



Australian Government

SIHHRS201A Rinse and neutralise chemically restructured hair

Release 2

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Modification History

The release details of this endorsed unit of competency are set out in the table below. The latest information is at the top.

| Release | Comments |
|---------|--|
| 2 | Editorial corrections. Competency field added. |
| 1 | Initial release. |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to apply the rinsing and neutralising process to chemically curled or volumised hair.

Application of the Unit

This unit applies to salon assistants who work at the basin area in hairdressing salons, rinsing chemicals from the hair and applying, processing and rinsing off neutralising chemicals under the direction of a supervising hairdresser.

A person undertaking this role works under supervision and guidance provided by others.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

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 supervising hairdresser and prepare client.

1.1. Discuss aspects of the rinsing and neutralising process and confirm instructions with supervising hairdresser prior to commencing the service.
1.2. Apply gowns or wraps and towels, according to salon procedures to ensure *client* protection.

2. Rinse hair.

2.1. Control water temperature and flow during rinsing.
2.2. Rinse hair gently and evenly to remove all residual product.
2.3. Gently and evenly blot excess water from hair without disturbing hair on rods.

3. Neutralise hair.

3.1. Select *neutralising products* to match reformation chemicals.
3.2. Take *personal precautions* to prevent operator skin reactions to neutralising chemicals.
3.3. Follow salon procedures to minimise water and product waste and negative environmental impacts throughout the neutralising service.
3.4. Measure, apply and process neutralising chemicals without disturbing hair on rods according to product and supervising hairdresser instructions.
3.5. Ensure *client comfort and safety* throughout the neutralising process, according to product safety data sheets and *salon procedures*.

4. Remove neutralising products and rods.
 - 4.1. Remove rods in a manner that does not apply undue stretch to the newly reformed hair.
 - 4.2. Remove all residual neutralising chemicals from the hair, according to manufacturer instructions after the specified processing time.
 - 4.3. Apply **conditioning products** after neutralising, where directed by supervising hairdresser.
 - 4.4. Gently towel dry hair and replace gown or wrap and towels as per salon procedures.
 - 4.5. Relocate client to finishing service area at completion of process.
 - 4.6. Safely dispose of **waste** to minimise negative environmental impacts.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - interact with clients
 - seek direction and advice from supervising hairdressers
 - check client comfort during the rinsing and neutralising procedure
- technical skills to:
 - thoroughly and evenly rinse chemicals from hair
 - remove excess moisture from the hair
 - evenly apply neutralising products
 - apply salon safety procedures at the basin
 - prevent possible skin damage to client and operator
- literacy skills to:
 - interpret product information, instructions and safety data sheets
 - interpret relevant salon procedures
- numeracy skills to:
 - measure and apply neutralising products to minimise waste
 - manage processing times effectively

Required knowledge

- the consequences and effects of neutralising products in setting the reformed shape of the hair
- product information, instructions and safety data sheets for the product being used
- salon procedures relating to:
 - client comfort and safety
 - operator safety
 - health and hygiene
 - the protection of client and operator skin and clothing during rinsing and neutralising
 - waste minimisation
 - waste disposal
 - water efficiency

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:

- consistent application of safe work practices in regard to the neutralising service, and safe use of product, according to manufacturer instructions and product safety data sheets
- consistently ensuring client comfort and safety throughout rinsing and neutralising procedures
- thoroughly rinsing reformation chemicals from the hair and evenly removing excess moisture prior to the application of neutraliser
- evenly applying neutraliser so that hair is not disturbed and the whole area is treated and timing the process according to manufacturer instructions
- removing neutralising chemicals and rods in a manner that does not apply undue stretch to newly reformed hair.

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
- a fully equipped basin services area which includes as a minimum:
 - back wash facilities
 - client shampoo chairs
 - adjustable water temperature and shampoo spray attachments
 - neutralising products
 - a conditioning treatments range
 - a plentiful supply of clean towels
 - clean client gowns
- documented salon procedures, such as:
 - methods for gowning clients for rinsing and neutralising
 - procedures that ensure client comfort and safety at the basin
 - operator comfort and safety
 - procedures that comply with state or territory and local government health regulations relevant to providing

- services at the basin
- environmental protection practices, such as:
 - waste minimisation
 - resource management
 - recycling
 - energy efficiency, e.g. gas or electricity saving practices
 - water efficiency.
- a range of chemical reformation clients with different requirements
- product information, instructions and safety data sheets.

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:

- direct observation of the learner:
 - positioning clients at the basin for rinsing and neutralising service
 - protecting client comfort and safety during neutralising process
 - rinsing chemicals from hair
 - blotting excess water from hair
 - applying, processing and removing neutralising products, according to product instructions and salon procedures.
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge such as:
 - consequences and effects of neutralising products in setting reformed shape of hair
 - personal precautions
 - salon waste-minimisation 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:

- 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.

- Clients*** may include:
- women
 - men
 - children
 - people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.
- Neutralising products*** may include:
- liquids and creams for nozzle application
 - foaming neutralisers.
- Personal precautions*** may include:
- rubber gloves
 - skin barrier creams.
- Client comfort and safety*** may include:
- protection of client's clothes and skin
 - provision of clean and dry wraps and towels
 - protection of client's face and eyes
 - position of client's head and neck at the basin.
- Salon procedures*** must include:
- client comfort and safety
 - operator safety
 - procedures that comply with state or territory and local government health regulations relevant to the service
 - environmental protection practices, such as:
 - waste minimisation
 - waste disposal
 - water efficiency.
- Conditioning products*** may include:
- recommended products from the manufacturer's range
 - products from the salon range, as directed by a supervising hairdresser.
- Waste*** may include:
- residual neutralising chemicals
 - end papers.

Unit Sector(s)

Hairdressing

Competency Field

Hair Reformation