



Australian Government

SIHHCLS305A Perform on scalp full head and retouch bleach 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 perform on scalp and retouch bleach services.

Application of the Unit

This unit applies to hairdressers in salon environments, who consult with clients, then select and apply bleach products and techniques to achieve a lighter overall hair colour.

It is applied in a context that may involve bleaching virgin hair or performing retouch services to maintain already bleached hair.

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 publication.

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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|---|---|
| 1. Consult with client and prepare for service. | <p>1.1. Analyse <i>client characteristics</i> through physical and visual examination.</p> <p>1.2. Identify <i>contraindications</i> to the service and explain to <i>client</i> where necessary.</p> <p>1.3. Refer to <i>client history</i> and discuss previous colour with client where applicable.</p> <p>1.4. Create a client history for new bleach clients.</p> <p>1.5. Establish client satisfaction or dissatisfaction with current hair colour through questioning and active listening.</p> <p>1.6. Discuss and confirm desired level of lift and tone result through reference to colour charts.</p> <p>1.7. Ensure <i>client and operator comfort and safety</i> at all stages of the service.</p> |
| 2. Select and use bleach products. | <p>2.1. Select and prepare <i>bleach products</i>, according to product instructions and salon procedures.</p> <p>2.2. Follow selected <i>stages and methods of product application</i> quickly, evenly, without overlap, and crosscheck for even coverage.</p> <p>2.3. Achieve desired lift through regular checking and observation of <i>product processing</i>.</p> <p>2.4. Remove residual product according to product instructions when desired level of lift is achieved.</p> <p>2.5. Apply after bleach toning products where selected, according to product instructions.</p> <p>2.6. Use energy, water and other resources efficiently during the service to reduce negative environmental impacts.</p> <p>2.7. Safely dispose of waste product according to salon procedures.</p> |
| 3. Review the service and provide home care advice. | <p>3.1. Review service outcomes against established client expectations and confirm client satisfaction with lightening result.</p> <p>3.2. Advise clients on appropriate shampoos and conditioners and suggest sun protection strategies for bleached hair.</p> |

3.3. Update relevant sections of client history.

Required Skills and Knowledge

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

Required skills

- interpersonal skills to interact with clients
- communication skills to:
 - consult with clients during bleach service analysis
 - check client comfort during bleach application and processing
 - confirm client satisfaction with lightening results
 - document pre-service analysis and client histories
- technical skills to:
 - conduct pre-service hair analysis
 - recognise contraindications
 - select from bleach service products and plan stages and methods of bleach application for:
 - virgin head bleach services
 - retouch bleach services
 - apply product safely, quickly and evenly to a predetermined method
 - judge the achievement of desired degree of lift
 - remove residual product without damaging hair
- literacy skills to:
 - interpret product instructions and safety data sheets
 - interpret relevant salon procedures
- numeracy skills to:
 - measure and mix and apply bleach products in correct proportions
 - minimise product waste
 - manage application and processing times

Required knowledge

- composition of bleach products and their chemical and physical effects on hair structure
- effects of hydrogen peroxide on the hair and hair colour
- reasons for selecting particular application methods
- stages of bleaching
- colour wheel and its application in toner selection
- colour chart systems from the salon product range
- product information and safety data for preparing, applying and processing bleach products from the salon range
- relevant salon procedures
- 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 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:

- pre-service client consultation that includes accurate hair analysis and establishes client expectations regarding the level and tone of lightening
- interpreting and applying colour charts, product information, instructions and safety data sheets
- observing safety precautions to ensure client and operator safety
- following selected stages and methods of product application
- achieving the desired degree of lift, with even colour results and minimum hair damage for both virgin head and regrowth bleach services.

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
- a 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
 - liquid measure
 - plastic bowls
 - tint brushes
 - barrier creams
- a professional range of bleach products and toners
- product colour charts, information and product safety data sheets
- a range of clients with virgin head and retouch bleach application 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 virgin head and retouch bleach services
 - following selected stages and methods of product application
 - following salon procedures to ensure the comfort and safety of clients during bleach applications and processing
 - completing bleach applications within salon timeframes
 - managing processing to achieve the desired degree of lift
 - confirming client satisfaction with lightening results
 - advising on home hair care and recommending products
 - written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which include:
 - the effects of hydrogen peroxide on the hair and hair colour
 - the chemical and physical effects of bleach products on hair structure
 - the colour wheel and its application in toner selection
 - the levels of bleaching
 - processing and development times for a defined salon bleach product range
 - salon procedures relating to:
 - client comfort and safety
 - operator safety
 - health and hygiene
 - waste minimisation
 - waste disposal
 - water efficiency
 - 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 prerequisite to another—they are related skills.

Holistic assessment with other units relevant to the industry

sector, salon and job role is recommended, for example:

- SIHCCS302A Perform a full client consultation
- SIHHS201A 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
- tone
- percentage of white hair
- presence of lightening agents or artificial hair colour treatments on hair
- existing chemical services affecting the hair that may impact on the service
- skin tone
- length of hair
- scalp condition.

Contraindications may include:

- condition of hair
- existing metallic based colour on hair.

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 or bleach service product selection
- bleach service application techniques and processing times
- lightening result including client feedback
- recommended home hair care products.

Client and operator comfort and safety must include:

- following salon procedures with regard to gowning or wrapping clients for colour services
- wearing operator protective gloves when applying bleach and toner products
- avoiding product skin and eye contact for client and operator

- following product safety data sheets in the event of an accident and seeking medical advice
- avoiding inhalation of fumes whilst mixing product
- using barrier creams on client's face and neckline
- appropriate gowning of client
- wearing operator protective clothing when mixing and applying products
- monitoring client scalp comfort and condition at all stages of the service.

Bleach products must include:

- products from the salon bleach range
- peroxides of varying percentage volumes.

Salon procedures must include:

- procedures that comply with state or territory and local government health regulations relevant to the service
- occupational health and safety procedures
- environmental protection practices, such as:
 - waste minimisation
 - waste disposal
 - water efficiency.

Stages and methods of product application may include:

- natural untreated hair
- regrowth
- roots and then ends
- roots, mid lengths and finally ends
- ends and then roots.

Product processing must include:

- following product instructions
- exercising judgement based on previous timing of bleach services on the particular client
- monitoring and observing product development.

Unit Sector(s)

Hairdressing

Competency Field

Colour and Lightening