



Australian Government

Department of Education, Employment and Workplace Relations

WRHCL302B Colour and lighten hair

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to select products and perform hair colour and lightening services.

This unit of competency will apply to a range of hairdressing services and roles in the workplace.

Application of the Unit

Application of the Unit

This unit requires the operator to communicate with clients regarding their desired hair colour finish. It involves the analysis of the characteristics of hair, including natural base colour and percentage of grey or white hair, and the selection and application of colour or high lift tint colour products to cover grey or white hair and/or change or enhance the colour of the hair, or lighten and tone the colour of the hair.

Knowledge of the colour wheel, the workplace colour product range, relevant local health regulations and the workplace approach to colour services is required.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Consult with client and prepare for service.	<ul style="list-style-type: none">1.1 <i>Client</i> reaction to pre-service skin test is evaluated through observation or access to <i>client history</i>.1.2 <i>Client characteristics</i> are analysed through physical and visual examination and any identified <i>contraindications</i> to proceeding with colour service are identified and explained to client.1.3 Client history is referred to and previous colour is discussed with client where applicable.1.4 Client history is established for new colour clients.1.5 Client satisfaction or dissatisfaction with current hair colour and client expectations are established through questioning and active listening.1.6 Desired base colour or degree of lift and tone is confirmed with client through discussion and reference to manufacturer's colour charts.1.7 Strand tests are performed where indicated by the analysis.1.8 Wraps and towels are applied to ensure client protection and safety according to workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
2 Select and use colour products.	<p>2.1 <i>Colour products</i> are selected and prepared according to manufacturer's instructions and workplace procedures.</p> <p>2.2 <i>Stages and methods of product application</i> are performed according to manufacturer's instructions, within designated workplace timeframes and crosschecked for agreed coverage.</p> <p>2.3 Processing of colour product is monitored through observation and according to manufacturer's instructions.</p> <p>2.4 Residual product is removed at the end of processing time according to manufacturer's instructions.</p> <p>2.5 <i>Client and operator comfort and safety</i> are ensured at all stages of the service according to <i>relevant legislation</i>, manufacturer's product safety data sheets and <i>workplace policies and procedures</i>.</p>
3 Select and use high lift tint colour products.	<p>3.1 <i>High lift tint colour products</i> are selected and prepared according to manufacturer's instructions and workplace procedures and within designated workplace timeframes.</p> <p>3.2 Stages and methods of product application are performed quickly and evenly according to manufacturer's instructions and crosschecked for agreed coverage.</p> <p>3.3 <i>Product processing</i> is timed through observation to achieve desired lift and tone and according to manufacturer's instructions.</p> <p>3.4 Residual product is removed at the end of processing time according to manufacturer's instructions.</p> <p>3.5 Client and operator comfort and safety are ensured at all stages of the service according to relevant legislation, manufacturer's product safety data sheets and workplace policies and procedures.</p>
4 Provide after care service and advice.	<p>4.1 Clients are advised on colour care shampoos and conditioners.</p> <p>4.2 Sun protection strategies are suggested to clients.</p> <p>4.3 After care products are recommended and purchases are recorded on client history.</p>

ELEMENT**PERFORMANCE CRITERIA**

- 4.4 Outcomes of service are reviewed against established client expectations and client satisfaction is confirmed .
- 4.5 Client history is updated to include colour or lightening product selection, technique, outcome of service and aftercare products recommended and purchased.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- pre-colour service analysis
- communication techniques, including:
 - using open and closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
- client consultation
- using manufacturer's colour charts
- colour product selection
- colour product application within defined workplace timeframes
- residual colour removal
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- the composition of colour and high lift tints
- the effects of hydrogen peroxide on the hair and hair colour
- the chemical and physical effects of tint and high lift tint colour products on hair structure
- the colour wheel and its application in colour selection

REQUIRED SKILLS AND KNOWLEDGE

- manufacturer's colour chart systems
- processing and development times for a defined workplace product range
- the provisions of relevant health and hygiene legislation and regulations
- the provisions of relevant occupational health and safety legislation and regulations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to apply knowledge of the use and application of a defined workplace range of tint and high lift tint colour products for a range of colour outcomes on different clients. Knowledge and skill with regard to relevant legislation and workplace procedures that ensure client and operator comfort, health and safety must also be demonstrated.

Specific evidence requirements

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

- knowledge and consistent application of workplace policies, procedures and safe work practices in relation to colour services
- consistently applying effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- recognising and managing contraindications
- reading, accurately interpreting and consistently applying manufacturer's colour charts and product instructions

EVIDENCE GUIDE

- consistently safe selection, preparation, application, processing and removal of colour without residual scalp stain, according to manufacturer's instructions and workplace procedures
- consistently observing client and operator safety precautions.

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation including occupational health and safety legislation and regulations, workplace policy and procedures manuals and manufacturer's product safety data sheets
- a salon or simulated salon environment
- a defined tint and high lift tint workplace colouring range along with manufacturer's colour charts and product instructions
- clients with a variety of hair colour and high lift colour requirements.

EVIDENCE GUIDE

Relationship to other units

This unit requires an assessment outcome that includes evidence of client consultation, along with the safe application of hair colour and high lift colour products, and knowledge of their chemical and physical effects on the hair.

Prerequisite units:

- WRHCS201A Prepare clients for salon services
- WRHCS205A Follow personal health and safety routines at work
- SIRXOHS001A Apply safe working practices.

Co-requisite units:

- WRHHS301A Apply the principles of hairdressing science.

Method of assessment

The following assessment methods are suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - completing workplace documentation relevant to analysis of client characteristics prior to tint or high lift colour treatments
 - demonstrated client consultation and colour selection prior to service
 - demonstrated safe application and processing of tint and high lift colour services on a variety of clients with different needs
 - thorough removal of residual colour products from scalp and hairline after processing.
- Third-party reports from experienced hairdressers.

EVIDENCE GUIDE

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

Clients 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 reaction to skin tests
- contraindications
- previous pre-service analysis
- previous services' brand and colour selection
- previous services' application techniques and processing times
- recommended care products.

RANGE STATEMENT

Client characteristics must include:

- natural hair type, texture, porosity, density and elasticity
- natural and/or 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
- existing metallic-based colours on the hair.

Colour products must include:

- temporary hair colour products from the workplace colour range
- tint products from the workplace colour 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 barrier creams to face or neckline areas
- application of anti skin stain product
- application of colour stain removal product
- avoiding contact with client or operator's eyes
- avoiding inhalation of fumes whilst mixing product
- wearing operator protective gloves during product application.

RANGE STATEMENT

Relevant legislation may include:

- federal, state and local health and hygiene legislation and regulations
- occupational health and safety legislation and regulations.

Workplace policies and procedures may include:

- client comfort and safety
- operator safety
- health and hygiene.

High lift tint colour products must include:

- high lift tint products from the workplace colour range
- peroxides of varying percentage volumes.

Product processing must include:

- following manufacturer's instructions
- exercising judgement based on observation of product development.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing