

Australian Government

Department of Education, Employment and Workplace Relations

SIHHHRS303A Perform chemical straightening and relaxing services

Release: 1



SIHHHRS303A Perform chemical straightening and relaxing services

Modification History

Not applicable.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to design and perform chemical and relaxing treatment services to reduce curl or wave in the hair.

Application of the Unit

This unit applies to hairdressers in hairdressing salons, who consult with clients, analyse the hair, then select from and apply a range of products and equipment to chemically reform the hair to achieve predetermined degrees of relaxing of curl or wave.

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.

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Elements and Performance Criteria Pre-Content

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. Assess hair and consult with client.	1.1. Analyse hair based on ***hair type and condition***. 1.2. Confirm desired finished design and degree of relaxation of curl or wave with client. 1.3. Create a ***client history*** for new clients. 1.4. Identify ***contraindications to chemical straightening and relaxing*** and inform client according to salon policy.
2. Select and apply products and equipment.	2.1. Select ***chemical straightening and relaxing products*** to match hair analysis and the predetermined relaxation result. 2.2. Select ***chemical straightening tools and methods*** according to product instructions and salon procedures. 2.3. Apply pre-process fillers according to product instructions, where consistent with the pre process analysis. 2.4. Apply chemical straightening product evenly to a predetermined pattern and gently comb hair without stretch, using boards and a medium-toothed comb. 2.5. Manage the development process and check for degree of relaxing according to product instructions. 2.6. Prior to final development, gently smooth hair to a predetermined pattern following ***product manufacturer's recommended smoothing technique and salon procedure***. 2.7. Ensure ***client and operator comfort and safety*** at all stages of the straightening or relaxing service, according to product instructions, safety data and ***salon procedures***. 2.8. Follow salon procedures to minimise water and product waste throughout the service.

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3. Rinse and neutralise hair.	3.1. Gently and thoroughly rinse straightening product from the hair using lukewarm water. 3.2. Perform the rebonding process, according to ***product manufacturer's recommended smoothing technique and salon procedure***. 3.3. Process neutraliser for product recommended time and then rinse thoroughly from the hair. 3.4. Apply post-process conditioning products, according to product instructions.
4. Review the service and provide home care advice.	4.1. Review outcomes of service against expressed client expectations and confirm client satisfaction. 4.2. Offer after service ***maintenance advice*** to clients. 4.3. Update client history to include product selection, technique, outcomes of service and purchased home hair care products.

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Required Skills and Knowledge

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

Required skills

- communication skills to:
  - discuss and confirm client expectations
  - advise clients on degree of relaxation of curl or wave, finished hair designs and home care
  - check client comfort during each stage of the service
  - review the outcomes of the service and check client satisfaction
- technical skills to:
  - conduct accurate preservice hair analysis
  - select products, equipment and techniques appropriate to achieve desired outcomes
  - apply chemical straightening product evenly to a predetermined pattern and gently comb hair without stretch
  - check processing and recognise the achievement of desired degree of relaxation of curl or wave
  - perform the full rinse and neutralising service
  - apply salon safety procedures throughout chemical straightening and relaxation services
  - prevent possible skin damage to client and operator
- literacy skills to:
  - interpret and follow product instructions and safety data sheets
  - interpret and follow relevant salon procedures
- numeracy skills to:
  - accurately measure and apply products to minimise waste
  - manage processing times

Required knowledge

- salon chemical reformation product range
- physical and chemical actions of the following products on the structure of the hair:
  - protein fillers
  - chemical straighteners and relaxers
  - neutralisers
- factors that influence achieving planned degree of relaxing
- manufacturer requirements for the safe use of chemicals for straightening and relaxing hair
- contraindications to proceeding with chemical straightening and relaxing services
- salon procedures regarding the performance of a range of chemical straightening and relaxing services
- relevant health regulations

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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:

- conducting accurate preservice hair and scalp analysis
- consistently selecting products, equipment and techniques appropriate to desired outcomes and predetermined designs
- interpreting and following product instructions and safety data
- applying straightening products and techniques without hair breakage
- assessing the development of degree of curl or wave relaxing
- performing the full rinse and neutralising service according to product instructions or salon procedures.

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
  - a trolley stocked with:
    - medium-toothed combs with even edges
    - straightening boards
    - thermostatically controlled ceramic flat irons
    - barrier creams
    - cotton wool
    - plastic bowls or applicator bottles
    - applicator brushes
- a fully equipped basin services area which includes as a minimum:
  - back wash basins
  - client shampoo chairs
  - adjustable water temperature and shampoo spray attachments
  - a plentiful supply of clean towels

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- clean client gown
- a professional range of chemical straightening products suited to match hair analysis outcomes across a range of clients
- relevant documentation, including:
  - product instructions
  - product safety data sheets
  - salon procedures
  - a range of clients seeking chemical straightening and relaxing services.

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:
  - conducting preservice analysis
  - predetermining with client the finished degree of straightening and relaxing
  - completing a number of full services to achieve a predetermined straightening result
  - recommending after service products and hair care routines to clients
- written or verbal questions appropriate to the language and literacy level of the learner to test knowledge which may include:
  - the effects of products used in chemical straightening or relaxing on the structure and condition of the hair
  - personal precautions
  - salon procedures to ensure:
    - client safety
    - operator safety
    - compliance with relevant health regulations
    - waste minimisation procedures
- review of portfolios of evidence and third-party reports salon 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

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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.
- SIHHOHS201A Apply salon safety procedures

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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.

Hair type and condition may include:	• untreated natural curly or wavy hair • chemically treated hair • strong or resistant natural curls • damaged hair • a variety of hair types from a range of ethnic backgrounds.
Clients may include:	• women • men • children • people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.

Client history may include:	• hair analysis outcomes
	• desired degree of relaxation
	• tool and product selection
	• straightening method
	• outcome of service
	• home hair care products:
	  • recommended
	  • purchased.

Contraindications to chemical straightening and relaxing may include:	• damaged hair • highly porous hair.
Chemical straightening and relaxing products may include:	• preprocess shampoos • preprocess softeners • pre and post process fillers and conditioning products • curl relaxers for chemically treated hair • hair straighteners for untreated naturally curly or wavy hair • hair straighteners for strong or resistant natural curls • neutralisers • post process care and styling products.
Chemical straightening tools and methods may include:	• medium-toothed combs with even edges • straightening boards

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- fingers
- thermostatically-controlled ceramic flat irons.

Product manufacturer's recommended smoothing technique and salon procedure may include:

- working to a predetermined pattern, combing hair layer by layer and pressing between index and middle fingers
- laying already smoothened hair onto the straightening board and smoothing hair a second time against the board using the back of a comb.

Client and operator comfort and safety must include:

- providing protective gowning for client
- applying straightening product 1cm from the hair root to avoid breakage
- avoiding product contact with client and operator's skin or eyes
- wearing operator protective gloves.

Salon procedures must include:

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

Product manufacturer's or salon preferred method of re-bonding may include:

- applying rebonding product to:
  - towel dried hair
  - cooled hair that has been:
    - blow dried
    - flat ironed
    - blow dried and flat ironed.

Maintenance advice may include:

- delaying shampooing hair for 2–4 days after procedure
- recommending home hair care products, such as:
  - shampoos
  - conditioners
  - intense protein treatments
  - anti-frizz
  - hair gloss.

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Unit Sector(s)

Hairdressing

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