

Title	Relax or straighten hair using chemical reformation		
Level	4	Credits	6

Purpose	People credited with this unit standard can: <ul style="list-style-type: none"> • complete an in-depth consultation for a chemical reformation service to relax or straighten hair, • relax or straighten hair using chemical processes, and • complete the service experience.
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Classification	Beauty Services > Hairdressing
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Available grade	Achieved
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Prerequisites	Unit 33223, <i>Demonstrate knowledge of the effect of chemical processes on hair texture</i> , or demonstrate equivalent knowledge and skills.
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Guidance Information

- Definitions**
Hair type includes but is not limited to – curly, frizzy, normal, fine, dry and/or damaged, oily, colour treated hair, coarse hair.
Legislative requirements refer to the obligations of the employer and/or employee under the Health and Safety at Work Act 2015 and Health (Hairdressers) Regulations 1980.
Workplace requirements mean the practices prescribed by management as being the quality standards for client contact and work organisation for a particular salon.
- In this unit standard all work must comply with legislative requirements and must ensure optimum hair condition and maximum client comfort at all times. An allergy test must be carried out before any chemical process.
- Range**
 Assessment is required of either one permanent or semi-permanent full head relaxing service.

Outcomes and performance criteria

Outcome 1

Complete an in-depth consultation for a chemical reformation service to relax or straighten hair.

Performance criteria

- 1.1 Service outcome is identified and confirmed in consultation with the client, and client is protected for the required service in accordance with manufacturer's instructions and the expectations of the salon environment.
- Range consultation must include – pre-quoting (time, money), service journey, time allowances, maintenance.
- 1.2 Hair and scalp is analysed to identify requirements of proposed service outcome.
- Range porosity, elasticity, texture, density, length, colour depth, reflect, percentage of white, movement, growth patterns, previous chemical treatments, conditions including contagious and non-contagious, external factors that can affect the hair and skin.
- 1.3 Natural hair tendencies are identified in terms of requirements of proposed service outcome.
- Range presence of curl, hairline, nape growth, crowns, natural partings, thinning.
- 1.4 A technique is selected in accordance with hair and scalp analysis and that meets confirmed service outcome.

Outcome 2

Relax or straighten hair using chemical processes.

Performance criteria

- 2.1 Hair product is selected that meets confirmed service outcome and manufacturer's instructions.
- 2.2 Hair is prepared in accordance with manufacturer's instructions.
- 2.3 The product is applied in accordance with manufacturer's instructions, selected technique, and confirmed service outcome.
- 2.4 The product is processed in accordance with manufacturer's instructions and is monitored to achieve confirmed service outcome.
- 2.5 The scalp is monitored for chemical damage.
- 2.6 Product is removed to ensure maximum hair and scalp protection and in accordance with manufacturer's instructions.
- Range may include – chemical reformation neutralising.

Outcome 3

Complete the service experience.

Performance criteria

- 3.1 Hair is prepared for the following finishing service in accordance with manufacturer's instructions.
- Range may include but not limited to – blow dry, set.
- 3.2 Home haircare advice is given, including a selection of products and home maintenance.
- Range must include – opportunity to rebook.
- 3.3 Client history is updated in accordance with workplace requirements.
- 3.4 Tools and equipment are sanitised and maintained in accordance with workplace requirements.
- 3.5 The work areas are cleaned and tidied in accordance with workplace requirements.

Replacement information	This unit standard replaced unit standard 2890.
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Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	29 June 2023	N/A

Consent and Moderation Requirements (CMR) reference	0099
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Toi Mai Workforce Development Council qualifications@toimai.nz if you wish to suggest changes to the content of this unit standard.