Unit 206: Perming hair

Preparation

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Working safely

When perming, neutralising and rearranging the hair, you are working with some of the strongest chemicals in the industry.

This means that you must follow the relevant legislation to keep you and your client safe and complete the service in a safe, well-planned manner.



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Legislation

As you are working with chemicals, you must follow:

- HASAWA – follow your workplace health and safety policy and the required legislation to maintain safe working practices and cleanliness in the workplace
- COSHH – make sure that the chemicals you are using are stored and handled correctly, and dispose of them following manufacturer's instructions, salon policy and local by-laws
- PPE – as minimum, when handling chemicals, you should wear non-latex gloves to protect your hands and help to prevent dermatitis, and wear an apron to protect your clothing
- Electricity at Work Regulations – when using electrical equipment, ensure that you have been trained to use it and have completed a visual check before using it. Remove, label and report any faulty equipment.

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Preparing yourself

When your client books a perming service, you will need to prepare yourself by checking their previous perm history on the record card and making sure that you have the required perm and neutralising solutions in the salon.



By preparing prior to the visit, you are ensuring that your client gets the best possible outcome.

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Preparing for a service

Before your client arrives for the service, prepare yourself by:

- ✓ getting the perm trolley ready with the correct perm, neutraliser solution and perming rods
- ✓ making sure that you have the previous record card to hand
- ✓ wearing all the required PPE
- ✓ gathering the client's PPE, a gown, towel and a plastic/disposable cape
- ✓ ensuring that all the tools and equipment you need are to hand
- ✓ checking any electrical equipment before using it
- ✓ sterilising all tools and equipment, and ensuring that your work area is clean.

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Prepare your client



Before you can begin with the perming service, you must make sure that your client is fully aware of the maintenance of a perm and that you have agreed on the look they require.

You must also complete the required tests to ensure that the hair will withstand the process.

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Tests – skin/patch test

Test	How?	Why?	Consequence
Skin/patch test 	24–48 hours **before the perm**. Clean an area on the skin and apply a small amount of perm lotion	To check for irritation or a reaction	If there is a positive reaction, you cannot proceed; even though there is no PPD in perm lotion, sensitive or allergy-prone skin could be affected

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Tests – pre-perm test curl

Test	How?	Why?	Consequence
Pre-perm test curl 	**Before the perm.** Take a cutting from the back section. Use your chosen rod size and perm lotion, and perm the cutting	Determines curl/movement and lotion to use	Check if the desired result can be achieved, especially on sensitised hair

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Tests – incompatibility

Test	How?	Why?	Consequence
Incompatibility 	**Before the perm.** Take a small cutting and place it in a bowl of 20:1 perm lotion and peroxide. Leave for 20 minutes	To check for metallic salts on the hair	If the solution fizzes or heats up, or if the hair discolours or disintegrates, do not carry out the service

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Tests – porosity

Test	How?	Why?	Consequence
Porosity 	**Before the perm.** On dry hair, take a few strands and run your fingers along the cuticle scales	Checking for rough, raised cuticle scales	Uneven curl formation; hair disintegration due to poor hair condition

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Tests – elasticity

Test	How?	Why?	Consequence
Elasticity 	**Before the perm.** Dampen an area of hair, and take a few strands between your fingers and gently pull the hairs	To check the tensile strength of the cortex	If the hair has poor elasticity, structural damage would occur to the hair during perming. If the hair disintegrates, you will get the 'cotton wool' effect

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Tests – development test curl

Test	How?	Why?	Consequence
Development test curl 	**During the perm.** Partially unwind a perm rod and push it gently towards the scalp. You are looking for an 'S' bend for an alkaline perm or a 'C' shape with an acid perm	Check the development of the perm	The perm can become over- or under-processed

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Tests – strand

Test	How?	Why?	Consequence
Strand 	**Before the rearranging service.** Apply the chemical rearranger to a discrete section of the hair and develop as per MFIs. If the test is on-scalp, monitor regularly to check whether the hair has been smoothed. If the test is off-scalp, apply the rearranger to various areas to determine condition	To check the effect of the product on the hair and to establish the degree of straightness/ smoothness that can be achieved prior to winding	If the condition of the hair is good and no reaction on the scalp occurs, you can proceed with the service. If a reaction occurs, rinse and remove immediately. If the hair deteriorates, do not proceed with the service

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Positioning of yourself and your client

The perm and neutralise service can take a few hours, so it is really important that you and your client are positioned correctly during the service. This will prevent fatigue, injury and musculoskeletal damage.

Make sure that:

- ✓ you are standing with your feet hip-width apart, your knees are not locked and you move freely around your client
- ✓ your tools and equipment are to hand and you move your trolley around the client with you to prevent overstretching
- ✓ no health and safety issues arise.

Make sure that your client:

- ✓ is sitting squarely in the chair, with their back to the back of the chair and not slouching
- ✓ does not have their legs crossed – this will give an uneven wind
- ✓ stows any bags away so you do not trip or spill any chemical solutions on them.

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Unit 206: Perming hair

Science of perming and neutralising



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The effects of perm, chemical rearranger and neutraliser on the hair structure

The perm/rearranger and neutralising process goes through three stages: softening, moulding and fixing. The perm lotion/rearranger starts the softening stage, the development process is the moulding stage and the neutraliser fixes the hair in its new shape.

- The hair is made up mostly of a protein called keratin.
- Keratin is made up of amino acids and peptide chains.
- The disulphide bonds hold together the polypeptide chains.
- The disulphide bonds are the only bonds that are permanently changed by a chemical process.

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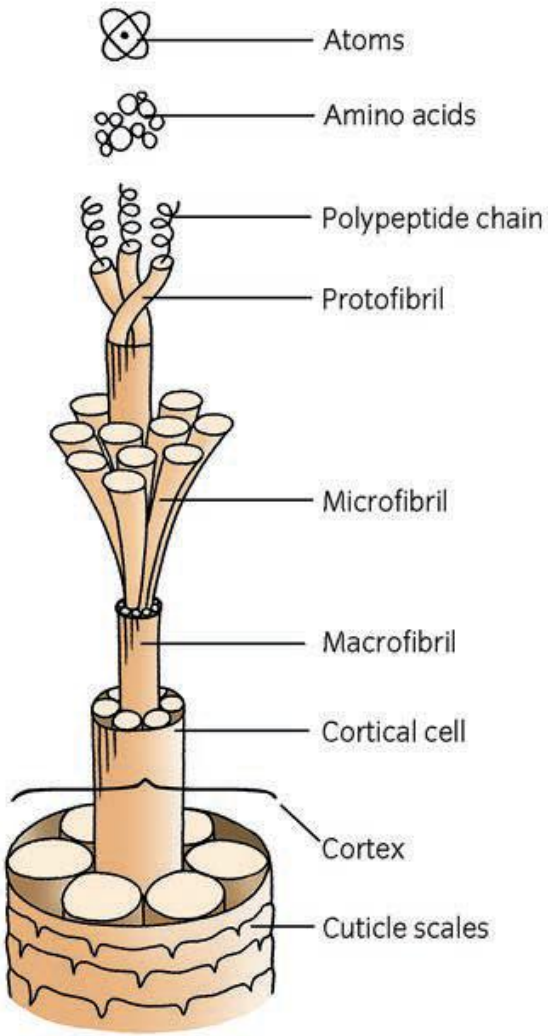
Hair structure



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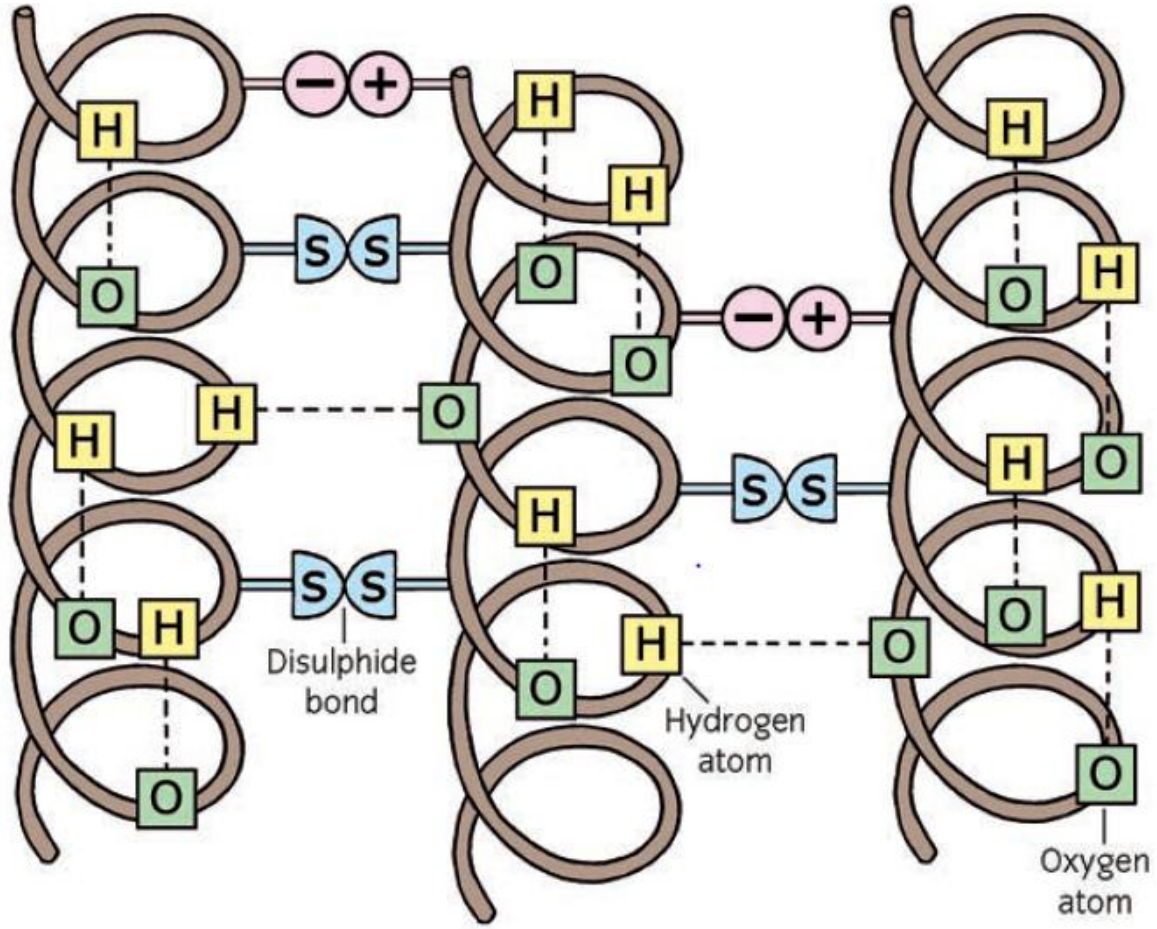
Polypeptide chains



Temporary bonds of the hair

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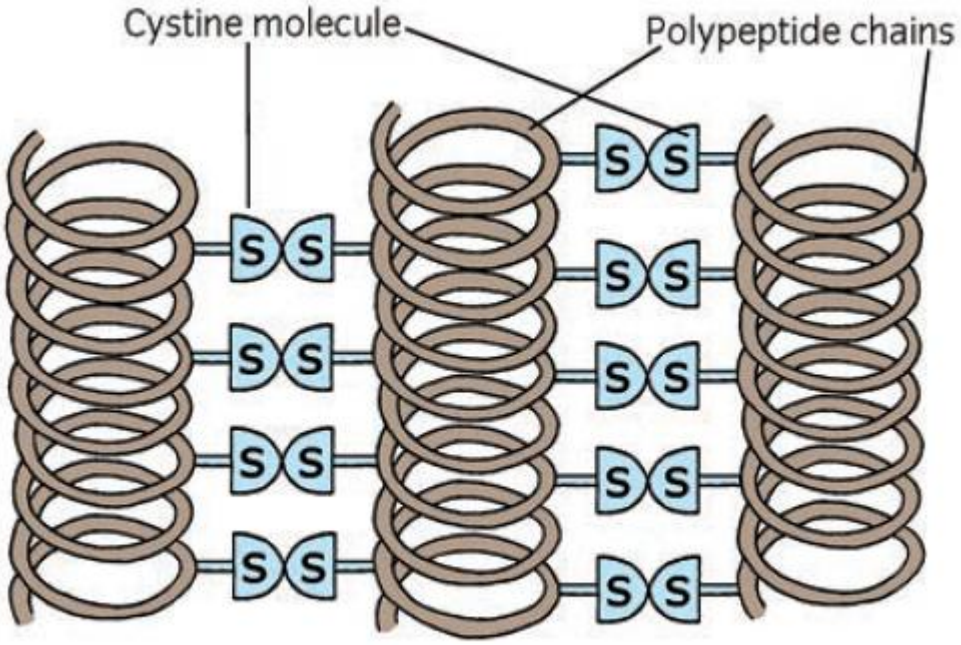
Disulphide bonds



Disulphide bonds before perming process

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Softening stage

The cuticle scales swell

↓

Perm lotion penetrates the cortex of the hair

↓

The disulphide bonds soften

↓

Hydrogen is added from the perm lotion

↓

Hydrogen breaks down 25–30% of the disulphide bonds

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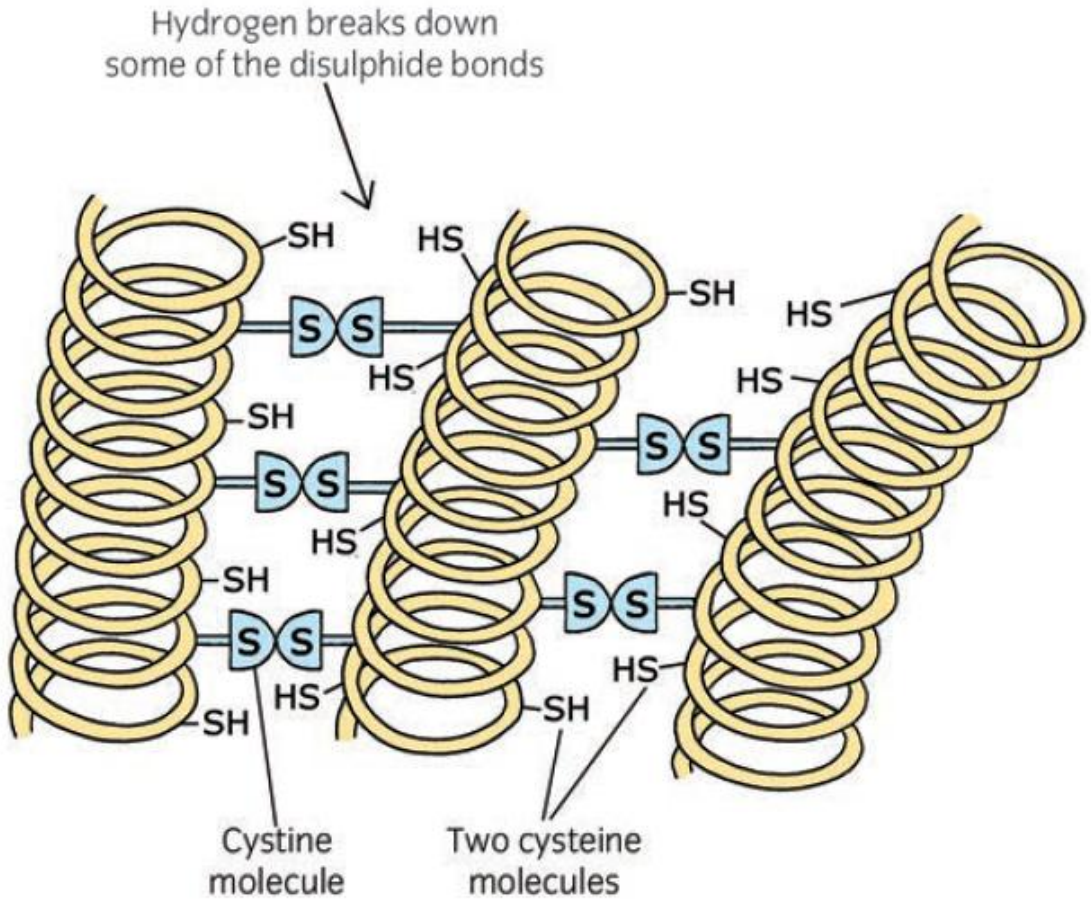
Softening stage (continued)



Hair during the perming process

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Moulding stage

The hydrogen breaks the disulphide bonds



The cystine molecule is reduced to two cysteine molecules



The softened hair moulds around the shape of the perm rod

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Fixing stage (neutraliser)

Neutraliser has a pH of 3–5 and adds oxygen
Its main ingredient is hydrogen peroxide or sodium bromate

↓

Oxygen combines with the cysteine molecules and hydrogen

↓

The new combination produces two hydrogen molecules and one oxygen molecule

↓

The combination = H_2O = water

↓

The H_2O leaves the cysteine molecules to make one cystine molecule

↓

The new shape is formed in the keratin

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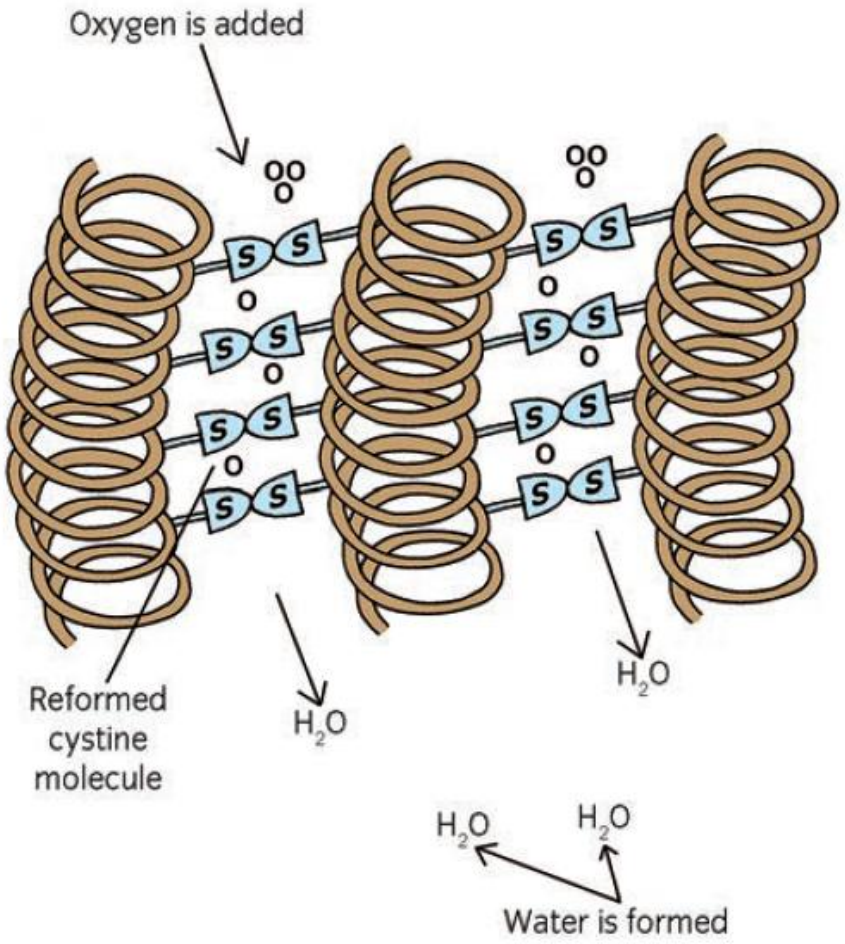
Fixing stage



