



Australian Government

Department of Education, Employment and Workplace Relations

SIHHCLS302A Colour and lighten hair

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to select and apply products to colour and lighten hair.

Application of the Unit

This unit applies to hairdressers in salon environments, who consult with clients, then select from and apply a range of products and equipment to achieve pre-determined hair colour or lightening outcomes.

A person undertaking this role applies discretion and judgement and accepts responsibility for outcomes of own work.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

SIHHHSC301A Apply the principles of hairdressing science

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Consult with client.	<p>1.1. Evaluate <i>client</i> current and prior reactions to colour chemicals by observing the outcomes of a pre-service skin test and through access to <i>client history</i>.</p> <p>1.2. Establish client history for new colour clients.</p> <p>1.3. Analyse <i>client characteristics</i> through physical and visual examination.</p> <p>1.4. Identify <i>contraindications</i> to the colour service and inform client according to salon policy.</p> <p>1.5. Establish client satisfaction or dissatisfaction with current hair colour.</p> <p>1.6. Explore client expectations through questioning and reference to existing client history.</p> <p>1.7. Confirm client's desired base colour or degree of lift and tone through discussion and reference to product colour charts.</p>
2. Prepare client for service.	<p>2.1. Perform strand tests where indicated by analysis.</p> <p>2.2. Apply wraps and towels to ensure client protection and safety, according to <i>salon procedures</i>.</p>
3. Select and use colour and high lift tint products.	<p>3.1. Select and prepare <i>colour products</i>, according to manufacturer instructions and salon procedures.</p> <p>3.2. Follow <i>stages and methods of product application</i> according to manufacturer instructions, within salon timeframes and crosscheck for even coverage.</p> <p>3.3. Monitor and time colour product processing through observation and according to manufacturer instructions.</p> <p>3.4. Monitor and time high lift tint product processing according to manufacturer instructions observing the achievement of desired lift and tone.</p> <p>3.5. Remove residual product at the end of processing time according to manufacturer instructions.</p> <p>3.6. Use energy, water and other resources efficiently during the</p>

- service to reduce negative environmental impacts.
- 3.7. Safely dispose waste product to minimise negative environmental impacts.
 - 3.8. Follow product safety data sheet, and salon procedures to ensure *client and operator comfort and safety* at all stages of the colour service.
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4. Review the service and provide home care advice.
 - 4.1. Review service outcomes and confirm client satisfaction with the colour result.
 - 4.2. Advise on colour care shampoos, conditioners and hair colour sun-protection strategies to clients.
 - 4.3. Update client history to include colour or high lift product selection, technique, processing time, service outcome, recommended and purchased home hair care products.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to interact with clients
- communication skills to:
 - consult with clients during pre-service analysis
 - check client comfort during colour application and processing
 - confirm client satisfaction with colour results
 - document pre-service analysis and client histories
- technical skills to:
 - conduct pre-service hair analysis
 - select tint and high lift colour products and plan the colour service
 - apply high lift colours
 - evenly apply tint product to regrowth area
 - comb through and evenly apply tint product to mid lengths and ends where directed
 - process and judge the achievement of desired colour outcomes
 - prevent possible scalp stain on client
- literacy skills to:
 - interpret colour charts, product instructions, safety data sheets
 - interpret relevant salon procedures
- numeracy skills to:
 - measure, mix and apply colour products in correct proportions
 - minimise product waste
 - manage application and processing times effectively

Required knowledge

- main ingredients of colour and lightening tints
- chemical and physical effects of colour products on hair structure
- effects of hydrogen peroxide on the hair and hair colour
- colour wheel and its application in colour selection
- manufacturer colour chart system for a defined salon range of tint and high lift tint products
- manufacturer instructions for the use and application of colour products in the salon range
- processing and development times for the product range
- salon procedures relating to:
 - client comfort and safety
 - operator safety
 - health and hygiene
 - waste minimisation

- waste disposal
- water efficiency
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances to minimise negative environmental impacts

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- pre-service client consultation that includes accurate hair analysis and establishes client expectations regarding the colour result
- recognising and managing contraindications to colour services according to salon procedures
- accurately interpreting and consistently applying product colour charts, instructions and safety data sheets
- safe selection, preparation, application, processing and removal of colour without residual scalp stain
- observing client and operator safety precautions
- achieving target colour results that satisfy clients in designated salon timeframes
- providing colour care advice and promoting home care products from the salon range.

Context of and specific resources for assessment

Assessment must ensure access to:

- a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon
- fully equipped workstation which includes as minimum:
 - an adjustable client chair
 - clean client gown or wrap
 - a plentiful supply of clean towels
 - a trolley stocked with:
 - rubber gloves
 - stain prevention products
 - plastic bowls
 - sponges
 - tint brushes
 - applicator bottles
 - cap or plastic film wrap
- relevant salon procedures, such as:
 - health regulations
 - occupational health and safety
 - waste minimisation

- waste disposal
- water efficiency
- a professional range of temporary, tint and high lift tint colour products
- colour charts and product safety data sheets
- a range of temporary or tint hair colour service
- clients with different colour expectations.

For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate their handling of a range of contingencies. Tasks include:
 - analysis of client characteristics prior to temporary, tint or high lift colour treatments
 - consulting clients to advise on and confirm colour selection
 - selection, application and processing of tint and high lift colour services on a variety of clients with different needs
 - following salon procedures to ensure client and operator safety
 - advising on colour care and recommending home care products
 - completing colour services within designated salon timeframes
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which includes:
 - the main ingredients of colour and high lift tints
 - the chemical and physical effects of tint and high lift tint colour products on hair structure
 - the effects of hydrogen peroxide on the hair and hair colour
 - the colour wheel and its application in colour selection
 - the manufacturer's colour chart system for a defined salon range of tint and high lift tint products
 - manufacturer instructions for the use and application of colour products in the salon range
 - processing and development times for the product range
 - salon procedures
- review of portfolios of evidence and third-party reports of

on-the-job performance.

**Guidance information
for assessment**

A unit of competency describes an individual skill but people rarely perform one skill at a time. Many skills are combined on a day-to-day basis in the workplace as part of work processes. This does not mean that each skill described by a unit of competency is pre-requisite to another— they are related skills.

Holistic assessment with other units relevant to the industry sector, salon and job role is recommended, for example:

- SIHHCLS304A Neutralise unwanted hair colour tones
- SIHHOHS201A Apply salon safety procedures

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client may include:

- women
- men
- children
- people who present with virgin hair or a range of pre-existing colour treatments on the hair
- people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Client history must include:

- client contact details
- date of service
- operator
- previous client reaction to any skin tests
- contraindications
- pre-service analysis
- brand and colour selection
- application techniques and processing times
- service outcome
- recommended home care products
- products purchased.

Client characteristics must include:

- natural hair type, texture, porosity, density and elasticity
- natural base colour
- artificial base colour
- hair colour tone
- percentage of white hair
- presence of lightening agents or artificial hair colour treatments on hair
- other existing chemical services
- skin tone
- length of hair
- scalp condition.

Contraindications may include:

- an allergic reaction to a skin test
- hair damage
- scalp damage
- existing metallic-based colours on the hair.

- Salon procedures*** must include:
- gowning clients for colour and lightening services
 - compliance with state or territory and local government health regulations relevant to the service
 - occupational health and safety procedures
 - environmental protection practices, such as:
 - waste minimisation
 - waste disposal
 - water efficiency.
- Colour products*** must include:
- temporary hair colour products from the salon colour range
 - tint products from the salon colour range
 - high lift tint products from the salon product range
 - peroxides of varying percentage volumes.
- Stages and methods of product application*** may include:
- natural untreated hair
 - application methods suitable for temporary colour products
 - regrowth
 - roots and then ends
 - roots, mid lengths and finally ends
 - ends and then roots.
- Client and operator comfort and safety*** must include:
- application of gown and towels to protect client clothes
 - application of anti skin stain products to face or neckline areas
 - application of colour stain removal product where required
 - avoiding product contact with client or operator's eyes
 - avoiding inhalation of fumes whilst mixing product
 - wearing operator protective gloves and apron during product application.

Unit Sector(s)

Hairdressing