



Australian Government

Department of Education, Employment and Workplace Relations

WRHCR201A Rinse and neutralise chemically curled or volumised hair

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to apply the rinsing and neutralising process to chemically curled or volumised hair under the direction of a senior operator.

This unit of competency will apply to a range of chemical reformation services and roles in the workplace.

Application of the Unit

Application of the Unit

This unit requires the operator to communicate with a senior operator, rinse chemicals from the hair and apply, process and rinse off neutralising chemicals according to verbal instructions, workplace procedures and manufacturer's instructions. Knowledge of relevant local health regulations and the workplace approach to basin services is required, along with attention to client and personal safety, comfort and relaxation throughout the service.

In the context of an assessment-only and/or a training delivery and assessment pathway, units of competency that relate to this unit are identified in the evidence guide of this unit.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the level of performance required to demonstrate achievement of the element. The variables for the ***bold italicised*** text are outlined in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|---|
| 1 Consult with senior operator and prepare client. | <p>1.1 All aspects of the rinsing and neutralising process are discussed with senior operator and questions are asked to confirm instructions prior to commencing the service.</p> <p>1.2 Wraps and towels are applied according to workplace procedures to ensure <i>client</i> protection.</p> |
| 2 Rinse hair. | <p>2.1 Water temperature and flow is controlled during rinsing.</p> <p>2.2 Hair is rinsed thoroughly and evenly to remove residual product.</p> <p>2.3 Excess water is evenly blotted from hair according to manufacturer of neutralising agent's instructions.</p> |
| 3 Neutralise hair. | <p>3.1 <i>Neutralising products</i> are selected to match reformation chemicals.</p> <p>3.2 Products are measured and applied according to manufacturer/senior operator instructions and so as not to disturb hair on rods.</p> <p>3.3 <i>Client comfort and safety</i> is ensured throughout the neutralising process according to manufacturer's product safety data, <i>relevant legislation</i> and <i>workplace policies and procedures</i>.</p> |

ELEMENT**PERFORMANCE CRITERIA**

- 3.4 *Operator precautions* are taken according to workplace procedures to prevent skin reactions.
- 4 Remove products.
- 4.1 Residual product is thoroughly removed according to manufacturer's instructions on completion of specified processing time.
- 4.2 *Conditioning products* are applied after neutralising, where directed by senior operator.
- 4.3 Client comfort, health and safety are ensured during final rinsing process.
- 4.4 Client's hair is gently towel dried, wrap and towels are replaced as per workplace procedures and client is relocated to workstation at completion of process.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Skills may include:

- preventing possible skin damage to client and operator
- communication techniques, including:
 - using open and closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
- ensuring client comfort
- thoroughly and evenly rinsing chemicals from hair
- removing excess moisture from the hair
- evenly applying neutralising products
- language, literacy and numeracy skills relevant to the role and workplace requirements.

Knowledge may include:

- the consequences and effects of neutralising products in setting the reformed shape of the hair
- manufacturer's instructions for the product being used
- preparation of client, including gowning and wrapping
- the provisions of relevant health and hygiene legislation and regulations
- the provisions of relevant skin penetration legislation and regulations
- the provisions of relevant occupational health and safety legislation and regulations.

Evidence Guide

EVIDENCE GUIDE

The evidence guide describes the underpinning knowledge and skills that must be demonstrated to prove competence. It is essential for assessment and must be read in conjunction with the performance criteria, the range statement and the assessment guidelines of the relevant Training Package.

Overview of assessment

A person who demonstrates competency in this unit of competency must be able to consistently communicate with a senior operator, rinse chemicals from the hair and apply, process and rinse off neutralising chemicals according to verbal instructions, workplace procedures and manufacturer's instructions. Demonstrated knowledge of relevant local health regulations and the workplace approach to basin services is required, along with attention to client and personal safety, comfort and relaxation throughout the service.

Specific evidence requirements

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- knowledge and consistent application of safe work practices in regard to the neutralising service, and safe use of product according to workplace safety requirements
- ability to read, accurately interpret and consistently apply manufacturer's instructions
- ability to use effective questioning and active listening techniques to consult and negotiate with clients and to ensure client comfort and safety throughout the service
- ability to consistently ensure that hair is rinsed thoroughly prior to the application of neutraliser and excess moisture is evenly removed from the hair
- ability to consistently and evenly apply neutraliser so that hair is not disturbed and the whole area is treated
- ability to consistently remove rods in a manner that does not apply undue stretch to the newly reformed hair.

EVIDENCE GUIDE

Context of assessment

For valid and reliable assessment of this unit, competency should be consistently demonstrated over a period of time and observed by the assessor and/or the technical expert working in partnership with the assessor. The technical expert may include the hairdresser and/or an experienced person at the workplace.

Competency should be demonstrated in the workplace or a simulated workplace environment in a range of situations which may include client interruptions and involvement in other related activities normally expected in the workplace. For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.

Specific resources for assessment

Competency for this unit should be assessed through access to:

- a range of products and equipment
- clients presenting with a range of rinsing/neutralising requirements in a basin services or simulated basin services area.

EVIDENCE GUIDE

Relationship to other units

In the context of an assessment-only and/or a training delivery and assessment pathway, all units that relate to a job function can be integrated for assessment purposes.

Prerequisite units:

- none.

Co-requisite units:

- WRHCS201A Prepare clients for salon services
- WRHWP201A Assist colleagues providing multiple salon services as a team member.

Method of assessment

The following assessment method is suggested.

- Observation of the learner performing a range of tasks in an actual or simulated work environment, over sufficient time to demonstrate his/her handling of a range of contingencies. Tasks may include:
 - positioning clients at the basin for the rinsing and neutralising service
 - rinsing chemicals from the hair
 - blotting excess water from the hair
 - applying, processing and removing neutralising products according to manufacturer's instructions and workplace procedures.

Evidence required for demonstration of consistent performance

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

It can be gathered from assessment of the unit of competency alone, through an integrated assessment activity or through a combination of both.

Evidence should be gathered as part of the learning process.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables 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. ***Bold italicised*** text from the performance criteria is detailed here.

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.

Neutralising products may include:

- liquids and creams for nozzle application
- foaming neutralisers.

Client comfort and safety may include:

- protection of client's clothes and skin
- provision of clean and dry wraps and towels
- protection of client's face and eyes
- position of client's head and neck at the basin.

Relevant legislation may include:

- federal, state and local health and hygiene
- occupational health and safety.

Workplace policies and procedures may include:

- client comfort and safety
- operator safety
- health and hygiene
- disposal of waste.

RANGE STATEMENT

Operator precautions may include:

- rubber gloves
- skin barrier creams.

Conditioning products may include:

- recommended products from the manufacturer's range
- products from the salon range, as directed by a senior operator.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing