



Australian Government

SHBHCLS004 Neutralise unwanted colours and tones

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge to consult with clients, analyse unwanted natural or artificial hair colour and tone, and to select and apply colour correction products to neutralise or change existing base colour and tone.

This unit applies to hairdressers and barbers with well-developed skills who work in hairdressing salons or barber shops. They use discretion and judgement to manage the client service and take responsibility for the outcomes of their work.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Colour and Lightening

Unit Sector

Hairdressing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Consult with client.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Access and review any existing client hair colour history or create for new clients.
- 1.2. Determine, through discussion and questioning, nature of client dissatisfaction with current hair colour.
- 1.3. Discuss client colour preferences, and expectations of desired base colour and tone using colour charts to assist.
- 1.4. Engage client in discussion about lifestyle and self-care factors that may impact on success of colour treatment.
- 1.5. Visually examine and analyse unwanted colour and tones,

- client skin and hair characteristics and condition.
- 1.6. Consider the interplay of the elements and principles of hair design to visualise, communicate and recommend colour treatments appropriate for the client.
 - 1.7. Obtain client agreement to proceed with recommended colouring services.
2. Determine contraindications to corrective colour treatment.
 - 2.1. Evaluate client reaction to colour chemicals through discussion, assessment of history, where available, and completion of a pre-service skin test, as required.
 - 2.2. Complete a strand test where hair analysis indicates risk to hair structure and condition.
 - 2.3. Identify contraindications to proceeding with colour correction treatment and explain any present to client.
 3. Select colour correction products and prepare for service.
 - 3.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to hair colour correction, to ensure effective and safe use of chemicals.
 - 3.2. Select colour correction products to neutralise unwanted colour and tones and to achieve target base colour and tone.
 - 3.3. Select and prepare equipment according to product instructions and application methods to be used.
 - 3.4. Take personal precautions to prevent own skin stain and allergic reactions to colour chemicals throughout preparation and colour service.
 - 3.5. Measure and prepare colour correction products, according to product instructions and ensure minimal wastage.
 - 3.6. Apply wraps and towels and skin barrier cream to ensure client protection and safety.
 4. Apply colour correction products.
 - 4.1. Maintain client and operator comfort and safety throughout colour service according to organisational procedures.
 - 4.2. Apply colour correction products using methods and following stages shown in product instructions.
 - 4.3. Ensure even coverage, cross check and complete without re-growth overlap, stain or damage to client scalp or hairline.
 - 4.4. Time processing of colour correction products to achieve target result, according to product instructions, and monitor through observation.
 - 4.5. Remove residual product at end of processing time, according to product instructions.
 - 4.6. Use energy and water resources efficiently during service and safely dispose of hazardous and other waste according

to organisational procedures.

5. Review service and provide home care advice.
- 5.1. Review service outcomes against client expectations and confirm client satisfaction with colour and tone result.
 - 5.2. Propose remedial action in response to any client concerns and post service analysis of hair condition and colour appearance.
 - 5.3. Reach agreement with client on proposed solutions through positive and open communication.
 - 5.4. Advise on and recommend home colour care products and sun protection strategies.
 - 5.5. Update client history to include full details of colour correction service.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

| Skill | Description |
|------------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> • interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets. |
| Oral communication skills to: | <ul style="list-style-type: none"> • ask open and closed probe questions and actively listen to effectively interact with client and meet their needs. |
| Numeracy skills to: | <ul style="list-style-type: none"> • calculate and record ratios, measure, mix and apply colour correction products in correct proportions • manage application and processing times effectively. |
| Planning and organising skills to: | <ul style="list-style-type: none"> • manage own timing and productivity to complete colour correction services within organisational service times. |

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=255d312b-db07-48f2-b6d6-1b0b06c42898>