



Australian Government

SIHHHRS302A Perform chemical curling and volumising services

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 design and perform chemical curling and volumising services to add curl or body to short or medium length 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, chemically reform hair and achieve predetermined degrees of curl or volume.

A person undertaking this role applies discretion and judgement and takes 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

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.

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| <p>1. Assess hair and consult with client.</p> | <p>1.1. Complete preservice <i>hair analysis</i> and enter on <i>client history</i>.</p> <p>1.2. Identify <i>contraindications to chemical reformation</i> and inform <i>client</i>, according to salon policy.</p> <p>1.3. Discuss and confirm client expectations, finished hair design and desired degree of curl or body.</p> |
| <p>2. Select and apply reforming products and equipment.</p> | <p>2.1. Take <i>personal precautions</i> to prevent operator skin reactions to reformation chemicals.</p> <p>2.2. Select <i>chemical reformation products</i> and rod sizes to match hair analysis and desired degree of curl or body.</p> <p>2.3. Apply products evenly at each stage in the process, according to product instructions.</p> <p>2.4. Ensure <i>client comfort and safety</i> at all stages of winding, processing and neutralising, according to product instructions, safety data and <i>salon procedures</i>.</p> <p>2.5. Cleanly section and wind hair with even lift, in a simple directional pattern, without hooked ends.</p> <p>2.6. Secure rods to avoid breakage, rubber marks or drag.</p> <p>2.7. Process hair and check at regular intervals to achieve predetermined degree of curl or body.</p> <p>2.8. Follow salon procedures to minimise water and <i>product waste</i> throughout the service.</p> |

3. Rinse and neutralise hair.
 - 3.1. Rinse hair thoroughly and evenly using tepid water to remove residual perm solution.
 - 3.2. Evenly blot excess water from hair, according to product instructions.
 - 3.3. Select **neutralising products** to match reformation chemicals.
 - 3.4. Measure, apply and process neutralising products, according to product instructions and so as not to disturb hair on rods.
 - 3.5. Gently remove rods in a manner that does not apply undue stretch to the newly reformed hair.
 - 3.6. Remove residual neutralising chemicals from the hair, according to product instructions after the specified processing time.
 - 3.7. Apply conditioning products after neutralising, according to product instructions.
4. Review the service and provide home care advice.
 - 4.1. Review outcomes of service against established client expectations and confirm client satisfaction.
 - 4.2. Recommend **home hair care products** and offer after service maintenance advice to client.
 - 4.3. Update client history to include product selection, technique, outcome of service and home hair care products purchased.

Required Skills and Knowledge

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

Required skills

- communication skills to:
 - discuss and confirm client expectations
 - advise clients on degree of curl and finished hair designs
 - check client comfort during each stage of the service
 - review the outcomes of the service and check client satisfaction
- technical skills to:
 - conduct accurate preservice hair and scalp analysis
 - select products, equipment and techniques appropriate to achieve desired outcomes
 - check processing and recognise the achievement of desired degree of curl
 - evenly apply chemical reformation products
 - perform the full rinse and neutralising service
 - apply salon safety procedures throughout chemical reformation service
 - prevent possible skin damage to client and operator
- literacy skills to:
 - interpret and follow product instructions and safety data sheets
 - interpret and follow relevant salon procedures
- numeracy skills to:
 - measure and apply products to minimise waste
 - manage processing times

Required knowledge

- salon chemical reformation product range
- physical and chemical actions of the following products on the structure of hair:
 - protein fillers
 - perm solutions
 - neutralisers
 - after perm conditioners
- key factors that influence achieving planned degree of curl, including:
 - hair porosity
 - hair condition
 - rod size
 - product choice
 - processing time
 - body heat
- procedures for safe use of chemical curling and volumising chemicals
- contraindications to proceeding with chemical curling and volumising services

- salon procedures relating to operator comfort and safety

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:

- accurate preservice hair and scalp analysis
- selection and safe application of products, equipment and techniques appropriate to desired outcomes and predetermined designs
- interpreting and following product instructions and safety data
- winding to a preplanned pattern with even tension and without hooked ends
- securing rods to avoid breakage, rubber marks or drag
- consistently and successfully assessing the development of degree of curl for desired curl or body
- performing the full rinse and neutralising service.

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:
 - various sizes of perm rods
 - perm papers
 - rubber gloves
 - barrier creams
 - cotton wool
 - plastic bowls or applicator bottles
 - cap or plastic film wrap
- fully equipped basin services area which includes as a minimum:
 - shampoo basins
 - client shampoo chairs
 - adjustable water temperature and shampoo spray attachments

- a plentiful supply of clean towels
- clean client gown
- a professional range of chemical reformation products suited to hair analysis outcomes across a range of clients
- access to relevant documentation, including:
 - product instructions
 - product safety data sheets
 - salon procedures
- a range of clients seeking chemical curling and or volumising services.

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:
 - conducting preservice hair and scalp analysis
 - confirming client expectations and advising on degree of curl and finished hair designs
 - selecting products and equipment
 - winding to a preplanned pattern with even tension and without hooked ends, breakage or rubber marks
 - consistently and successfully assessing the development of degree of curl for desired curl or body
 - performing the full rinse and neutralising service
 - applying safe work practices and product instructions.
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which include:
 - the effects of products used in chemical reformation on the structure and condition of the hair
 - personal precautions
 - client safety
 - 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:

- SIHHCCS302A Perform a full client consultation
- SIRXOHS201A 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.

Hair analysis may include:

- hair and scalp condition, such as:
 - normal
 - abnormal
 - dry
 - oily
 - damaged
- hair texture, such as:
 - coarse
 - medium
 - fine
- hair density, such as:
 - sparse
 - normal
 - dense
- hair porosity, such as:
 - resistant
 - normal
 - porous
 - highly porous
- existing natural movement and curl
- length of hair
- effects on hair of previous chemical services, such as:
 - chemical reformation
 - lightening agents
 - colour treatments.

Client history may include:

- hair analysis outcomes
- desired degree of:
 - curl
 - volume
 - both
- tool and product selection
- winding technique
- outcome of service
- home hair care products that were:

- recommended
 - purchased.
- Contraindications to chemical reformation*** may include:
- damaged hair
 - abnormal scalp conditions, including broken or weeping areas of skin
 - previous chemical services
 - resistant hair
 - highly porous hair.
- 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.
- Personal precautions*** may include:
- wearing operator protective gloves when winding hair and applying solution
 - wearing operator protective gloves when applying neutraliser
 - wearing operator protective moisturiser on hands and lower arms.
- Chemical reformation products*** may include:
- preperm porosity treatments
 - alkaline perms
 - acid perms
 - neutralisers
 - products in different strengths, to match hair analysis
 - post perm conditioning products.
- Client comfort and safety*** must include:
- applying gown or wrap and towels to protect client clothes
 - applying protective or barrier creams to client face or neckline areas
 - avoiding contact with client or operator's eyes
 - avoiding inhalation of fumes whilst applying product.
- 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.

Product waste may include:

- residual perm solution
- residual neutraliser
- end papers.

Neutralising products may include:

- liquids and creams for nozzle application
- foaming neutralisers.

Home hair care products may include:

- shampoos
- conditioners
- styling aids.

Unit Sector(s)

Hairdressing

Competency Field

Hair Reformation