



**Australian Government**

# **SHBHCLS005 Provide on scalp full head and retouch bleach treatments**

**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 existing hair colour and condition and provide on-scalp full head and retouch bleach treatments. It covers bleach treatments to untreated hair and retouch services to maintain already bleached hair.

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 and assess hair.

### 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, client satisfaction or dissatisfaction with current hair colour.
- 1.3. Discuss client colour preferences, and expectations of desired level of lift or tone using colour charts to assist.
- 1.4. Engage client in discussion about lifestyle and self-care

- factors that may impact on success of bleach treatment.
- 1.5. Visually examine and analyse client skin and hair characteristics, existing hair colour and condition.
  - 1.6. Consider the interplay of the elements and principles of hair design to visualise, communicate and recommend bleach treatments appropriate for the client.
  - 1.7. Obtain client agreement to proceed with recommended bleach services.
2. Determine contraindications to bleach treatment.
    - 2.1. Evaluate client reaction to bleach 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 bleach treatment and explain any present to client.
  3. Select products and prepare for service.
    - 3.1. Use knowledge of hair biology and cosmetic chemistry, as it applies to bleach treatments, to ensure effective and safe use of chemicals.
    - 3.2. Select bleach treatment products to achieve desired lift 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 chemicals throughout preparation and service.
    - 3.5. Measure and prepare products, according to product instructions and ensure minimal wastage.
    - 3.6. Apply wraps, towels and skin barrier cream to ensure client protection and safety.
  4. Apply and process bleach treatment products.
    - 4.1. Maintain client and operator comfort and safety throughout bleach service according to organisational procedures.
    - 4.2. Apply bleach treatment products using methods and following stages shown in product instructions.
    - 4.3. Ensure even coverage, cross check and complete without damage to client scalp or hairline.
    - 4.4. Time processing of bleach treatment products to achieve desired lift and tone, according to product instructions, and monitor through observation.
    - 4.5. Remove residual product at end of processing time, according to product instructions, and apply after-treatment toning products, as required.
    - 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 bleach service outcomes against client expectations and confirm client satisfaction with lift 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 care products and sun protection strategies.
    - 5.5. Update client history to include full details of bleaching 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"> <li>• interpret sometimes unfamiliar and detailed documents including organisational procedures, product instructions and safety data sheets.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• ask open and closed probe questions and actively listen to effectively interact with client and meet their needs.</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• calculate and record ratios, measure, mix and apply bleach treatment products in correct proportions</li> <li>• manage application and processing times effectively.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>• manage own timing and productivity to complete bleach treatment services within organisational service times.</li> </ul>

## 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>