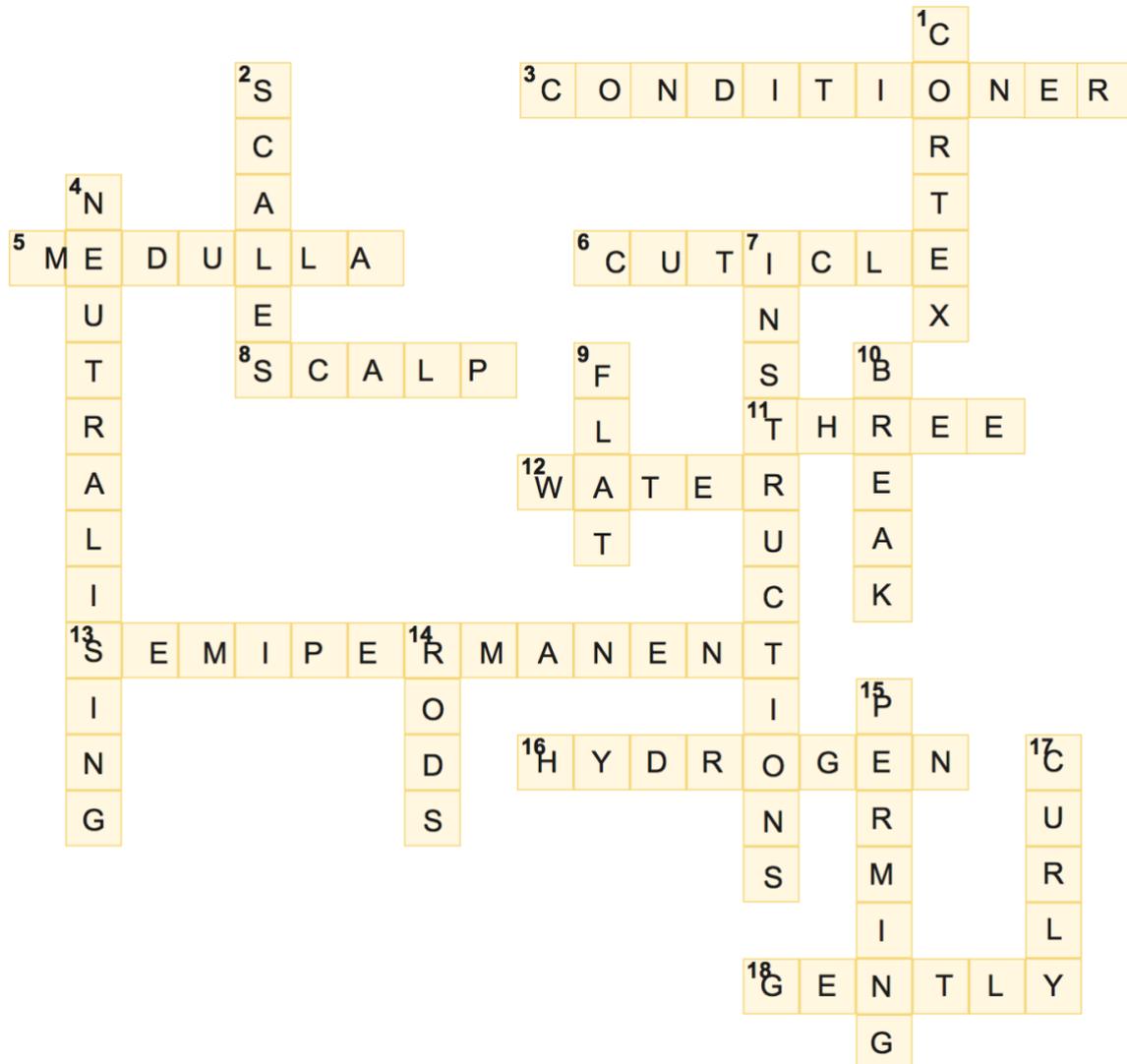


Page 55 – Salon and Legal Requirements, Basic Science

Worktop	Clean, tidy and free from hair
Shoulder cape	Placed around the client's shoulders
Manufacturers' instructions	To be read before use
Client's clothing	Protected
Tools	Sterilised before use
Protective gloves	Worn when applying chemicals to client's hair
Apron	Worn when using chemicals
Products	Free from dust and hairs
Equipment and materials	Gathered together before starting work

	cuticle	cortex	medulla
Made up of overlapping scales	✓		
This is the central part of the hair			✓
The scales lay flat in this section	✓		
This is the main body of the hair		✓	
This section contains special bonds that can be broken during perming		✓	
If this section is damaged it makes the hair difficult to comb	✓		

