



Australian Government

Department of Education, Employment and Workplace Relations

WRHCR302B Perform chemical curling and volumising services

Revision Number: 1

WRHCR302B Perform chemical curling and volumising services

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required to design and perform chemical curling and volumising services to add curl or body to short or medium length hair.

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 clients regarding their expectation of the finished hair design and degree of curl. It requires knowledge of the action of permanent wave chemicals on the hair's structure, contraindications, factors that influence degree of curl and pre-service hair analysis. Knowledge of the workplace product range, workplace procedures and relevant local health regulations is required, along with attention to client 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 Assess hair and consult with client.	<p>1.1 Hair assessment is made, based on:</p> <ul style="list-style-type: none"> • <i>hair and scalp condition</i> • <i>hair texture</i> • <i>hair density</i> • <i>hair porosity</i> • existing natural movement and curl • length • the effects of <i>previous chemical services</i> on the hair. <p>1.2 <i>Contraindications to chemical reformation</i> are identified and the <i>client</i> is informed according to workplace policy.</p> <p>1.3 Desired finished design and degree of curl or body is confirmed with client.</p>
2 Select and apply reforming products and equipment.	<p>2.1 <i>Products</i> and rod sizes are selected to match hair assessment and desired degree of curl or body.</p> <p>2.2 Hair is cleanly sectioned and wound with even lift in a simple directional pattern, without hooked ends and to avoid breakage, rubber marks or drag.</p> <p>2.3 Chemical reformation products are applied according to manufacturer's instructions and ensuring client comfort and safety.</p>

ELEMENT	PERFORMANCE CRITERIA
	<p>2.4 Hair is processed and checked to achieve predetermined degree of curl or body.</p> <p>2.5 <i>Client and operator comfort and safety</i> are ensured at all stages of winding and processing, according to <i>relevant legislation</i>, manufacturer's product safety data sheets and <i>workplace policies and procedures</i>.</p>
3 Rinse and neutralise hair.	<p>3.1 Hair is rinsed thoroughly and evenly to remove residual perm solution.</p> <p>3.2 Excess water is evenly blotted from hair according to manufacturer's instructions.</p> <p>3.3 <i>Neutralising products</i> are selected to match reformation chemicals.</p> <p>3.4 Products are measured and applied in accordance with manufacturer/senior operator instructions and so as not to disturb hair on rods.</p> <p>3.5 Client and operator comfort and safety are ensured at all stages of rinsing and neutralising according to relevant legislation, manufacturer's product safety data sheets and workplace policies and procedures.</p>
4 Provide after service advice.	<p>4.1 After service maintenance advice is offered to clients.</p> <p>4.2 <i>Home care products</i> are recommended to clients.</p> <p>4.3 Outcomes of service are reviewed against established client expectations and client satisfaction is confirmed.</p> <p>4.4 Client history is updated to include product selection, technique, outcome of service and home care products purchased.</p>

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:

- conducting accurate pre-service hair and scalp analysis
- communication techniques, including:
 - using open and closed questions
 - speaking clearly and concisely
 - using appropriate language
 - non-verbal communication
- selecting products, equipment and techniques appropriate to desired outcomes and predetermined designs
- winding to a pre-planned pattern with even tension and without hooked ends, breakage or rubber marks
- assessing the development of degree of curl
- consistently performing the full rinse and neutralising service
- consistently applying safe work practices and manufacturer's instructions
- language, literacy and numeracy skills relevant to the role and workplace requirements.

REQUIRED SKILLS AND KNOWLEDGE

Knowledge may include:

- the workplace chemical reformation product range
- the physical and chemical actions of the following products on the structure of hair:
 - protein fillers
 - perm solutions
 - neutralisers
- the factors that influence achieving planned degree of curl
- manufacturer's advice for safe use of chemical curling and volumising chemicals
- contraindications to proceeding with chemical curling and volumising services
- workplace policies and procedures in regard to the performance of a range of chemical reformation services
- the provisions of relevant health and hygiene 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 perform pre-service hair analysis, consult with clients regarding the desired curl/body result, and then perform the full chemical reformation service to achieve that outcome to the satisfaction of the client. Client and operator safety must be ensured at all stages during the chemical reformation process.

Knowledge and skill in the application of relevant legislation and workplace policies and procedures must also be demonstrated.

EVIDENCE GUIDE

Specific evidence requirements

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

- consistently conducting accurate pre-service hair and scalp analysis
- consistently selecting products, equipment and techniques appropriate to desired outcomes and predetermined designs
- winding to a pre-planned pattern with even tension and without hooked ends, breakage or rubber marks
- consistently and successfully assessing the development of degree of curl for desired curl and/or volume
- consistently performing the full rinse and neutralising service
- consistently applying safe work practices and manufacturer's instructions.

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 that 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.

EVIDENCE GUIDE

Specific resources for assessment

Competency for this unit should be assessed through access to:

- relevant documentation, including occupational health and safety legislation and regulations, workplace policy and procedures manuals and manufacturer's product safety data sheets
- a range of workplace chemical curling and volumising products and equipment
- a range of presenting clients seeking chemical curling and/or volumising services
- a hairdressing salon or simulated salon area.

Relationship to other units

This unit requires an assessment outcome that includes evidence of well-developed client communication skills, knowledge of the chemical and physical effects of chemical curling and volumising products on the hair, and the ability to apply safe working practices during chemical services.

Prerequisite units:

- WRHCS201A Prepare clients for salon services
- WRHCS205A Follow personal health and safety routines at work
- SIRXOHS001A Apply safe working practices.

Co-requisite units:

- WRHHS301A Apply the principles of hairdressing science
- WRHWP302A Operate effectively as a hairdresser in a salon work team.

EVIDENCE GUIDE

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:
 - conducting pre-service analysis
 - predetermining finished looks with clients
 - selecting products and equipment
 - completing a range of complete chemical and volumising services to achieve a predetermined curl/body result.

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.

RANGE STATEMENT

- Hair and scalp condition*** may include:
- normal
 - abnormal
 - dry
 - oily
 - damaged.
- Hair texture*** may include:
- coarse
 - medium
 - fine.
- Hair density*** may include:
- sparse
 - normal
 - dense.
- Hair porosity*** may include:
- resistant
 - normal
 - porous
 - highly porous.
- Previous chemical services*** may include:
- chemical reformation
 - presence of lightening agents or artificial colourants on hair.
- Contraindications to chemical reformation*** may include:
- damaged hair
 - abnormal scalp conditions, including broken or weeping areas of skin
 - previous chemical services
 - resistant hair
 - highly porous hair.
- 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.

RANGE STATEMENT

Products may include:

- pre-perm porosity treatments
- alkaline perms
- acid perms
- products in different strengths, according to hair assessment.

Client and operator comfort and safety must include:

- applying gown and towels to protect client clothes
- applying protective or barrier creams to client face or neckline areas
- avoiding contact with client or operator's eyes
- avoiding inhalation of fumes whilst applying product
- wearing operator protective gloves when winding hair and applying solution
- wearing operator protective gloves when applying neutraliser
- wearing operator protective moisturiser on hands and lower arms.

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.

Neutralising products may include:

- liquids and creams for nozzle application
- foaming neutralisers.

Home care products may include:

- shampoos
- conditioners
- styling aids.

Unit Sector(s)

Not applicable.

Competency field

Competency Field Hairdressing