Hair during the neutralising process

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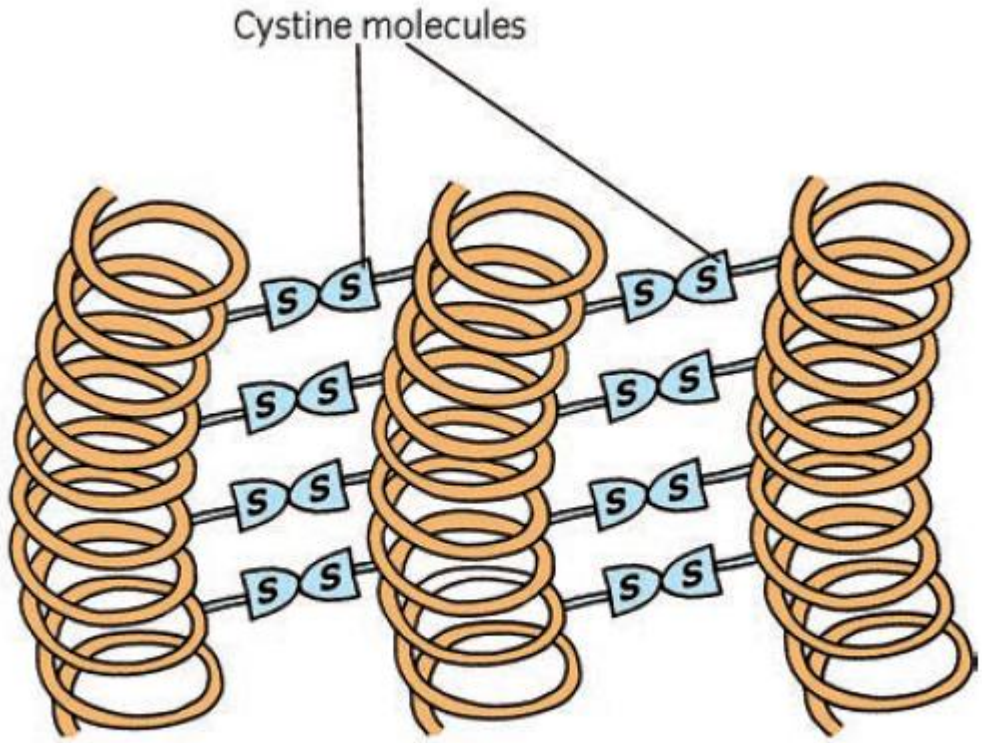
Hair after the neutralising process



Hair after the neutralising process

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Your turn

1. **Which bonds are the only bonds that are permanently changed by a chemical process?**
2. **Perm lotion adds which element?**
3. **Neutraliser adds which element?**
4. **Complete the process:**

Cystine molecule ⟶ Cysteine molecules ⟶ ?

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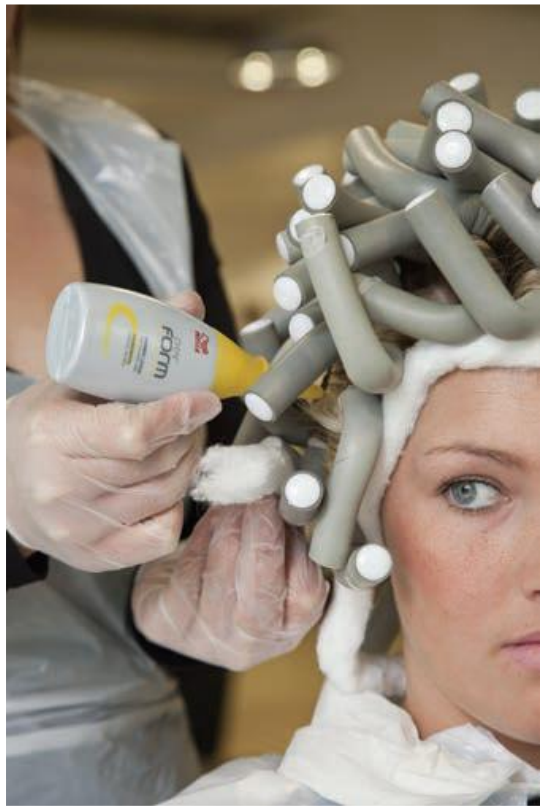
Remember

Every stage of the perm is vitally important to ensure that the hair has completed the required process and is ready for the next stage. To be successful at perming is to understand exactly what is happening to the hair at each point.

- **Perming** is a process of **reduction.**
- **Neutralising** is a process of **oxidation.**



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Unit 206: Perming hair

Analyse the hair

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Identify factors

Before you begin the perm process, you will need to analyse the hair. You must take into consideration influencing factors and contraindications.

Influencing factors are areas that you will need to consider, such as hair density, face shape and length of hair. These factors will not stop you from completing the service but you may have to alter what you plan to do to complement or incorporate the factors.

Contraindications can prevent you from carrying out the service; they can include: test results, client's allergies and medical instructions. If you incur a major contraindication, you may not be able to proceed with the service and you will have to discuss alternative services with your client.

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Influencing factors: hair classification

Hair classification will influence the service and the solution you apply. Through careful analysis you can identify and plan your service. The guide below is just a guide – at this level you will have to consider other factors, alongside hair types, that will influence your choice of lotion and wind.



Type 1. Straight hair that is virgin and coarse will be resistant to chemicals – a stronger lotion or a lotion for resistant hair would be recommended. Finer straight hair will usually be oily, causing some resistance.

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Influencing factors: hair classification (continued)

Type 2. Wavy hair takes well to perming, as long as the hair is not too frizzy in certain areas and other limiting factors are not present.

Type 3. If the curls are loose, you will need to consider rod size. If you are required to give a more uniform curl, consider the winding technique to use. On hair that has more curl and movement, it would be advisable to use a chemical rearranger.

Type 4. This hair type will require a chemical rearranger; agree the curl size to achieve so you can plan the rod size and placement.



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Influencing factors: haircut, hair length and temperature

Haircut and length

Haircut and length will determine the perm technique you use. If the hair is long, you will need to spend more time winding the rods and use more perm lotion. Therefore, extra length may incur extra costs for your client. You will need to find out whether the client wants a restyle – if they do, this will need to be carried out before you begin the perming service, so that you can enhance the new style with the perm.

Temperature

If the hair is resistant, you may need to add heat in the form of an accelerator, such as a climazon or rollerball, to speed up the perming process. Also, the temperature in the salon may affect the perming process. A hot salon will speed up the perm, while a cool salon will slow the process down. Consider this when you are consulting with your client, and always follow the manufacturer's instructions.



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Influencing factors: porosity and elasticity

Porosity and elasticity

The tests for porosity and elasticity will determine whether you can carry out the service. If the hair shows signs of only slight areas of mild damage, a porosity leveller will help to control the level of porosity. For hair with poor elasticity a course of conditioning treatments will be required before undertaking any chemical service.



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Influencing factors: client's lifestyle



Client's lifestyle

- You will need to find out what the client requires from their perm to decide whether it is suited to their lifestyle.
- If your client has a keep-fit regime, you will need to consider the problems that may occur as a result of regular swimming, for instance.
- Question well and you will be able to advise accordingly.
- If the client wants a perm to support a blow dry or set, you need to find out if they can manage their own hair to achieve the desired result.

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Influencing factors: required direction and movement

Direction and degree of movement required

- By questioning your client, you will start to build a picture of the direction and degree of curl needed to achieve the desired look.
- By taking into consideration all the other factors, you will be able to agree with your client the achievable degree of movement and the direction of curl.



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Influencing factors: colour-treated hair



Colour treated hair

- If the client has regular colours on their hair and the test results are all negative, follow the manufacturer's instructions to confirm whether the service can continue.
- You must inform the client of the possibility of colour fade and a certain loss of tone in their artificial colour.
- Hair that has had previous chemical services will be more porous, and certain areas could be more porous than others, especially if the hair has been highlighted.
- If the client has colour fade, suggest using a semi-permanent colour on their hair to refresh the look until their next colour service. And use a perm solution for sensitised hair.

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Influencing factors: hair texture and density

Hair texture

The client's hair texture could affect the development time. Depending on its condition, finer hair will develop quicker than coarse hair, while the latter may require more lotion or reapplication.

Hair density

If the hair is sparse, you could create the illusion of thickness by using a creative winding technique such as piggyback or hopscotch. Hair that is abundant will require more rods and could take longer to develop, but to counteract the amount of volume in abundant hair, you may be able to use techniques such as stack winding.



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Influencing factors: growth patterns and test results



Hair growth patterns

Perming is not governed by growth patterns, because it changes the molecular structure of the hair. Severe growth patterns can be tamed to a degree, until the hair grows and the perm moves away from the root area.

Test results

If there are any positive results from the required tests, you will not be able to proceed with the service. If the client has broken skin or suffers from a non-contagious disease such as eczema or psoriasis you should not carry out a perm service. If the client is insistent, ask them to seek medical advice first.

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Influencing factors: length of regrowth



Length of regrowth

If the client has had a previous perm, check their record cards to find out the date. It could be that you need to change the wind to a root perm, so the style will blend together and volume will be restored to the roots to support the style.

If there is a colour regrowth, consider the strength of perm solution you will need to avoid damaging the coloured hair while still getting a good curl result from the virgin regrowth.

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Unit 206: Perming hair

Perm products

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Perm solutions

There are various types of perm solutions to choose from, depending on the brand your training centre/salon stocks.

You can choose between acid, alkaline, organic and exothermic perms to suit various hair types and style requirements. The most popular perm to use is alkaline.



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Strengths of perm solutions



Perm lotions come in various strengths to suit resistant, normal and sensitised hair types. Manufacturers number or label them differently, so always read the label carefully. The main ingredient in alkaline perm and straightening solutions is a chemical called ammonium thioglycolate; this chemical is a reducer and breaks the disulphide bonds into a new shape.

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Alkaline perms



Alkaline perm solutions, or cold wave lotions, are the most widely used in salons.

They have a pH of 8.5–9.5. Some are much lower, but the lower the pH, the milder the lotion.

Alkaline perm lotion is most suited to resistant hair (white, oily or coarse).

In order to meet the requirements of today's clientele, such as regular washing and use of heated styling equipment, these perms can withstand harsher conditions and still keep their curl.

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Alkaline perms (continued)

- Alkaline perms are for pre- and post-damping.
- They are suitable for long hair where pre-damping may be required.
- The development test curl forms a stronger ‘S’ bend, but always check this against the manufacturer’s instructions.
- Heat is not required (but it can be used to decrease development time).
- The main ingredient in alkaline perm lotion is ammonium thioglycolate.
- Alkaline perms come in various strengths.
- Always read and follow the MFIs.

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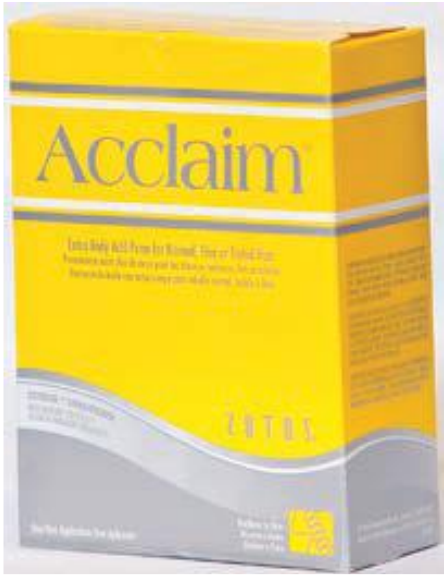
Acid perm

Acid perm lotion is most suited to sensitised hair – it has a pH of 6–7, which is relatively close to the hair's and skin's natural pH of 4.5–5.5, and so is kinder to the hair.

Acid perms tend to cause more allergic skin reactions, though, so always skin/patch test following the manufacturer's instructions.

Acid perms have an activator that opens the cuticle to allow the solution to penetrate.



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Exothermic perm

Exothermic perms are not very widely used in salons, but they are still available; they come in acid or alkaline solutions.

- Exothermic perms are for post-damping only.
- They produce similar results to acid perms.
- Alkaline and acid exothermic perms have the same ingredients as non-exothermic perm solutions.
- With an exothermic perm, heat is produced by mixing two chemicals.
- These perms have a reduced processing time.
- Always read and follow the manufacturer's instructions.

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Chemical rearranger

A chemical rearranger is used mostly on African-type hair. It is the first stage of the perming process and is usually in a cream form. To prepare the hair, it is shampooed and then sectioned in preparation for the chemical rearranger to be applied. The rearranger is a high alkaline, between 9 and 9.5 on the pH scale; it contains ammonium thioglycolate, which breaks down the hair's natural curls by a process of reduction.



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Chemical rearranger (continued)



Once the hair has been rearranged, it is then prepared for curling by wrapping it on the agreed rod size to achieve the desired curl.

Stage two of the rearranger is applied: a milder ammonium thioglycolate solution to reform the hair into a different size of curl.

The hair is neutralised as per MFIs and a treatment conditioner is recommended to repair the hair from the strong chemical service.

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Chemical rearranger (continued)

- Rearrangers are used on types 3 and 4 hair only.
- They come in different strengths, depending on the degree of curl in the hair.
- The desired curl is the second part of the process.
- Rods are used to achieve the correct curl.
- Always read and follow the manufacturer's instructions.



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Unit 206: Perming hair

Pre- and post-perm treatments

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Pre-perm shampoo

As you prepare your client for the perm or chemical rearrange service, you must use a pre-perm shampoo prior to perming.

A clarifying shampoo will remove dirt, silicone residue from home shampoos and styling products from the hair. It has a pH of 7, but even though it is neutral, it will open the cuticle slightly in preparation for the perming process.

Never use a shampoo that will put moisture into the hair, as this will cause a barrier to the perm solution.



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Pre-perm treatment

The porosity and elasticity test results may have shown areas of the hair that need to be protected, and where porosity needs to be levelled out.

A porosity leveller, or pre-perm treatment, will even out the hair's porosity. If, for instance, the ends are porous and the mid-lengths and roots are in good condition, the ends will absorb perm lotion quicker.

If the hair is highlighted, the porosity will be uneven across the head. Pre-perm treatments come in different forms (spray or a phial).

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Pre-perm treatment (continued)

Do not place the treatment on the scalp, but through the areas found to have uneven porosity.

Always follow the manufacturer's instructions.



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Post-perm conditioner

Once you have progressed through the neutralising process, you must apply a post-perm conditioner. It must be pH balanced to prevent **creeping oxidation*** from any remnants of the neutralising process. It will bring the hair back to its acid state, add moisture lost from the chemicals and close the cuticle scales to keep the moisture locked in, aiding the hair with its new curled shape.

*Oxidation chemicals left in the hair can carry on oxidising; using the correct post-perm conditioner or an anti-oxy conditioner will halt the oxidation process.

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Post-perm treatment

A post-perm treatment will penetrate deeper into the cortex and assist the hair in holding the new shape whilst giving it moisture.

The treatment is applied at the basin, gently massaged through the hair, and left on and then rinsed off.

Always read and follow the manufacturer's instructions.



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Client comfort



If you are applying a post perm treatment make sure the client is comfortable.

The client would have been sat a while during the perm process, try not to leave their neck in the basin for longer than is necessary, make sure they are comfortable and you let them know exactly what is happening and how long the treatment will be on for.

Check the their PPE is dry and adequate for the process.

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Unit 206: Perming hair

Timings and temperature

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Fully understand the process

As you should have now completed some perm winds on blocks and watched demonstrations, you will be getting to grips with a solid basic understanding of the perm process.

It is important that you do not only concentrate on the wind but on how other elements affect the process and can make the outcome good.

Missing out the little things could cause all your hard work to be unsuccessful and end up with an unhappy client!



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Temperature

Acid perms need an activating ingredient, which produces heat to enable the cuticle scales to open and the perm to penetrate into the cortex.

Alkaline perms naturally open the cuticle scales because of their higher pH value.

Cold salons will increase the development time, as cool air slows down the development process.

A warm salon or additional heat, such as an electronic accelerator, will decrease the development time.

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Temperature (continued)



In order to decrease the development time, you can use a rollerball or climazone; these are called accelerators (as they speed up development).

A hood dryer, or a disposable cap, will keep in natural heat generated from the head.

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Timing

Timing will depend on different factors, but you must always read and follow the manufacturer's instructions and carry out a development test curl:

- hair texture
- hair density
- hair classification
- hair length
- temperature.

You must always carry out a development test curl and check the S-bend to see if the perm has sufficiently developed.

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Timing (continued)

If the perm is underdeveloped, an insufficient number of bonds will break and the hair will not take on the new shape. If the neutraliser is underdeveloped, the curl will not be fixed in its new position. Either way, the curl is likely to drop and produce an unsatisfactory result.

If the perm lotion is overdeveloped, too many disulphide bonds are broken (over 25–30%) and the hair may become frizzy. If either the perm lotion or the neutraliser are overdeveloped, the hair's condition can deteriorate and the its structure may be weakened.

Timing is key to the process!



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Checking development

Once you have timed the perm, you must check for development.

Unwind a perm rod three-quarters of the way and push it gently towards the scalp. With an alkaline perm you are looking for an ‘S’ shape, and with an acid perm a ‘C’ shape, but always follow the manufacturer’s instructions.

Never check the same rod again; if you have to add more time to the development, check a rod a little bit away from your first development test curl. This will ensure an even result in the area.



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Water temperature

As you prepare the hair before the service, shampoo it using warm water to help cleanse it. Warm water will also assist the opening of the cuticle scales, ready for the lotion to be applied.

When you rinse the perm lotion from the hair, use warm water; the scalp may be sensitive from the chemicals, so consider your client's comfort and ensure that the water is not too hot.

Always rinse the perm lotion and neutraliser thoroughly from the hair to ensure that the products are removed and to prevent the hair from over-processing.

If the water is too hot, then your client may suffer discomfort or scalp irritation, and the perm may process more quickly than expected. But if the water is not warm enough, the cuticle scales will not be opened sufficiently to allow the chemicals to penetrate into the cortex, slowing down the development process.

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Unit 206: Perming hair

Perming techniques

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Pre-damp the hair

Pre-damping the hair means to apply the perm lotion before you wind. This is to get even penetration of the lotion when working with long hair. With this technique, you will have areas that will develop more quickly than others.

Certain perm lotion manufacturer's instructions will not allow you to pre-damp or will advise against it.

If you use this technique, you must ensure that you are a fast winder!



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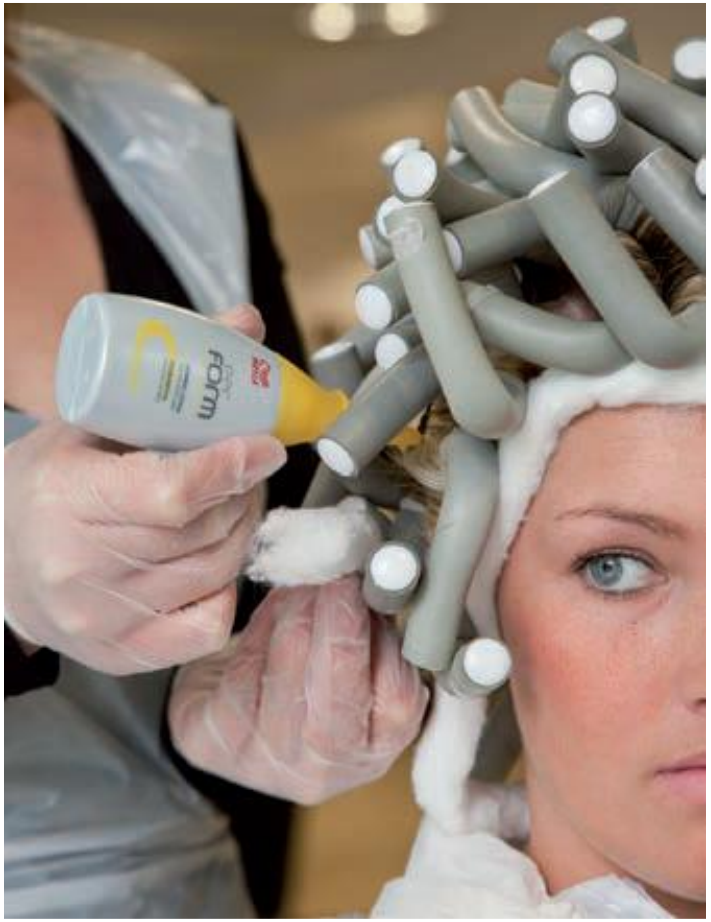
Post-damp



You will have more control of the timing of the perm solution if you post-damp, by applying the perm lotion once you have wound to your required technique.

