product on the scalp due to styling products being over-used or failure to cleanse the scalp properly during shampooing.</td>
</tr>
<tr>
<td>cainrow</td>
<td>Scalp plait also known as cornrow in the USA and some parts of the West Indies.</td>
</tr>
<tr>
<td>Caucasian hair</td>
<td>The hair type of white and Asian people. The cross section of caucasian hair is usually oval. The cross section of Asian hair is round.</td>
</tr>
<tr>
<td>cheekbone</td>
<td>The protruding area on the face at either side of the nose, closest to the ears.</td>
</tr>
<tr>
<td>comb attachment</td>
<td>Implement with comb-like teeth that fits at the end of the dryer so that the hair can be combed as it is dried. Also known as a pick.</td>
</tr>
<tr>
<td>curly hair</td>
<td>Hair that has a naturally uneven distribution of keratin along the hair shaft. Curly hair can be found in Caucasian type hair as well as African type hair. Where this term is used in a unit, for the purposes of interpreting the National Occupational Standards (NOS), it can also include chemically curled hair.</td>
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<tr>
<td>current look</td>
<td>Fashionable style.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>dark skin</td>
<td>The natural pigmentation of the skin, eg, black, Asian and Mediterranean skins.</td>
</tr>
<tr>
<td>emerging look</td>
<td>A commercial look, which is the forerunner of fashion, i.e., next season’s look.</td>
</tr>
<tr>
<td>ends</td>
<td>The ends of the hair, approximately 1cm. Also known as points and tips.</td>
</tr>
<tr>
<td>enhancing the salon’s image</td>
<td>Ensuring that the final effect or look is in line with what the salon wishes to convey in order to achieve its targeted position within the commercial market.</td>
</tr>
<tr>
<td>factors Influencing the service</td>
<td>Anything that could affect the hairdressing service. These factors have been listed in the range statement for each element.</td>
</tr>
<tr>
<td>fading</td>
<td>A term often used in African type barbering to describe a form of tapering which goes into the haircut, possibly as far as the crown.</td>
</tr>
<tr>
<td>freehand</td>
<td>Cutting hair without holding it in place.</td>
</tr>
<tr>
<td>hairdresser</td>
<td>Someone who uses ladies and gents hairdressing skills.</td>
</tr>
<tr>
<td>hairline</td>
<td>Area of hair at the front of the head which has an approximate depth of 1cm.</td>
</tr>
<tr>
<td>irons</td>
<td>Thermal styling tools used to curl or straighten hair.</td>
</tr>
<tr>
<td>jaw line</td>
<td>The distinctive bony area at either side of the face just below the ears.</td>
</tr>
<tr>
<td>moisturisers</td>
<td>Products that add moisture to hair.</td>
</tr>
<tr>
<td>natural hair</td>
<td>Hair that has not been chemically treated, i.e., perm'd or coloured.</td>
</tr>
<tr>
<td>neck line</td>
<td>Area of hair at the back of the head, which can include areas behind and below the ears.</td>
</tr>
<tr>
<td>one step perm</td>
<td>System that requires the rearranger to be left on the hair. The hair is wound when it has reached its desired degree of straightness.</td>
</tr>
<tr>
<td>operator hairdresser</td>
<td>Barber, ladies hairdresser or gents</td>
</tr>
<tr>
<td>outlines</td>
<td>The edge of a haircut, beard, moustache or sideburn shape.</td>
</tr>
<tr>
<td>oven</td>
<td>An electric heater designed to heat thermal styling tools. Also referred to as a stove.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>over stitch</td>
<td>A stitch that always goes over the edge with the point of the needle always facing the person sewing. Used to strengthen the scalp plait, before weft is sewn onto the plait.</td>
</tr>
<tr>
<td>personal protective equipment (PPE)</td>
<td>Appropriate protective equipment that you are required to wear during perming, colouring and relaxing services. These normally include protective gloves and an apron.</td>
</tr>
<tr>
<td>points</td>
<td>The ends of the hair. Also known as tips.</td>
</tr>
<tr>
<td>restyle</td>
<td>A significant change in either length, shape, style, volume or weight.</td>
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<tr>
<td>rods</td>
<td>Traditional curlers used for perm winding.</td>
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<tr>
<td>root area</td>
<td>The area of hair closest to the scalp, approximately 2.5cm.</td>
</tr>
<tr>
<td>salon requirements</td>
<td>Any hairdressing procedures or work rules issued by the salon management.</td>
</tr>
<tr>
<td>scalp plaits</td>
<td>These can also be known as French plaits, cainrow or cornrow plaits.</td>
</tr>
<tr>
<td>scorch</td>
<td>Hair that has turned golden when the heat from thermal irons is too hot.</td>
</tr>
<tr>
<td>sculpting</td>
<td>The process of creating three dimensional shapes within a hair cut.</td>
</tr>
<tr>
<td>sharps</td>
<td>A term used by the Health &amp; Safety Executive to describe sharp objects. In the context of hairdressing, sharps include scissors, razors and razor blades, which may have regulations covering their disposal.</td>
</tr>
<tr>
<td>spin</td>
<td>A technique used to cool thermal irons. The irons are held by one handle and spun in the air. This is considered an unsafe method of cooling thermal irons.</td>
</tr>
<tr>
<td>strand test</td>
<td>Used in colouring, bleaching, rearranging and relaxing processes to establish the effect of the product on the hair and its condition, ie, For Colouring: the depth and tone has been achieved. For Bleaching: the degree of lift has been achieved. For Rearranging: the degree of straightness has been achieved before winding. For Relaxing: the degree of straightness has been achieved.</td>
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<tr>
<td>Term</td>
<td>Definition</td>
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<tr>
<td>stubbly</td>
<td>The texture of the ends of natural hair which appears rounded and difficult to comb.</td>
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<tr>
<td>stylist</td>
<td>Hairdresser. This term can also apply to technicians, specialists and product demonstrators.</td>
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<tr>
<td>texture</td>
<td>Used to describe the rough or smooth feel of hair.</td>
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<tr>
<td>texturising (by cutting)</td>
<td>Introducing differing lengths of hair in areas of, or throughout, the style to soften a hard line or create root lift.</td>
</tr>
<tr>
<td>texturising (using chemicals)</td>
<td>A method of relaxing which reduces the natural curl pattern to leave the hair softer and more manageable.</td>
</tr>
<tr>
<td>thinning</td>
<td>Reducing the amount of hair without reducing the length. Within the standards at Level 2, this will be carried out with scissors. The use of razors for thinning is included in appropriate Level 3 standards.</td>
</tr>
<tr>
<td>tips</td>
<td>Ends of the hair, also known as points.</td>
</tr>
<tr>
<td>two step perm</td>
<td>System that requires the rearranger to be rinsed away before winding the hair on rods.</td>
</tr>
<tr>
<td>white hair (canities)</td>
<td>Colourless hair, commonly known as grey hair.</td>
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