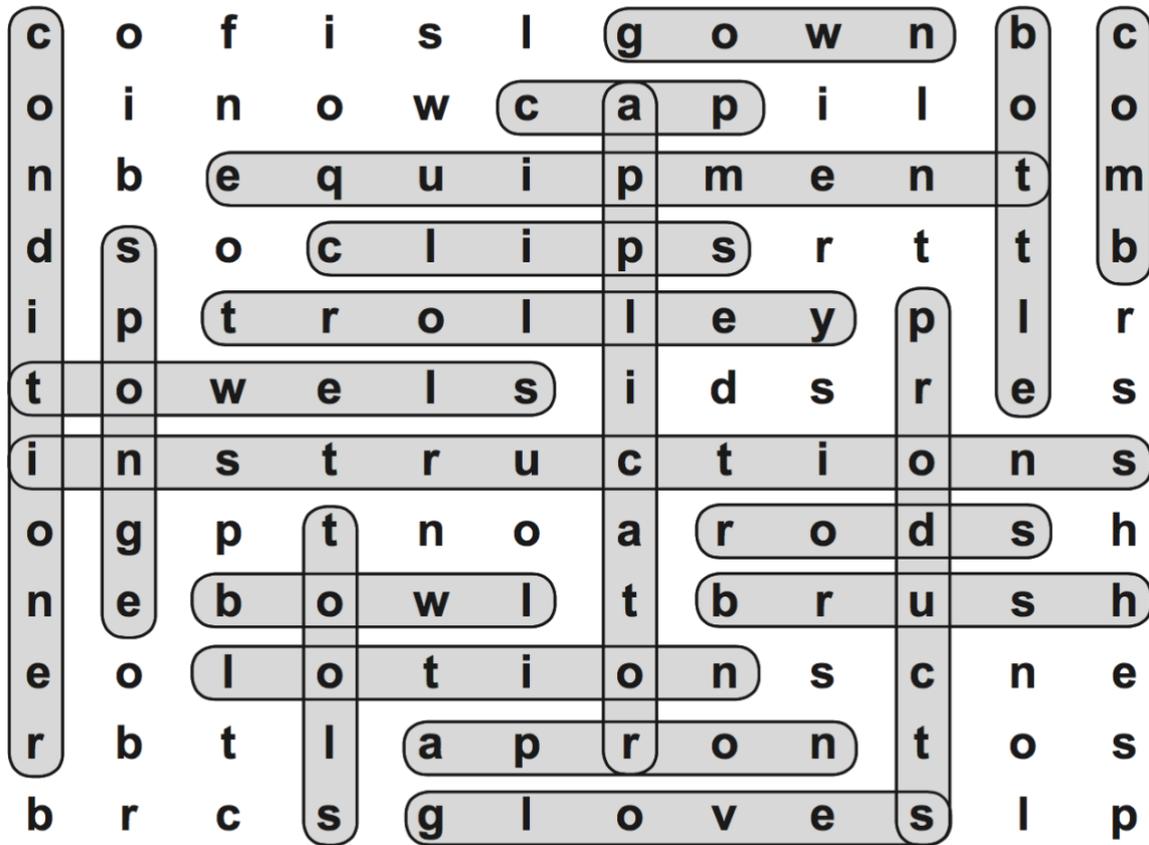
Page 56 – Basic Science crossword



Page 57 – Products, Equipment and Use

1. **d: bowl, cotton wool, sponge, applicator**
2. **a: read the instructions**
3. **b: in case the instructions have changed**
4. **c: ask the stylist to replace the perm rod**

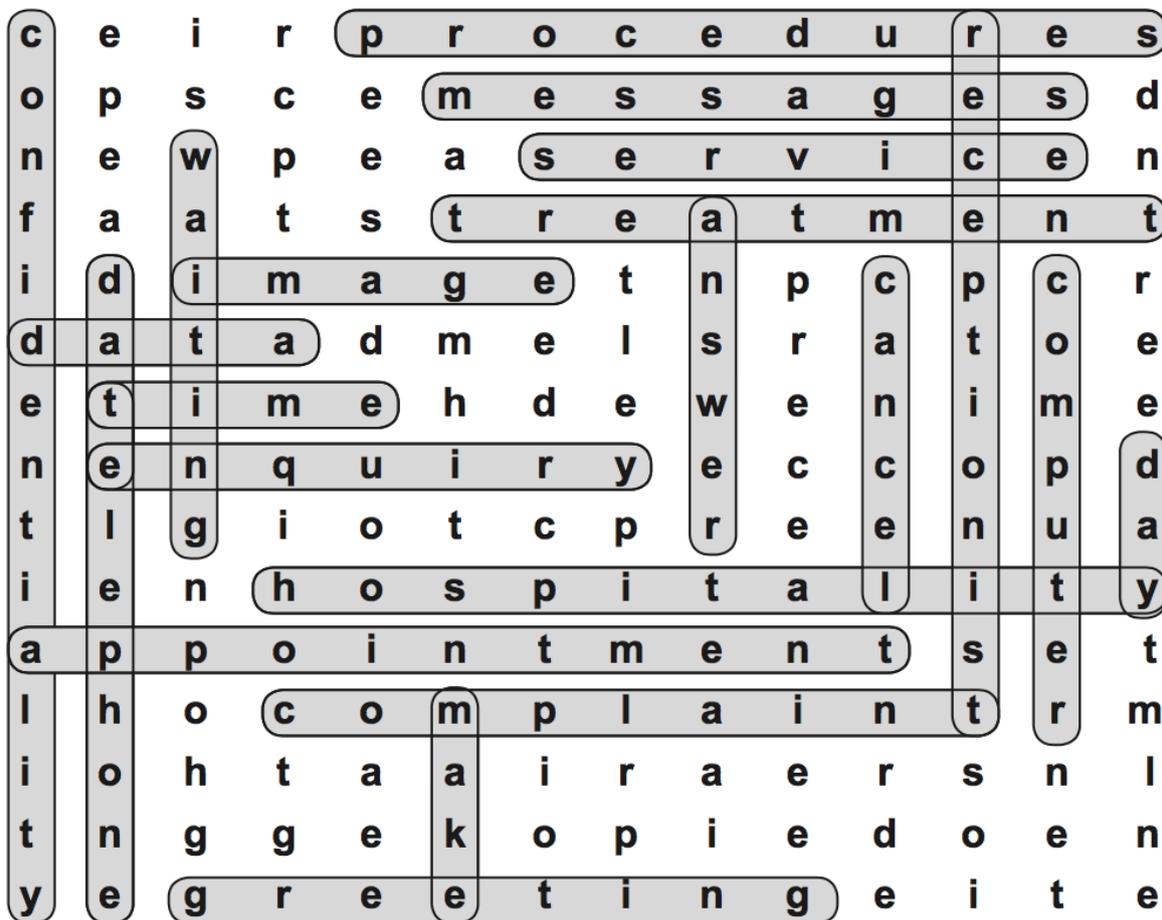
Wordsearch



Page 58 – Reception Duties

	vital	desirable	unnecessary
Envelopes		✓	
Paper scissors		✓	
Pen	✓		
Pencil	✓		
Eraser	✓		
Headed notepaper		✓	
Felt tip pen		✓	
Stamps		✓	
Safety pins			✓
Ruler		✓	
Highlighting pens		✓	
Appointment pages	✓		
Telephone message sheets	✓		
Post-it notes		✓	
Coffee mug			✓
Computer		✓	
Magazines	✓		
Calendar	✓		
Drink mat			✓
Diary	✓		
Sweets			✓
Paper clips		✓	
Correction tape			
Paperback book			✓
Radio			✓
Memo sheets	✓		
Compliment slips		✓	

Page 59 – Salon and Legal Requirements wordsearch



Page 60 – Client consultation

1. What is effective communication?

It is identifying what the client wants by using client-friendly language and asking plenty of questions so that you both understand what the intended outcome will be.

2. Why is effective communication important?

It ensures that the client leaves the salon with the result that they desired. A happy client is more likely to be a returning client.

3. **Whilst you must always treat clients equally, some of your clients may have disabilities or they may require you to adapt to their specific needs. How would you adapt to these types of clients?**

A – **Clients with visual impairments:** Offer your arm to guide them around the salon so that they can get used to their surroundings. Remember to describe everything in detail.

B – **Clients with hearing impairments:** If there is music playing in the background you should turn it down and when you speak you should do so clearly. Make sure they can see you when you speak.

C – **Clients with a speech impediment:** Be patient and respectful as you may need to wait for them to communicate everything that they want to say. Don't finish their sentences for them and ask for them to repeat something if you don't understand, rather than just guessing.

4. **These words refer to body language. Put the types of body language into the right section of the table below to determine whether it is positive or negative.**

POSITIVE	NEGATIVE
Eye contact Smiling Good posture Open palms	Crossed arms Poor posture Frowning Putting hand in front of mouth when talking

Page 61 – Hair tests

Skin test – Conducted before most colouring or perming services, 24-48 hours before the treatment is undertaken.

Texture test – Looking at individual hairs during consultation and analysis of the hair before undertaking a relaxing service.

Development test – To check that a perming or relaxing service is working during the service.

Porosity test – To identify if the hair cuticles are rough or smooth before any service on dry hair.

Strand test – To make sure that a colouring or lightening service is working successfully during the service by wiping off the colour or lightener from a few strands of hair.

Elasticity test – To test the strength of the cortex before any service on wet hair.

Density test – To see if the hair is sparse, regular or abundant before undertaking a relaxing service.

Incompatibility test – To see if there are any henna or metallic salts present which would react with the products before doing any chemical services.

Page 62 – Solving perming problems

1. Scalp irritation

- Rinse the hair and scalp with cool water
- Refer them to a GP if necessary

2. The perm process is slow

- Add more lotion
- Add a stronger lotion
- Add more heat and use an accelerator (check MFIs)

3. The rods fall out when you're rinsing the hair

- Use a hair net
- Lower the water pressure
- Rewind the rods

4. Fish hooks

- Trim the ends of the hair

5. There are some straight pieces amongst the curls

- Reperm the straight pieces if the hair is in the right state for you to be able to do so

6. Frizzy hair

- Apply conditioning treatments
- Conduct regular trims to remove the damaged hair gradually

7. Hair breakage

- Reduce the visible effects
- Prevent further breakage by using conditioning treatments, restructurants and regular trims

8. The curl is too tight

- Apply deep conditioning treatments
- If you can, reperm on larger rods or relax the hair

9. The hair is straight

- Reperm the hair if the condition allows

10. Hair has discoloured

- Use a semi-permanent or temporary colour to tone the hair colour

11. The curl is uneven

- Reperm if the hair condition allows

12. The curl has dropped

- Reperm if the hair condition allows

Page 63 – Colouring

Question 1 – B) Wet and emulsify before taking the colour off.

Question 2 – A) True

Question 3 – C) Skin test

Question 4 – B) Lifts the cuticle and dry's the hair out.

Question 5 – B) Blue, Red and Yellow

Question 6 – B) red

Question 7 – D) Red

Question 8 – B) No

Question 9 – A) Tone

Question 10 – B) False

Page 64 – Health and Safety

1) What does HASAWA stand for?

- A) The Health and Safety and Wigs Act
- B) The Health and Safety at Work Act**
- C) The Hygiene and Safety at Work Act
- D) The Hair and Salons at Work Act

- 2) Who does the HASAWA cover?
- A) Employers
 - B) Employees
 - C) Everyone
 - D) Clients
- 3) Which one of these is NOT your employer's responsibility under HASAWA?
- A) Provide a suitable work environment
 - B) Give staff appropriate training
 - C) Maintenance of the workplace
 - D) Provide at least one meal a day for employees
- 4) According to RIDDOR, all accidents must be written in what?
- A) The accident book
 - B) The diary
 - C) The appointment book
 - D) The computer system
- 5) What can be caused or made worse by manual handling?
- A) Musculoskeletal disorders
 - B) Acne
 - C) Headaches
 - D) Chicken pox
- 6) Which of these must you NOT do when lifting a heavy object?
- A) Bend your knees
 - B) Tilt it off a shelf and then catch it
 - C) Keep your back straight
 - D) Keep the object close to your body

- 7) What does COSHH stand for?
- A) The Care of Solvents, Hair and Hairlines
 - B) The Control of Students' Healthy Hair
 - C) The Control of Salon Healthy Hair
 - D) **The Control of Substances Hazardous to Health**
- 8) The treatment of hazardous substances is referred to as SHUD. What does SHUD stand for?
- A) Save, Hold, Utilise, Dispose
 - B) Shake, Handle, Use, Dispose
 - C) **Store, Handle, Use, Dispose**
 - D) Store, Hold, Utilise, Dispose
- 9) Under the COSHH regulations, who should supply the correct PPE?
- A) You
 - B) Your client
 - C) **Your employer**
 - D) Your parents
- 10) Substances include all creams, powders, lotions and liquids. True or false?
- A) **True**
 - B) False

Page 65 – Health and Safety

- 11) What is an MFI?
- A) A hair brand
 - B) A qualification
 - C) **The manufacturer's instructions**
 - D) A Health and Safety warning

- 12) What needs to be PAT tested in the workplace?
- A) All electrical items used in the salon
 - B) All employees working in the salon
 - C) All documents being distributed by the salon
 - D) All products used in the salon
- 13) How often do you need PAT test things?
- A) Every six months
 - B) Annually
 - C) Biannually
 - D) Every month
- 14) The Environmental Protection Act was created specifically for the hairdressing industry.
- A) True
 - B) False
- 15) What can the result of not following The Environmental Protection Act be?
- A) £300 fixed penalty and potential criminal prosecution
 - B) Imprisonment
 - C) The salon will have to be shut down permanently
 - D) The salon will have to be shut down temporarily
- 16) Which of these does NOT count as an offence according to The Environmental Protection Act?
- A) Fly-tipping
 - B) Bad personal hygiene
 - C) Litter
 - D) Dog fouling

- 17) Salons can recycle most of their electrical goods.
- A) True
 - B) False
- 18) Which methods of travelling into work will reduce your carbon footprint?
- A) Driving
 - B) Cycling
 - C) Walking
 - D) Riding a motorbike
- 19) Low ammonia or ammonia-free hair colour products are bad for the environment.
- A) True
 - B) False