



**Australian Government**

# **SIHHCLS304A Neutralise unwanted colours and tones**

**Release 2**

## SIHHCLS304A Neutralise unwanted colours and tones

### 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 select and apply techniques to change unwanted hair colour tones to achieve the desired base colour and tone.

### Application of the Unit

This unit applies to hairdressers in salon environments.

It is applied in the context of a hair colour service and involves analysis of unwanted natural or artificial hair colour and tone and the selection and application of colour correction products to neutralise or change existing base colour or tone.

A person undertaking this role applies discretion and judgement and accepts 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.

- |   |   |
|---|---|
| 1. Consult with client.                             | <p>1.1. Analyse <i>client characteristics</i> through physical and visual examination.</p> <p>1.2. Establish <i>client</i> satisfaction or dissatisfaction with current hair colour.</p> <p>1.3. Establish client expectations through questioning and reference to existing <i>client history</i>.</p> <p>1.4. Create a client history for new colour clients.</p> <p>1.5. Identify <i>contraindications</i> to proceeding with colour correction services and explain to client where present.</p>  |
| 2. Analyse unwanted colour and tones.               | <p>2.1. Visually examine and analyse <i>unwanted colour and tones</i>.</p> <p>2.2. Discuss and confirm target base colour and tone with client through reference to product colour charts.</p> <p>2.3. Apply a strand test where indicated by client analysis.</p>  |
| 3. Select and apply products.                       | <p>3.1. Select <i>colour correction products</i> to neutralise unwanted colour and tones and achieve target base colour and tone.</p> <p>3.2. Select, apply, process and remove colour products, according to product instructions to achieve target colour result.</p> <p>3.3. Ensure <i>client and operator comfort and safety</i> at all stages of the service according to product instructions, safety data and salon procedures.</p> <p>3.4. Use energy water and other resources efficiently during the service.</p> <p>3.5. Safely dispose of waste product, according to salon procedures.</p> |
| 4. Review the service and provide home care advice. | <p>4.1. Review service outcomes and confirm client satisfaction with colour tone result.</p> <p>4.2. Advise clients on appropriate after colour shampoos and conditioners.</p> <p>4.3. Suggest sun protection strategies to clients.</p> <p>4.4. Update client history to include product selection, technique, processing time, service outcome, home care products recommended and product purchases.</p>   |



## Required Skills and Knowledge

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

### Required skills

- communication skills to:
  - interact with clients
  - consult with clients during pre-service hair analysis
  - check client comfort during colour application and processing
  - confirm client satisfaction with colour results
  - document pre-service analysis and client histories
- technical skills to:
  - conduct hair colour analysis
  - select products and plan the colour correction service
  - remove residual colour after processing
  - apply tint and high lift tint products
  - process and judge the achievement of desired colour tone outcomes
  - prevent possible scalp stain on client
- literacy skills to:
  - interpret colour charts, product instructions, safety data sheets
  - read and interpret relevant salon procedures
- numeracy skills to:
  - measure, mix and apply colour products in correct proportions
  - minimise product waste
  - manage application and processing times

### Required knowledge

- composition of colour and high lift tints
- effects of hydrogen peroxide on the hair and hair colour
- salon colour correction product range
- chemical and physical effects of tint and high lift tint colour products on hair structure
- colour wheel and its application in colour selection
- colour chart systems for the salon product range
- processing and developing times for the salon product range
- salon procedures relating to:
  - client comfort and safety
  - operator safety
  - health and hygiene
  - waste minimisation
  - waste disposal
  - water efficiency

- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- relevant health regulations
- relevant occupational health and safety legislation and regulations

## 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:

- client consultation that consistently includes hair and colour analysis and establishes client expectations regarding the colour result
- accurately interpreting and consistently applying manufacturer:
  - colour charts
  - product instructions
  - safety data sheets
- achieving target colour and tone results that satisfy clients
- observing client and operator safety precautions
- implementing salon environmental protection practices, such as:
  - waste minimisation
  - waste disposal
  - water efficiency
- providing home hair care advice and recommending colour care products from the salon range.

#### **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
  - trolley stocked with:
    - rubber gloves
    - stain prevention products
    - plastic bowls
    - sponges
    - tint brushes
    - applicator bottles
    - cap or plastic film wrap

- a professional range of colour correction products
- product colour charts, information and safety data
- salon procedures relating to:
  - client comfort and safety
  - operator safety
  - health and hygiene
  - waste minimisation
  - waste disposal
  - water efficiency
- a range of clients with different colour correction requirements.

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:

- observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate their handling of a range of contingencies. Tasks include:
  - analysis of client characteristics prior to corrective colour treatments
  - consulting clients to advise on and confirm target colour and tone
  - completing a client history
  - performing colour correction services on a variety of clients with different needs
  - following salon procedures to ensure the comfort and safety of operator and clients
  - confirming client satisfaction with colour results
  - advising on colour care and recommending home care products
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge, such as:
  - the main ingredients of colour and high lift tints
  - the chemical and physical effects of tint and high lift tint colour products on hair structure
  - the effects of hydrogen peroxide on the hair and hair colour
  - the colour wheel and its application in colour correction
  - the colour chart system for a defined salon range of tint and high lift tint products

- product instructions for the use and application of relevant products in the salon range
- salon procedures
- review of portfolios of evidence and third-party reports of on-the-job performance by the learner.

**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
- SIHHCLS302A Colour and lighten hair
- 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.

***Client characteristics*** may include:

- natural hair type, texture, porosity, density and elasticity
- natural base colour
- artificial base colour
- hair colour tone
- percentage of white hair
- presence of lightening agents or artificial hair colour treatments on hair
- existing chemical services, including metallic based products
- skin tone.

***Client*** 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:

- contraindications
- pre-service analysis
- colour correction products selected
- colour selection
- application techniques and processing times
- recommended home care products.

***Contraindications*** may include:

- an allergic reaction to a skin test
- excessive hair damage
- existing metallic based colour on hair.

***Unwanted colour and tones*** may include:

- natural hair colour and tones
- artificial hair colour and tones.

***Colour correction products*** must include:

- porosity equalisers
- temporary colour
- semi-permanent colour
- permanent colour
- colour fillers.

***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 product contact with client or operator's eyes
- avoiding inhalation of fumes whilst mixing product
- wearing operator protective gloves during product application.

## **Unit Sector(s)**

Hairdressing

## **Competency Field**

Colour and Lightening