Keep the hair moist throughout the wind – the perm lotion will travel along the cortex by capillary action. Do ensure, though, that there is an equal amount of moisture throughout the hair to achieve an even curl result.

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Choosing the technique

In order to decide what winding technique you need to do, there are a few things you must consider.

- Consult with your client and confirm the curl result required.
- Analyse your client's hair.
- Identify any contraindications and factors that could affect the desired result.

A handy tip: 2.5 turns of the perm rod around the hair will produce a curl; more and it will be curlier, less and only movement and body will be achieved!

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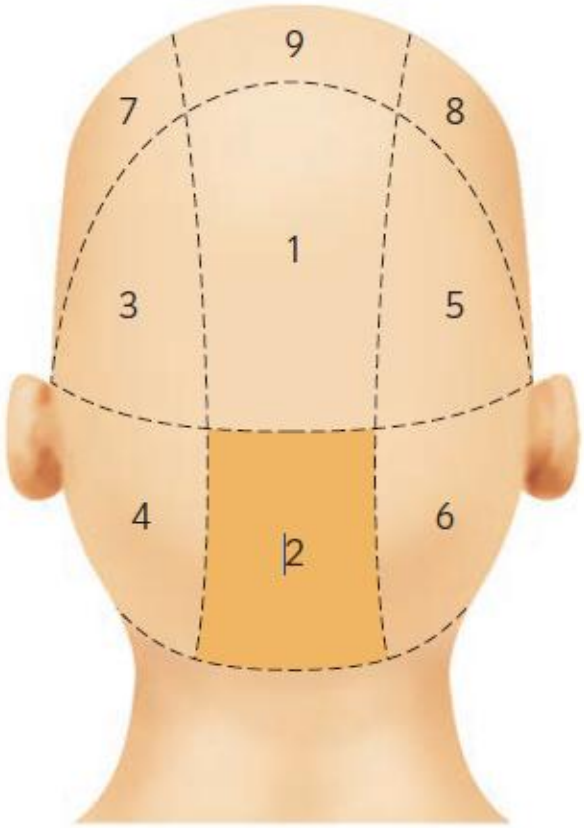
Six- or nine-section wind

This basic wind technique allows you a methodical wind.

It helps you to control hair of longer length and works well on dense hair.



Nine-section wind sections

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Nine-section wind

Sections 9, 1 and 2 go from the top hairline to the back of the nape, about the width of a rod.

Sections 3–4 and 5–6 are on either side of sections 1 and 2, going from the top of the head to the back of the ear and down to the nape, splitting these sections in two – from the ear to the occipital bone. Finally, there are two front sections – 7 and 8.

Section 1 from top to back

Section 2 – a back side section

Section 3 – a front side section

Sections 4 and 5 repeated on the other side of the head.

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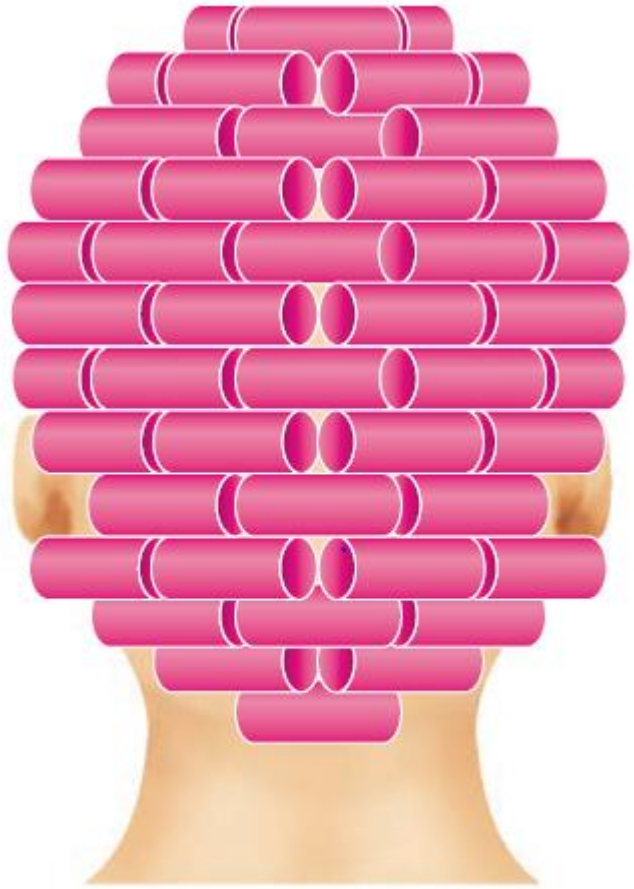
Brick wind



Brick wind sections

A brick wind perm has the same winding pattern as a brick wind setting technique. Wind the hair following a brick-style pattern, offset to the row above.

The benefits of a brick wind perm are:

- it avoids partings
- It works well on fine hair
- It shows no rod marks.

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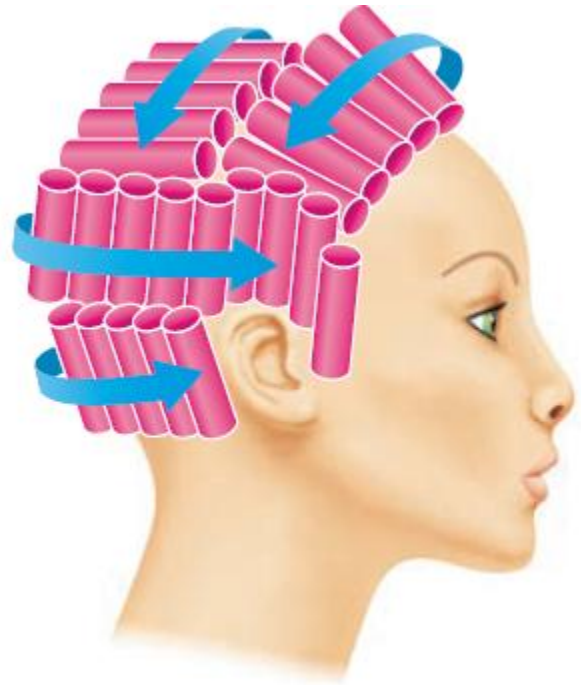
Directional wind



Directional wind

A directional wind is similar to that of a directional set; you wind the hair in a directed manner to suit the style requirements. The benefits of a directional wind are:

- the roots are wound in the direction in which the style will be worn
- the hair is wound to suit the partings worn
- It is suitable for any hair length.

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Unit 206: Perming hair

Chemical rearranger and directional perm wind

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Chemical rearranger

This step-by-step guide demonstrates how to complete a chemical rearranger and then proceed with a directional perm wind.



STEP 1 – Apply the scalp protector around the nape of the neck and the hairline. Detangle the hair first using your hands, then a wide-toothed/afro comb. Check the scalp thoroughly for any cuts or abrasions.

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Chemical rearranger (continued)



STEP 2 – Divide the hair into four neat sections from hairline to nape and ear to ear. Use plastic clips to secure the hair.



STEP 3 – Take ½cm (¼in) sections and using a spatula or tint brush, apply the rearranger solution starting on the ends and then the mid-lengths of the hair. Once the ends and mid-lengths are covered, begin applying the rearranger solution to any new growth area, being careful to avoid contact with the skin as the rearranger solution can cause damage and burning to the scalp and skin.

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Chemical rearranger (continued)



STEP 4 – Repeat application of the rearranger until the entire head is covered. Once the application is complete, smooth the rearranger into place with gloved hands or the back of a comb. Set timer according to MFIs.



STEP 5 – Continually monitor the development of the rearranger, carrying out a curl reduction test to evaluate curl reduction after 10 minutes. Do not over-straighten the hair as this will cause the hair to become weak and increases the potential for breakage. Ensure you check client comfort throughout the process. Always follow the MFIs for maximum development time. Check for curl reduction every 5 minutes.

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Chemical rearranger (continued)



STEP 6 – Thoroughly rinse out the chemical rearranger from the hair with tepid water, avoiding excess water pressure or rough handling of the hair. Proceed to winding phase.

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Directional perm wind after a chemical rearranger



STEP 1 – Complete the whole area to be wound. Follow MFIs for the application of perm lotion.



STEP 2 – Carry out a development test curl.

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Directional perm wind after a chemical rearranger (continued)



STEP 3 – Once the correct level of curl has been achieved, rinse the hair thoroughly at the basin to remove all traces of perm lotion.



STEP 4 – **Blot dry** the hair with a towel, so that you do not dilute the neutraliser. Apply neutraliser following MFIs.

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Directional perm wind after a chemical rearranger (continued)



STEP 5 – Develop for 5 minutes, or according to MFIs, then rinse on the rods.



STEP 6 – Gently remove the rods and rinse the hair thoroughly.

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Directional perm wind after a chemical rearranger (continued)



The completed look – chemical rearranging on African-type hair with directional perm wind

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Unit 206: Perming

Nine-section perm wind

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Basic nine- or six-section wind

This winding technique makes you work methodically through the perm – and by using even tension throughout, you will achieve a good even result.



STEP 1 – Divide the hair into nine sections. Start to wind from the top front section, or the crown, towards the back.

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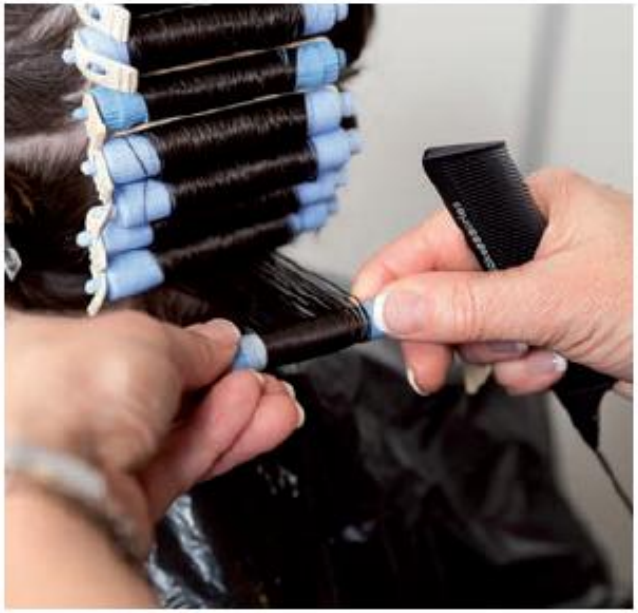
Basic nine- or six-section wind (continued)



STEP 2 – Continue the winding process down towards the nape section.



STEP 3 – Complete the nape section and start on the side sections.

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Basic nine- or six-section wind (continued)



STEP 4 – Complete the whole head wind, maintaining tension throughout.



STEP 5 – Develop the perm, then rinse the hair. Neutralise using a bowl-and-sponge technique.

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Basic nine- or six-section wind (continued)



STEP 6 – The completed perm and desired result.

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Unit 206: Perming hair

Perming problems

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Perm problems

There are some perming problems that you can resolve and others that you must refer to a senior member of staff.

If your client has a problem with their perm, make sure that you write it on their record card.

Sometimes, no matter how diligent you are when completing the service, things can go wrong!



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Causes and remedies

Problem	Cause	Remedy
Scalp irritation	Lotion on the scalp Tension – rods too tight Allergic reaction	Rinse the hair and scalp with cool water Refer to a GP if reaction takes place
Rods fall out when rinsing the hair	Water pressure too high Hair too short Rods wound too loosely	Lower the water pressure Use a hairnet to secure the rods in place Rewind the rods
Perm process too slow	Salon is too cold Insufficient lotion used Lotion too weak	Add heat and use an accelerator Apply more lotion Apply a stronger lotion

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Causes and remedies (continued)

Problem	Cause	Remedy
Fish hooks 	Poor winding technique – the ends of the hair have been buckled or bent during the wind Incorrect use of end papers	Trim the ends
Straight pieces 	Sections too large Rod size too large Poor wind – too loose Uneven application of lotion Rods loosened during rinsing	Reperm the straight pieces if hair condition allows

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Causes and remedies (continued)

Problem	Cause	Remedy
Frizzy hair 	Rod size too small Wind too tight Lotion too strong Overdeveloped Overlapped products	Conditioning treatments Regular trims to remove the damaged hair gradually
Hair breakage 	Poor wind – bands are twisted or positioned too close to the root Rods are too tightly wound Incompatible products Overdeveloped Lotion too strong Overlapped products	There is no remedy other than cutting, but these may help to prevent further breakage: • conditioning treatments and restructurants • regular trims

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Causes and remedies (continued)

Problem	Cause	Remedy
Discolouration of hair 	Incompatible products The neutralizer applied in the perm service has faded previously applied hair colour	Use a semi-permanent or temporary colour to tone the hair colour
Curl is too tight 	Rods too small Sections too small Overdeveloped	Deep conditioning treatments If the condition allows, reperm on larger rods or relax the hair

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Causes and remedies (continued)

Problem	Cause	Remedy
Hair is straight 	Barrier on the hair Resistant hair Incorrect perm lotion – too weak Underdeveloped	Reperm the hair if the condition allows
Uneven curl 	Sections too large Poor wind Incorrect rod size Uneven product application Rods loosened during rinsing stage	Reperm the hair if the condition allows

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Causes and remedies (continued)

Problem	Cause	Remedy
Curl has dropped after the client has left the salon 	Uneven tension when winding Insufficient coverage of perm lotion or neutraliser Uneven application of perm lotion or neutraliser Underdeveloped of perm lotion or neutraliser	Reperm the hair if the condition allows

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